



College of Engineering Pune-411 005

INVITATION OF TENDER

For

Providing services for Maintenance and Management of existing MIS Application Software(S) with Bug Fixing, Enhancement, Modification and documentation to ensure data integrity, security, reporting, compliance, scalability and ease of use at College of Engineering Pune.

Reference No: COEP/DIROFF/MIS/2017/6207 DATE: 27-10-2017

Cost of document Rs. 10,000/-

Reference No: COEP/DIROFF/MIS/2017/6207 DATE: 27-10-2017



COLLEGE OF ENGINEERING PUNE
SHIVAJINAGAR, PUNE-411005

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Reference No: COEP/DIROFF/MIS/2017/6207 DATE: 27-10-2017

INVITATION OF TENDER

1. **Name of the Work:**

Inviting Quotations for providing services for Maintenance and Management of existing MIS Application Software(s) with Bug Fixing, Enhancement, Modification and documentation to ensure data integrity, security, reporting, compliance, scalability and ease of use at College of Engineering Pune.

College of Engineering Pune invites quotation from the reputed bidders in sealed envelope under Two Bid Systems (Technical Bid and Financial Bid) for providing services for Maintenance and Management of existing MIS Application Software(s) with Bug Fixing, Enhancement, Modification and documentation to ensure data integrity, security, reporting, compliance, scalability and ease of use as per the **Annexure- I**.

The tender Document can be downloaded from the website www.coep.org.in

Sr. No.	Tender No and Date	Reference No: COEP/DIROFF/MIS/2017/6207 DATE: 27-10-2017
1.	Scope	Providing services for Maintenance and Management of existing MIS application software(s) with bug fixing, enhancement, modification and documentation
2.	Issue of Tender Forms	From 27-10-2017 to 13-11-2017
3.	Last Date of Receipt of Tenders	13-11-2017 before 15:00 Hours
4.	Opening of Tenders	13-11-2017 at 16:00 Hours
5.	Tender Fees	Rs. 10000.00 (Non-Refundable) to be submitted as Demand Draft in favor of Director College of Engineering Pune
6.	Bid Validity	120 Days from the date of submission of bids i.e. 13th November, 2017.
7.	Correspondence Address	College of Engineering Pune, Shivajinagar, Pune 411005
8.	Contact details	Dr.Jibi Abraham E-mail Id: ja.comp@coep.ac.in Mo: 9561970885 Dr.Y.V.Haribhakta E-mail Id: ybl.comp@coep.ac.in Mo:9423567720

Reference No: COEP/DIROFF/MIS/2017/6207 DATE: 27-10-2017

2. Eligibility Criteria:

- The bidder must have minimum three years' experience in similar kind of work that is, for providing services for Maintenance and Management of existing MIS Application Software(s) with Bug Fixing, Enhancement, Modification and documentation to ensure data integrity, security, reporting, compliance, scalability and ease of use in esteemed educational institutions/organizations.
- The bidder must have executed at least one purchase order of not less than Rs. 40.00 Lakhs (Single order) during any of the last three years.
- The bidder's annual turnover must be minimum 01 Crore in any of the last three financial years.

The bidder is required to meet the following eligibility criteria and provide adequate documentary evidence for each of the criteria stipulated below*:

Sr.No.	Criteria	Proof to be Submitted
i.	The bidder should be a registered company incorporated in India, registered under Company act 1956.	Certificate of Incorporation
ii.	The bidder must be a renowned Indian/Multinational Company with primary business in Technology in India.	Service Tax Registration Certificate. VAT Registration Certificates.
iii.	The company should have architected / implemented /maintained at least three (3) large-scale, .Net and MSSQL based projects during last 3 years out of which at least one (1) project to be of Banking / Financial / Insurance/ Education sector as on 27.10.2017. (i.e. one project should be under implementation / under maintenance as on 27.10.2017).	Relevant documents and Purchase Orders
iv.	The company must have annual turnover of minimum Rupees 1 Crore for any year of the last 3 financial years.	Balance sheet for Last Three Financial years
v.	Should be in existence for five years as on 27.10.2017 in software development field.	Purchase orders for last Five years
vi.	The bidder must have a currently valid Sales Tax / VAT / Service tax registration certificate and PAN number.	Relevant Documents/certificates
vii.	Minimum 20 technical staff should be there in payroll out of which minimum 10 technical staff should already providing similar support.	Relevant Documents
viii.	Bidder should have duly filed Income Tax Returns, Service Tax and other applicable Govt./Statutory body Taxes for the past three years.	Relevant Documents
ix.	Bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies.	Self-Certification

* Institute reserves its right to relax the eligibility criteria , if required.

3. Scope of Work:

The scope of work includes but not limited to:

- Maintenance of existing MIS Application Software(s) of College of Engineering Pune.
- Implementation of new changes in the existing MIS Application Software(s) as and when any new institute rules, deployment and logic processes etc. comes into effect.
- Development of new forms and reports of various modules as needed from time to time as required by the Institute.
- Tuning and code changes for optimal performance.
- Debugging and fixing of problems arising in the running applications.
- System and user documentation of existing MIS Application Software(s).
- Hand holding training to the end-users and systems personnel.

