



राष्ट्रीय प्रौद्योगिकी संस्थान नागालैंड
NATIONAL INSTITUTE OF TECHNOLOGY NAGALAND
Chumukedima, Dimapur
Nagaland - 797 103

**TENDER DOCUMENT FOR MAINTENANCE AND SUPPORT OF
EXISTING ACADEMIC PERFORMANCE INFORMATION SYSTEM (APIS)
SOFTWARE AT NIT NAGALAND**

NOTICE INVITING E-TENDER

**Notice Inviting Tender No. : NIT-N/ET/Acad/2020/01-01
Date: 08-01-2020**

Tender Document Issue Date : 08-01-2020

Last Date of Submission of Tender : 30-01-2020, 12.00 p.m.

EMD Amount : Rs. 50,000/-

Technical Bid Opening Date and Time : 30-01-2020, 1.30 p.m.

Financial Bid Opening Date and Time : 31-01-2020, 1.30 p.m.

Start Period : Two Weeks from the date of Work Order

Tender Document Fee : Rs. 5,000/-

**Address for Submission of EMD & Tender Fee : The Registrar
National Institute of Technology
Nagaland
Chumukedima, Dimapur-797 103**

NATIONAL INSTITUTE OF TECHNOLOGY NAGALAND
Chumukedima, Dimapur – 797 103.

NOTICE INVITING E-TENDER

No. NIT-N/ET/Acad/2020/01-01 Date: 08-01-2020

National Institute of Technology Nagaland is one of the newly established Institutes by MHRD under the NIT Act 2007 to impart technical education and to promote research activities in the North East region. It is proposed to invite reputed IT firms for Annual Maintenance and support for the existing Academic Performance Information System (APIS) Software.

Sealed Quotations under two cover system (1. Technical, 2. Financial) are invited from the reputed IT firms for annual Maintenance and support for the existing Academic Performance Information System (APIS) Software at NIT Nagaland as per the scope of work, terms and conditions given, so as to reach the office of the Registrar on or before the scheduled date and time. The detailed tender document can be download from the institute website www.nitnagaland.ac.in or <https://eprocure.gov.in/>.

The bidder shall be required to deposit the earnest money (EMD) for an amount of Rs. 50,000/- (Rupees Fifty Thousand only), which is refundable and a tender document fee for an amount of Rs. 5,000/- (Rupees Five Thousand only), which is non-refundable by way of Demand Draft only. The Demand Draft shall be drawn in favour of “IRG, NIT Nagaland” payable at Chumukedima, Dimapur. **The original Demand Drafts for Earnest Money Deposit & Tender Document fee** shall be submitted in a sealed envelope bearing the following reference on the top left corner: NIT-N/ET/Acad/2020/01-01, **latest by 30th January 2020, 12.00 p.m.** and addressed to The Registrar, National Institute of Technology Nagaland, Chumukedima, Dimapur, Nagaland - 797 103

Bid(s) received beyond the due date of submission will be rejected. **The tender documents should be submitted in Government of India e-procure portal only (<https://eprocure.gov.in/cppp/>) on or before the due date and time (30-01-2020 at 12:00 PM). **Tenders submitted by E-mails, Post, Courier, in person, etc., shall not be entertained.** The Institute shall not be responsible for any postal delay for non-receipt of the EMD & tender fee.**

1. ESSENTIAL QUALIFICATIONS FOR ANNUAL MAINTENANCE AND SUPPORT FOR THE EXISTING APIS SOFTWARE.

- a) The bidder should have carried out atleast one similar works of value of Rupees 10.00 Lakhs or above in any Central or State Government higher education Institution/ Research Institute /Institute of National Repute within last 3 years.
- b) The bidder should be in the business of IT & Software Development for the last 5 years in India.
- c) Average Annual Turnover for IT services for the last 3 years should be atleast Rs.15.00 lakhs. The bidder should produce Audited statement of accounts for the last 3 years.
- d) The bidder should furnish the certificate of PAN, GST number and IT Returns of last three years.
- e) The bidder must have minimum 30 technical staff in their firm payroll out of which minimum 10 technical staff should already providing similar support.
- f) The vendor should be certified at minimum SEI CMM Level 5 / ISO 9001.
- g) The bidder must have strong development team with skills of Core Java, Framework, Sprint Boot, Node JS, Smart Contract, MYSQL, NOSQL, etc.
- h) The bidder should have excellent experience in the areas of education industry like Mark Evaluation, Grade Card Generation, Dynamic Reports, Degree Certificates, Excel Report Designs, Migrate, Conduct, Provisional and Transfer certificates, Attendance, Hall Tickets and student course registration.

Note:

All the supporting documents should be attached with the Technical Bid, without which the tender will be rejected. The bidder need to bring the above original documents at the time of technical opening for the verification.

