

**EXPRESSION OF INTEREST (EOI) FOR
DESIGN/DEVELOPMENT OF AUTOMATION SYSTEM FOR STUDENT LIFE
CYCLE MANAGEMENT FOR IIT PALAKKAD**

**EOI NO : IITPKD/ADMN/029/2021-22
Opening Date/Time: 11-02-2022, 0900 hrs
Closing date /Time: 25-02-2022, 1500 hrs**



IIT PALAKKAD

**INDIAN INSTITUTE OF TECHNOLOGY PALAKKAD
AHALIA INTEGRATED CAMPUS
KOZHIPARA, PALAKKAD – 678 557**

DOCUMENT CONTROL SHEET

Sl. No.	Particulars	Details
1	Document Reference Number	EOI No. IITPKD/ADMN/029/2020-21
2	Date/ Time of publication of EOI	11-02-2022, 0900 hrs
3	Start Date/ Time for submission of EOI	11-02-2022, 0900 hrs
4	Date/ Time of online Presentation by bidders	18-02-2022, 1430 hrs
4	Last Date/ Time for submission of EOI	25-02-2022, 1500 hrs
5	Date and Time of Opening of EOI	25-02-2022, 1500 hrs
6	Earnest Money Deposit	Rs. 1,00,000/- (Rupees One Lakh Only)
7	Official Address	Indian Institute of Technology Palakkad, Ahalia Integrated Campus, Kozhipara PO, Palakkad – 678 557.
8	Contact Details	Email Address: purchase@iitpkd.ac.in Contact No.: 04923-226 586/521
9	Websites	https://iitpkd.ac.in/tenders https://eprocure.gov.in/cppp /

Note:

1. This document is not transferable.
2. All Bidders are advised to check for any further clarifications and corrigendum related to this project at e-WIZARD portal and the institute's website <https://iitpkd.ac.in/tenders>.
3. In case a Central/State Holiday is declared on any day, the event will be held on the next working day at the same time and same venue.

1. Introduction

Established in 2015, the Indian Institute of Technology, Palakkad (hereinafter called as “IITPKD”) is dedicated to creating an environment that enables students and faculty to engage in the pursuit of knowledge, to dream, think and innovate thereby becoming change agents for a better world. Having begun with just 120 students in July 2015, IIT PKD has since grown into an establishment which is about a thousand students strong and with the best of manpower in key positions. Programmes at IIT Palakkad are B.Tech, M.Tech, MSc, MS, and PhD. The current employee strength is around 100 faculty and 70 staff and is expected to increase to 250 faculty and 275 staff in the coming 5 years. Considering the increasing student and staff intake, the institute is in search of an automation system for student life cycle management that is data-driven and holistic in approach that focuses on the entire student journey right from admission to alumni. The system should help manage and create quick and easy-to-use student profile information, inquiry process, link to enroll for courses, schedule, transcript, and degree evaluation and share records with faculty and administrators. A fully customizable, flexible, and scalable solution to manage efficient and effective services that triggers to deliver high-quality learning experiences.

2. Invitation for Proposal

- 2.1 Through this Expression of Interest (EOI), it is intended to invite Proposals for selecting interested agencies/firms who have a good track record with sound financial and technical capabilities for Designing and Developing **AUTOMATION SYSTEM FOR STUDENT LIFE CYCLE MANAGEMENT** at IITPKD, as per the terms and conditions detailed out in the following paragraphs.
- 2.2 Bidders are advised to study the EOI carefully. Submission of bids shall be deemed to have been done after the careful study and examination of the EOI Document with understanding of its implications.
- 2.3 The Institutemay, at its own discretion, extend the date for submission of proposals. In such a case all rights and obligations of the department and bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