4. Detailed Roles and Responsibilities of the Bidder:

- The bidder shall maintain existing MIS software application(s) so as to ensure its effective day to day operational usage. The job includes support maintenance to the application related modules.
- The successful bidder shall debug and fix the operational problems, perform error handling for the applications deployed at College of Engineering Pune.
- The successful bidder shall generate additional reports and modify existing reports and queries, as per user's requirement.
- The successful bidder shall provide hands-on assistance to the users to resolve any operational doubts as and when needed while the application is in operation.
- The successful bidder will be responsible for data integrity. The successful bidder will also identify the type and nature of data error and reports will be handed over to concerned users for correction and resubmission. Data to be corrected upon confirmation from the user(s).
- Any Interface Software routines by which data is populated from other System to this Application Software, the successful bidder shall provide the support maintenance to the Interface as long as it is compatible with the database structure of this Application Software.
- The successful Bidder shall document all the changes incorporated in the application software and also improves the documentation of existing user / system reference manuals of different modules wherever it is necessary and possible.
- The successful bidder and its manpower deployed to support maintenance of the MIS Software application shall maintain confidentiality of data, logic or any other matters related to the Institute on their part.
- The work of maintenance / development will be carried out on the basis of requirement issued by the members of the core team of College of Engineering Pune.
- The job assigned will be marked as minor/ normal or major as per mutual discussion. The minor problems will be attended in two days. The normal problems will be attended in one week's time and the time frame for the major problems will be finalized with mutual discussion. The time frame once finalized will be binding on the development team.
- The developer's team as appointed by the successful bidder will observe College of Engineering Pune duty hours and calendar of holidays. However, in exceptional cases, the developer's team will have to work beyond normal working hours as well as on holidays.
- The deployed resource team by successful bidder at college of Engineering Pune engaged for the maintenance support will be required to learn the details existing MIS application for initial Two weeks period. During this learning period they will be assisted by the College of Engineering Pune core team members to understand the application. The actual maintenance support for the same will start after the learning period is over. The time spent during learning period will not be charged to the Institute.
- The successful bidder will provide the bio data of the software development and database administration resource persons engaged for the maintenance support for screening. If any specific work could not be completed due to poor manpower quality, at the time of review, the successful bidder will provide a suitable substitute, if required. Any change of resource persons during the period of contract should be done only with the prior consent of Institute. For whatsoever reason provided the target for schedule of work not suffered.
- The successful bidder will not have the right to use/ reproduce all the software in whatsoever manner even after the end of this contract.
- The successful bidder shall be responsible to ensure that all the persons employed by them in execution of the work in connection with the execution of this contract shall not describe to any third party, without prior permission, any information furnished to them by the Institute or which may be necessary in Carrying out their obligation under this contract and shall treat all such information as confidential.
- The successful bidder shall warrant absolute satisfactory performance of the new system modules developed and delivered in terms of contract during the validity period of contract. The successful bidder shall extend full operational support in respect of such new system modules during the contract period and shall undertake to remove all bugs that may be noticed during this period.
- At the end of the contract period, the successful bidder shall provide the soft copy of source code and the details of new program(s) developed within the scope of work / changes in the existing program(s), their function and operational procedure.

- Before submitting the bids, bidders are advised to visit College of Engineering Pune to understand the intricacies of existing MIS application software(s).

5.0 Classification of activities:

- a. Maintenance
- b. Bug fixing
- c. Enhancement/Modification
- d. Optimization
- e. Data validation/correction
- f. Documentation
- g. Reports of MIS
- h. Training to users if required

- a. **Maintenance:** The successful bidder should maintain existing MIS software application software(s) including database(s). The source code of the project will remain property of College of Engineering Pune.
- b. **Bug fixing:** The successful bidder will remove the bugs that are already identified/ will be identified during the contract period. The list of already identified bugs shall be shared at the time of start of contract.
- c. **Enhancement/ Modification:** The successful bidder will enhance/ modify the existing source code as per changes in requirements/ change in rules/ as and when required by the Institute.
- d. **Optimization:** The successful bidder will review the existing source code and modify so as to increase the efficiency of the application. A detailed report of proposed changes and risks involved along with the implications will be handed over to the Institute and approval will be sought before making necessary changes.
- e. **Data validation/ correction:** During the tenure of the contract, as and when required, the successful bidder would perform data validation/ correction to enable smooth operations of the Institute. The successful bidder will be responsible for data integrity. The successful bidder will also identify the type and nature of data error and reports will be handed over to concerned users for correction and resubmission.
- f. **Documentation:** The successful bidder would prepare a detailed user document, administration document for the software and also incorporate any changes made during the tenure of the contract in the documents.
- g. **Reports of MIS:** The successful bidder would generate reports based on user requirements from the data available in the database.
- h. **Training:** The successful bidder would train the users in the newly developed modules as and when required/released. The successful bidder shall provide hands-on assistance to the users to resolve any operational doubts as and when needed while the Application is in operation.

6. Software Versioning

Successful bidder should maintain the application software by versioning and maintaining tracks of all the changes made to the software. At the end of the contract period, the successful bidder would hand over the code along with all the versions to the Institute.

7. Support Maintenance

In addition, the successful bidder is expected to appraise and advise the Institute of current trends and best practices in the market in relation to the application software and components being used by College of Engineering Pune. The Institute is in the process of development and deployment of various modules for its operations. Deployment of modules developed is in process. The successful bidder is expected to provide support for these modules also. Any Interface Software routines by which data is populated from other System to this Application Software, the successful bidder shall provide the support maintenance to the Interface as long as it is compatible with the database structure of this Application Software.