2. SCOPE OF WORK

The scope of work includes strong knowledge to support completed projects, fixing issues and root cause identifications. The firm should provide active support to the institute raised issues over the remote desktop, Skype, email and phone communications. Support shall be provided for all the existing module which shall include the following:

- a) Bug fixes and Root cause analysis for the issues reported in any in the existing module.
- b) Curriculum setup and its modifications.
- c) Course registration approvals for all the levels.
- d) Course registration modifications and its issue fixing.
- e) Mark entry support.
- f) Mark entry approvals for different levels.
- g) Letter grade updates.
- h) Exam Time Table.
- i) Exam result publications.

- j) Mark Evaluation, remove duplicates of evaluations, verify calculations of credits earned, registered, GPA and CGPA.
- k) Moderation Factor.
- l) Grade sheet generation – Verify credits, course code, title, credits earned, registered, CPA and CGPA. If any errors deletion and redo mark evaluation.
- m) Conduct/Migrate/Transfer/Provisional certificate generations, serial number corrections and old batch certificate updates.
- n) Tabulated mark register results.
- o) Result publication statement.
- p) Examination result grades.
- q) Result analysis statement.
- r) Transcript
- s) End semester examination
- t) Tomcat server cleaning logs, remove cache files, temp files and server start/restart if required
- u) MySQL server logs and cache maintenance
- v) Tomcat server backups and database backup
- w) Code modifications and its deployment in server

3. TIME PERIOD

- a) The firm will be required to provide the Maintenance and Support of the existing APIS software for one years. The services may be renewed for another year at the same terms and conditions on satisfactory performance upto a maximum of another two years.
- b) Notwithstanding anything contained herein above, the institute reserves the right to discontinue the service of the firm in the event their services are evaluated as unsatisfactory at any time during the period by giving notice of one month.

4. INSTRUCTIONS TO BIDDER FOR SUBMISSION

- a) Interested firms meeting the criteria are required to submit the Technical Bid and Financial Bid only through Government of India e-procure portal only i.e. <https://eprocure.gov.in/cppp/>.
- b) Bid(s) received beyond the due date of submission will be rejected. No tender document will be entertained by Post/E-mail/FAX.
- c) The Institute shall not be responsible for any postal delay about non-receipt / non-delivery of the tender fee /EMD.
- d) Technical bid(s) will be opened on 30-01-2020 at 1.30 p.m. in the Conference Hall, Administrative Block of the Institute in the presence of the bidder(s) or their authorized representative(s) who are present at the scheduled time. The Financial bid(s) of the technically qualified bidder(s) will be opened on 31-01-2020 at 1.30 p.m.

- e) In the event of the due date of receipt and opening of the tender being holiday/declared as holiday for the Institute, then due date of receipt / opening of the tender will be the next working day at the same time.
- f) Any amendment or addition made to the tender are not permissible after opening of the tender. Incomplete tenders will be rejected.
- g) The Institute reserves the right to reject any or all tenders, wholly or partly or close the tender at any stage prior to award of contract without assigning any reason whatsoever.
- h) The bidder shall be required to deposit the earnest money (EMD) for an amount of Rs. 50,000/- (Rupees Fifty Thousand only), which is refundable and a tender document fee for an amount of Rs. 5,000/- (Rupees Five Thousand only), which is non-refundable by way of Demand Draft only. The Demand Draft shall be drawn in favour of “IRG, NIT Nagaland” payable at Chumukedima, Dimapur. The original Demand Drafts for Earnest Money Deposit & Tender Document fee shall be submitted in a sealed envelope bearing the following reference on the top left corner: NIT-N/ET/Acad/2020/01-01 dated 08.01.2020, latest by 30th January 2020 at 12.00 p.m. and addressed to The Registrar, National Institute of Technology Nagaland, Chumukedima, Dimapur, Nagaland - 797 103.
- i) Any bid without the Demand Drafts of Earnest Money Deposit and tender fee is liable to be rejected. The Institute is not responsible to pay any interest on such amount. Earnest Money Deposit shall be forfeited, if the tenderer withdraws its bid during the period of tender validity.
- j) The Earnest Money Deposit of the successful bidder shall be refunded after the completion of contract/order. For unsuccessful bidder(s) it will be refunded after award of the contract.
- k) The rate quoted should be valid for a minimum period of 90 days. No claim for escalation of the rate will be considered after opening the tender.
- l) The Institute reserves the right to accept in part or in full any quotation(s) or reject any or more quotation(s) without assigning any reason or to cancel the tendering process and reject all quotation(s) at any time prior to award of contract, without incurring any liability, whatsoever to the affected bidder or bidder(s).
- m) A prospective bidder requiring any clarification of the tender document may communicate to the Registrar, NIT Nagaland.
- n) At any time prior to the last date of receipt of bids, Institute may for any reason, whether at its own initiative or in response to a clarification requested by prospective bidder, modify the tender document by an amendment.
- o) The bidder should strictly adhere to the specification and releasing of the payment is subject to satisfactory report by the Institute / concerned authorities.
- p) The rates should be quoted in Indian Rupee including all taxes and Freight charges at F.O.R destination at NIT Nagaland, Chumukedima, Dimapur - 797103.

