

Request for Expression of Interest (REoI)

for

Automation of Student's Academic & Examination Procedures, Hostel and Library Data



**THE ENGLISH AND FOREIGN LANGUAGES
UNIVERSITY**

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Details for EoI Submission

Consultancy Service Required : Digitalization of University Campus		
Sl. No	Activity	Remarks, Date & Time
1.	Inviting Expression of Interest from Bidders	07.02.2018
2.	Last date for submission of Expression of Interest	28.02.2018 by 5 pm
3.	Starting RfP document issuance	01.03.2018 at 10 am
4.	Closing RfP document issuance	28.03.2018 at 11 pm
5.	Last date for submission of Technical & Financial proposals	28.03.2018 at 3 pm
6.	Opening of Technical Proposals	28.03.2018 at 4 pm
7.	Completion of evaluation of Technical Proposals	02.04.2018 by 4 pm
8.	Opening Financial Proposals	03.04.2018 at 3 pm
9.	Final evaluation of both the Proposals	06.04.2018 by 4 pm
10.	Allotment of work to the winning Bidder	09.04.2018 at 4 pm
11.	Completion of work	09.07.2019 by 5 pm
12.	REoI to be addressed to	The Registrar, EFL University, Hyderabad-7, Telangana, India
13.	Place for Submitting the REoI in person	Sealed Tender Box, Stores Section, FL (Foreign Languages) Building, EFL University, Hyderabad-7
14.	Email for Submitting the REoI	registrar@efluniversity.ac.in
15.	Phone	+91-(0)-40-27689000
16.	Fax	+91-(0)-40-27098402
17.	Email	registrar@efluniversity.ac.in
18.	Website	http://efluniversity.ac.in/

A. Letter of Invitation

The English and Foreign Languages University, Hyderabad, intends to automate students' academic and examination procedures and Hostel and Library data management to ensure quick, easy, and paperless administration and effectuate greater transparency and accountability.

Scope of the work: Bidders are expected to support students' academic management which includes academic and examination processes, Hostel and Library data management. The Bidders must comply with the time frames set by the University.

In this context, EFLU also intends to transparently shortlist qualified firms by issue of Request for Expression of Interest (REoI) for **automating students' academic and examination procedures, Hostel and Library data management**, that is hosted on a Cloud, under "Software as a Service (SaaS)" model.

The EoI does not include the assignment of Terms of Reference. It is important for the Bidder to know that the short listing will be done based on the Bidder's reputation for integrity and impartiality rooted in independence from third parties.

B. Instructions to the Bidders

1. The nature of job includes provision of a system equipped with modern technologies such as Cloud Computing, Mobile Platform, Integration with Online Payment Gateway and SMS/Email Gateway. The system should provide secure, accurate and timely information to all users at all levels for better information and decision making.
2. Bidders are expected to be willing to study and submit the Request for Proposal (RfP) document carefully, if they are shortlisted.
3. The Bidders should furnish bid-processing fees of INR<<5000>>/- (<<**Five Thousand only**>>) in favour of **the Registrar** in the form of a demand draft from a nationalized bank, payable at Hyderabad, failing which the bid will be rejected.
4. Bidders are informed herewith that the RfP document, which will be issued to the shortlisted consultants, is not transferable.
5. The Bidders are also informed herewith that EFLU reserves the right to reject any RfP or all the RfPs without assigning any reasons.
6. The Bidders are invited to submit the Expression of Interest (EoI) to The Registrar, The English and Foreign Languages University, Tarnaka, Hyderabad by **28 February 2018 by 1700 hours**.

Note: EFLU shall not be responsible for any postal delays about non-receipts/ non-delivery of the documents. All late EoIs would be rejected out rightly.

C. Description of services

Bidders should have support for Students Academics Management

“Students Academics Management” will manage academic processes, Examination processes of the students of EFLU along with hostel and library management as well. Users should have access to the information permitted by their role. The Bidders must comply with the time frames of the University.

C.1 Admission Management

C.1.1 Admission Process

The admission module shall manage key admission activities such as processing of applications through various admission stages including registration and admission fees payments, processing of various admission process steps along with verification of student details after admission, generation and printing of admission letters and generation of student identity cards or any other related activity. It should also include option of online payment gateways for any fees/registration payment. It may also include any other minor activity related to admission.

