



**INDIAN MARITIME UNIVERSITY
CHENNAI**

RFP No.IMU/HQ/01/Software Development/2017

Request For Proposal

Request for Proposal (RFP) for the Design, Development, Configuration,
Implementation, Testing and Maintenance of
Web Based Integrated University Management System
for
Indian Maritime University, Chennai.

Abstract

Notice Inviting RFP : IMU/HQ/01/Software Development/2017

RFP Document Download
Start Date : 02.06.2017

Last Date for Submission : 23.06.2017 at 3:00 PM

Pre Bid Discussions
Date and Time : 16.06.2017 at 10:00 AM

RFP Proposals Opening
Date and Time : 23.06.2017 at 3:30 PM

EMD Amount : Rs. 2,00,000/-

Address for Submission of RFP : The Registrar,
Indian Maritime University
East Coast Road, Uthandi
Chennai-600119.

1. Introduction:

The Indian Maritime University, Chennai is a Central University under the Union Ministry of Shipping with all-India jurisdiction, with its own Campuses at Chennai, Kochi, Kolkata, Mumbai and Visakhapatnam and with 24 Affiliated Institutes across the country.

IMU offers the following Undergraduate & Postgraduate courses and PhD Programme in the Schools of Marine Engineering and Technology, Nautical Studies, Naval Architecture and Ocean Engineering and Maritime Management:

U.G Courses:

- a) 4-year B.Tech (Marine Engineering)
- b) 4-year B.Tech (Naval Architecture & Ocean Engineering)
- c) 3-year B.Sc (Nautical Science)
- d) 3-year B.Sc (Maritime Science)
- e) 3-year B.Sc (Ship Building & Repair)
- f) 3-year BBA (Logistics, Retailing and E-Commerce)
- g) 1-year Diploma in Nautical Science (DNS)

P.G Courses:

- a) 2-year M.Tech (Naval Architecture & Ocean Engineering)
- b) 2-year M.Tech (Dredging & Harbour Engineering)
- c) 2-year M.Tech (Marine Technology and Management)
- d) 2-year MBA (Port & Shipping Management)
- e) 2-year MBA (International Transportation & Logistics Management)
- f) 2-year M.Sc (Commercial Shipping and Logistics)
- g) 1-Year PG Diploma in Marine Engineering (PGDME)

Admissions to the UG/PG Programmes offered by IMU Campuses and the Affiliated Institutes are through IMU's Common Entrance Tests (CET).

At present the IMU has approximately 6000 students and 500 Employees.

1.1 Authorities of the University

The various Statutory Authorities of the University are as follows;

- a) The Court
- b) The Executive Council
- c) The Finance Committee
- d) The Academic Council
- e) The Planning Board
- f) The Board of Affiliation and Recognition and
- g) The Board of Schools

1.2 Board of Schools

The various School Boards that were created by the University and functioning at present are:

- a) School of Marine Engineering & Technology
- b) School of Nautical Studies
- c) School of Naval Architecture & Ocean Engineering
- d) School of Maritime Management
- e) School of Allied Studies
- f) School of Naval Studies
- g) School of Research Studies

IMU is looking for a Service Provider for the Design, Development, Configuration, Implementation, Testing and Maintenance of Web Based Integrated University Management System (IUMS).

2. Existing System in IMU:

- a) IMU has computerized systems for Admissions, Examinations, Accounts and various other related functionalities through various service providers. These systems have been implemented over a period of time and they are not integrated systems.

- b) Admissions to the UG & PG courses offered by IMU Campuses and the Affiliated Institutes are through IMU's Online Common Entrance Tests (CET). The candidates apply online for CETs, upload all relevant documents, make online payments towards Application Fee and download the Hall Tickets. The online CETs are held at various Test Centres spread across the country on a specified date. Online Counselling is done for the CET qualified candidates for admission to IMU Campuses.

- c) IMU conducts online Common Recruitment Tests (CRT) for recruitment to various categories of posts.

- d) The present Examinations Application Software has various functionalities such as Registration of students for examination in various subjects, marks entry, results processing and publication, etc. This system is under Linux / MySQL environment.

