



# Rabindra Bharati University

56A, B.T. Road, Kolkata - 700050

Ref. No.: IS/RBU/222/11/2017

Date: 10/11/2017

## Notice Inviting Tender

Sealed quotations are invited from reputed, bonafide, and financially sound agencies having capacities to execute the following work.

S. No.	Name of Work	Period of Contract	Concerned Department(s)
1.	Deployment of Trained Residential Technical Person for providing software maintenance and IT support services for existing Online Admission System	3 YEARS	Office of Secretary, Faculty Councils and Examination Department

### **Tentative Date and Time Schedule:**

The following schedule is tentative and may change. Please follow the website for further notifications and corrigendum.

S. No.	Particulars	Date & Time
1.	Date of publishing N.I.T. & other Documents	14/11/2017 from 11:00 AM
2.	Documents download start date (Online)	14/11/2017 from 11:00 AM
3.	Documents download end date (Online)	20/11/2017 till 02:00 PM
4.	Bid submission start date	14/11/2017 from 11:00 AM
5.	Bid Submission closing	20/11/2017 till 04:00 PM
6.	Documents submission end date	20/11/2017 till 04:00 PM
7.	Bid opening date	22/11/2017

Finance Officer



# Rabindra Bharati University

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Date: 10/11/2017

## I. Invitation of Tender and Terms & Conditions:

1. Intending bidder may download the tender document from the **University Website** <http://www.rbu.ac.in> directly. Tender Documents may be downloaded from the website & submission of Bids is to follow the stipulated date & Time Schedule mentioned in this NIT. The documents submitted by the Bidders should be properly indexed & notarized with seal. Original certificate / order copies / other document as required shall have to be produced on demand during evaluation.
2. **Location of Works:** Rabindra Bharati University, Kolkata
3. **Contract Period:** Contract period shall be for **3 YEARS**.
4. **Bid preparation and submission costs:** The bidder shall bear all costs associated with the preparation and submission of the bid and Rabindra Bharati University will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.
5. **Language of Proposals:** The bids and all correspondence and documents shall be written in English.
6. **Amendment of Bidding Documents:** At any time before the deadline for submission of bids, Rabindra Bharati University, for any reason, whether at its own initiative or in response to a clarification requested by a Bidder, modify the bidding document by amendment. All prospective Bidders shall be notified of the amendment through the University website ([www.rbu.ac.in](http://www.rbu.ac.in)) and all such amendments shall be binding on them. If required, in order to allow Bidders reasonable time in which to take the amendment into account in preparing their bids, Rabindra Bharati University reserves the rights to extend the deadline for the submission of bids and the same shall be notified on the University website.
7. **Disqualification:** Rabindra Bharati University reserves the right to reject bids in the following cases:
  - a. The Bids which are received after due date and time.
  - b. If the Bid Documents are not signed by the authorized signatory of the bidder on each page and submitted.
  - c. If the Bidder does not submit technical details, architecture, components/modules etc. of the items.
  - d. Information submitted by the Bidder is found to be misrepresented, incorrect or false.
  - e. Bids not substantially responsive and not submitted in accordance with the required formats.
  - f. If the bidder increases the quoted prices during the validity of the bid or its extended period, if any.
  - g. If the bidder submits the bid specifying its own terms and conditions.
  - h. If any column/space meant for being filled up is left blank by the bidder.
  - i. Bidder fails to deposit the Security Deposit (SD) or fails to enter into a contract within the stipulated period from the date of notice of award of contract or within such extended period, as may be specified by Rabindra Bharati University.
  - j. Bidders may specifically note that while evaluating the bids, if it comes to Rabindra Bharati University's knowledge, expressly or implied, that some bidders may have



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colluded in any manner whatsoever or otherwise joined to form an alliance resulting in delaying the processing of bids, then the bidders so involved are liable to be disqualified for this contract as well as for a further period of two or more years from participation in any of the tenders invited by Rabindra Bharati University.

8. **Eligibility for participating in the Tender:** Permission of participating in the tender will be given only to those fulfilling the following eligibility criteria:

- i. Only reputed companies dealing in the business of **Software Development, Maintenance and IT Support Services** will be allowed to participate in the tender process. Relevant documents (like Trade license, etc.) in support of the same must be furnished. No Intermediate General Supplier will be allowed.
- ii. Bidder should fully comply with the Technical Specification as provided in the Tender Document. Conditional bid may be summarily rejected.
- iii. The **organizations which are blacklisted** by any reputed organization, PSU, University or Government organization or any OEM of the products proposed in this tender are strictly forbidden from participating in this tender process. Bids submitted by any such blacklisted organisation, if found at any point of time in this tender process, will be summarily rejected. If any such blacklisted organisation is found after award of purchase order, then the purchase order will be cancelled and the earnest money deposit and/or security deposit and/or the bank guarantee will be forfeited to RABINDRA BHARATI UNIVERSITY. **An ink-signed declaration letter regarding this in the bidder's letter head should be submitted with the Bid.**
- iv. Bidder should be in business of **Software Development, Maintenance and IT Support Services** in India for last **FIVE YEARS**.
- v. Bidder should have its service support office in Kolkata for at least last **FIVE YEARS**.
- vi. The bidder should have at least **FIVE YEARS** experience in **Software Development, Maintenance and IT Support Services** in renowned Indian organizations preferably universities and government organizations. Supporting documents in claim of experience be enclosed.
- vii. Bidder should submit the Client List and Letters of Satisfactory Performance from existing and previous clients from Central/State Government Universities, Central Government Institutes (like IIT, IIM, ISI, etc.) or Government Organizations in India or renowned Indian organizations.
- viii. The bidder bidding for only some part (items) of the BOQ will be rejected.
- ix. The Data sheets / Cross reference documents and technical documents of proposed products must be submitted.
- x. Intending bidder should produce credentials of 2(two) similar nature of work in any university, PSU, Central or State Government (India) Organization or renowned Indian organizations, each of the minimum value of **Rs. 1,00,000/-** during last **3 (three) years** prior to the date of issue of the tender notice;
- xi. Completion/satisfactory certificate and purchase order from bidder's clients produced as credential should clearly indicate the description of works, value of contract,



