

**STATE PROJECT DIRECTORATE
RASTRIYA UCHCHATAR SHIKSHYA ABHIYAN
Under Education (HIGHER) Department
Tripura**

**TENDER NOTICE NO:
No.F.1(66)-SPD/RUSA/2017**

**Tender for development and Implementation of “Higher Education Statistical
Information System (HESIS)”
STATE PROJECT DIRECTORATE (RUSA), Tripura**

TENDER NOTICE NO. : No.F.1(66)-SPD/RUSA/2017
PUBLICATION DATE : 10/04/2017
DATE AND TIME OF SUBMISSION OF TENDER : 25/04/2017 till 04.00 PM
DATE AND TIME OF OPENING : 29/04/2017 at 12.00PM (*tentative)
NAME AND ADDRESS OF TENDERER : **State Project Directorate (RUSA),
Under Education (Higher) Deptt., Tripura,
New Education Complex, 1st Floor, Office
Lane, P.O Agartala Tripura West, Pin:
799001**
TELEPHONE NUMBER : +919774999810
EMAIL ADDRESS : so_dhe@rediffmail.com

EARNEST MONEY DETAILS:

1. There is no Earnest Money (EMD) involved in this Bid process.

INSTRUCTIONS TO BIDDERS:

- 1 DETAILED COMPLIANCE STATEMENT (TECHNICAL & FINANCIAL) AS PER ANNEXURE(S).
- 2 GENERAL TERMS & CONDITIONS AS PER ANNEXURE(S).
- 3 THIS IS A TWO PART TENDER. BOTH TECHNICAL & FINANCIAL BID ENVELOPES SHOULD BE ENCLOSED AND SEALED IN SEPARATE ENVELOPES SUBSCRIBING THE TENDER NO AND DUE DATE.
- 4 THE TENDERS DULY COMPLETED, SIGNED, STAMPED AND SEALED IN ONE ENVELOPE ARE TO BE SUBMITTED TO:
**State Project Directorate (RUSA),
Under Education (Higher) Deptt.,
New Education Complex, 1st Floor, Office Lane,
Tripura West, Agartala, Tripura
PIN - 799001**

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SECTION - I

1. Definitions

In this document, the following terms shall have following respective meanings:-

- 1.1 "Authorized Representative" shall mean any person authorized by either of the parties.
- 1.2 "Bidder" means the company providing the services/Items under Agreement.
- 1.3 The word Bidder when used in the pre award period shall be synonymous with Bidder, and when used after award of the Contract shall mean the successful Bidder with whom Government of Tripura, signs the agreement for rendering of services.
- 1.4 "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of value or influence the action of an official in the process of Contract execution.
- 1.5 "Default Notice" shall mean the written notice of Default of the Agreement issued by one Party to the other in terms hereof.
- 1.6 "Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a Contract and includes collusive practice among Bidders (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the Government of Tripura of the benefits of free and open competition.
- 1.7 "Good Industry Practice" shall mean the exercise of that degree of skill, diligence and prudence which would reasonably and ordinarily be expected from a reasonably skilled and experienced Bidder engaged in the same type of undertaking under the same or similar circumstances.
- 1.8 "LOI" means issuing of Letter of Intent which shall constitute the intention of the purchaser to place the Purchase Order with the successful bidder.
- 1.9 "**User Acceptance Test (UAT)**" means the provisional acceptance testing of the users of the software and its services covered under the scope of work.
- 1.10 "**Final Acceptance Test (FAT)**" After successful installation of the software in accordance with the requirements as mentioned in this tender, Final Acceptance Test will be conducted. And declaration of Go-Live. After successful testing, Acceptance Test Certificate will be issued by State Project Directorate (RUSA), Tripura.
- 1.11 Service means the complete implementation of the project till Go-Live and support and maintenance.
- 1.12 SLA means Service Level Agreement is a negotiated agreement between two parties wherein one is the customer and the other is the service provider. It is a service contract where the level of service is formally defined. In practice, the term SLA is sometimes used to refer to the contracted delivery time (of the service) or performance.
- 1.13 IA (Implementation Agency) means successful bidder.

2. Invitation for Bids

2.1 About Directorate of Higher Education

The history of Higher Education in the State started with establishment of Maharaja Bir Bikram College in 1947. Subsequently, 22 general Degree colleges as well as one Institute of Advanced Studies in Education, one Govt. College of Art & Crafts, one Govt. Law College, one Govt. Museum, one State Archives and 24 (Twenty four) Public Libraries have been set up in the State with public funding. The Department of Education (Higher) is entrusted with provision of higher and technical education in the state and development of human resources and taking necessary measures for transforming the society into an ideal knowledge based society, stepping up our capabilities and capacities in various fields of Higher Education in terms of quantitative enrichment of trained manpower in our state. Notwithstanding constraint of resources, high priority is being attached for development of education in the State. Universalization of Integrated Child Development Services (ICDS) program has been taken up for providing preschool education facility to each and every child in the 3-6 years age group through the network of Anganwadi Centers in the State.