8. Patent Rights

In the event of any claim asserted by a third party of infringement of copyright, patent, trademark, industrial design rights, etc. arising from the use of the Goods or any part thereof in India, the successful bidder shall act expeditiously to extinguish such claim. If the successful bidder fails to comply and the Institute is required to pay compensation to a third party resulting from such infringement, the successful bidder shall be responsible for the compensation including all expenses, court costs and lawyer fees. Institute will give notice to the successful bidder of such claim, if it is made, without delay.

9. Termination

The Institute may at any time terminate the contract by giving 90 days written notice to the successful bidder if the successful bidder becomes bankrupt or otherwise insolvent. In this event, termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Institute.

The Institute reserves the right to cancel the contract in the event of happening one or more of the following conditions:

- a. Failure of the successful bidder to accept the contract and furnish the Performance Guarantee within specific days of receipt of purchase contract as stated in the Purchase order;
- b. **Delay in offering services:**
Delay in completing new installation / implementation and acceptance tests / checks beyond the specified periods; Delay in providing satisfactory maintenance services as and when required.

In addition to the cancellation of this contract, the Institute reserves the right to appropriate the damages through encashment of Bid Security / Performance Guarantee given by the successful Bidder.

10. Service Level Agreement (SLA):

The aim of this agreement is to provide a basis for close co-operation between College of Engineering Pune and the Successful Bidder, for services to be provided to College of Engineering Pune, thereby ensuring that timely and efficient support services are available to College of Engineering Pune and its end-users.

This agreement is contingent upon each party knowing and fulfilling their responsibilities and generating an environment conducive to the achievement and maintenance of targeted service levels.

10.1 Service Level Definition (SLD):

Depending on the criticality and severity of calls, service levels are defined as follows:

Severity Level	Severity Type	Definition
S1	Critical Problems	A problem that affects entire Institute or $\geq 80\%$ of the users of the Institute e.g. Non availability of application/Services, Database down etc. A problem which effects more than one department's work.
S2	Major Problems	A problem that affects a particular department/ section.
S3	Moderate Problems	A problem that affects a typical user group e.g. Non availability/failure of any module etc.
S4	Minor Problem	A problem that affects a typical user.

Following table defines Service Level Targets for Response and Resolution time.

Severity Level	Response Time	Resolution Time	Calculation Window
S1	10 min	60 min	Monthly
S2	20 min	40 min	
S3	20 min	40 min	
S4	20 min	40 min	

For enhancement/Modification, the service level targets would be as under:

Severity Level	Response Time	Resolution Time	Calculation Window
S4	1 day	5 day	Monthly
S3	1 day	3 day	
S2	1 Hr.	2 day	
S1	4 Hrs.	1 day	

10.2 Service Level Compliance (SLC):

The Successful Bidder needs to ensure following compliance level for each of the Service Levels.

Severity Level	Required Compliance Level	
	Response time	Resolution time
S1	97%	98%
S2	96%	97%
S3	94%	96%
S4	94%	96%

10.3 Measurement Metrics

Actual Response and Resolution time will be measured as follows:

$$\text{Response time (\%)} = \frac{\text{Calls attended within stipulated response time}}{\text{Total number of calls received in the month}} \times 100$$

$$\text{Resolution time (\%)} = \frac{\text{Calls closed within stipulated resolution time}}{\text{Total number of calls received in the month}} \times 100$$

10.4 Penalty Calculation

- a. Actual vs targeted compliance level for each of the respective service areas will be measured separately in every month.
- b. Monthly shortfall in achieving SLA compliance, if any, for the respective service areas shall be aggregated for the quarter.

c. Penalty for the quarter will be calculated as :

$$\text{Penalty amount} = \text{Penalty (\%)} \times \text{Total services Cost for the quarter}$$

d. Applicable Penalty (%) would be as under:

Shortfall in SLA Target/Compliance by	Penalty (%)
>0% and <= 1 %	1
> 1% and <= 3 %	3
> 3% and <= 5 %	5
> 5% and <= 6 %	6
> 6% and <= 8 %	8
> 8% and <= 10 %	10
>10%	20

e. However, the aggregate penalties that may be levied in a quarter towards the aforesaid managed services shall be limited to 10% of amounts payable quarterly towards these services.

f. Downtime of services on holidays or scheduled downtime will not be considered for calculation of uptime and penalty.

11.0 Human Resources:

Although this project is SLA based, the successful bidder is required to maintain a minimum level of resources throughout the four year contract period. The successful bidder shall deploy manpower resources as per staffing requirement prescribed in this document. Successful bidder shall ensure the availability of resources as per defined Service Window for each resource category.

Monthly applicable penalties in the event of default of respective manpower resources would be as under:

a. **Leave of absence:** Each on-site resource shall be granted a maximum up to 01 (One) day leave per month.

b. Any absence beyond the prescribed leave of absence shall attract a penalty as under in case no substitute is arranged by the Successful bidder as per defined requirement:

Resource Category	leave of Penalty beyond leave of Allowed	absence per month absence
Full time Software Development Resource person	01 day	Penalty would be deducted proportionately*per month per resource.
Full Time Database Administrator	01 day	

*As per the category of Onsite Resource (as indicated in commercial bid), proportionate amount would be considered for calculation of penalty.