- e) The Tally software is being used in IMU HQ and all the IMU Campuses for accounting purpose in de-centralized manner. LIBSYS software is being used in the Libraries of IMU Campuses.
- f) The links to various systems in use are provided through the existing website of IMU at www.imu.edu.in.
- g) The IMU HQ has campus-wide Local Area Network with around 100 computers connected to the LAN along with WiFi facility. Internet connectivity is available through 1Gbps NKN connectivity and 8 Mbps Leased Line connectivity through BSNL.
- h) All the five IMU Campuses have campus-wide Local Area Network with WiFi facility. Internet connectivity is available at IMU Campuses through Leased Lines of 100 Mbps or higher bandwidth.

3. Scope of Work:

The Indian Maritime University is looking for a Service Provider for the Design, Development, Configuration, Implementation, Testing and Maintenance of Web Based Integrated University Management System for the use of all the stakeholders of the University. The Service Provider is expected to provide the following services as part of the project:

- a) Customise their Commercial Off-the-Shelf (COTS) software for the requirements of IMU and offer comprehensive Warranty / AMC support services for five years after the

systems Go-Live. The proposed modules for IMU is given in Section 3.1.

- b) Host the customized application in a secure Private Cloud environment and offer total managed services for the uninterrupted availability of the systems.
- c) Provide two on-site Programmers at IMU HQ at Chennai for technical support services to all the Departments / Sections at IMU HQ and extend remote assistance to all IMU Campuses.
- d) The present RFP is for getting Technical Proposals from the interested Service Providers for offering their services for the above mentioned requirements of IMU.

3.1 Proposed Modules for IMU:

The functionalities expected to be offered by the Service Provider in customized Integrated University Management System of IMU are listed here. The list of modules mentioned and the grouping of modules are only indicative and not an exhaustive list.

a) Academics and Examination System:

- Programmes and Subjects
 - Rules, Regulations, Syllabus, Credit Hours, Intake Capacity
- Admissions Management
 - Integration with CET, Online Counselling, Enrolment
- Faculty Workload / Lesson Plan
 - Academic Calendar

- Academic Infrastructure at IMU HQ and Campuses.
- Question Bank creation and management.
- Question Paper setting.
- Schedule of Examinations.
- Students' Registration for End-Semester Examinations including generation of Hall Tickets.
- Deployment of Supervisors/Observers/Flying Squad.
- Examination Attendance.
- Internal Assessment Marks and Practical/Projects Marks.
- Answer Scripts Management
- External Assessment Marks.
- Results Processing
- Results Analysis
- Moderation.
- Publication of Results
- Re-totaling, Revaluation and photocopies of Answer Scripts.
- Generation of Mark Statements.
- Generation of various Certificates.
- Students' Disciplinary cases.
(Ragging, Examination malpractices etc.,)
- Inventory of Academic Material.
- Post Sea Courses
- Sponsored Projects
- E-Learning System.
- Reports and Query Modules (required for all modules)
 - Standardised Reports, Charts, Adhoc Query Reports, Drilldown Reports and Dashboards

b) Students Management Modules

- Students Profile.
 - Personal Information, Contact Details, Academic Details
- Online Payment of Fees and Deposits.

- Issue of Identity Card.
- Hostel Management.
- Scholarships.
- Performance Based Rewards.
- Endowments.
- Attendance.
 - Leave / Permission module
 - Biometric attendance (Handheld device)
- Class Time Table.
- Assignments
- Extra-curricular Activities.
- Students' Evaluation of Faculty.
- Internships/On-board Training.
- Placements Management.
- Registrations for Convocation.
- Certificates.
 - No Due Certificates, Transfer Certificate, etc.
- Refund of Caution Deposits.
- Parent Enquiry/Alert/Messaging Management.
- Messaging System
- Students Grievance System
- Students Group Insurance.
- Issue of Text Books and Uniforms
- Health Care Management.
- Re-Admission Process after Break in studies.

c) Affiliated Institutes Module:

- Master Data of Affiliated Institutes.
 - Affiliation Particulars, Contact Details, Institute Infrastructure.
- Affiliation Fees Collection / Renewals
- Programmes and Intake Capacity.
- Faculty Profile.
- Admission of IMU CET Qualified Students.
- Programme Fees Management.