This is followed by the Sarva-Sikhsha Abhiyan (SSA), for universalizing provision of school education up to Class-VIII to all students. As a result, enrolment in Class-VI increased from 67,489 in 2000 to 77,702 in 2006. Bringing the left out students, checking dropout along with posting of trained teachers in adequate strength, introduction of science and mathematics streams, accountability of teachers etc have been taken up for improving both quality and quantity of school education. As a consequence, the demand for higher education is growing at a steady rate.

2.2 General Information

- 2.2.1 State Project Directorate (RUSA), Tripura is looking for vendors for development and implementation of **“Higher Education Statistical Information System (HESIS)”** for State Project Directorate (RUSA), under Directorate of Education(Higher), Tripura as per scope of work mentioned in **Clause 3**.
- 2.2.2 Bidders are advised to study all commercial aspects, instructions, forms, terms and specifications carefully in the tender document. Failure to furnish all information required in the tender document or submission of a bid not substantially responsive to the tender document in every respect will be at the bidder’s risk and may result in the rejection of the bid.
- 2.2.3 Sealed offers prepared in accordance with the procedure enumerated in Section II should be submitted to the State Project Directorate (RUSA), Agartala, Tripura.
- 2.2.4 The tender should indicate specifically price including all taxes as applicable. No additional information will be entertained after due date. The State Project Directorate (RUSA), Tripura may reject tenders if they do not carry such information separately and specifically quantitatively.
- 2.2.5 The bids should indicate that the rates are for State Project Directorate (RUSA), Tripura.
- 2.2.6 Eligible vendor/service provider has to submit their bid for all the items.
- 2.2.7 The tender should be submitted in two cover system i.e.: **a** and **b**. There should be proper indication of the contents on each envelope as indicated in **Section II**.
- 2.2.8 The tender should clearly indicate the delivery period and validity period of the tender.
- 2.2.9 Prices must be quoted in Indian currency only (INR).
- 2.2.10 Successful bidder has to deposit **5%** of the total project cost as performance security for a period of one year in the form of Bank Guarantee.

2.2.11 The bidder should be a Registered & Reputed service provider & the Tender must be submitted along with the copies of Registration.

2.2.12 State Project Directorate (RUSA), Tripura reserves the right to reject any or all tenders without assigning any reason whatsoever. The tenders will be opened on the date and the time indicated in the presence of bidders. If the date of opening is declared to be a holiday, the tenders will be opened on the next working day.

2.3 Payment Criteria:

2.3.1 The payment shall be made **as per below:**

Sl. No.	Milestone	% of Payment to be released
1	Delivery and sign-off of project plan and technical and functional requirement specifications	15% of Total Project Cost
2	Delivery and sign-off of design documents (high and low level documents)	15% of Total Project Cost
3	Testing scenarios, User Acceptance Testing and sign-off	25% of Total Project Cost
4	Production implementation of the application and Go-Live and Training	25% of Total Project Cost
5	Completion of Post implementation maintenance and support of 6 months	10% of Total Project Cost
6	Completion of Post implementation maintenance and support of 1 year	10% of Total Project Cost

2.3.2 The supplier/ selected bidder shall request for payment to the purchaser in writing, accompanied by invoices in triplicate along with the deliverables in approved formats as defined in scope of work.

2.3.3 Payments shall be made promptly by the purchaser, generally within sixty (60) days after submission of an invoice or request for payment by the supplier/selected bidder and the purchaser has accepted it.

2.3.4 The currency or currencies in which payments shall be made to the supplier/ selected bidder under this Contract shall be Indian Rupees (INR) only.

2.3.5 Amount towards all the kinds of penalties shall be deducted as per the SLA and penalty defined.

2.3.6 Any damaged or unapproved goods shall be returned at the Bidders risk and cost and the incidental expenditure thereupon shall be recovered from the concerned party.

2.3.7 Printed conditions of the firm sent along with the quotation, if any, shall not be binding on us.

2.3.8 On acceptance of tender, the date of service delivery should be strictly adhered to otherwise; the State Project Directorate (RUSA), Tripura reserves the right not to accept the delivery in full or in part. In case the order is not executed within the stipulated period, State Project Directorate (RUSA), Tripura will be at liberty to make purchase through other sources as per their convenience.

2.3.9 Payment of bill will be made through the crossed account payee cheque drawn in favour of bidder or through RTGS/NEFT/ECS/Cheque on submission of Invoice and acceptance from the authorised person of State Project Directorate (RUSA), Tripura.

