

**Request for Proposal (RFP)**

**For**

**Selection of Vendors for CAP Management System for Srimanta  
Sankaradeva University of Health Sciences, Guwahati, Assam**

## **1. Project Description**

Srimanta Sankaradeva University of Health Sciences, Guwahati, Assam, invites proposals (RFP) from reputed company/ firm/ organizations from India for selection of vendors for Selection of Vendors for Designing and Implementation of CAP Management System of Srimanta Sankaradeva University of Health Sciences, Guwahati, Assam. The selected vendor will be responsible for designing the CAP Management Software System for Srimanta Sankaradeva University of Health Sciences, Guwahati, Assam.

Short listing of the same will be based on the Technical Bids submitted. Successful vendor fulfilling all the terms listed in this RFP with lowest financial bid (L1) will be issued work order.

## **2. Project Background and Objective**

Srimanta Sankaradeva University of Health Sciences as an affiliating University for all Medical Colleges of Assam conducts various examinations including examinations for MBBS Course. As per the norms of National Medical Commission the Answer Scripts of MBBS Examinations are to be evaluated centrally. To make the evaluation free from subjective effect Srimanta Sankaradeva University of Health Sciences plans to introduce coding of all Answer Scripts before sending for evaluation to examiners, so that identity of the students can be kept confidential. Srimanta Sankaradeva University of Health Sciences also wishes to introduce a software solution for bringing accuracy, confidentiality, etc. in the evaluation and result process.

## **3. Detailed Scope of Work**

- a) Design Development of CAP Management System
- b) Generation for unique exam code for Each exam conducted.
- c) Master database of all colleges and zones to be used for examination.
- d) Master database of invigilators from all zones
- e) Generation of Unique Bar code tags for answer sheets
- f) Updating of marks and compiled data sheet for each examiner
- g) Anonymous security implementation for each examiner and student data
- h) Designing a central dashboard along with various reports such as College wise, zone wise, etc.
- i) Development of multiuser access such as Admin, Staff and Examiner
- j) OTP based login verification for each user.
- k) All necessary equipment such as barcode printers, servers, barcode readers and other necessary accessories has to be borne by the agency.
- l) Integration of SMS Gateway.

#### 4. Security & Technical Aspects:

- I. Application backend should be hosted with SSL without any extra cost.
- II. The solution should enforce network level security, traffic to be encrypted using secured connectivity.
- III. 1 (One) number of dedicated support Engineers (Web Specialist) to be deployed at office premises for proper management & supervision of the work.

#### 5. Timeline:

Timeline for Design, Development, Testing & Finalization of the WEB Application 30 days from the date of issue of work order.

#### 6. Maintaining Confidentiality

Confidentiality at every point should be maintained strictly. The data should not be shared with any person not authorized by the SSHUS, Assam.

#### 7. Eligibility Criteria

- I. The Bidder must be a registered company / LLP / Partnership firm under partnership act 1932
- II. Consortium bid is not allowed.
- III. The bidder should have support / branch office at Assam, proper documentary evidence shall be furnished.
- IV. The annual average turnover over the last three year's i.e. 2019-20, 2020-21 & 2021-22 must be **2 (Two Crore Fifty Lakhs) crore** or above only from **software services work**. No other work will be considered. CA certificate with UDIN no should be enclosed mentioning the turnover from software services only.
- V. The bidder should have office in Northeastern region of India for last 3 (three) years and should have in business of IT / ITES services. Documentary proof of same to be submitted.
- VI. Bidder must have completed at least one software project of any Govt department/PSU/Govt. Bodies / Govt. Institution of single work order value of 2 (two) Crore or above. Work order along with completion certificate must be submitted. Completed for private customers will not be considered.
- VII. The Bidder must have experience of at least 1(one) software related work order from Govt. University / State Board / Govt. Educational institutions in the last one year.
- VIII. The Bidder will also have to upload the scan copy of following:
  - a) PAN Card, GSTIN Registration and Trade License details.
  - b) Last recent month GST paid challan
  - c) Govt. registration / Partnership deed / Articles of Memorandum of Association etc. as applicable.

- d) Audited balance sheet duly certified by the C.A for last financial year
- e) Income tax clearance certificate.
- f) Bid Security / Earnest Money deposit acknowledgment copy.
- g) ISO 9001 Certificate, 27001, CMMI Level 3
- h) PF & ESI registration documents are mandatory documents.
- i) Notarized affidavit under signature of the company director / firm partner stating that the organization is / has not been blacklisted by Central / State Government.