System should support online course registration, electives (selection & drop) workflow. It should generate consolidated fee collected against each head.

C.2 Students Academics Management

C.2.1 Academics Management

i) Student Data Management

The student data management module should help the University to maintain the records of all the students admitted to various programmes at its Hyderabad, Shillong, and Lucknow Campuses. These details should be made available to students, parents and other stakeholders. It shall have a provision to keep a record of the academic and personal details of the students, their 360 degree view of academic performance and all institute interactions, ability to upload student academic and extracurricular documents. Student data is required to be maintained by service provider for a minimum period of Six years. Data related to foreign students should cover the details about their passport, international address etc.

ii) Student Timetable and Attendance Management

This module shall help in creating and managing the timetables, marking student attendance. It should have a provision for daily and weekly view of the timetables, automatic generation of

timetable based on rules, support for student selected time table. There should be a provision of Self service capabilities for students to see the timetable, their attendance. Integration with biometric system to mark the attendance of the students is also required. The module shall also include any other activity related to the students.

Ph.D. scholars report to various locations as part of their research and literature work. They should be able to apply for leave / extension / travel etc and the request should go to the respective Dean of the School for approval. The Management should have an access to such information.

iii) Student Leave Management

This module shall have provision for students to apply for leave; view the approval status and leave history through Self Service. The leave workflow should be configurable based on needs of the University. Facility where the authority can approve or reject the request is also needed. While applying for leave, the student shall be able to view the sessions that he/she will be missing, on the academic timetable. The module shall also include any other activity related to leave management.

iv) Student Discipline Management

This module shall support for efficient management of the Discipline related incidents. Support needed for initiating disciplinary action, levying fine, restricting access to Library and/or Hostel, generation of Warning/Action letter. The module shall also include any other activity related to Discipline management. The Proctor will be responsible for all disciplinary actions and should have all the relevant information.

v) Feedback Management

This module shall provide configurable capability to custom create student feedback templates. It shall help in configuring and capturing responses of students, faculty, employees and other stakeholders of the Campuses. It should have support for analyzing feedback responses or any other desired activity.

vi) Letter Management

This module shall help in designing any letter formats needed in the life cycle of a student. e.g. student letters, administrative letters, ID cards, certificates and many more, as required by the University. There should be provision for students to apply for a letter and provision for the

administration to approve or reject. The application should be compatible with smart card attendance system.

vii) Student Portal

This module shall provide a configurable capability to provide all the relevant student information in one place. Student shall be able to view information and also place a request—for example, request for duplicate ID card.

viii) Student Exam Management

The Examination Management module shall support all pre-exam, during-exam and post-exam processes while planning and conducting the university exams. Starting with Exam registration, Internal marks capture. During Exam activities- Exam Schedule Creation, Hall Ticket generation, Exam Attendance marking, External marks capturing. Then with post exam – taking care of Result Processing, CGPA-SGPA Processing& Percentage equivalent, Result publishing, Promotion, Certification generation. System should be able to incorporate course wise eligibility criteria to appear the examination. Eligibility involves attendance (>75%) and internal grades (higher than “F” grade).Open a window to faculty for entry of marks and close the window at the defined deadline. Enhance the window with proper approvals if required. Send SMS reminders on window closure

ix. Hostel Management

This module shall support in managing hostel resources, processing hostel requests for students and faculties, tracking student activity, managing resources and rooms within the hostel block(s), management of fees and various charges/fines incurred by students, marking hostel attendance, and maintaining a gate register. May also include any other related activity. There are two types of hostels for domestic (men as well as women) and international (men as well as women) students

x. Library Management

This module shall support in managing the various resources in the library, and maintaining the catalogue of items, processing issues and returns, booking and prioritization, binding, and other vendor interactions and management & collection of late fee and damages from students or faculty. In addition, this may also include Integration of the existing system and any other related activity.

C.3 Helpdesk Services

1. The Bidder must provide a helpdesk solution to log ticket under various categories which can be operated by EFLU and its appointed administrators.
2. Any technical defect identified must be attended by Bidder's helpdesk team. A monthly Service Desk report shall be submitted to EFLU.
3. The Bidder shall make available its Service Desk 6 days a week with support during working hours (between 9 am to 6 pm), with email, call and web support to all the stakeholders without any limit on the number of incidents reported.