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executed work value, date of award, actual date of completion etc. and name, address, telephone no. of the client.

- xii. The Bidder should have Annual Turnover not less than **Rs. 40,00,000/-** during each of the last 3 (three) years (i.e., 2014-2015, 2015-2016 and 2016-2017).
  - xiii. No Joint Venture shall be allowed.
  - xiv. The bidder should be a registered bidder / firm.
  - xv. The Bidder should have a valid Trade License, Professional Tax Challan, PAN Card, GSTIN Registration, Service Tax & TIN documents.
  - xvi. Moreover, the tender inviting authority reserves the right to relax the eligibility criteria of the applicant if it is deemed to be necessary for fair & competitive tender without assigning any reason whatsoever.
9. The intending bidder fulfilling the above requirement should bid for the items and services included in the Bid notice with all related documents. The tender inviting authority reserves the rights to accept or reject their offered bid as deemed necessary to finalize the tenders satisfactorily without assigning any reason whatsoever.
  10. Selection of eligible bidder will be made strictly on the basis of scrutiny and evaluation of the particular as to be furnished at the time of bidding. Decision of the tender inviting authority in this regard shall be final and binding.
  11. Bidders have to comply fully with the service specifications mentioned in the Tender Document and failing to this will lead to the rejection of the Bid. No deviations in any specifications shall be entertained.
  12. **It is mandatory to quote for all the items mentioned in the BOQ.**
  13. Quantities mentioned in the BOM/BOQ will be considered for comparison of offers submitted by the bidder, however, the quantities may vary (i.e. increased or decreased) or items may be excluded in the Purchase Order(s).
  14. Prices should be **quoted in Indian Rupee** excluding taxes. However, quoted prices should be inclusive of packing, freight charges and delivery at the university campuses. Quoted prices should also be inclusive of installation and configuration charges, if not asked for separately in the BOQ.
  15. It is not necessary that the bidder quoting the lowest bid will be awarded the purchase order. The decision of the university will be final in this regard.
  16. **Corrections in the Bid:**
    - a. Corrections, if any, in the bid documents submitted by the bidder should be attested properly by the authorized signatory failing which the bid is liable to be rejected.
    - b. Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted rate will be entertained after the bids are opened. All corrections, if any, should be signed by the authorized signatory before submission, failing which the financial bids may not be considered.
  17. **Deployment of Technical Person:** Deployment of Residential Technical Person in the university campuses is to be done by the bidder within FIFTEEN DAYS from the date of issue of LOI/PO, failing which L.D. clause will be imposed and a delay of more than **1 MONTHS** may lead to



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cancellation of the purchase order awarded to the successful bidder.

18. **Contract Period:** The agreement shall be made for **1 year**. However, the agreement shall be renewable every year upto a maximum period of **3 years** based on project requirements and satisfactory performance of the bidder and its deployed manpower.
19. **Security Deposit:** 10% of the Purchase Order shall be kept as Security Deposit and shall be released on submission of bills in triplicate after the end of the contract period, subject to satisfactory performance during the contract period. Security Deposit shall be released after deduction of any penalty, L.D., taxes and any other deductible amounts as per prevailing government and/or university rules.
20. **Liquidated Damage (L.D.):** "Liquidated Damage" means losses or damages sustained by the University for default on the part of the bidder either because of delayed supply or execution of works/services within the stipulated date or otherwise. L.D. at the rates mentioned under the Penalty Clause shall be deducted from the bidder's payments due on the university. At any point of time, if L.D. exceeds 50% of the total value of the Security Deposit, the Contract may be cancelled and accordingly dealt with legally including blacklisting of the bidder. In such cases, the Security Deposit and/or the Bank Guarantee will be forfeited to RABINDRA BHARATI UNIVERSITY. L.D. once deducted, will not be refunded to the bidder again. University may consider relaxing the L.D. partially or completely in case of unavoidable circumstances, however, the decision of the university shall be final and binding.
21. **Penalty Clause:**
  - a. Use of pirated or unauthorised software by the company's personnel will lead to penalty as follows:
    - Rs. 500/- per instance of using unauthorised software
    - The actual cost that will be required by the university to purchase the original license for the software used
    - Both penalties (a) and (b) mentioned above as per the decision of the university
  - b. Absence of Resident Engineer shall lead to penalty of Rs.1000/- per resident engineer per day which shall be deducted from the next due bill or Security Deposit.
  - c. If the conditions mentioned under the Scope of Work and/or Compliance Sheet are not followed strictly, Rs.1000/- per resident engineer per day shall be deducted as penalty from the next due bill or Security Deposit.
  - d. The penalty amounts mentioned above are minimum rates. The university reserves the right to change the penalty rates in the purchase order and contract.
22. **Payment:**
  - a. No advance payments shall be made.
  - b. Payment shall be released on quarterly basis on submission of bills in triplicate after every three months of satisfactory completion of assigned services. Payment shall be made after deduction of any penalty, L.D., taxes and any other deductible amounts as per prevailing government and/or university rules
  - c. Satisfactory Service Report signed by Head of each concerned Department of the university should be submitted along with the bills. Bills will not be accepted if Satisfactory Service Report signed by the respective Head of departments is not