#### 8. BID REJECTION CRITERIA (BRC)

- a) Bids that do not comply with stipulated BQC and in full will be treated as non-responsive and such bids shall prima-facie be rejected.
- b) CUSTOMER reserves the right to reject any or all the bids without showing any reason thereof.
- c) Bidder not accepting the tender terms & conditions in full or not proposing complied specifications products are liable for rejection.
- d) Intending participants need to perform system requirement study (SRS) after consulting the concern authority of Srimanta Sankaradeva University of Health Sciences. Subsequently a certificate shall be issued by the tendering authority to the intending bidder. This certificate is mandatory for participation. SRS study needs to be conducted between the period **12/04/2023 to 25/04/2023**

#### 9. BID EVALUATION CRITERIA

- a) The original bid closing date shall be considered by CUSTOMER for evaluation of BRC criteria even in case of any extension of the original bid closing date.
- b) The bids conforming to the terms and conditions stipulated in the tender and considered to be responsive after subjecting to the Bid Rejection Criteria as well as verification of any or all documents / documentary evidence pertaining to Bidder Qualifying Criteria.
- c) Those found eligible shall be evaluated on technical requirements as per the marks detailed in the technical evaluation.
- d) The total marks secured in technical evaluation shall be taken as a score of 80%.
- e) The balance of 20 % shall be calculated by the financial evaluation.
- f) The score calculation is reflected at QCBS (QUALITY AND COST BASED SELECTION).
- g) QCBS (Quality and Cost Based Selection)
  - i. The bid will be evaluated on QCBS methodology in the ratio 80:20 i.e.,80% weightage will be given to the technical evaluation and 20% weightage will be given to the financial bid.

The evaluation will consist of the following phases.

- A. Evaluation of Technical bids (of eligible bidders in pre-qualification).
- B. Evaluation of Financial bids (of Technically qualified bidders)
- C. Combined evaluation of Technical & Financial bid

a) Technical Evaluation

All the bidders who secure a Technical Score of 70 or more will be declared as technically qualified. The bidder who qualifies the evaluation of technical bid, their Financial bid shall be opened.

<b>Technical Evaluation</b>				
<b>SL. No.</b>	<b>Criteria</b>	<b>Basis for Evaluation</b>	<b>Max Marks</b>	<b>Supporting Documents</b>
1	Bidder's Annual Turnover in any one of the last three Financial Years 2019-20, 2020-21 & 2021-22 from "SOFTWARE SERVICES"	<ul style="list-style-type: none"> <li>▪ 2 crore and above –10 Marks</li> </ul>	10	CA Certificate with UDDIN no
2	Bidder Software project Experience under central / state govt. departments / PSU/ Govt. Institutions	<ul style="list-style-type: none"> <li>▪ Up to 8 Projects or above –20 Marks</li> <li>▪ below 8 projects –10 Marks</li> </ul>	20	Copies of work order to be submitted.
3	Bidder having one single completed software project value excluding any hardware or other under items in any central /state govt. departments / PSU/ Govt. Institutions.	<ul style="list-style-type: none"> <li>▪ 50 (fifty) lakhs or above</li> </ul>	10	Copies of work order and completion to be submitted.

4	Certification/Recognition (ISO Certificates or any other quality control recognitions)	<ul style="list-style-type: none"> <li>▪ ISO 90001 -5 marks</li> <li>▪ ISO 27000 – 5 marks</li> <li>▪ CMMI 3 &amp; above- 5 marks</li> </ul>	15	Copy of certificate.
5	Manpower on payment roll	<ul style="list-style-type: none"> <li>▪ Above 50 or above employees - 5 marks</li> </ul>	5	PF & ESIC copies along with HR Declaration to be provided. PF and ESIC paid challan of last three months to be provided
6	Technical Compliance & Presentation	<ul style="list-style-type: none"> <li>▪ Solution write-up</li> <li>▪ Development landscape</li> <li>▪ Support Methodology</li> <li>▪ Approach Methodology</li> <li>▪ Security Risk Assessment</li> </ul>	30	Based on the Proposed Solution.
7	System Requirement Study and its solution subject to survey and other assessment	<ul style="list-style-type: none"> <li>▪ Mandatory certificate to be obtained from department for completion of SRS activity</li> </ul>	10	Based on the Proposed Solution.

**10. Contact Address**

Office of the Registrar,

Srimanta Sankaradeva University of Health Sciences,

2<sup>nd</sup> Floor, GMC Building, Narakasur Hilltop, Bhangagarh,

Guwahati, Assam – 781032.

Email: ssuhs\_assam@yahoo.in

**11. Submission Details**

The details for submitting the RFP responses are listed below

Address for Submission

RFP responses should be lodged in two copies (technical and financial) in sealed envelopes which are to be enclosed in another sealed envelope, super scribed “Proposal for Design & CAP Management System under the Srimanta Sankaradeva University of Health Sciences, Guwahati, Assam”. The RFP responses should be submitted to the below mentioned address on or before **28/04/2023** till 02:00 PM IST.