2.3.10 Payment will be done by the State Project Directorate, under Higher Education, Rastriya Uchcharat Shikshya Abhiyan, Tripura, after successful delivery of all the services mentioned in payment milestone in Section I – 2.16a of this Tender Document.

2.4 Schedules for Invitation to Tender

- 2.4.1** Address at which the tender is to be submitted:
**State Project Directorate (RUSA), Tripura
New Education Complex, 1st Floor, Office Lane,
P.O Agartala, West Tripura, Agartala,
PIN – 799001
Tripura**
- 2.4.2 Last time and date for receipt of Tender : **04:00 PM, 25/04/2017**
- 2.4.3 Place , Time and Date of opening of Technical bids:
Place : State Project Directorate (RUSA), Tripura,
New Education Complex, 1st Floor, Office Lane, P.O Agartala,
West Tripura, Agartala, Pin: 799001, Tripura
Time & Date: **12.00 PM, 29/04/2017** (*tentative)
- 2.4.4 Date till which the tender is valid: 90 days from the opening of technical bid.
- 2.4.5 Place and time of opening of financial bid will be published in departmental website & leading newspapers.
- 2.4.6 Total duration of the project is 18 months. 6 months for implementation and Go-Live.1 year of post implementation support and maintenance. The vendor shall start the development & implementation within a period of 15 days from the date of agreement signed.
- 2.4.7 **The vendor needs to provide the cost and effort estimation like, Project Size in Function Points/Story Points, Project Effort in Person / Month, Project Schedule in Calendar Month and Project cost with the MSA Rate chart per hour of the number of full time employee involvement during project development, implementation and support. During the project development, maintenance and support a full time statistical Knowledge based technical resource to be physically deployed at the directorate by the vendor to assess the needs and work for development and successful implementation of the project.**
- 2.4.8 The deployed resource will also be responsible for resource gathering during development and training of all end user at their source location during the implementation till the successful implementation of the project.
- 2.4.9 State Project Directorate (RUSA) shall not be responsible for any postal delay about non-receipt/non-delivery of the documents.

2.5 SLA & Penalty:

Service level plays an important role in defining the Quality of Services (QoS). The prime objective of service levels is to ensure high quality of services from selected bidder, in an efficient manner to the identified users under this procurement. The service level shall be tracked on a periodic basis and have penalty clauses on non-adherence to any of them.

2.5.1 Penalties for delay in implementation

If the vendor fails to complete successful deployment of the application and UAT and FAT within the time period (s) specified in the implementation plan provided by the Implementation agency, Directorate of Higher Education, without prejudice to its other remedies under the Agreement, levy as penalties, for each week or part thereof of delay, until actual delivery of performance. The maximum penalty for delay shall not to exceed 5% of the Project Cost.

Delay in weeks	Penalty
1	1% of Project Cost
2	2% of Project Cost
3	3% of Project Cost
4	4% of Project Cost

More than 4 weeks	5% of Project Cost
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2.5.2 SLA for post implementation support. The bidders have to restore the normal functionality of the system within 48 hours of logging the complaint at the contact no. or helpdesk given by bidder. If the complaint is not resolved within 48 hours penalties will be imposed as per following table.

Sl. No.	Condition	Penalty
1	More than 48 hours up-to 5 Days	10% of current payment in support period
2	More than 5 days up-to 7 days	20% of current payment in support period
3	More than 7 days up-to 15 Days	40% of current payment in support period
4	More than 15 days up-to 30 Days	80% of current payment in support period
5	Above 30 days	100% of current payment in support period

2.5.3 Penalties shall not be levied on the successful bidder in the event of force majeure affecting the SLA which is beyond the control of the successful bidder.

3. Scope of work

3.1 General Scope of Work

A software application named as “Higher Education Statistical Information System (HESIS)”, which will be an integrated system between all Colleges with the Department of Higher Education, has been proposed to be implement in the State Project Directorate (RUSA), Tripura. The Department of Higher Education, Government of Tripura, is responsible for the overall development of the basic infrastructure of Higher Education sector, both in terms of policy and planning. Under a planned development process, the department looks after expansion of access and qualitative improvement in the Higher Education through Government General Degree Colleges, Professional Degree Colleges and Technical Institutions. Having enough statistical data information and indicators, could help the organization to precisely carry out its job. According to the available demographic data and its geographic nature the education specialists can recognize the community needs for facilities, staff and local offices; in light of the sharply accurate data and information. The belief in the development, planning and policy making is a fact only when rigorous data, information and statistical indicators are available to achieve goals which pave the way for planners to work accordingly and to make sure all stages are fully delivered. The data quality during the data cleansing and data extraction process needs to be measured and controlled through proper data extraction and loading tool. The consequences from improperly collected data would be as follows:

- a) Distorted findings resulting in wasted financial and human resources.
- b) Compromising decisions for public policy.
- c) Misleading to pursue fruitless avenues of investigation.