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- submitted along with the bills.
- d. All payments shall be made after deduction of any penalty, L.D., taxes and any other deductible amounts as per prevailing government and/or university rules.
  - e. Other mandatory documents required to be submitted along with the bills will be communicated as and when required.
23. **Suspension:** The Competent Authority may by a written notice of suspension to the Bidder, suspend all payments to the Bidder if the Bidder fails to perform any of its obligations (including the carrying out of the tasks) provided that such notice of suspension:
- a. Shall specify the nature of the failure and
  - b. Shall direct the Bidder to remedy such failure within a specified period from the date of receipt of such notice of suspension by the Bidder
24. **Interpretations:** Whenever any issue relating to the interpretation of the tender document or of the bids submitted arises, the decision of competent authority of the university shall be final and binding.
25. **Assignment & Subcontracting:**
- a. This TENDER is non-transferable. Assignment and subletting is not permitted. Information regarding associates and principals is to be disclosed in the bid itself.
  - b. The bidder shall not assign, transfer or sublet or attempt to assign, transfer or sublet, whether wholly or in part, any portion of the work to any other entity or person without written consent of the Competent Authority of the university.
  - c. For the purpose of the liabilities under this tender, the Bidder will be considered as a solely liable to all the components of the tender and scope of the work.
26. **Validity of Bid:** The bids shall remain valid for **180 days** after the date of bid opening prescribed by Rabindra Bharati University. The bids of the **successful bidder** shall remain valid for **3 years** from the date of Purchase Order awarded to the successful bidder. On completion of the validity period, unless the bidder withdraws its proposal in writing, it will be deemed to be valid until such time that the bidder formally (in writing) withdraws its proposal. Rabindra Bharati University holds the rights to reject a bid valid for a period shorter than those mentioned above as nonresponsive.
27. The University Authority reserves the right to ask for clarifications and the decision of the University Authority shall be final and binding.
28. The University reserves all rights to reject any or all offer without assigning any reason whatsoever.
29. The University reserves all rights to cancel this tender at any point of time without assigning any reason whatsoever.
30. All bids should be addressed to **The Finance Officer, Rabindra Bharati University** and should be submitted at the **Purchase Section** of the university within the stipulated date and time. No bid shall be accepted through telegraphic / fax / email or any other means.
31. **Signing of Tender:** Individual signing the tender or other documents connected with contract must specify whether he/she signs as:-
- a. A "sole proprietor" of the concern or constituted attorney of such sole proprietor.
  - b. A partner of the firm, if it be a partnership firm, in which case he must have authority to



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execute contracts on behalf of the firm and to refer to arbitration disputes concerning the business of the partnership either by virtue of the partnership agreement or by a power of attorney duly executed by the partners of the firm.

- c. Director or principal officer duly authorized by the Board or Directors of the Bidder, if it is a Bidder.

**N.B.**

- i. In case of partnership firms, a copy of the partnership agreement, or general power of attorney duly attested by a Notary Public, should be furnished on stamped paper duly sworn of affirmed by all the partners admitting execution of the partnership agreement or the general power of attorney. The attested copy of the certificate of registration of firm should also be enclosed along with the tender.
- ii. In the case of partnership firms, where no authority to refer disputes concerning the business of partnership firm has been conferred on any parties the tender and all other related documents must be signed by all partners of the firm.
- iii. A person signing the tender form or any documents forming part of the tender on behalf of another person should have an authority to bid such other person and if, on enquiry it appears that the persons so signing had no authority to do so, Rabindra Bharati University, Kolkata may, without prejudice cancel the contract and hold the signatory liable for all costs, consequences and damages under the civil and criminal remedies available.
- iv. The bidder should sign and affix his/his firm's stamp on each page of the tender and all its Annexures as the token of having read and understood the documents.