- Uploading of Internal/Practical Marks etc.,
- Submission of online Periodical Returns.

d) Human Resources Management System

- Posts Management
 - Recruitment Rules, Roster, Vacancies, Recruitments, Promotions, Transfers, Retirements, etc.
- Staff Profile including Family & Nomination details.
 - E-Service Books.
- Bio-Metric Attendance and Leave Management.
- NPS/Provident Fund.
- Group Medical Insurance.
- Medical Allowance.
- Bonus.
- Loans and Advances.
- Over Time Allowance.
- Leave Travel Concessions.
- Annual Increments.
- Annual Performance Assessment System.
- Annual Property Return Filing System.
- Special Duties Management System.
- Disciplinary and Vigilance cases.
- Promotion of employees including MACP

e) General Management Modules:

- Master Data of Statutory Authorities of IMU.
- E-Document Management System for the past decisions of the Executive Council, Academic Council and other Authorities of the University.
- Meeting Management System
 - Membership Module (Members list, validity, email list and attendance of members in the meeting)
 - Intimation to members – Travel plan/Booking
 - Circulation of Agenda of meeting

- Minutes of meeting
- Action Taken Report
- Key words search
- Alumni Management System.
- Legal Court Cases Monitoring System.
- Endowments
- File Tracking System
- Mobile based Apps for various functionalities / stakeholders

f) Payroll Management

The Payroll module shall include the following

- Salary structure fixation for various cadres of employees.
- Deductions and Recoveries.
- Generation of Pay Slips.
- Income Tax and TDS.

g) Finance and Accounting System

A comprehensive financial accounting package that can handle all the activities and generation of all kinds of statements like Trial Balance, Income and Expenditure, Balance Sheets, etc., should be integrated with all other modules.

- Budgeting for IMU HQ and Campuses.
- Budgeting for Plan and Non-Plan Funds.
- Expenditure as per Delegation of Financial Powers.
- Allocation of Funds to Campuses.
- Defining Cash/Bank Books, Ledger Heads & Final Account Heads.
- Receipt and Payment entries, etc.

- Direct Transfer of Salary and other payments.
- Bank Reconciliation Statement.
- Cheque Printing
- Final Accounts – Trial balance, Balance Sheet, Receipt & Payment, Income & Expenditure statement & schedules
- Integration with Tally.
- Cheque Issue Register
- Cash inflow / outflow Register
- Grants-in-Aid Register
- Fixed assets Register
- Stock Register
- Payment Voucher Register
- Fixed Deposit Register
- Purchase Register
- Advances Register
- Auditing
- E-Receipts.

This module should have all the functionalities provided by Tally software.

h) Estate Management

- Master data for Land and Buildings.
- Allocation of Quarters and Guest House.
- Lease-in and Lease-out of IMU premises.
- Database on ongoing Projects / Works
- Estimate preparation for new Project / Work.
- Project Plan Monitoring
- Security Services, House Keeping services
- Maintenance and AMC.

i) Purchase and Stores Management

- Purchase Requisitions Management
- Tender Management
 - Publishing of Tenders.
 - EMD / Security Deposit Collection and Management.
 - Payment tracking and notification.
 - Purchase / Work Orders, Period of Contract monitoring.
- Stores & Inventory Management
 - Receipt, verification & acceptance of goods
 - Stock entry.
 - Issue of goods to sections / departments.
 - Reordering alerts
 - Scraps / Obsolete Items management
- Invoice entry transfer to accounts.

j) Training and Placement

- Master data on potential Employers
- Campus Interview Scheduling and Mapping
- Seminar / Conferences / Internships
 - Registrations, Participations, Results, Placements

k) Library Management:

The activities of the Library Management shall be handled in the Library Module with RFID access control. The activities includes Invoicing, Accessioning, Circulation, Online Public Access Catalogue, Statistical Reports along with RFID

functionalities like Tagging of the Books, Stock verification and Shelf Management, etc.

l) Transport Management:

- Vehicles Management (Master Data)
- Maintenance of Vehicles
- Insurance of Vehicles

m) Hostel Management:

- Hostel Admission and Room allocation
- Shifting of Room or Hostel or Mess
- Student dues recovery / refund at the end of every semester / year
- Hostel Items Inventory Management
- Maintenance Management
- Canteen / Mess Monitoring / Management

n) Health Care Management:

- Students and Employees Health Master Data
- Stock of Medicines
- Medical Equipments and Facilities.

o) Consultancy Project and Research Module

p) Security and Surveillance System Module

3.2 Dynamic Web Portal for IMU

All the above mentioned modules are to be integrated and offered using a Dynamic Web Portal for the use of various stakeholders as

per their roles and responsibilities. The Portal should provide Dashboards on login as per the requirements of the logged-in user. The Web Portal should also have static contents relating to the University for general information to public and various stakeholders. It should have facility for authorized officers to update the contents with user-friendly interfaces. The Portal should meet industry standard guidelines and should have efficient Search facility.