The major issues related to maintaining integrity of data collections needs to be taken care off through the data integrity management tool. The primary rationale for preserving data integrity is to support the detection of errors in the data collection, whether they are made intentionally (deliberate falsification) or not

(systematic or random errors). The following approaches may be implemented at different points.

- a) **Data Quality assurance:** - Activities that take place before data collection begins at different institutions.
- b) **Data Quality control:** - Activities that take place during and after data collection at department.

With the growing quantum of the Higher Education, it has to be fall indispensable to develop a sound database on Higher Education, covering all important sets as a **domain range with various co-domains**. It is far and wide predictable that the hard copy (existing hard copies) is inadequate and out dated and gives imperfect coverage, inordinate time lag etc.

Various initiatives are taken by the State Project Directorate (RUSA), Tripura in particular to increase Gross Enrolment Ratio (GER). To measure these initiatives and efforts, the State Project Directorate (RUSA), Tripura requires complete database which will cover each and every educational institute comes under its jurisdiction.

In view of this, the Department has initiated analytic data base software on Higher Education to intensify State Government initiatives towards quality of Higher Education. This software based observatory system will minimize the efforts of maintaining educational database and will be fruitful for effective intervention of Government initiatives. The objectives of this system are as follows:

- a) Identification of all the institutions of higher learning in Tripura
- b) Collection of soft form of data on various educational aspects from these institutions.

The broad categories of Data required for the system are:

- i. Institutions basic details with affiliation
- ii. Details of Faculties database
- iii. Details of Non-Teaching Staffs database
- iv. Courses offered in each Educational Institutions database
- v. Student's enrolment database

State Project Directorate (RUSA), Tripura is vested with the responsibility by the Government of Tripura, of setting up standard Data Capture Format (DCF), for collection of data, compilation and dissemination of educational statistics. The software based observatory system (SBOS) will also help State Government for national comparison.

3.2 FUNCTIONAL Requirements

The main function of the system would be to generate the statistical analytic reports from the multiple data sources as mentioned at the scope of work in section 3.1.

The major micro analysis of layout of the HESIS are as follows:

- i) Annual Educational Statistics (Yearly)
- ii) Annual Statistics for faculty (once submitted only annual update is needed)
- iii) New user creation will be done in consultation to DIT.
- iv) In case of transfer for Principals/Principal-in-charges the process will be carried out in consultation to DIT.
- v) All the Colleges with the help of concerned Individuals will upload their respective data on their respective Domain.
- vi) Transfer/Posting details of
 - a) Principal
 - b) Professor
 - c) Associate Professor
 - d) Assistant Professor
 - e) Post Graduate Teacher

- f) Non-Teaching staff (Group- C & D)
- g) Data Capture format (in excel sheet)
- vii) Sorting will be done on the basis of available Information of Academic year.
- viii) Personalized (advance) Excel format (DCF) could be downloaded from respective College profiles and then after filling of the format can be uploaded in the profile itself.
- ix) DCF would be of the following types:-
 - a) College profile (DCF).
 - b) Faculty profile for each faculty.
 - c) PGT.
 - d) Non-teaching staff.
- x) Report Generation Window with added features for Query based out puts.
- xi) Report Generation in Excel format as much possible.
- xii) All 33 institutions under Directorate of Higher Education will be included in the system.
- xiii) Database will be based on academic year for College profiles.
- xiv) Status of the extracted data uploaded by the institutions must be visible.

List of operational Reports would be as follows:

- i) College profile (Year wise) as per excel format.
- ii) Faculty profile (Upgraded annually or quarterly if possible).
- iii) Sorting of Students Data/filtering based on:-
 - a) Caste : - SC/ST/OBC/Minority/General.
 - b) Gender based :-
 - c) PWD :-
 - d) Semester :-
 - e) Year :-
 - f) Subject :-
 - g) STR :-
 - h) Stream : - Arts/Science/Commerce
 - i) Calculation of GER annually based on latest Census data and also category wise i.e. Gen./SC/ST/Minority.
 - j) Progress report of total admission in GDC's, polytechnics, technical and professional colleges w.r.f. previous years admission.
 - k) Faculty list generation based on above point (No. i, vi), College wise total experience and transfer data.
 - l) Sorting of Colleges based on STR, Gender Ratio, Caste, GER.
 - m) Total vacant seats and faculty position at Colleges/Institutes.
 - n) Subject wise demand sort based on previous years demand for the concerned subject and sorting on the basis of demand.
 - o) Manual entry of pass out data and drop-out data based on all subject of all Colleges or specific Colleges (Hons/Pass/Stream Wise).
 - p) Teaching – Non teaching ratio (College wise).
 - q) Credit based transfer/transfer of Students (College wise).
 - r) No. of Colleges in Rural vs urban area.
 - s) State, District, Sub-Division wise GER of Students (Category- Gen., SC, ST, OBC, Male, Female).
 - t) State, District wise NAAC accredited Colleges (Name & No. of College).
 - u) State, District wise CPE index (Name & No. of College).
 - v) College wise no of Research projects undertaken.
 - w) No. of Research papers published by faculties (College-wise).
 - x) STR College-wise and Subject wise.
 - y) No. of Books and Journals (separately) College wise and Department wise.