32. **Acknowledgement of Understanding of Terms:** Bidders are advised to study the tender notice and its Annexures carefully. By submitting a bid, each bidder shall be deemed to have acknowledged that it has carefully read all sections of this Tender Notice, including all forms and has fully informed itself as to all existing conditions and limitations.
33. **Negotiations and Contract Finalization:** Rabindra Bharati University reserves the right to negotiate with the bidder whose proposal has been ranked first on the basis of Joint Evaluation of Technical and Commercial Bids. Rabindra Bharati University reserves the right to award the contract to the bidder selected for negotiations.
34. **Award of Contract:** The successful Bidder will be awarded the purchase order. Within **3 days** from the date of the purchase order the bidder will have to submit an **unconditional acceptance letter** and complete the job within the stipulated time.
35. **Termination for Insolvency:** Rabindra Bharati University may at any time terminate the contract by giving written notice of four weeks to the bidder, without any compensation to the bidder, if the bidder becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to Rabindra Bharati University.
36. **Termination for default:** Default is said to have occurred:
  - a. If the bidder fails to complete the assigned job in accordance with the Tender Notice within the time period(s) specified in the contract or any extension thereof granted by



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- b. If the bidder fails to perform any other obligation(s) under the contract / work order / purchase order.
  - c. If the bidder fails to comply with instructions of Rabindra Bharati University with respect to improving the quality of assigned job.
37. **Jurisdiction:** The court at Kolkata only shall have jurisdiction to deal with and decide any legal matter whatsoever arising out of this contract.
38. The tender inviting authority reserves the right to relax the terms and conditions if it is deemed to be necessary for fair & competitive tender without assigning any reason whatsoever.

## II. Scope of Work:

1. The bidder's personnel i.e. the Resident Engineer (RE) must be permanent employees of the company firm.
2. The resident engineers should be qualified graduate from recognized institutions with minimum of 2 years experience in software maintenance and coding.
3. Trainee engineers will not be counted as part of resident engineers.
4. The company should replace the resident engineers immediately if the university is not satisfied, without assigning any reason. The qualification and experience of the replaced resident engineers should be as per the conditions mentioned in this tender.
5. In case of absence/leave of RE, backup RE should be provided immediately and the backup RE should be sufficiently trained on the activities of the site.
6. In case of resign / transfer of the resident engineer, replacement (with sufficiently trained as per the qualification and experience) should be immediate with no gaps in the support operations. Knowledge transfer to the new resident engineer should be completed within the shortest possible time.
7. All processes and systems should be documented by RE and approved by the University personnel for knowledge transfer purposes.
8. In case of urgency Resident Engineer would be called on Saturday/Sundays and holidays also. This will be within the scope of the Contract and no extra charge will be paid by the university in such cases.
9. Company should provide each Resident Engineer with a mobile phone in good working condition, at his or company's cost, so that he can be contacted in case of any service requirement. All the mobile numbers have to be provided to the university.
10. In case of pending/high workload, the firm will depute additional engineers to clear the backlog to maintain the up-time of the software systems. This will be within the scope of the Contract and no extra charge will be paid by the university in such cases.
11. The details of resident engineers posted at Rabindra Bharati University should be provided in advance with duty schedule to the offices of the Information Scientist, Deputy Registrar and Secretary, Faculty Councils. No resident engineer should be changed/relieved of duties without





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- prior notice of atleast one week to Rabindra Bharati University.
12. No resident engineer will leave or avail leave till the reliever reports for duty.
  13. All the resident engineers should carry and display the identity card with photograph provided by the company firm. No Resident engineer will be allowed to enter Rabindra Bharati University sites without proper identity cards as above.
  14. If the above conditions are not followed strictly, Rs.1000/- per resident engineer per day shall be deducted as penalty from the next due bill or Security Deposit.
  15. The REs shall liaison on behalf of the university, with different OEMs for maintenance and smooth functioning of the Online Admission System and allied software dependent or integrated to it.
  16. The cost of transport/movement (as and when required) of bidder's personnel and items (if any) between RBU campuses and other locations situated within Kolkata will be within the scope of work.
  17. At any stage no hard disk or removable storage will be allowed to be taken out of RBU premises and our other locations/campuses situated in Kolkata without prior permission of the university authority. The agreement shall also cover backup of computer data, application software and data retrieval. All licensed software will be provided by the university.
  18. The bidder's personnel shall assist the respective departments to use the Online Admission and Fees Collection Software. The bidder's personnel shall also assist the respective departments to use the allied software dependent or integrated to the Online Admission and Fees Collection Software.
  19. The bidder's personnel shall use the Online Admission and Fees Collection Software and its allied software dependent or integrated with it to generate different reports as per the requirements of the University as and when required.
  20. The bidder's personnel shall liaise with the developers of Online Admission and Fees Collection Software and its allied software dependent or integrated with it to sort out software and operations related problems as and when required.
  21. The scope of work shall include software configurations/setup maintenance and data backup as and when required.
  22. The bidder's personnel shall not install any software on any computer of the university without prior permission from the Office of Information Scientist. Use of pirated or unauthorised software by the bidder's personnel within the university campus is strictly prohibited and such activities shall lead to severe penalty on the bidder or even cancellation of the agreement.
  23. Any software or software tools/utilities should not be installed on any computer or distributed to the users by the bidder or its employees without the prior permission of the office of Information Scientist.
  24. The bidder's personnel will be required to observe all security regulations in force in Rabindra Bharati University.
  25. The bidder shall be responsible for any injury/accident or compensation to their personnel during their stay inside Rabindra Bharati University premises.
  26. The firm shall depute its qualified and experienced personnel during working hours (as per university's requirement) in the university campuses. If required by the university, the services



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- of the bidder's personnel may be required after the office hours or on holidays and the bidder should be prepared to provide such services with no extra charges.
27. The bidder's personnel should report to their assigned department for duty as per the duty schedule. The bidder's personnel shall carry a cell phone in proper working condition, provided by bidder for receiving and responding to the university's phone calls.
  28. The bidder's personnel will maintain the confidentiality of information and documents that they handle and the data stored on computers systems of the university. The bidder will be required to take appropriate actions in respect to its personnel to ensure the obligations of non-use and non-disclosure of confidential information.
  29. Regular data backup shall be within the scope of work.