5. OTHER TERMS AND CONDITIONS

- a) **Delivery:** The services should be started within Two Weeks from the date of issue of the Purchase Order.
- b) **Payment Terms:** The payment shall be made against the service provided by firm as per the nature of work, subjected to the following terms and conditions.
 - The payment during the entire contract period shall be made in accordance with the financial bid submitted by the selected firm and accepted by the institute.
 - TDS under Income Tax will be deducted at applicable rates.
 - The firm will raise the bills in duplicate on quarterly basis on submission of the report to the institute.
 - The quoted price should be inclusive of Professional Fee, Traveling, Accommodation etc.
- c) **Taxes:** As applicable.
- d) **Other terms & Conditions:** For other terms & conditions please refer our standard conditions.
- e) **Force Majeure:** If the performance of the obligation of either party is rendered commercially impossible by any of the events hereafter mentioned that party shall be under no obligation to perform the agreement under order after giving notice of 15 days from the date of such an event in writing to the other party, and the events referred to are as follows:
 - f) Any law, statute or ordinance, order action or regulations of the Government of India,
 - g) Any kind of natural disaster, and
 - h) Strikes, acts of the Public enemy, war, insurrections, riots, lockouts, sabotage.
- i) **Performance Bank Guarantee (PBG):** In case of items with order value of Rupees five lakhs (INR 5,00,000/-) and above, the successful bidder shall furnish an unconditional PBG (as per format at Annexure II) for 5% of the Purchase Order value from a scheduled Bank of India, after receiving the purchase order. Where the PBG is obtained by a foreign bank, it shall be got confirmed by a Schedule Indian bank and shall be governed by Indian Laws and be subject to the jurisdiction of courts at Dimapur. The PBG shall guarantee that,
 - The Vendor guarantees satisfactory operation of the Equipment & components against poor workmanship, bad quality of materials used, faulty designs and poor performance.
 - The Vendor shall, at his own cost, rectify the defects/replace the items supplied, for defects identified during the period of guarantee.
 - This guarantee shall be operative from the date of installation till 60 days after the warranty period.

j) Applicable Law:

- i. The contract shall be governed by the laws and procedures established by Govt. of India and subject to exclusive jurisdiction of Competent Court and Forum in Dimapur / India only.
- ii. Any dispute arising out of this purchase shall be referred to the Director NIT Nagaland, and if either of the parties hereto is dissatisfied with the decision, the dispute shall be referred to the decision of an Arbitrator, who should be acceptable to both the parties, to be appointed by the Director of the Institute. The decision of such Arbitrator shall be final and binding on both the parties.

REGISTRAR

SUMMARY SHEET I – TECHNICAL BID

| S.No | Particulars | Compliance (Yes/No) | Enclosed (Yes/No) |
|------|--|------------------------|----------------------|
| 1 | The bidder should have carried out atleast one similar works of value of Rupees 10.00 Lakhs or above in any Central or State Government higher education Institution/ Research Institute /Institute of National Repute within last 3 years. | | |
| 2 | The bidder should be in the business of IT & Software Development for the last 5 years in India. | | |
| 3 | Average Annual Turnover for IT services for the last 3 years should be atleast Rs.15.00 lakhs. The bidder should produce Audited statement of accounts for the last 3 years. | | |
| 4 | The bidder should furnish the certificate of PAN, GST number and IT Returns of last three years. | | |
| 5 | The bidder must have minimum 30 technical staff in their firm payroll out of which minimum 10 technical staff should already providing similar support. | | |
| 6 | The bidder should be certified at minimum SEI CMM Level 5 / ISO 9001 | | |
| 7 | The bidder must have strong development team with skills of Core Java, Framework, Sprint Boot, Node JS, Smart Contract, MYSQL, NOSQL, etc. | | |
| 8 | The bidder should have excellent experience in the areas of education industry like Mark Evaluation, Grade Card Generation, Dynamic Reports, Degree Certificates, Excel Report Designs, Migrate, Conduct, Provisional and Transfer certificates, Attendance, Hall Tickets and student course registration. | | |

Signature of the Bidder_____

Seal of the Bidder's Firm _____

FINANCIAL/COMMERCIAL BID

Annual Maintenance and support for the existing Academic Performance Information System (APIS) Software at NIT Nagaland

Name and Address of the Firm quoting the rates:

1. Price for Annual Maintenance and support of APIS Software

| Sl.No | Service for which Price is to be quoted | Rate per year (Rs.) | Total Amount for two years (Rs.) |
|--------------|--|----------------------------|---|
| 1. | Annual Maintenance and support for the existing Academic Performance Information System (APIS) Software | | |
| | | | |
| | Taxes (as applicable) | | |
| | GRAND TOTAL | | |

Total in Words (Rupees.....)

Signature of the Bidder
Seal of the firm/company