11.1 Qualification and Experience of the resource for College of Engineering Pune:

Sr.No.	Resource Category	Qualification and Experience
a.	Full time Software Development Resource person -01 No.	B.CS./MCA/M.SC. or B.E./B.Tech/M.Tech. in any discipline with a minimum of 2 years of experience in live .NET and MSSQL based projects. Software Development Resource person should have expertise in <ul style="list-style-type: none"> • Asp.net MVC 4.0 • HTML 5 • JQuery and CSS, Ajax • IIS Server • LINQ, BOOTSTRAP
b.	Full Time Database Administrator-02 Nos.	B.CS./MCA/M.SC. or B.E./B.Tech/M.Tech. in any discipline with a minimum of 3 years of experience in live .NET and MSSQL based projects. Database administrator person should have expertise in Excellent knowledge of Database: SQL Server, SSRS Reporting Services. Strong knowledge of Operating Systems: Windows servers. In-depth knowledge of the relational database. Through knowledge of database architecture and program design. Should able to Configure, install and administer the database systems and tools.
c.	Senior Software Developer for remote support from company as per requirement of institute -01 No.	B.CS./MCA/M.SC. or B.E./B.Tech/M.Tech. in any discipline with a minimum of 8 years of experience in live .NET and MSSQL based projects should have expertise in Application and Database server maintenance, Application software related problems, High level issue analysis and guidance in critical problems.

- Successful bidder is required to take utmost care in identifying the resources to be deployed at College of Engineering Pune as the resources deployed should continue in the service contract for long time and should not leave the service contract in short period.
- Resources deployed at College of Engineering Pune, should not be removed from the site by the successful bidder without written approval from College of Engineering Pune. If any resource to be replaced from College of Engineering Pune, a request / advance notice of 15 days to be given to College of Engineering Pune. Only after approval from College of Engineering Pune, resources can be replaced.
- In case, all on-site resources to be replaced at a time, the following to be ensured by the successful bidder:

A request / advance notice of 30 days to be given to College of Engineering Pune. Only after approval from College of Engineering Pune, resources can be replaced. New resources (who will replace the existing resources) are to be deployed at College of Engineering Pune location at least 10 days before the date of relieving of existing resources. i.e. a transition period of 10 days is required. No additional payment will be made by College of Engineering Pune for this purpose. No additional resources should be deputed at College of Engineering Pune location without written approval from College of Engineering Pune.

- Before deploying those resource persons at College of Engineering Pune, successful bidder should declare and provide
 - Experience certificates of the resource persons
 - Bio-data of the resource persons as a proof of the work experience as mentioned above

College of Engineering Pune will evaluate the Bio-data of resource persons for selection before deployment. After confirmation from College of Engineering Pune, selected resources may be deployed. If awarded with the purchase order, the successful bidder shall share the bio-data of actual human resources who would be deployed for the said job at COEP, towards scrutiny and interviews of the human resources.

- Project Management by Senior Developer for remote support from company as per requirement of institute: The successful bidder shall nominate one Off-site Senior Developer for College of Engineering Pune. The Senior Developer shall provide support to College of Engineering Pune as-and-when required and review the ongoing and uniform operation of the application at College of Engineering Pune.

11.2 Working Days / Hours:

- Resources provided to College of Engineering Pune should be ready to work in staggered duty hours, may be between 8:00a.m. to 08:30p.m.. Duty hours will be finalized at the start of the work and may be changed in between as per the requirement of the Institute.
- Team members are to be present on 6 days a week as required as below:

Resource Category	Day of Week	Timings
Database Administrator	Monday to Friday	8:00 a.m. to 4:30 p.m.
Software Developer	Monday to Friday	9:00 a.m. to 5:30 p.m.
Database Administrator	Monday to Friday	12noon to 8:30 p.m.
Any two out of three resource persons	Saturday	9:00 a.m. to 5:30 p.m.
The resource person with Off on Saturday	Sunday	9:00 a.m. to 5:30 p.m.

- In exceptional cases, the team will have to work beyond normal working hours as well as on holidays.

11.3 Holidays:

- Successful bidder is required to identify (at most) 12 holidays per year and advise list of holidays to College of Engineering Pune. Those identified days would be considered as holidays for on-site resources. In exceptional cases, the team will have to work beyond normal working hours as well as on holidays.
- If Successful bidder is unable to provide required manpower in any month of contract period then the penalty will be charged to successful bidder as per following
 - Penalty amount for non deployment of manpower per person at institute for one day (in Rs.) = Total contract value in Rs. / (3X365).
 - If Successful bidder is found unable to provide the required manpower within a month then notice for termination of contract will be issued and said contract will stand cancelled.
 - If Successful bidder is unable to change the required manpower as per institute requirement or deployed manpower does not observe ethical code of conduct notice for termination of contract will be issued and further said contract will be cancelled.

11.4 Call Escalation Matrix:

Successful bidder is required to submit the call escalation matrix with name, designation, mail ID, telephone No, Mobile No. in the following format.

Sr. No.	Resource Category	Name	Designation	Mail ID	Telephone No	Mobile No.
a.	Full time Software Developer					
b.	Full Time Database Administrator					
c.	Full Time Database Administrator					
d.	Senior Software Developer for remote support as per requirement of institute					

Bio-Data of Resource Person should include:

a. For On-site Resources:

At least 6 bio-data with the above mentioned qualification and experience should be attached along with Bid. Bio-data should include the following details.