2. Indicative Scope of Work

- 2.1 Design, develop and host configurable web portal to manage student life cycle (B.Tech, M.Tech, M.Sc., MS, Ph.D., etc) for IIT Palakkad.
- 2.2 The Bidder must have a readily built stable software that can be easily customized to the current requirements of IIT Palakkad. With respect to their software, the Bidder shall identify and divide the tasks into various modules. The Bidder should clearly specify the modules in the existing software and the modules which are to be developed for the purpose of IIT Palakkad in the tender document. One dedicated module shall be used for completing all the essential requirements. Dashboard or consolidated report should be available for each module. Soon after the execution of the agreement between IIT Palakkad and the bidder, the bidder shall consult with IIT Palakkad and identify specialized customizations in their software that are required to satisfy the current requirements of IIT Palakkad. The successful Bidder will be provided with detailed requirements so that Bidder can customize the software for IIT Palakkad. The bidder shall make the identified customizations at no extra cost and deploy the software, within three months from the execution of the agreement. The payment shall be subject to the deployment of the software including these identified customizations. Automated testing

- framework before deployment is an extremely desirable requirement. It is also desirable that a user experience engineer is involved in the interface design.
- 2.3 The system should work seamlessly for the current and projected student and staff strength without any issue.
 - 2.4 The system should be designed such that it should work seamlessly for the current template based program and forward looking credit based system.
 - 2.5 The system to be provided by the Bidder will hold all primary data of IIT Palakkad. Hence, the system must have provision to give seamless access of data (through APIs) to other software applications of IIT Palakkad that are built in house or otherwise.
 - 2.6 The Bidder must give perpetual license to IIT Palakkad for its own utilization on multiple servers of IIT Palakkad and/or on cloud servers hired by IIT Palakkad.
 - 2.7 A technical personnel, who is well versed with the functioning of the software and resolving the issues arising from time-to-time, shall be deployed at the site by the firm for at least one year from the date of going live at no additional cost.
 - 2.8 The software must comply with necessary security requirements so that the software can be deployed on the internet without any threats and can be integrated to any online payment gateways including server to server integration. (Privilege should be given based on post and no student should be able to access other students' data)
 - 2.9 The software being a network-based web application, all users of IIT Palakkad should be able to seamlessly connect to the system using their computers or smartphones and utilize the services. The web portals/user interfaces should be responsive and user friendly with contemporary features.
 - 2.10 Since IIT is an autonomous organization any changes can be done by Senate approval, so a flexible software should be developed to incorporate the changes approved by Senate from time to time.
 - 2.11 There must be a provision of taking backup, at regular intervals, of the data of IIT Palakkad generated, utilized and stored in the software system provided by the Bidder. The data should be transferable seamlessly by IIT Palakkad to any other system as and when it is required by IIT Palakkad
 - 2.12 The bid amount specified should be inclusive of the maintenance cost for a period of five years from the deployment.
 - 2.13 The Bidder should give training at no additional cost to system administrators of IIT Palakkad for managing the system. A very good customer support system is mandatory. The Bidder shall ensure such a system through which the Bidder can address the issues of software effortlessly. Depending on the gravity of issues, the Bidder is required to depute their employees to address them. (Attach Escalation Matrix with details of personnel, on company letterhead, duly signed and stamped).
 - 2.14 In order to facilitate any customization requirements that may arise after deployment and are beyond the scope of work mentioned, IIT Palakkad will get into an engagement plan with the bidder for a period of two years from the deployment. The effort estimate for such customizations shall be mutually agreed by the bidder and IIT Palakkad whenever such requirements arise. In the financial bid, the bidder must separately specify the cost per man hour for such customizations after deployment. This rate shall not be a part of the bid amount calculation. However, IIT Palakkad reserves the right to disqualify a bidder if this rate is more than 110% of similar contracts IIT Palakkad is currently engaged in. The rate agreed upon shall be revised yearly with an annual increment of 10%.
 - 2.15 Source code beyond the bidder's proprietary structure should be made available

to IIT Palakkad.