### III. Procedure for Submission of Proposals

1. Eligible bidders are required to download the Tender Documents from the University website <http://www.rbu.ac.in>.
2. The bid shall contain technical information of the proposal, price bid and all documents required for the bid. **All the bid papers must be ink-signed and submitted.** The information submitted must be definitive and specific. Vague terms, incomplete information, counter offers, and uncalled for correspondence shall not be entertained.
3. Bidders are required to submit the complete proposal along with annexures, etc. The proposal has to be signed in original by the Bidder. The proposal shall be exactly according to the formats given in the TENDER documents. All columns of the prescribed formats should be filled, and all questions in the tender document must be answered. Any additional information should be submitted separately. **Modifications / reordering of formats shall not be acceptable.** Each page of proposal document is to be signed and stamped by the Bidder clearly indicating that all the terms and conditions mentioned herein are acceptable to the Bidder unconditionally.
4. The Bidder is expected to read and examine carefully all instructions, forms, annexures, terms and specifications in this Tender document. The bid should be precise, complete and in the prescribed format as per the requirements detailed in this Tender. All the pages comprising the bid shall be serially numbered. Failure to furnish all information required in this Tender or submission of a bid not substantially responsive to this Tender in every respect will be at the Bidders risk and shall result in rejection of the bid, if any, such bidders may also be blacklisted and prohibited from participation in future purchases.



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## IV. Bid Documents To Be Submitted

Bidder's proposals shall consist of the following documents maintaining the same Serial No. and Document Name:

S. No.	Document Name	Description	Submitted (Yes / No)
1	Kolkata Office (last 5 years)	Supporting documents that the bidder has its service support office in Kolkata for at least last FIVE YEARS	
2	Five Years Experience	Supporting documents (untampered copies of purchase orders and completion certificates) that the bidder has experience within last <b>Five Years</b> , in Software Development, Maintenance and IT Support Services in renowned Indian organizations preferably universities and government organizations.	
3	Client List	Client List and <b>Letters of Satisfactory Performance</b> from existing and previous clients from Central/State Government Universities, Central Government Institutes (like IIT, IIM, ISI, etc.) or Government Organizations in India.	
4	Similar Experience	Supporting documents (untampered copies of purchase orders and completion certificates) that the bidder has executed work with similar complexity for at least <b>TWO</b> Central or State Government Universities or Central Government Institutes (like IIT, IIM, ISI, etc.) or Central / State Government Organizations in India within the last <b>2 years</b> . Completion certificate and purchase order from bidder's clients produced as credential should clearly indicate the <u>description of works, value of contract, executed work value, date of award, actual date of completion etc.</u> and name, address, telephone no. of the <u>client</u> .	



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S. No.	Document Name	Description	Submitted (Yes / No)
5	Similar Experience (P.O. Value Rs. 1,00,000/-)	Untampered copies of purchase orders and completion certificates of a similar nature of completed work having the minimum value of <b>Rs. 1,00,000/-</b> in a single P.O. during last <b>THREE YEARS</b> prior to the date of issue of the tender notice. Completion certificate and purchase order from bidder's clients produced as credential should clearly indicate the <u>description of works, value of contract, executed work value, date of award, actual date of completion etc. and name, address, telephone no. of the client.</u>	
6	Balance Sheets and P/L Accounts	Balance sheets and P/L Accounts (highlight the relevant portions with a highlighter pen) of the relevant periods certified by a Chartered Accountant mentioning the Bidder's Annual Turnover not less than <b>Rs.40,00,000/-</b> during each of the last 3 (three) years (i.e., 2014-2015, 2015-2016 and 2016-2017).	
7	Trade License	Attested copy of valid Trade License	
8	PAN Card	Attested copy of PAN Card	
9	Professional Tax Challan	Attested copy of valid Professional Tax Challan	
10	GSTIN	Attested copy of GSTIN Registration and Number	
11	IT Clearance Certificates	Attested copy of IT clearance certificates	
12	ST Clearance Certificates	Attested copy of ST clearance certificates	
13	Tax Payments (Last 3 years)	Evidence of payment of tax for the last three years as and when due	
14	Bidder Profile	Comprehensive bidder profile with Proposed Management Team and Organizational Chart	
15	Method of Support	Bidder's method for providing support service during the maintenance contract period	
16	Escalation Matrix	Escalation matrix for support service	
17	This Tender Document (Signed & Stamped)	Original tender as published online, duly filled, signed and stamped	
18	Bidder Information (Annexure-I)	Bidder's registered address, address in Kolkata, functional contact email address, phone number(s) and Fax number(s), etc., duly filled, signed and stamped	
19	Application for Tender (Annexure-II)	Application Letter for Tender, duly filled, signed and stamped	