- z) UGC fund received (Year wise, College wise, Category wise).
- aa) Third party integrations support. An overview of individual faculty and college profile must be sharable via a link.

For the data administrative support the User Related Information would be as follows:

1. Level of User should define his overall rights over the system.
2. Add, delete, update, manage and edit operation should be the part of Admin module.
3. An individual or User of an institution will only be provided the access to overview over his respective institution.
4. Types of Users:
 - A. Admin user responsibility:-
 - a) Statistical Section (new report generation & Monitoring).
 - b) Technical user window (Enable window for User creation and Institution account creation).
 - c) User management and password retrieval helpdesk for all users.
 - d) Faculty profiles when updated must be highlighted via a notification on the notification window.
 - e) Notification window for all work done or Data uploaded.
 - f) Log file of all activity along with user stamp to be available for viewing.
 - g) Monitoring rights of overall website.
 - h) Multiple Administrator accounts support to be added.
 - B. DHE Users responsibility:-
 - a) View or edit all Institutes data.
 - b) Filtering of colleges based on data uploaded.
 - c) View or edit all faculty data college wise, subject wise.
 - d) No delete rights are provided.
 - e) Statistical Section (new report generation & Monitoring).
 - C. College Accounts:-
 - a) Download college profile format in excel or fill college profile in the web portal itself.
 - b) Download faculty profile format in excel and later on upload all the filled faculty profiles in the web portal.
 - c) The user of each college should be able upload and later edit all the faculty profiles and college profile of his own respective college.
 - d) In case of transfers the college user will carry the transfer of a selected faculty from one college to another.
 - e) View respective college statistical data and generate reports based on data of individual college.
5. Category of Institutions:-
 - GDC's
 - Technical
 - B.Ed. College/IASE (Teacher Education)
 - Professional
6. Generate Reports bases on User defined instructions such as:
 - a) Total Students Data of only 4 GDC's
 - b) Total Students Data of 3 GDC's and all Technical Colleges
 - c) Or any single institution alone.
 - d) Provisions are to be kept to generate reports by combination of instructions that are User defined.

7. Average number of user under each type:-

Slno	Type of User	No of Users
1	Administrator	2
2	DHE users	6
3	College Accounts	40

SECTION – II

4. Procedure for submission of bids

4.1 It is proposed to have a two cover system for this tender

- a. Technical Bid in one cover.
- b. Financial Bid in one cover.

1.1 Bid has to be submitted separately for each item.

1.2 Technical bid of the tender should be covered in a separate sealed cover super scribing the wordings “Technical Bid” along with agency name.

1.3 Financial bid of the tender should be covered in a separate sealed cover super scribing the wordings “Financial Bid” along with agency name.

1.4 Both the bids viz. Technical Bid and Financial Bid prepared as above are to be kept in a single sealed cover super scribed with “Higher Education Statistical Information System (HESIS) for State Project Directorate (RUSA), Tripura”. The cover thus prepared should also indicate clearly the name and address of the bidder to enable the bid to be returned unopened in case it is declared “late”.

5. Cost of Tender Form

No tender form will be sold. Tender form to be downloaded from the Govt. of India website <http://tenders.gov.in/> and <http://highereducation.tripura.gov.in/>

6. Clarification of Tender Document

A prospective bidder requiring any clarification of the tender document may notify the State Project Directorate (RUSA), Tripura in writing at the clients mailing address indicated in Clause 2.23 of section I. The State Project Directorate (RUSA) will respond in writing to any request for clarification of the tender document, received not later than 07 working days prior to the last date for the receipt of the bids prescribed. In case of any further clarification on any of the points in the tender, if required, a meeting can be scheduled.

7. Amendment of Tender Document

7.1 At any time prior to the last date for receipt of bids; the State Project Directorate (RUSA) may for any reason, whether at its own initiative or in response to a clarification request by the prospective bidder, modify the tender document by an addendum/corrigendum.