- 2.16 The agency shall provide the following interface to manage various process:
 - 2.16.1 Masters with seamless maintenance protocols to the users as per the hierarchy along with provision for periodic Email and SMS alerts - Faculty master, Student master, Courses master, Fellowship/scholarship master, Feedback master, Fee master, Classroom master, Hostel master and Administrative master
 - 2.16.2 Hierarchical view of profiles
 - 2.16.3 Semester registration of all students
 - 2.16.3.1 Declaring eligible students
 - 2.16.3.2 Fee payment
 - 2.16.4 Course registration
 - 2.16.4.1 Timetable Session-wise
 - 2.16.4.2 Assignment of open electives and modular courses
 - 2.16.4.3 Course registration
 - 2.16.4.4 Course adjustment
 - 2.16.5 Class Committee (CC) Formation
 - 2.16.5.1 Assignment of CC Chairs and members
 - 2.16.5.2 Scheduling CC Meetings
 - 2.16.6 Attendance
 - 2.16.6.1 Leave application
 - 2.16.6.2 Course-wise and daily attendance
 - 2.16.6.3 Monitoring the attendance records of the students
 - 2.16.7 Grading
 - 2.16.7.1 Upload assessment wise marks and attendance
 - 2.16.7.2 Submission of grades and approval by CC Chair
 - 2.16.7.3 Display of grades to students
 - 2.16.7.4 Email copy of the grade report should go to the parents or guardian
 - 2.16.8 Feedback from registered students and its statistics reports
 - 2.16.9 Release of Fellowship to respective students
 - 2.16.10 Hostel Management- room assignment, change of room/ hostel and payment of mess fee
 - 2.16.11 Transcripts and degree
 - 2.16.12 MS/Ph.D. Life Cycle Management

3 Instructions to Bidders

3.1 Definitions

Unless the context otherwise requires, the following terms whenever used in this EOI have the following meanings:

- 3.1.1 **“Bidder”** means firm/agency/company who submits bids/proposals in response to this EOI.
- 3.1.2 **“Committee”** means committee constituted for evaluation of bids/proposals.
- 3.1.3 **“Agency”** means the firm/company, selected through competitive tendering in pursuance of this EOI, for the design and development of Academic Module.
- 3.1.4 **“Contract”** means the Contract entered into by the parties for providing the said services along with the entire documentation specified in the EOI.
- 3.1.5 **“Proposals”** means proposals submitted by the bidders in response to

the EOI issued by IITPKD.

- 3.1.6 “**Services**” means the work to be performed by the Agency pursuant to this EOI and to the contract to be signed by the parties in pursuance of any specific assignment awarded by IITPKD.
- 3.1.7 “**IITPKD**” means Indian Institute of Technology Palakkad.

3.2 Conflict of Interest

The agency should provide professional, objective and impartial advice and at all times hold the interests of IITPKD paramount, strictly avoid conflicts with other assignments/jobs or their own corporate interests and act without any consideration for future work.

3.3 Validity of Proposals

- 3.3.1 Proposals shall remain valid for a period of 180 (One Hundred and Eighty) days from the date of opening of Proposal. IITPKD reserves the right to reject a proposal valid for a shorter period as non-responsive.
- 3.3.2 In exceptional circumstances, IITPKD may solicit the bidder’s consent to an extension of the period of validity. The request and the response thereto shall be made in writing. Extension of validity period by the bidder should be unconditional. A bidder granting the request will not be permitted to modify its Proposal.

3.4 Right to Accept or Reject Proposal(s)

IITPKD reserves the right to annul the EOI process, or to accept or reject any or all Proposals in whole or part at any time without assigning any reason and without incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such a decision.

3.5 Fraud and Corruption

It is required that the Bidders submitting Proposal and the agency selected through this EOI must observe the highest standards of ethics during the process of selection of agency and during the performance and execution of contract.

- 3.5.1 For this purpose, definitions of the terms are set forth as follows:
 - 3.5.1.1 “**Corrupt practice**” means the offering, giving, receiving or soliciting of anything of value to influence the action of IITPKD or its personnel in contract executions.
 - 3.5.1.2 “**Fraudulent practice**” means a misrepresentation of facts, in order to influence a selection process or the execution of a contract and includes collusive practice among bidders (prior to or after Proposal submission) designed to establish Proposal prices at artificially high or non-competitive levels and to deprive the Institute of the benefits of free and open competition.
 - 3.5.1.3 “**Unfair trade practice**” means supply of services different from what is ordered on or change in the Indicative Scope of Work/Broad Scope of Work.
 - 3.5.1.4 “**Coercive practice**” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the selection process or execution of contract.
- 3.5.2 IITPKD will reject a proposal for award, if it determines that the Bidder recommended for award, has been determined to have been engaged in corrupt, fraudulent or unfair trade practices.