- I. Name of the Resource
- II. Designation
- III. Qualification
- IV. Total Work Experience in above mentioned technologies:
- V. Work Experience in the present company for above mentioned technologies:
- VI. Work experience in previous companies for mentioned technologies:
- VII. Certifications if any:

b. For Remote Resource:

At least 3 bio-data with the above mentioned qualification and experience should be attached along with Bid. Bio-data should include the following details.

- I. Name of the Resource
- II. Designation
- III. Qualification
- IV. Total Work Experience in above mentioned technologies:
- V. Work Experience in the present company for above mentioned technologies:
- VI. Work experience in previous companies for mentioned technologies:
- VII. Certifications if any:

12.0 Bidding Process:

The Bid / Tender document will be in two-cover system - Technical Bid (Part 1) and Commercial Bid (Part 2).

Part 1: Technical Bid - detailed profile of the agency/organization, eligibility for selection, tender terms and conditions, etc. - to be submitted in a separate sealed cover. This should include acceptance of **Annexure-I duly stamped and signed by the bidder and documents in support of turnover, experience, list of similar project, client list, Pre-Qualification / Eligibility Criteria** etc.

Part 2: Commercial Bid - As per the tender, commercial bid should be indicated in Indian rupees in figures as well as words. The final offer given by the bidder shall be with respect to the complete cost of the service contract.

12.1 Submission of Tender Documents:

Format and signing of Bid Document:

The Bid / Tender document will be submitted in the prescribed format in two parts in sealed cover super scribing "for providing services for Maintenance and Management of existing MIS Application Software(s) with Bug Fixing, Enhancement, Modification and documentation to ensure data integrity, security, reporting, compliance, scalability and ease of use at College of Engineering Pune."

Instruction for submitting bids are given below:

- **Part 1: Technical Bid** – in prescribed format sealed and duly signed shall contain the following:
 - a. A covering letter in the format enclosed and acceptance of **Annexure-I duly stamped and signed by the bidder** along with cost of the bid document of Rs. 10,000/- by way of DD drawn

in favor of Director, College of Engineering Pune of any nationalized / Scheduled Bank payable at Pune.

- b. Details of bidders experience and capabilities, Balance sheets / audited accounts for the past three years.
- c. Power of Attorney for signing of tender in the format for providing services for Maintenance and Management of existing MIS Application Software(s) with Bug Fixing, Enhancement, Modification and documentation to ensure data integrity, security, reporting, compliance, scalability and ease of use at College of Engineering Pune.

- **Part 2: Commercial Bid** - in prescribed format sealed and duly signed.

12.2 Acceptance of Tender conditions:

- First envelope should be marked as Part-1: Technical Bid with Reference No: COEP/DIROFF/MIS/2017/6207 DATE: 27-10-2017 "for providing services for Maintenance and Management of existing MIS Application Software(s) with Bug Fixing, Enhancement, Modification and documentation to ensure data integrity, security, reporting, compliance, scalability and ease of use at College of Engineering Pune." Due on 13-11-2017 at 15.00 hrs.
- Second envelope should be marked as Part-2: Commercial Bid Reference No: COEP/DIROFF/MIS/2017/6207 DATE: 27-10-2017 " for providing services for Maintenance and Management of existing MIS Application Software(s) with Bug Fixing, Enhancement, Modification and documentation to ensure data integrity, security, reporting, compliance, scalability and ease of use at College of Engineering Pune.." Due on 13-11-2017 at 15.00 hrs.
- Both sealed envelopes of Part 1 and 2 are to be put in a single envelope duly sealed and super-scribed as Reference No: COEP/DIROFF/MIS/2017/6207 DATE: 27-10-2017 "for providing services for Maintenance and Management of existing MIS Application Software(S) with Bug Fixing, Enhancement, Modification and documentation to ensure data integrity, security, reporting, compliance, scalability and ease of use at College of Engineering Pune.." Due on 13-11-2017 at 15.00 hrs. must be submitted on or before at office of the Director College of Engineering, Pune-411005.
- The last date for submission of tender document is 13-11-2017 before 15.00 hrs. Bids received beyond the closing date / time will not be accepted and will be rejected, unopened.
- The Part 1 (Technical Bid) will be opened on 13-11-2017 at 16.00 hrs. at the same venue in presence of the bidders' representatives who wish to attend. In the event of any change in the date of opening, the same will be intimated to all.
- Part 2 (Commercial Bid) will be opened only after the technical evaluation of tenders and only eligible and technically qualified bidders will be invited for commercial bid opening at the same venue in presence of the bidders' representatives who wish to attend. The date of opening of commercial bid will be intimated to only eligible and technically qualified bidders. The date of opening, Venue and time of the bid will be intimated. In the event of any change in the date of opening, the same will be intimated to all.
- All duties, taxes and other levies payable by the bidder needs to be included in the total price, and break up needs to be indicated.
- The Institute reserves the right to accept or reject any or all bids.
- The Institute reserves the right to accept or reject any bids and to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder.
- Incomplete tenders will be rejected without consideration.
- This contract is for four years and may be extended for additional 4 years on year to year basis.
- Bidder should not sub-let/sub-contract fully or partially the services mentioned herein to any other party/person during the tenure of this contract under any circumstances. Failure to comply with this can lead to termination of the contract. No consortium will be allowed, such bids will be strictly rejected.
- All the payments to the employees including their liabilities towards statutory government dues and all other liabilities arising out of the said employment shall be exclusive responsibility of Bidder.
- It will also be the responsibility of successful bidder to ensure that all labor laws (related to leaves, salary, provident fund, ESIC wherever applicable, medical benefits, working hours and conditions including

Workman Compensation Act etc.) are complied with as per the government norms for the employees deployed at COEP.