3.3 Software Requirement Specification (SRS)

The successful service provider shall study the existing system and the functional requirements of each module by interacting with concerned officers at IMU for proper understanding of the system. The discussions held during Pre-Bid discussions would be useful for expediting the systems study at this stage. The successful service provider shall obtain sign-off of SRS from the designated authority of IMU and develop the system accordingly.

3.4 Features of the Proposed Solution

The Service Provider should be in a position to provide the required modules with minimal customization of the COTS modules. The Proposed Solution by the Service Provider is expected to have the following features:

- a) Should be capable of addressing the current functional requirements of IMU and also scalable to meet the future functional needs of the University that may come up from time to time, with necessary customization of the software.
- b) All modules are to be integrated for sharing of data and should have uniform look and feel
- c) All the modules should have exhaustive Reporting and Query features

- d) The system should have User Friendly Interface.
- e) Mobile Apps Services (Android based) for the use of various stakeholders may be suggested
- f) Smart Card / RFID based integration may be suggested, wherever applicable.
- g) The offered system should be secure, stable and have provision for scalability
- h) Certain applications may require IP address based authentication and One Time Password (OTP) mechanism.
- i) Role based access to various Users.
- j) Proper logging of user actions on critical systems.
- k) Facility for secure backup and recovery techniques.
- l) The Web Portal should support all standard Browsers.
- m) The system customized for the requirements of IMU are to be hosted on a Private Cloud in India, preferably under industry standard Open Source Software and Open Technology environment.
- n) The Service Provider should provide all patches and updates during the duration of the contract.
- o) The Service Provider should provide online Help Desk to attend to the issues raised by the end users.
- p) The Service Provider should provide an Audit Trail feature for all the modules.
- q) Database records from the existing systems on current and

past students, employees and other details have to be ported onto the back end database of the proposed system for use with the new modules. Hence, the proposed systems should have interface modules for uploading Admissions data, Examinations data, Students details, Faculty details and Employees details.

- r) The IUMS should support various modern technologies such as – Online Payment Gateway, SMS Gateway, RFID technology, Biometric for student and employees attendance & monitoring, auto email alerts, etc.
- s) In addition to the above mentioned features, additional features available in the proposed solution may be highlighted by the Service Provider in their Technical Proposal.
- t) It would be the responsibility of the Service Provider to supply all the modules specified in the scope of work. It would be inclusive of but not exclusive to:
 - Timely delivery of IUMS to Indian Maritime University Chennai.
 - Comprehensive training for using / customizing / deploying and for taking backup and recovery.
 - Proper security to access / role based access / IP authentication wherever necessary / One Time Password
 - Flexible to adapt to new technologies
 - Easy maintenance and plug and use for new modules

u) **Project Implementation**

- i. The successful service provider has to carry out complete study of requirements at the IMU and prepare project schedule within four weeks from the date of awarding the contract. The project schedule document should clearly indicate the flow diagram of all modules, work flow charts and complete requirements as suggested above and based on the study to be carried out at Indian Maritime University, Chennai by the way of discussing with concerned Faculty and Staff. The implementation shall commence only after approval of the concerned authorities of Indian Maritime University, Chennai.
- ii. The complete documentation of the system has to be produced as per industry standards at the time of completion of installation. The service provider has to submit a documentation schema along with the tender. Three sets of documentations have to be provided.
- iii. Testing of the IUMS has to be carried out extensively and should be certified for the quality and secure and error free working of systems.
- iv. The successful service provider should install and configure the System and other devices (Intranet) as per the technical and functional requirements to ensure proper operation among all the Campuses and all Affiliated Institutes and all internal

departments of Indian Maritime University, Chennai for friendly and at the same time secure access.

- v. The IUMS should support necessary security features to prevent unauthorized information access / modification.
- vi. Indian Maritime University, Chennai may also opt for an Independent testing and certifying agency for testing and certification of the complete System.

3.5 Deployment Environment

The systems customized for the requirements of IMU are to be hosted on a Private Cloud in India, preferably using industry standard Open Source Software and Open Technology environment. The details of the proposed deployment environment are to be explained in the Technical Proposal of the Service Provider.