To,  
The Registrar,  
SrimantaSankaradeva University of Health Sciences  
Narakasur Hilltop, Bhangagarh,  
Guwahati: 781032, Assam, India

All queries may be directed to the following address on or before **24/04/2023** till 12:30 PM in writing (If the queries / clarifications are submitted through e-mail, the bidder should send the queries / clarifications through official e-mail IDs and in MS Excel format only):

To,  
The Registrar,  
Srimanta Sankaradeva University of Health Sciences  
Narakasur Hilltop, Bhangagarh,  
Guwahati: 781032, Assam, India  
Email: ssuhs\_assam@yahoo.in

## 12. Schedule of Events

Activity	Date
Availability of RFP Document	<b>12/04/2023 to 26/04/2023</b> On working days during office hours or may be downloaded from <a href="http://www.ssuhs.in">www.ssuhs.in</a>
Pre bid Queries to be submitted online in the mail ID <a href="mailto:ssuhs_assam@yahoo.in">ssuhs_assam@yahoo.in</a>	Last date of submission of Queries over email 24/04/2023 till 03:00 PM IST
Last date and time of submitting The RFP responses	28/04/2023 till 02:00 PM IST
Date and time of opening the offer (Technical Bid) (in front of the authorized representatives of the bidder who choose to attend)	29/04/2023 at 03:00 PM IST
Date and time of opening the offer (Financial Bid) (in front of the authorized representatives of the bidder who choose to attend)	29/04/2023 after the Technical Bid Evaluation Process is over.

## 13. Payment Terms

- a) Submission of SRS / FRS study and approval – 20%
- b) Development of all the modules – 30%
- c) SSL or security implementation – 20%
- d) User Acceptance Test / Go-Live – 30%

No request for advance payment will be entertained at any stage.

## 14. Performance Bank Guarantee

- The successful Bidder shall at his own expense will deposit with SSUHS within fifteen (15) days from the date of award of the contract, an unconditional and



irrevocable Performance Bank Guarantee (PBG) from a Nationalized bank acceptable to SSUHS, payable on demand, for the due performance and fulfillment of the contract by the Bidder.

- The Performance Bank Guarantee shall be denominated in the currency of the contract and shall be by bank guarantee.
- This Performance Bank Guarantee will be valid for a period of 90 days from the award of the contract. The Performance Bank Guarantee amount would be 5% of the total contract value. Subject to the terms and conditions in the Performance Bank Guarantee, at the end of the above mentioned period, the Performance Bank Guarantee will lapse automatically.
- All charges whatsoever such as premium; commission etc. with respect to the
- Performance Bank Guarantee shall be borne by the bidder.
- The Performance Bank Guarantee may be discharged / returned by SSUHS, upon being satisfied that there has been due performance of the obligations of Bidder under the contract. However, no interest shall be payable on the Performance Bank Guarantee.
- In the event of the bidder being unable to provide service as in the contract for whatever reason, SSUHS, would evoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of SSUHS under the Contract in the matter, the proceeds of the PBG shall be payable to SSUHS as compensation for any loss resulting from the Bidder's failure to complete its obligations under the Contract. SSUHS will notify the Bidder in writing of the exercise of its right to receive such compensation within 14 (fourteen) days, indicating the contractual obligation(s) for which the Bidder is in default.
- The Department shall also be entitled to make recoveries from the Bidder's bills, performance bank guarantee, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.

**15. Taxes and Duties**

For all Services supplied, the bidder shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted Products or Services to the Employer.

The bidder must submit the bid as per the below price bid. Any alteration of price bid may lead to direct rejection without any explanation sought. Quoted s item may / may not be ordered based on requirement. The quoted price will remain valid for 30 days from the date of opening the financial bid.

**16. Annual Maintenance Contract**

The bidder should provide maintenance of the Software solution for a period of 12 months free of cost from the date of acceptance of the solution by the customer. The customer may extend the AMC of the software solution post the initial 12months if found satisfactory.

**17. Confidentiality**

The bidder should maintain the confidentiality of the application during implementation and any breach of the same will be liable for legal action as per Law.