7.2 The addendum/corrigendum will be notified in writing or by FAX or by E-mail to all prospective bidders who have received the tender document and will be binding on them. It may be published in the Directorate of Higher Education website also.

7.3 In order to afford prospective bidder reasonable time in which to take the amendment into the account in preparing their bids, the State Project Directorate (RUSA) may, at its discretion, extend the last date for the receipt of the Bids.

8. Language of Bids

The bids prepared by the bidder and all correspondence and documents relating to the bids shall be written in English.

9. Document Comprising the Bids

9.1 The Bids prepared by the bidders shall comprise of the following components:-

- a) Technical bid shall consist of the following:-
 - i) Technical bid furnished as per the format for technical Bid (Annexure I) along with tender document.
- b) Financial bid consists of the following:-
 - i) Bid prices duly filled, signed and complete as per the format (Annexure II)

10. Bid Evaluation Method

- a. State Project Directorate (RUSA), Tripura will examine the bids to determine whether they are complete, whether any errors have been made, whether the documents have been properly signed, and whether the bids are in order.
- b. State Project Directorate (RUSA), Tripura will first evaluate the Technical bid of the bidder and the financial bids of only technically qualified bidder will be evaluated.
- c. State Project Directorate (RUSA), Tripura may waive any minor informality or non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such a waiver, does not prejudice or affect the relative ranking of any bidder.
- d. Prior to the detail evaluation, State Project Directorate (RUSA), Tripura will determine the substantial responsiveness of each bid to the bidding documents. For purposes of these, a substantially responsive bid is one, which conforms to all the terms and conditions of the bidding documents without material deviations. Determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence.
- e. If a bid is not substantially responsive, it will be rejected by State Project Directorate (RUSA), Tripura and may not subsequently be made responsive by the Bidder by correction of the non-conformity.
- f. State Project Directorate (RUSA) reserves the right to accept any bid and to cancel/abort the bid process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder.
- g. Arithmetical error will be rectified on the following basis. If there is a discrepancy between words and figures, the amount in words will prevail.
- h. Technical Evaluation: State Project Directorate (RUSA), Tripura will examine the eligibility of the bidders as per the Bid specification. Bids of the BIDDER, not satisfying the eligibility criteria, shall be rejected. State Project Directorate (RUSA), Tripura may ask for additional information from the bidders. On request from the State Project Directorate (RUSA), Tripura, the bidder may have to produce additional information. The time limit, in which the bidders' have to submit additional information, shall be decided by State Project Directorate (RUSA), Tripura and its decision shall be final in this regard. Bids of the Bidder failing to adhere to the specified time limit shall be rejected.
- i. Technical Evaluation Criteria (Refer to Annexure III): The bidder scoring a total point of 70 or more will be considered a technically qualified bidder which will

then be considered for financial evaluation. The bids will be rejected if the technical score is below 70 points.

- j. Financial Evaluation: After evaluating the Technical Bids, State Project Directorate (RUSA) shall notify the bidders who's Technical Bids were technically qualified indicating the date, time and place for opening of the commercial Bids. Bidder's representative (maximum 2 persons) may attend the commercial bid opening at State Project Directorate (RUSA), Agartala. Scores of the Commercial evaluation would be weighted prorata on a scale of 100 with the bidder with the lowest commercial quote getting 100. These commercial scores would then be added up with the score of the technical evaluation and the bidder getting the maximum total score out of 100 would be considered as the successful bidder (i.e. L1 bidder) and called for negotiations, if required.

Formula for Final Bid Evaluation is

$$B_m = .4(TM) + .6(F_n)$$

$$F_n = (F_{min}/F_b) * 100$$

Where,

B_m is the total marks of the bidder in consideration

TM is Technical Marks of the bidder in consideration

F_n is Normalized financial score of the bidder in consideration

F_b is Evaluated Cost of the bidder under consideration

F_{min} is minimum evaluated cost of any bidder.

11. Eligibility Criteria

11.1 The Agency should have minimum experience of three years in implementing a similar Software application or any other web-based application/portal.

11.2 The Agency should be a financially sound having minimum average annual turnover of 5 Crores. In case of consortium, prime bidder balance sheet will be considered) during last three financial years.

11.3 Attach all documentary proof without which the bid shall be rejected.

11.4 The prime bidder (In case of consortium) should be a company registered under Indian Companies Act, 1956 or a partnership firm registered under Indian Partnership Act, 1932.

11.5 The company should have any ISO 9001-2008 certification.

11.6 The company should have more than 100 resource count.

11.7 The bidder should have a registered number of i) Service Tax ii) Income Tax / Pan Number.

11.8 The bidder should not have been black listed or conflict of activities by any State Government, Central Government or any other Public Sector undertaking or a Corporation or any other autonomous organization of central or state Government for breach of contractual conditions as on bid calling date. Self- certificate declaring that the bidder is not black listed to be enclosed.