3.6 Contract Period

The Integrated University Management System is expected to Go Live within six months from the date of issue of work order. The contract for designing, customization, implementation and Post Implementation Support shall be for a period of five years from the date of issue of work order. The Integrated University Management System should be implemented as per the requirements and deployed within 9 months of stipulated time from the date of issue of the work order.

3.7 On-site Support Service:

The Service Provider should provide two Programmers for on-site technical support service at IMU HQ Chennai for the period of contract. The Programmers are required to generate ad-hoc reports

as required by various Departments / Sections of the University and will be responsible for the maintenance of the Web Portal as per the day-to-day requirements of IMU. They should clear the doubts of the users in making use of the system and offer remote technical assistance to the users at IMU Campuses. They will also be responsible for interacting with the back-end team of the Service Provider for offering timely services for all the requirements of IMU.

The on-site Programmers should possess the following qualifications and experience:

- a) BE or B.Tech in Computer Science / MCA / M.Sc (Computer Science) with minimum of 5 years' experience in software development
- b) Experience in development and maintenance of application systems using RDBMS
- c) Experience in use of Reporting Tools based on SQL
- d) Experience in development of web based applications using Java / PHP / .NET.
- e) Experience in development and maintenance of websites

3.8 Training:

The Service Provider should provide Comprehensive Trainers Training on all the modules. Training for operation and maintenance of the Software for Integrated University Management System for employees on the following topics should be provided:

- a) Usage of all the Software modules
- b) Data Entry and Report Generation
- c) Backup, Recovery and Security

3.9 Documentation and Source Code:

All Software modules with complete Source Code must be supplied with their originals along with original printed technical documentation and licenses. The Service Provider should agree to Life Long (Perpetual) License to the IMU without any Royalty to be paid to the Service Provider.

3.10 Intellectual property Rights:

All intellectual property rights for the work performed under this RFP as far as data is concerned shall lie with Indian Maritime University, Chennai. This clause is applicable to all data in any form or format designed and developed for Indian Maritime University, Chennai under this RFP by the vendor.

4. Process of Selection of Service Provider:

The Service Provider will be selected in the following manner:

Stage-I

- a) It is mandatory for the interested Service Providers to participate in the first stage of RFP.
- b) Sealed RFP documents should contain all the relevant information and desired enclosures in the prescribed format (Annexure-II on Minimum Eligibility Criteria) along with detailed Technical Proposal (as per Clause 6 on 'Contents of Technical Proposal') and Earnest Money (EMD) for an amount of Rs.2,00,000/- (Rupees Two Lakhs Only).
- c) Those who meet the 'Minimum Eligibility Criteria' would be considered for participation in Stage-II of the Tender process.

Stage-II

- a) The Service Providers who have qualified under Stage-I will be asked to give presentation on their Technical Proposal and demonstrate their COTS solution in IMU HQ Chennai at specified date and time.
- b) The Service Provider shall provide access to the Demonstration site for two weeks time to IMU for testing the features claimed by them in their Commercial off-the-Shelf (COTS) modules.

Stage-III

- a) The Scope of Work may be modified or enhanced based on the inputs gathered in Stage-II. The Tender document containing detailed revised Scope of Work, Technical Evaluation Criteria, format for Price Bid, Payment Terms and other Terms and Conditions will be sent only to those who have given presentation of their Technical Proposal and demonstrated their COTS solution.
- b) Technical and Financial Bids will be evaluated and the selection of Service Provider will be based on QCBS (Quality-cum-Cost Based System) method. Based on the marks obtained in the Technical Evaluation Score and Financial Score of Price Bid, the Total Score will be calculated.
- c) The Service Provider with the highest Total Score will be awarded the contract.

5. Minimum Eligibility Criteria:

N.B. The Service Provider may furnish modes of proof other than the ones indicated below but it shall be entirely up to IMU whether to accept them or not

1. The Service Provider should be a Private/Public Limited

Company/Partnership Firm registered in India. Individuals are not eligible to participate.

[*Mode of Proof*: Copy of Registration/Incorporation Certificate showing that the Service Provider is a Private/ Public Limited Company/ Partnership Firm].

2. The Service Provider must be in the Software Development business in educational sector and necessarily own the offered Software Solutions, carrying out projects similar to the requirements indicated in the Scope of Work of this document, for at least 5 years i.e. since 2012-13 or earlier.