**ANNEXURE- 1**

(To be filled in bidder's letterhead)

Sl.No.	Eligibility Criteria	Supporting Document Required	Yes/ No and Deviation, if any
1	The vendor shall be a single entity, registered as a Company, Firm or Society under respective acts in India and should have existence in India for the last five years.	Self-attested copies of Company Incorporation Certificate or Registration Certification from ROC.	
2	The vendor must be registered in India with appropriate tax authorities.	Self-attested Copies a. GST Registration b. PAN Card	
3	The vendor must submit Income Tax Return for last three years.	Self-attested Copies of IT Return of last three years.	
4	The vendor should have average business turnover as mentioned pre-qualification criteria.	a. Self-attested Copies of Certificate from the Chartered Accountant of the Organization. b. Self-attested Copies of Audited Balance sheets for last three years.	
6	Copies of documents / purchase orders and letter of completion from customers for similar projects completed.	Self-attested copies of the major projects completed proving the experience as mentioned in Pre-qualification criteria.	
7	The vendor should furnish an undertaking to the effect that the firm has not been black listed in India.	Undertaking document with proper seal and signature.	

8	Tender purchasing fee of Rs. 5,000/-(non-refundable.) from department. Tender has to be purchased 2 days before bid submission end date	In Form of DD in favor of	
9	EMD (Earnest Money Deposit) of Rs. 1,00,000/-.	In Form of DD in favor of	
10	Filled in Annexure's		

## ANNEXURE- 2

(To be filled in bidder's letterhead)

To,  
The Registrar,  
Srimanta Sankaradeva University of Health Sciences  
Narakasur Hilltop, Bhangagarh,  
Guwahati: 781032, Assam, India

Sub : Request for Proposal from reputed software consultancy firms for Selection of Vendors for Design & CAP Management System under the Srimanta Sankaradeva University of Health Sciences, Guwahati, Assam.

Sir/Madam,

The undersigned having read and examined in detail all the FRP documents pertaining to your assignment-do hereby expresses the interest to do the work as specified in the scope of work in EOI document and agreed to all terms and conditions as specified in the scope of work in tender document.

Sl. No	Description	Response
1.	Name of the Vendor	
2.	Address	
3.	Name, designation of the person to whom all references shall be made.	
4.	Telephone(with STD code)	
5.	Mobile No.of the contact person	
6.	E-mail of the contact person	
7.	Fax No.(with STD code)	

We have enclosed the required documents.

I/We hereby declare that my/our TENDER is made in good faith and the information contained is true and correct to the best of my/our knowledge and belief.

Date:

Place: (Seal & Signature of Authorized Signatory)

### ANNEXURE-3

Details of experience of handling Software Development projects related activities:

SL. No.	Name and Address of The client	Project Status (Completed/ Ongoing)	Project Details	Cost of the Project
1.				
2.				
3.				
4.				
5.				

**Note:** The copies of work orders and satisfactory completion certificate from the customers shall be required to be submitted for all the references mentioned above. If required, you are free to attach extra sheets.

Date:

Place:

(Seal & Signature of Authorized Signatory)

**Annexure- 4**

(To be filled in bidder's letterhead)

To,  
The Registrar,  
Srimanta Sankaradeva University of Health Sciences  
Narakasur Hilltop, Bhangagarh,  
Guwahati: 781032, Assam, India

Sub : Request for Proposal from reputed software consultancy firms for Selection of Vendors for Design &CAP Management System under the Srimanta Sankaradeva University of Health Sciences, Guwahati, Assam.

Sir/Madam,

I / We, .....Certify that all the above submitted data and information pertaining to this proposal are correct and are true representation of the offer covered by our formal proposal No. .... Dated ..... against your tender No. .... Date .....

I / We, hereby certify that I / We am / are duly authorized representative/s of the tenderer whose name/s above my / our signature.

Tenderer's Name : .....  
Authorized Representative's Name/s (Typed) : .....  
Authorized representative's Signature/s : .....

Tenderer's Intent : The tenderer hereby agrees fully to comply with the requirements and intention of this specification.

Authorized representative's Signature/s :  
.....

Signature .....  
Name .....  
SEAL OF THE COMPANY  
Designation .....

**Annexure- 5**

(To be filled in bidder's letterhead)  
(PRICE BID)

Sl. No.	Description	Qty (A)	Unit	Rate per Qty (B)	Total Rate (A x B)
				(in Rs.)	(in Rs.)
1	Design and Development of CAP Management System	1	Lumpsum		
2	Site to be tested by third party security auditor, SSL certificate	1	Lumpsum		
3	Onsite developer	1			
4	SMS Gateway Integration & Charges	5,00,000	Nos		
5	Document digitization (A4 / Legal size) scanning, uploading, indexing etc. [Optional]	10,00,000	Pages		
6	Email Server Integration & charges	1	Lumpsum		
7	Hosting & Domain Charges	12	Months		
8	Hardware Cost	1	Lumpsum		
9	Cost of Consumables	1	Lumpsum		
				Total in Rs.:	
				GST in Rs.:	
				Grand Total Rs.:	
				Grand Total in words:	

Signature .....

Name .....

SEAL OF THE COMPANY

Designation .....