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S. No.	Document Name	Description	Submitted (Yes / No)
20	Authorization Letter (Annexure-III)	Letter of authorization in respect of the person authorized to interact with the university, duly filled, signed and stamped	
21	Not Blacklisted Declaration (Annexure-IV)	An ink-signed declaration letter that the organization is not blacklisted by any reputed organization, PSU, University or Government organization or any OEM of the products proposed	
22	Confidentiality and Data Security (Annexure-V)	An ink-signed declaration letter for Confidentiality and Data Security	
23	Tax Break-up (Annexure-VI)	Tax Break-up of BOM	
24	Compliance Sheet (Annexure-VII)	Compliance Sheet for the Item Specifications	

## V. Bill of Quantities (BOQ):

Quotations must be submitted in the following format.

S. No.	Description	Quantity (Q)	Taxes (in %)	Rate/unit (in INR)
1.	Resident Engineer for Online Admission and Fees Collection Software and its allied or integrated software	1		

### Note:

1. Rates to be quoted excluding taxes.
2. The quantities mentioned above are for evaluation of bids. The ordered quantities of one or more items mentioned above may be increased or decreased or may not be ordered.

Finance Officer



# Rabindra Bharati University

56A, B.T. Road, Kolkata - 700050

Ref. No.: IS/RBU/222/11/2017

Date: 10/11/2017

## Annexure-I: Bidder's Information Format

S. No.	Required Information	Bidder Response
1	Name of the Firm /Bidder	
2	Year of establishment	
3	Type of Bidder ( Govt./PSU/Public Ltd./Pvt. Ltd./ Partnership/Proprietary)	
4	Contact Details:	
	Address of registered office/Head Quarter	
	Contact person's Name	
	Designation	
	Phone Number(s)	
	Fax	
	E-mail	
5	PAN numbers and related details	
6	TAN number and related details	
7	Service Tax Number & related details	
8	Number of years' experience (Organization's) in supply, installation and support of similar items.	
9	Annual Turnover for last 3 Financial Years (In separate ROW/LINE)	
	2016 – 2017	
	2015 – 2016	
	2014 – 2015	
10	Audited balance sheets submitted for above mentioned financial years? YES/NO	
11	Total manpower in customer support	
	Details of technical support/helpdesk	
	Phone number	
	E-mail	
	Contact person name	
	Contact person's mobile number	
12	List of prominent organizations where similar nature of projects executed in last three years (P.O. Copy & Job completion certificates to be enclosed)	

(Bidder's Signature with Seal)

**Note:** Annexure-I should be signed and submitted in bidder's letterhead along with the Bid.



# Rabindra Bharati University

56A, B.T. Road, Kolkata - 700050

Ref. No.: IS/RBU/222/11/2017

Date: 10/11/2017

## Annexure-II: Format for Application for Tender

Ref. No.: .....

Date: .....

To  
The Finance Officer  
Rabindra Bharati University  
56A, B.T. Road,  
Kolkata - 700050.

**Subject:** Submission of bid for Deployment of Trained Residential Technical Person for providing software maintenance and IT support services for existing Online Admission System

**Reference:** Tender for Deployment of Trained Residential Technical Person for providing software maintenance and IT support services for existing Online Admission System  
[Tender Ref. No.: IS/RBU/222/11/2017, dated 10/11/2017]

Sir,

Having examined the tender documents, I/we, the undersigned, offer to undertake the job of "Deployment of Trained Residential Technical Person for providing software maintenance and IT support services for existing Online Admission System" as per Tender Ref. No.: IS/RBU/222/11/2017, dated 10/11/2017.

I/We have read and understood the terms and conditions laid in the above mentioned tender and agree to abide by them and it shall remain binding upon me/us for acceptance at any time before the expiry of the bid validity period mentioned in the above tender.

Thanking you,  
Your sincerely,

\_\_\_\_\_  
(Signature with Date and Stamp)

(<Name>)

<Designation>

<Bidder Name>

**Note: Annexure-II should be signed and submitted in bidder's letterhead along with the Bid.**



# Rabindra Bharati University

56A, B.T. Road, Kolkata - 700050

Ref. No.: IS/RBU/222/11/2017

Date: 10/11/2017

## Annexure-III: Format for Authorisation Letter of Contact Person

Ref. No.: .....

Date: .....

To,  
The Finance Officer  
Rabindra Bharati University  
56A, B.T. Road,  
Kolkata 700050.

**Subject:** Letter of authorization in respect of the person authorized to interact with the University

**Reference:** Tender for Deployment of Trained Residential Technical Person for providing software maintenance and IT support services for existing Online Admission System  
[Tender Ref. No.: IS/RBU/222/11/2017, dated 10/11/2017]

Dear Sir,

We hereby authorize <Name>, <Designation>, of <Bidder's Bidder name> to represent our bidder and sign the bid document, submit necessary documents, conduct negotiations etc. with respect to the above mentioned tender.

All the declarations given by him / her will be binding on the bidder.

The signature of <Name>, <Designation> is attested here below.