C.4 User Training

Training need analysis of all key stakeholders has to be done and then training plan will have to be developed by the bidder in line with overall project plan. The trainer needs to provide the training on the system in detail to the EFLU officials.

Bidder should propose a training plan for officials at various levels. Bidder should facilitate separate training Schedules for the University and its Campuses based on the Scope. The training plan should be designed to capture training requirements of officials in order to successfully handle the system, based on the roles and the responsibilities assigned to them.

The training on the system shall be given to a batch of designated Single Point of Contact (SPOC) of EFLU. The training sessions shall be for two days for 8 hours each on agreed dates and time.

- Stakeholders shall be trained on user screens, basic functionalities, navigating screens, and operations that can be performed, as relevant to user types.
- Where necessary, relevant case studies may be given.
- Basic IT Skills, using cloud based application, and other basic training may be given on a need basis.
- Detailed training plan shall be created, and training material shall be prepared and distributed to the participants.
- Training plan shall include details like participant names, training location, date, and time. And all necessary arrangements shall be made to enable smooth running of sessions.
- The Information security and their relevance and importance to the department data confidentiality.
- System Administration training to IT Operation Management Team.

D. Qualification Criteria

The minimum pre-qualification criteria for the bidders to be eligible for being short-listed are specified below. It is the Bidders' responsibility to ensure that they meet the specified criteria/requirements before giving the EoI.

S. No.	Qualification Criteria	Supporting Document
1.	The firm should be an Indian registered company engaged in the job of design/ consulting for minimum of 10 years in India as on date of RfP. Consortium of companies/ firms is not allowed.	Certificate of Incorporation
2.	The Bidder shall be a registered company in India with valid Service Tax Registration, GST Registration and PAN number allotted by the respective authorities. No TAX liabilities in last three years on the Bidder.	Service Tax registration certificate, GST Registration Certificate and PAN number, Last Three Years Income Tax Return (ITR) & IT Assessment Order
3.	The Bidder shall not be under a declaration of ineligibility/ banned/ blacklisted/ fraud by any State or Central Government/ any other Government institutions in India for any reason as on last date of submission of the Bid.	The bidder shall furnish an undertaking duly attested by notary in a non-judicial stamp paper of value INR100/- (Rupees One Hundred Only)
4.	The firm should be a profit-making concern for each of the last three consecutive years, with Annual turnover of at least INR 5 Crores in each of the last 3 financial years (2014 – 2015, 2015 – 2016, 2016-2017).	Financial Statements Audited/ Certified by Chartered Accountant and self-declaration
5.	The group/firm should have Primary Data Centre with back-up Secondary Data Centre for data Security as per the Government of India, National Data Sharing and Accessibility Policy (NDSAP) guidelines in this regard. Both the data centers should be located in India. The data center must be tier-3 data center or above certified, and must be ISO/IEC 27001:2008 security certified The bidder must provision BCP site & DR for ensuring the continuous availability of the solution. The BCP and DR should be in two different seismic zones.	Cert-in certification, ISO/IEC 27001:2008 certificate and self-declaration signed by the Authorized Signatory
6.	The bidder should have been certified enterprise-wide at ISO 9001:2008.	Attested copy of valid (as on bidding date) ISO certificate
7.	The firm should be CMMi (Capability Maturity Model Integration) Level-5 (Both services (SVC) and software development (DEV))	Signed Copies of Certificates
8.	The bidders shall have minimum manpower strength of	Submit audit statement of

	50 persons on the pay rolls of the bidder	previous financial year mentioning the number of full time employees
9.	Total number of key staff (Staff profile, not individual CVs) with relevant experience	Self-attested profile of the key staff
10.	The bidder should own the copyright of the source code of the solution. The bidder should follow a product release cycle	Certificate of the Copyright to be submitted
11.	Preference would be given to those bidding companies who are a software OEM, having its own Consulting, Professional services, Implementation and Support team.	Self-declaration
12.	The bidder must have implemented similar scope of work in universities (Central/ State)/IITs/IIMs/IITs during the last 3 financial years. (2015-16, 2016-17, 2017-18)	Contract Copy or Work Order or Experience Certificate
13.	Bidder's experience of carrying out the services in the related sector	Contract Copy or Work Order or Experience Certificate
14.	Bidder's experience of carrying out the services in the region	Contract Copy or Work Order or Experience Certificate