[*Mode of Proof*: Declaration for the ownership for the offered Application Software Solutions on Stamp Paper duly notarized & Declaration of no third party/third party software(s) involvement in the offered Application Software. Copies of Purchase Orders/Work Orders showing that the Service Provider has carried out projects similar to the requirements of IMU during last 5 years. It shall be IMU's prerogative to decide whether the document produced is a valid evidence or not and to call for additional proof if required].

3. The Service Provider should have 'successfully carried out' at least 3 (three) software development projects of value not less than Rs.50 lakhs each for Universities / Higher Educational Institutions such as IITs/NITs/IIMs or Colleges in the last 5 years (2012-13 to 2016-17).

[*Mode of Proof*: Copy of Agreement/Work Order/Project Completion Certificate/any other relevant document. It shall

be IMU's prerogative to decide whether the document produced is a valid evidence or not and to call for additional proof if required].

Note: The term 'successfully carried out' means the Service Provider should have implemented the project and maintained it for a minimum period of one year after the Go-Live of the system.

4. Average annual turnover for the last 3 years (i.e. 2013-14, 2014-15 and 2015-16) should be at least Rs.5 crores.

[Mode of Proof: Certified Copies of Audit Reports/Income Tax Returns/ any other relevant document. It shall be IMU's prerogative to decide whether the document produced is a valid evidence or not and to call for additional proof if required.]

5. The Service Provider should NOT have been debarred or blacklisted by any government department/agency in the past 3 (three) years (2014-15 to 2016-17) on account of fraudulent or corrupt practices or inefficient/ineffective performance.

[Mode of Proof: The Service Provider should give an undertaking for this.]

6. The Service Provider should possess Capability Maturity Model Integration (CMMI) certification of at least Level-3.

[Mode of Proof: Copy of the CMMI Certificate]

7. The Service Provider should possess Information Security Management Certification (ISO-IEC 27001:2005 or equivalent)

[Mode of Proof: Copy of the ISO Certificate]

8. The Service Provider must have executed minimum 3 Annual Maintenance Contract to provide on-site service support for the

customization of the University Management System during the last three years i.e 2014-15, 2015-16 and 2016-17.

[Mode of Proof: The service provider should give copies of AMC contract]

The Service Provider must meet the requirements of **ALL** the above 8 Minimum Qualifying Criteria. If the Service Provider does not meet the requirements of even one of these criteria, they shall stand disqualified and the RFP will not be taken up for further process.

6. Contents of the Technical Proposal

- a) The Technical Proposal of the Service Provider should clearly list out the modules available in their COTS solution with reference to the requirements indicated by IMU under Scope of Work. They may also highlight the additional features and modules available in their solution which will be useful to the requirements of IMU. Efforts required for customization of their modules for meeting the requirements of IMU has to be explained.
- b) The hardware and software environment proposed for deployment will have to be mentioned indicating the merits / reasons for suggesting the same for the requirements of IMU.
- c) The proposed plan for the detailed study of the functional requirements of IMU, customization / development of systems, testing and implementation, training and post implementation support are to be detailed with time lines.
- d) The steps taken to ensure security features to prevent hacking and defacement of the system and the plan for Security Auditing are to be highlighted in the Technical Proposal.

7. Responsibility of Indian Maritime University, Chennai

Indian Maritime University, Chennai shall be responsible for the management of the project as presented below:

- a. To appoint a Nodal Officer to represent the Indian Maritime University, Chennai and provide all Campus level support for smooth implementation of the Project
- b. To ensure timely sign-offs
- c. To ensure timely release of the payments as agreed in the payment terms
- d. To take steps to mitigate any potential risks that might surface during the course of the project.

8. Submission of RFP:

- a) Sealed RFP documents should contain all the relevant information and desired enclosures in the prescribed format (Annexure-II) along with detailed Technical Proposal (as per Clause 6 on 'Contents of Technical Proposal') and Earnest Money (EMD) for an amount of Rs.2,00,000/- (Rupees Two Lakhs Only) as Demand Draft drawn in favour of "Indian Maritime University" payable at Chennai. The RFP of the Service Provider without EMD shall be summarily rejected. The EMD will be forfeited if the Service Provider unilaterally withdraws the offer, or unilaterally amends, impairs or rescinds the offer within the period of its validity.
- b) All the pages of the RFP Document shall be continuously numbered and submitted as a package along with a Covering Letter in the prescribed proforma (*Annexure I*) on the Service Provider's letter head.
- c) Information, references and certificates from the respective clients, certifying the technical, delivery and execution capability of the Service Provider, should be signed and affixed with seal and the contact numbers of all such clients should be mentioned. IMU, Chennai may also independently

seek information regarding the performance from the clients.