Thanking you,  
Your sincerely,

---

(Signature with Date and Stamp)  
<Name>  
<Designation>  
<Bidder Name>

**Note: Annexure-III should be signed and submitted in bidder's letterhead along with the Bid.**





# Rabindra Bharati University

56A, B.T. Road, Kolkata - 700050

Ref. No.: IS/RBU/222/11/2017

Date: 10/11/2017

## **Annexure-IV: Declaration Letter that the Organization is Not Blacklisted**

Ref. No.: .....

Date: .....

To,  
The Finance Officer  
Rabindra Bharati University  
56A, B.T. Road,  
Kolkata 700050.

**Subject:** Declaration letter that the organization is not blacklisted

**Reference:** Tender for Deployment of Trained Residential Technical Person for providing software maintenance and IT support services for existing Online Admission System  
[Tender Ref. No.: IS/RBU/222/11/2017, dated 10/11/2017]

Dear Sir,

With respect to the above tender, I/We hereby declare that our organization has never been blacklisted by any reputed organization, PSU, University or Government organization or by any OEM of the products proposed in this tender and our bid. I/We understand and agree that if this declaration is not found to be true at any point of time in this tender process then our bid will be summarily rejected. I/We also understand and agree that if this declaration is not found to be true at any point of time after the award of purchase order, then the purchase order will be cancelled and the earnest money deposit and/or security deposit and/or the bank guarantee will be forfeited to RABINDRA BHARATI UNIVERSITY.

Thanking you,  
Your sincerely,

\_\_\_\_\_  
(Signature with Date and Stamp)  
<Name>  
<Designation>  
<Bidder Name>

**Note: Annexure-IV should be signed and submitted in bidder's letterhead along with the Bid.**



# Rabindra Bharati University

56A, B.T. Road, Kolkata - 700050

Ref. No.: IS/RBU/222/11/2017

Date: 10/11/2017

## **Annexure-V: Declaration Letter for maintaining confidentiality, privacy and security of university data and information**

Ref. No.: .....

Date: .....

To,  
The Finance Officer  
Rabindra Bharati University  
56A, B.T. Road,  
Kolkata 700050.

**Subject:** Declaration letter for maintaining confidentiality, privacy and security of university data and information

**Reference:** Tender for Deployment of Trained Residential Technical Person for providing software maintenance and IT support services for existing Online Admission System  
[Tender Ref. No.: IS/RBU/222/11/2017, dated 10/11/2017]

Dear Sir,

With respect to the above tender, I/We hereby affirm that our organization and our personnel will maintain the confidentiality of data, information supplied, method of operation, procedures, etc. of the university. I/we will take appropriate actions in respect to its personnel to ensure the obligations of non-use and non-disclosure of confidential information.

Thanking you,  
Your sincerely,

\_\_\_\_\_  
(Signature with Date and Stamp)

<Name>

<Designation>

<Bidder Name>

**Note: Annexure-V should be signed and submitted in bidder's letterhead along with the Bid.**



# Rabindra Bharati University

56A, B.T. Road, Kolkata - 700050

Ref. No.: IS/RBU/222/11/2017

Date: 10/11/2017

## Annexure-VI: Format for Tax Break-up of Items

Ref. No.: .....

Date: .....

To,  
The Finance Officer  
Rabindra Bharati University  
56A, B.T. Road,  
Kolkata 700050.

**Subject:** Tax break-up of items as per BOQ

**Reference:** Tender for Deployment of Trained Residential Technical Person for providing software maintenance and IT support services for existing Online Admission System  
[Tender Ref. No.: IS/RBU/222/11/2017, dated 10/11/2017]

Dear Sir,

With respect to the above, please find below the break-up of taxes against each item as per the BOQ.

S. No.	Description	Applicable Tax	Tax (in %)
1.	Resident Engineer for Online Admission and Fees Collection Software and its allied or integrated software		

\* Mention the Tax (in %) as per prevailing norms that shall be charged on the quoted prices.

Thanking you,  
Your sincerely,

\_\_\_\_\_  
(Signature with Date and Stamp)

<Name>

<Designation>

<Bidder Name>

**Note:** The above Tax Break-up should be signed and submitted in bidder's letterhead along with the Technical Bid.



# Rabindra Bharati University

56A, B.T. Road, Kolkata - 700050

Ref. No.: IS/RBU/222/11/2017

Date: 10/11/2017

## Annexure-VII: Item Specifications and Compliance Sheet

Tender Ref. No.: IS/RBU/222/11/2017, dated 10/11/2017

The items proposed and quoted by the bidders must meet the following specifications. The tender inviting authority reserves the right to relax the specifications if it is deemed to be necessary for fair & competitive tender without assigning any reason whatsoever.