- College of Engineering Pune will not be responsible for any violation of the labor laws and the successful bidder will be wholly responsible for any consequences that may arise due to violation of labor laws.
- The attendance sheet of each and every employee of Bidder deployed at College of Engineering Pune shall be maintained and payment shall be processed by College of Engineering Pune based on attendance record submitted to College of Engineering Pune each month along with post paid quarterly tax invoice.
- Tax deduction at source shall happen on every payments made to Bidder.
- All labour law compliance, as applicable, with respect to employees deployed by Bidder shall be done by Bidder and the same shall be subject to audit on a periodic basis as per the requirements of College of Engineering Pune or any statutory agency.
- If Bidder get purchase order, the list of all required certifications (Educational qualifications), additional certifications and registrations of Bidder to be handed over to College of Engineering Pune for records like PF, ESI, shop act, GST/service tax etc.
- College of Engineering Pune is not liable for any breach of any Government rules/regulations by Bidder or its employees. Bidder will be solely responsible for their action.
- Replacement any absentees of Bidder employees deployed at College of Engineering Pune shall be provided seamlessly by Bidder.
- If during the course of employment within the premises of College of Engineering Pune any accident occurs causing injuries to the resource persons of Bidder, necessary compensation as required by the statute will be borne by Bidder itself, and College of Engineering Pune is indemnified against all claims on such accounts.
- All the resource persons deployed by Bidder will ensure that they are polite and courteous in their behavior. They shall carry their photo identity card prominently displayed during the working hours.
- Bidder shall submit the list of addresses and contact number of all resource persons appointed by them and deployed at College of Engineering Pune will be communicated to us in writing for record.
- Bidder shall indemnify College of Engineering Pune from any third party claims with respect to the services provided to College of Engineering Pune and the same shall not just be restricted to labour law claims, statutory compliance claims etc. In case the amount is not indemnified, College of Engineering Pune is within its right to deduct/recover the same from post paid quarterly payment dues to Bidder and subsequent dues in case the same is not recoverable in one quarterly outgo.
- Bidder shall not do or cause to do or permit to do any act which would amount to nuisance or annoyance to College of Engineering Pune and shall not do or permit to do any immoral acts in the premises of College of Engineering Pune and shall not do any act or things where by College of Engineering Pune suffers any loss or damage or which may cause any disturbance to College of Engineering Pune.
- Bidder shall ensure that the resource persons employed maintain discipline inside the campus and follow the internal rules and regulations of College of Engineering Pune.
- Further bringing of or consumption of alcoholic drinks, tobacco/ Paan products and smoking is strictly prohibited in College of Engineering Pune campus. Violation of this clause shall result in summary termination of the resource persons employed without requirement of providing any notice as per the terms of the purchase order.
- The contract is for Four years. College of Engineering Pune can terminate this agreement for convenience by giving notice period of ninety days. On completion of four year contract period purchase order may be extended for additional four years on year to year basis with the same commercial offer. In case you disagree to continue for further years after completion of first four year service on agreed financial terms of your offer, your firm will stand blacklisted at College of Engineering Pune.
- The contract will be effective from date of work/purchase order.
- The institute reserves right to cancel the contract at any stage without citing any reason thereof.

12.3 Performance Security Deposit / Bank Guarantee:

Performance Security Deposit/Bank Guarantee (Nationalized Bank only) for an amount @ 5% value of the contract (if order is placed) is to be submitted immediately before commencement of the work. The performance security deposit / bank guarantee must be valid during the support period i.e. for four years. The same will be returned after completion of the contract period.

Verification of Bank Guarantees:

Bank Guarantee submitted by the Bidder as EMD/Performance Security deposit is subject to verification from the issuing bank by the purchaser before its acceptance.

Part 1: Technical Bid:

Providing services for Maintenance and Management of existing MIS Application Software(s) with Bug Fixing, Enhancement, Modification and documentation to ensure data integrity, security, reporting, compliance, scalability and ease of use at College of Engineering Pune.

FORMAT and REQUIREMENTS

1. Tender Ref. No:
2. Name of Tenderer:
3. Complete office address of Tenderer.....
4. Contact details of authorized person of tenderer who have signed the tender.
 - a. Name.....
 - b. Designation.....
 - c. Phone (Office).....

 - d. Phone (Mobile).....
 - e. E-mail.....
5. Due date and Time of submission of bid:
6. Tender fee (DD number and bank details)
7. Submission of acceptance of Annexure-I duly stamped and signed by the bidder.

Technical details of MIS Modules and activities for providing services for Maintenance and Management of existing MIS Application Software(s) with Bug Fixing, Enhancement, Modification and documentation to ensure data integrity, security, reporting, compliance, scalability and ease of use at College of Engineering Pune are mentioned in **Annexure-I**.

Part 2: Commercial Bid

Providing services for Maintenance and Management of existing MIS Application Software(s) with Bug Fixing, Enhancement, Modification and documentation to ensure data integrity, security, reporting, compliance, scalability and ease of use at College of Engineering Pune.

FORMAT and REQUIREMENTS

Tender Ref. No.:

Name of the Tenderer/Bidder:

The offer with rates for the schedule of requirements of items, as elaborated under, to be submitted. Adhering to the format given below is a pre-requisite for considering your quotations. However manpower may increase/ decrease.