- d) If the Service Provider deliberately gives incorrect or misleading information in his RFP document or wrongfully creates circumstances for the acceptance of the proposal, then IMU reserves the right to reject such a RFP document at any stage and also blacklist / debar the Service Provider from future tenders for a period of not less than 3 years.
- e) The Service Provider is not allowed to submit multiple RFP proposals or bid through a consortium.
- f) Service Provider is not allowed to sub-contract any part or whole of this proposal.
- g) RFP received through e-mail or without sealed cover will be rejected.
- h) The EMD of the rejected Proposals will be refunded.
- i) IMU reserves the right to accept any RFP under this tender in full or in part, or to reject any RFP or all RFPs without assigning any reason whatsoever.
- j) RFP received beyond the due date and time of submission will be rejected. No RFP document will be entertained by E-mail / FAX. The IMU shall not be responsible for any postal delay about non-receipt / non-delivery of the RFP documents.
- k) In the event of the due date of receipt and opening of the RFP being declared as holiday for the IMU, then due date of receipt / opening of the RFP will be the next working day at the same time.
- l) The RFP documents duly signed and stamped on each page shall be submitted in original. Any amendment and / or addition made to the RFP documents are not permissible after opening of the RFP. Incomplete RFP will be rejected.

(m) The RFP documents shall be submitted in a sealed envelope to the following address, **latest by 23.06.2017 at 3.00 p.m:**

The Registrar, Indian Maritime University,
East Coast Road, Uthandi, Chennai-600119.

9. Confidentiality

The Service Provider and their personnel shall not, either during implementation or after completion of the project, disclose any proprietary or confidential information or data relating to IMU without the prior consent of the IMU. IMU reciprocally agrees to do likewise regarding any proprietary or confidential information or data relating to the Service Provider which may come into the possession or custody of IMU in the course of the project.

10. Termination of Contract

a. Termination for Default

If the Service Provider fails to carry out the award / work order in terms of this RFP within the stipulated period or any extension thereof, as may be allowed by IMU Chennai, without any valid reasons acceptable to IMU Chennai, then IMU Chennai may terminate the contract after giving one month notice, and the decision of IMU Chennai on the matter shall be final and binding on the Service Provider. Upon termination of the contract. IMU Chennai shall be at liberty to get the work done at the risk and expense of the Service Provider through any other agency, and to recover from the Service Provider compensation or damages.

b. Termination for Insolvency:

IMU Chennai can terminate the contract if the Service Provider becomes bankrupt and / or losses the desired state of insolvency,

with a notice of 15 days. IMU Chennai in such cases of termination, will not be responsible for any loss or financial damage to the Service Provider resulted due to the termination. The IMU Chennai will also, in such cases have the right to recover any pending dues by invoking the performance bank guarantee or any such instrument available with IMU Chennai.

11. Resolution of Disputes

Should any dispute arise between the Service Provider and the IMU which cannot be resolved amicably through mutual negotiations, the same shall first be resolved through Arbitration, failing which in a Court of competent jurisdiction based in Chennai irrespective of the locus of the dispute.

12. Warranty

The bidder should warranty that the software deployed should perform satisfactorily as per requirements mentioned in the specification during implementation and operation & maintenance period. All software modules with complete source code must be supplied with relevant documentation and licenses.

Date: 02 Jun 2017

Registrar

Place: Chennai-600119

Annexure I

Covering Letter to Accompany with RFP

[On the Letter head of the Service Provider and to be put in a separate sealed cover along with EMD of Rs.2,00,000/- (Rs.Two Lakhs only)

Ref: IMU's Tender Notification - IMU/HQ/IT/2017 dated xx.xx.2017

From
Name & Address of the Bidder

To
The Registrar,
Indian Maritime University,
East Coast Road,
Uthandi,
Chennai - 600119.

Sir,

We are a -----

-----.

[Introduce your company and its activities with particular reference to your experience in Software Development and services relevant to the scope of work mentioned in this RFP document. Also furnish particulars of your registration with various statutory Tax Authorities. Not more than 200 words].