SECTION - III

3.3 12. GENERAL TERMS AND CONDITIONS

1. This is a two part bid. Technical & financial bid should be submitted separately in two separate covers.
2. The vendor is required to provide services to the satisfaction of buyer at the office of State Project Directorate (RUSA), Tripura
3. The company should adhere with all seriousness to the time schedule provided by the State Project Directorate (RUSA) in case of consortium, Govt. of Tripura.
4. There is no provision for making advance payment to the company as In case of consortium rules. However, the bill should be submitted by the vendor after successful & satisfactory completion of services and will be considered for payment within reasonable period.
5. The Rates are to be quoted as indicated in the attached format inclusive of all taxes. Prices should be firm and fixed.
6. Validity of Proposal should be at least for 90 Days.
7. The vendor should provide and attach the following details along with its quotations: Quantity of Similar services/ Web-based application developed/Implementation provided in Last Three Year, List of reputed Customers dealt with them. Latest copy of Income Tax Return Form PAN /TAN Copy of the Registration Firm.
8. The contract period is of 18 months (6 months for implementation and Go-Live and 1 year of post implementation support and maintenance). The vendor shall start the development and implementation within a period of 15 days from the date of issuance of the work order. However it shall be open to either of the party to terminate the contract at any time by giving 1 month notice to the other party.
9. In case of consortium, Govt. of Tripura reserves the right to accept any bid and to cancel/abort the bid process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder.

Annexure I- TECHNICAL BID

SL No.	Description	Remarks
1	The bidder (prime bidder in case of consortium) should be a company registered under Indian Companies Act, 1956 or a partnership firm registered under Indian Partnership Act, 1932.	Incorporation certificate
2	Annual average turnover of 5 crores during last three financial years. (2015-16, 2014-15, 2013-14)	Copy of Balance sheet/ consolidated report signed by CA
3	Experience in development and maintenance in similar software or other web-based application	Work Order/PO/ Work completion certificate from customer
4	Name of Firm/Company Registration Number & Registering Authority) VAT No., CST No., PAN No.	Photocopy to be submitted

5	The bidder should be a ISO 9001-2008 certified Company. ISO 9001-2008 is related to “Quality Management” process.	Photocopy to be submitted
6	The bidder should not have been black listed or conflict of activities by any State Government, Central Government or any other Public Sector undertaking or a Corporation or any other autonomous organization of central or state Government for breach of contractual conditions as on bid calling date	Self declaration to be submitted

NOTE: Please submit all documentary evidence in support of above evaluation criteria

Annexure II-FINANCIAL BID

Item No	Item Description	Price quoted (In Rupees) In figures	Price quoted (In Rupees) Words
1	Project plan, technical and functional requirement specifications, design documents. Cost estimation.		
2	Design and development of the application.		
3	UAT and other testing to be done and Production deployment of the application		
4	User training (Onsite)		
5	Support and maintenance of 1yr including resource cost to be deployed onsite		
	GRAND TOTAL (Rs)		
6	Annual Maintenance Contract (AMC) of the portal after initial contract of 18 month expires	% of the 18 month contract amount	

Note:

1. Taxes will be on actual basis.
2. Cost component mentioned in Annexure II will be paid as per the criteria mention in Section I 2.16a
3. Lowest price bidder will be identified by considering both Technical points scored and marks obtained in financial bid.

4. AMC: The amount quoted in percentage of the 18 month contract amount may or may not be considered for the Financial Bid evaluation.
5. Contract for AMC will be done separately in both parties mutual understanding.
6. The bidders need to visit the in case of consortium, agreement between all parties to be submitted.

Annexure III- TECHNICAL BID EVALUATION SHEET

Sl. No.	Criteria	Maximum Points	Points Scored
1	Average Annual Turnover of last three years. Average Annual Turnover more than 5 Cr and less than or equal to 10 Cr =20, Average Annual Turnover more than 10 Cr and less than or equal to 20 Cr =25, Average Annual Turnover more than 20Cr =30)	30	
2	Experience in development and Implementation in similar software or Web-based application. (more than or equal to 10 years = 30, less than 10 years and greater than or equal to 7 years = 25 , less than 7 years or greater than or equal to 3 years = 18)(By oldest Work order)	30	
3	The company should be a ISO 9001-2008 certified company	20	
4	Resource count in the company (greater than or equal to 300 resources = 10, less than 300 resources and greater than 200 resources= 8, less than 200 resources and greater than 100 resources= 6)	10	
5	Technical presentation (Documents only) of the company with regards to design of the application and understanding of the project. a. Implementation methodology b. Project management c. Schematic Diagram	10	
Total		100	

Annexure IV

DRAFT AGREEMENT

This Contract is made and entered into on this _____ day of _____, 2017 by _____ and between The State Project Director (RUSA), Tripura, having its head office Tripura, Office Lane, New Education Complex, P.O Agartala, Agartala (herein after referred to as Purchaser/ State Project Directorate (RUSA)) which term or expression, unless excluded by or repugnant to the subject or context, shall include his successors in office and assignees on ONE PART and M/s _____, a company registered under the Indian Companies Act, 1956 with its registered office at _____ (herein after referred as the "Successful Bidder/ Supplier") which term or expression, unless excluded by or repugnant to the subject or context, shall include his successors in office and assignees on the OTHER PART.