The format of commercial offer is as below:

Sr. No.	Name of work	BID price for								Total price for all Eight Years (Exclusive of all Taxes) in Rs.
		First Year (2017-18) (Exclusive of all Taxes) in Rs.	Second Year (2018-19) (Exclusive of all Taxes) in Rs.	Third Year (2019-20) (Exclusive of all Taxes) in Rs.	Fourth Year (2020-21) (Exclusive of all Taxes) in Rs.	Fifth Year (2021-22) (Exclusive of all Taxes) in Rs.	Sixth Year (2022-23) (Exclusive of all Taxes) in Rs.	Seventh Year (2023-24) (Exclusive of all Taxes) in Rs.	Eighth Year (2024-25) (Exclusive of all Taxes) in Rs.	
1.	Providing services for Maintenance and Management of existing MIS Application Software(s) with Bug Fixing, Enhancement, Modification and documentation to ensure data integrity, security, reporting, compliance, scalability and ease of use at College of Engineering Pune.									
Taxes as applicable in Rs.										
Amount (Inclusive of all Taxes) in Rs.										
Total Amount (Inclusive of all Taxes) in Rs.										
Total Amount (Inclusive of all Taxes) in words Rupees.....										

The rate quoted shall be in accounting units (A/U) and should be exclusive of basic price and all other cost including cartage, insurance, all taxes and duties (as applicable).

Signature of the tenderer
with stamp

Sd/-
Director,
College of Engineering, Pune -05

Bid for Indian Institute of Information Technology, Pune (mentored for College of Engineering Pune)

Providing services for Maintenance and Management of existing MIS Application Software with Bug Fixing, Enhancement, Modification and documentation to ensure data integrity, security, reporting, compliance, scalability and ease of use at College of Engineering Pune for Indian Institute of Information Technology, Pune.

The following terms are different for bid of Indian Institute of Information Technology, Pune:

- This contract is for one year and may be extended for additional 3 years on year to year basis.
- Qualification and experience of the resource persons for Indian Institute of Information Technology, Pune:

Sr.No.	Resource Category	Qualification and Experience
1.	Full time Software Development Resource person -01 No.	B.CS./MCA/M.SC. or B.E./B.Tech/M.Tech. in any discipline with a minimum of 2 years of experience in live .NET and MSSQL based projects. Software Development Resource person should have expertise in <ul style="list-style-type: none">• Asp.net MVC 4.0• HTML 5• JQuery and CSS, Ajax• IIS Server• LINQ, BOOTSTRAP
2.	Full Time Database Administrator-01 No.	B.CS./MCA/M.SC. or B.E./B.Tech/M.Tech. in any discipline with a minimum of 3 years of experience in live .NET and MSSQL based projects. Database administrator person should have expertise in Excellent knowledge of Database: SQL Server, SSRS Reporting Services. Strong knowledge of Operating Systems: Windows servers. In-depth knowledge of the relational database. Through knowledge of database architecture and program design. Should able to Configure, install and administer the database systems and tools.
3.	Senior Software Developer deployed at College of Engineering Pune through remote will provide same services applicable to College of Engineering Pune	B.CS./MCA/M.SC. or B.E./B.Tech/M.Tech. in any discipline with a minimum of 8 years of experience in live .NET and MSSQL based projects should have expertise in Application and Database server maintenance, Application software related problems, High level issue analysis and guidance in critical problems.

Part 1: Technical Bid for Indian Institute of Information Technology, Pune

Providing services for Maintenance and Management of existing MIS Application Software with Bug Fixing, Enhancement, Modification and documentation to ensure data integrity, security, reporting, compliance, scalability and ease of use at College of Engineering Pune for Indian Institute of Information Technology, Pune.

FORMAT and REQUIREMENTS

1. Tender Ref. No:
2. Name of Tenderer:
3. Complete office address of Tenderer.....
4. Contact details of authorized person of tenderer who have signed the tender.
 - a. Name.....
 - b. Designation.....
 - c. Phone (Office).....

 - d. Phone (Mobile).....
 - e. E-mail.....
5. Due date and Time of submission of bid:
6. Tender fee (if downloaded from website) (DD number and bank details)
7. Submission of acceptance of Annexure-I duly stamped and signed by the bidder..

Technical details of MIS Modules and activities for Providing services for Maintenance and Management of existing MIS Application Software(S) with Bug Fixing, Enhancement, Modification and documentation to ensure data integrity, security, reporting, compliance, scalability and ease of use at College of Engineering Pune are mentioned in **Annexure-I**.

Commercial Bid for Indian Institute of Information Technology, Pune.

Providing services for Maintenance and Management of existing MIS Application Software with Bug Fixing, Enhancement, Modification and documentation to ensure data integrity, security, reporting, compliance, scalability and ease of use at College of Engineering Pune for Indian Institute of Information Technology, Pune.

FORMAT and REQUIREMENTS

Tender Ref. No.:

Name of the Tenderer/Bidder:

The offer with rates for the schedule of requirements of items, as elaborated under, to be submitted. Adhering to the format given below is a pre-requisite for considering your quotations. However manpower may increase/ decrease.