2) We hereby submit RFP for Design, Development, Configuration, Implementation, Testing and Maintenance of Web Based Integrated University Management System for Indian Maritime University, Chennai.

3) We have enclosed a Demand Draft bearing No. dated for Rs.2,00,000/- (Rupees Two Lakhs only) towards Earnest Money Deposit (EMD) in the name of the Indian Maritime University, payable at

Chennai.

- 4) We have read and understood and hereby agree to all the terms and conditions stipulated by the IMU in this RFP, including the specifications and scope of the work.
- 5) We certify that all the particulars furnished in the RFP document are true and correct and based on documentary evidence. We agree to the decision of IMU regarding the suitability of our solution to their requirement. We understand that if any of the particulars are found to be false or misleading, IMU has the right to summarily reject the RFP at any stage and that our company is liable to be blacklisted /debarred by IMU for at least 3 years.
- 6) We shall work closely with IMU and keep IMU posted at every stage about the progress made, and handover the software, source code and related documents as required.
- 7) We hereby submit out Bank details/E-mail ID/PAN/Contact Details for payment, refund of EMD/SD.

Bank Account Number –
Account Holder's Name -
Name of the Bank and Branch with address –
Type of Account –
MICR No -
IFSC –
Email ID-
PAN –
Name of Contact Person-
Mobile/Telephone No. of Contact Person-

Yours faithfully,

Date:

Place:

Signature with Seal of Authorised Signatory

Annexure II

MINIMUM ELIGIBILITY CRITERIA

(First sheet shall be on the letter head and all pages have to be authenticated at the bottom)

1. Whether the Service Provider is a Private/Public Limited Company/ Partnership Firm registered in India: YES/NO.

a) Mode of Proof enclosed:

b) Available at which page number of the Document

2. Whether the Service Provider is in the Software Development business in educational sector and own the Software Solution, carrying out projects similar to the requirements indicated in the Scope of Work of this document, for at least 5 years i.e. since 2012-13 or earlier.

YES/NO

a) Mode of Proof enclosed:

b) Available at which page number of the Document

3. Whether the Service Provider has 'successfully carried out' at least 3 (three) software development projects of value not less than Rs.50 lakhs each for Universities / Higher Educational Institutions such as IITs/NITs/IIMs or Colleges in the last 5 years (2012-13 to 2016-17).

<i>Sl. No.</i>	<i>Name & brief description of the contract</i>	<i>Name, Address & Contact No. of the Client</i>	<i>Contract Value</i>	<i>Contract Period</i>	<i>Mode of Proof</i>	<i>Available at which page of the document</i>

Note: The term 'successfully carried out' means the Service Provider should have implemented the project and maintained it for a minimum period of one year after the Go-Live of the system.

4. Annual turnover for the last 3 years i.e. 2013-14, 2014-15 and 2015-16

<i>Financial Year</i>	<i>Turnover (Rs. Crores)</i>	<i>Available at which Page of the document</i>
2013-14		
2014-15		
2015-16		
Average of 3 yrs		

5. Whether the Service Provider has been debarred or black listed by any government department/agency in the past 3 (three) years on account of fraudulent or corrupt practices or inefficient/ineffective performance?

YES/NO

- a) The Service Provider should give an undertaking for this.
- b) Available at which page number of the Document

6. Whether the Service Provider possess Capability Maturity Model Integration (CMMI) certification of at least Level-3. – YES / NO

- a) Mode of proof enclosed:
- b) Available at which page number of the Document.

7. Whether the Service Provider possess Information Security Management Certification of at least ISO-IEC 27001:2005 – YES/NO

- a) Mode of proof enclosed:
- b) Available at which page number of the Document.

8. Whether the Service Provider has executed minimum 3 Annual Maintenance Contract to provide on-site service support for the University Management System during the last three years i.e 2014-15,

2015-16 and 2016-17-Yes/No

- a) Mode of proof enclosed:
- b) Available at which page number of the Document.

Declaration

I/We certify that all the particulars furnished above are true and correct and based on documentary evidence, and that I/we understand that if any of the above particulars is found to be false or misleading, our bid is liable to be summarily rejected at any stage and my/our company is liable to be blacklisted/debarred by IMU for at least 3 years.

Date: _____ Signature with Seal of Authorized Signatory

Place: _____