Whereas, Purchaser is desirous of appointing an agency for "Development and Implementation of Higher Education Statistical Information System (HESIS) for State Project Directorate (RUSA), Tripura" as per the Scope of Work and Terms and Conditions as set forth in the Tender document dated _____ of <NIT No _____> and whereas M/s _____ represents that it has the necessary experience for carrying out the overall work as referred to herein and has submitted a bid and subsequent clarifications for providing the required services against said NIT and Tender document issued in this regard, in accordance with the terms and conditions set forth herein and any other reasonable requirements of the Purchaser from time to time and whereas Purchaser has accepted the bid of M/s _____ and has placed the Work Order vide Letter No. _____ dated _____, on which M/s _____ has given their acceptance vide their Letter No. _____ dated _____. And whereas M/s _____ has deposited a sum of Rs. _____/- (Rupees _____) in the form of _____ ref no. _____ dated _____ of _____ Bank and valid up to _____ as security deposit for the due performance of the contract.

Now it is hereby agreed to by and between both the parties as under: -

1. The NIT Ref. No. _____ dated _____ and Tender document dated _____ issued by State Project Directorate (RUSA), Tripura along with its enclosures/ annexure, wherever applicable, are deemed to be taken as part of this contract and are binding on both the parties executing this contract.
2. In consideration of the payment to be made by State Project Directorate (RUSA), Tripura to M/s _____ at the rates set forth in the work order no. _____, _____ will duly supply the said articles set forth in "Annexure - II " Financial Bid" thereof and provide related services in the manner set forth in the Tender, along with its enclosures/ annexure and Technical Bid along with subsequent clarifications submitted by M/s _____.
3. The State Project Directorate (RUSA), Tripura do hereby agree that if M/s _____ shall complete all work as mentioned in the scope of work in the manner aforesaid observe and keep the said terms and conditions of the Tender and Contract, the State Project Directorate (RUSA), Tripura will pay or cause to be paid to M/s _____, at the time and the manner set forth in the said conditions of the Tender. The mode of Payment will be as specified in the Tender document.

4. The timelines for the prescribed Scope of Work and requirement of services shall be effective from the date of work order i.e. _____ and completed by M/s _____ within the period as specified in the Tender document.

5. All disputes arising out of this agreement and all questions relating to the interpretation of this agreement shall be decided as per the procedure mentioned in the Tender document.

In witness whereof the parties have caused this contract to be executed by their Authorized Signatories on this ____ day of _____, 2017.

Signature of the Approved bidder

Signature for and on behalf of State Project Directorate

Designation:

Designation:

Date:

Date:

Witness No.1

Witness No.1

Witness No.2

Witness No.2

ANNEXURE-V

BID PROPOSAL SHEET

Bidder's Proposal Reference No & Date:

Bidder's Name &Address:

Person to be contacted:

Designation

Telephone No:

Fax No:

Email:

To <>

Subject: - Tender for Development and Implementation of Higher Education Statistical Information System (HESIS) for State Project Directorate (RUSA), Tripura

Sir,

We, the undersigned Bidder, having read and examined in detail general terms and conditions, the specifications and all the bidding documents in respect of Development and Implementation of Higher Education Statistical Information System (HESIS) for State Project Directorate (RUSA), Tripura

- 1 Per specification mention in the tender document.
- 2 All price mentioned in our proposal are in accordance with the terms as specified in the bidding documents. All the prices and other terms and conditions of this proposal are valid for a period of 90 calendar days from the opening of technical bid.
- 3 We do hereby confirm that the bid prices are inclusive of all taxes, wherever applicable.
- 4 We declare that all the services shall be performed strictly in accordance with the fine-tuned technical specifications. No Technical deviation will be acceptable and any technical deviation is liable to rejection of tender.
- 5 We hereby declare that our proposal is made in good faith and the information contained in this proposal is true and correct to the best of our knowledge & belief.
- 6 We understand that you are not bound to accept the lowest or any bid you may receive.

Thanking you
Yours Faithfully

(Signature)
Date
Place
Business Address Seal

Name
Designation