The format of commercial offer is as below:

Sr. No.	Name of work	BID price for				Total price for all Four Years (Exclusive of all Taxes) in Rs.
		First Year (2017-18) (Exclusive of all Taxes) in Rs.	Second Year (2018-19) (Exclusive of all Taxes) in Rs.	Third Year (2019-20) (Exclusive of all Taxes) in Rs.	Fourth Year (2020-21) (Exclusive of all Taxes) in Rs.	
1.	Providing services for Maintenance and Management of existing MIS Application Software(s) with Bug Fixing, Enhancement, Modification and documentation to ensure data integrity, security, reporting, compliance, scalability and ease of use at College of Engineering Pune.					
Taxes as applicable in Rs.						
Amount (Inclusive of all Taxes) in Rs.						
Total Amount (Inclusive of all Taxes) in Rs.						
Total Amount (Inclusive of all Taxes) in words Rupees.....						

The rate quoted shall be in accounting units (A/U) and should be exclusive of basic price and all other cost including cartage, insurance, all taxes and duties (as applicable).

Signature of the tenderer
with stamp

Sd/-
Director,
College of Engineering, Pune -05

MIS Modules and Activities:

To provide services for Maintenance and Management of existing MIS Application Software(s) with Bug Fixing, Enhancement, Modification and documentation to ensure data integrity, security, reporting, compliance, scalability and ease of use at College of Engineering Pune, following are the modules for performing various activities in prescribed contract period.

Module 1: User Management

- User Signup
- Screens
- Role creation
- User to Role
- Role to Screen

Related Tables:

- Users
- Roles
- Screens
- Usertorole
- Rolltoscreen

Module 2: Registration

- Employee portfolio registration
- Semester Activation
- Course syllabus Structure
- Student MIS No. generation
- Student Portfolio registration
- Current Semester Subject mapping
- Faculty Advisor-students mapping
- Student Semester Registration
- Automatic Elective Allotment: Department Level Elective, LLC, Open Elective (Institute level)
- Faculty Advisor Students Registration Approval
- Faculty-Subject mapping

Reports:

- Student Profile
- Student History
- Faculty Subject Mapping
- Student Semester Registration Approval
- Branch-wise Structure
- Elective Allotment
- Employee Feedback
- Department-wise Employee Feedback

Related Tables:

- Users
- Student Master
- Semester
- SemesterActivation
- Subjectmaster
- SubjectDetail
- Branchsubjectdetail
- StudentSemesterRegistration
- Studentsubjectregistration

Module 3: Semester-Long Activities

- Marks Entry and Grade Entry
- Student Semester Feedback: Midsem, Endsem

- Exit Survey Feedback
- Sending Bulk Email
- Recruitment

Reports:

- Students Attendance
- Exit Survey Questions
- Students Semester Feedback
- Exit Survey Feedback
- Feedback student status
- Feedback response

Related Tables:

- StudentSubjectmark
- SubjectGrade
- FeedbackQuestionnaire
- FeedbackSubQuestionMaster
- StudentFeedbackstatus
- FeedbackResponse
- AlumniStudentmaster
- ExitSurveyFeedbackrResponse
- RecruitmentPortalUserMaster

Module 4: Exam Related

- Exam Activation
- Exam attendance
- Hall Ticket
- Result Declaration Page for pending mark entry, grade entry, SGPA/CGPA
- Result Declaration
- Re-Exam/ Summer Registration

Reports:

- Question Paper Format
- Exam Hall Ticket
- Cap Register
- Result Sheet
- Provisional Grade Sheet
- Student Grade Sheet
- Room-wise Exam Attendance
- Transcript

Related Tables:

- ExamType
- StudentSubjectMarks(For Exam Attendance)
- StudentSubjetcRegiatration(for Exam Hallticket)
- StudentSemesterRegiatration(For SGPA,CGPA)
- StudentSubjectregiatration(for Re-Exam)
- Reexam Studentsubject Mark

Technologies Used:-

- Asp.net MVC 4.0
- Sql Server 2008 R2
- HTML 5
- JQuery and CSS, Ajax
- SSRS Reporting Services
- IIS Server
- LINQ, BOOTSTRAP

[Covering letter to submitted by the bidder]

To,

The Director,

College of Engineering Pune,

Shivajinagar, Pune -411005,

Sub: Tender for providing services for Maintenance and Management of existing MIS Application Software(s) with Bug Fixing, Enhancement, Modification and documentation to ensure data integrity, security, reporting, compliance, scalability and ease of use at College of Engineering Pune.

Sir,

I have carefully gone through the tender document regarding the prequalification of agencies/ successful bidders for providing services for Maintenance and Management of existing MIS Application Software(s) with Bug Fixing, Enhancement, Modification and documentation to ensure data integrity, security, reporting, compliance, scalability and ease of use at College of Engineering Pune.

I shall be bidding in this tender as the sole representative of my company. I hereby declare that

1. All the information related to my company, customer base, projects, financial details, data sheet of the products offered etc., provided in my offer is true and without any alteration /modification.
2. All the provisions of this tender document are acceptable to my company. No violation of the terms and conditions as mentioned in the tender document has been made.
3. I declare that my company or any member of company has not been debarred / black listed by any Government / Semi –Government organizations in India.
4. I certify that the period of validity of bid is 120 (one hundred and twenty) days from the last date of submission of proposal I further certify that I am authorized signatory of my company and I am, therefore competent to make this declaration.

Yours faithfully,

(Signature of the bidder)
Seal and signature of Manager
/Representative of the company/firm On
behalf of the company/
Firm submitting tender
Telephone:
Mobile:
Fax:
Mail:
Contact Person Name:
Contact Person Designation:
.....

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List of Documents attached by the Bidder