**Note:** The Compliance Sheet should be signed and submitted in bidder's letterhead along with the Technical Bid.

S. No.	Specification	Compliance (Yes / No)
1	The bidder's personnel i.e. the Resident Engineer (RE) must be permanent employees of the company firm.	
2	The resident engineers should be qualified graduate from recognized institutions with minimum of 2 years experience in software maintenance and coding.	
3	Trainee engineers will not be counted as part of resident engineers.	
4	The company should replace the resident engineers immediately if the university is not satisfied, without assigning any reason. The qualification and experience of the replaced resident engineers should be as per the conditions mentioned in this tender.	
5	In case of absence/leave of RE, backup RE should be provided immediately and the backup RE should be sufficiently trained on the activities of the site.	
6	In case of resign / transfer of the resident engineer, replacement (with sufficiently trained as per the qualification and experience) should be immediate with no gaps in the support operations. Knowledge transfer to the new resident engineer should be completed within the shortest possible time.	
7	All processes and systems should be documented by RE and approved by the University personnel for knowledge transfer purposes.	
8	In case of urgency Resident Engineer would be called on Saturday/Sundays and holidays also. This will be within the scope of the Contract and no extra charge will be paid by the university in such cases.	
9	Company should provide each Resident Engineer with a mobile phone in good working condition, at his or company's cost, so that he can be contacted in case of any service requirement. All the mobile numbers have to be provided to the university.	
10	In case of pending/high workload, the firm will depute additional engineers to clear the backlog to maintain the up-time of the software systems. This will be within the scope of the Contract and no extra charge will be paid by the university in such cases.	

(Signature with Date and Stamp)



# Rabindra Bharati University

56A, B.T. Road, Kolkata - 700050

Ref. No.: IS/RBU/222/11/2017

Date: 10/11/2017

## Annexure-VII: Item Specifications and Compliance Sheet

Tender Ref. No.: IS/RBU/222/11/2017, dated 10/11/2017

S. No.	Specification	Compliance (Yes / No)
11	The details of resident engineers posted at Rabindra Bharati University should be provided in advance with duty schedule to the offices of the Information Scientist, Deputy Registrar and Secretary, Faculty Councils. No resident engineer should be changed/relieved of duties without prior notice of atleast one week to Rabindra Bharati University.	
12	No resident engineer will leave or avail leave till the reliever reports for duty.	
13	All the resident engineers should carry and display the identity card with photograph provided by the company firm. No Resident engineer will be allowed to enter Rabindra Bharati University sites without proper identity cards as above.	
14	If the above conditions are not followed strictly, Rs.1000/- per resident engineer per day shall be deducted as penalty from the next due bill or Security Deposit.	
15	The REs shall liaison on behalf of the university, with different OEMs for maintenance and smooth functioning of the Online Admission System and allied software dependent or integrated to it.	
16	The cost of transport/movement (as and when required) of bidder's personnel and items (if any) between RBU campuses and other locations situated within Kolkata will be within the scope of work.	
17	At any stage no hard disk or removable storage will be allowed to be taken out of RBU premises and our other locations/campuses situated in Kolkata without prior permission of the university authority. The agreement shall also cover backup of computer data, application software and data retrieval. All licensed software will be provided by the university.	
18	The bidder's personnel shall assist the respective departments to use the Online Admission and Fees Collection Software. The bidder's personnel shall also assist the respective departments to use the allied software dependent or integrated to the Online Admission and Fees Collection Software.	
19	The bidder's personnel shall use the Online Admission and Fees Collection Software and its allied software dependent or integrated with it to generate different reports as per the requirements of the University as and when required.	
20	The bidder's personnel shall liaise with the developers of Online Admission and Fees Collection Software and its allied software dependent or integrated with it to sort out software and operations related problems as and when required.	

(Signature with Date and Stamp)



# Rabindra Bharati University

56A, B.T. Road, Kolkata - 700050

Ref. No.: IS/RBU/222/11/2017

Date: 10/11/2017

## Annexure-VII: Item Specifications and Compliance Sheet

Tender Ref. No.: IS/RBU/222/11/2017, dated 10/11/2017

S. No.	Specification	Compliance (Yes / No)
21	The scope of work shall include software configurations/setup maintenance and data backup as and when required.	
22	The bidder's personnel shall not install any software on any computer of the university without prior permission from the Office of Information Scientist. Use of pirated or unauthorised software by the bidder's personnel within the university campus is strictly prohibited and such activities shall lead to severe penalty on the bidder or even cancellation of the agreement.	
23	Any software or software tools/utilities should not be installed on any computer or distributed to the users by the bidder or its employees without the prior permission of the office of Information Scientist.	
24	The bidder's personnel will be required to observe all security regulations in force in Rabindra Bharati University.	
25	The bidder shall be responsible for any injury/accident or compensation to their personnel during their stay inside Rabindra Bharati University premises.	
26	The firm shall depute its qualified and experienced personnel during working hours (as per university's requirement) in the university campuses. If required by the university, the services of the bidder's personnel may be required after the office hours or on holidays and the bidder should be prepared to provide such services with no extra charges.	
27	The bidder's personnel should report to their assigned department for duty as per the duty schedule. The bidder's personnel shall carry a cell phone in proper working condition, provided by bidder for receiving and responding to the university's phone calls.	
28	The bidder's personnel will maintain the confidentiality of information and documents that they handle and the data stored on computers systems of the university. The bidder will be required to take appropriate actions in respect to its personnel to ensure the obligations of non-use and non-disclosure of confidential information.	
29	Regular data backup shall be within the scope of work.	

(Signature with Date and Stamp)

<Name>

<Designation>

<Bidder Name>

**Note: This Compliance Sheet should be signed and submitted in bidder's letterhead.**