- 3.5.3 IITPKD will declare an agency ineligible, either indefinitely or for a stated period of time, for awarding the contract, if it at any time determines that the agency has engaged in corrupt, fraudulent and unfair trade practice in competing for, or in executing, the contract.

3.6 Clarifications and Amendments of EOI

- 3.6.1 During the process of evaluation of the Proposals, IITPKD may, at its discretion, ask Bidders for clarifications on their proposal. The Bidders are required to respond within the prescribed time frame.
- 3.6.2 IITPKD may for any reason, within the deadline, modify the EOI from time to time. The amendment(s) to the EOI would be clearly spelt out and the bidders may be asked to amend their proposal due to such amendments.

3.7 Earnest Money Deposit (EMD)

- 3.7.1 **The bidder shall furnish an EMD amounting to Rs. 1,00,000/- in the payment gateway provided in the e-Wizard Portal.**
- 3.7.2 The EMD will be forfeited on account of one or more of the following reasons:
- 3.7.2.1 Bidder withdraws its Proposal during the validity period specified in the EOI.
- 3.7.2.2 Bidder does not respond to requests for clarification of its Proposal.
- 3.7.2.3 Bidder fails to provide required information during the evaluation process or is found to be non-responsive.
- 3.7.2.4 In case of a successful bidder, the said bidder fails to sign the Agreement in time; or furnish Performance Bank Guarantee.
- 3.7.3 **Refund of EMD:** The earnest money of bidders not shortlisted will be refunded after issue of Tender Documents to the shortlisted bidders.
- 3.7.4 The EMD lying with IITPKD in respect of other tender/EOI awaiting approval or rejected or on account of contracts being completed will not be adjusted towards EMD for this EOI. The EMD may however, be taken into consideration in case EOI/Tender is re-invited.
- 3.7.5 The EMD of the successful bidder participating in the Tender process will be released only after the bidder signs the final agreement and furnishes the Performance Bank Guarantee (PBG). For other bidders participating in the Tender process, the EMD will be refunded on final award of contract to the successful bidder.

3.8 Process and Stages of Shortlisting

- 3.8.1 Preliminary scrutiny of the EOI for eligibility will be done to determine whether the bidders are qualifying the criteria specified in the document.
- 3.8.2 The bidders would be required to give a detailed presentation about their Proposal, which should focus on past relevant experience, delivery, methodology for the said works/services, operational investment capability, business model to include organization structure of project team highlighting their profiles and qualification, timelines, payment terms etc. The onus of demonstrating the firms' competence, capability and promise rests with the respective firm.
- 3.8.3 Bidders will be shortlisted by the evaluation committee on the basis of

the demonstrated capability, competence and other important evaluation parameters. All the shortlisted bidders will be issued with the Tender Document.

- 3.8.4 Tender Document will be issued to short listed bidders after EOI Stage. Detailed techno-commercial evaluation of the responses to Tender Document will be carried out based on the criteria and terms listed in it.

3.9 Eligibility Qualifications

- 3.9.1 This invitation to submit Proposals to the EOI is open to those bidders who meet the following pre-qualification criteria:
 - 3.9.1.1 The bidder should have a registered office in India.
 - 3.9.1.2 The bidder must have a readily built stable software that has been successfully implemented in at least two IITs.
 - 3.9.1.3 The bidder should have been in existence for at least Five years with experience in implementing and supporting Automation System for Student Life Cycle Management in an academic institution preferably Centrally Funded Technical Institutions.
 - 3.9.1.4 The bidder should have Average Annual Turnover of not less than Rs.30 Lakh during each of the previous three financial years i.e. 2018-19, 2019-20 and 2020-21 and should have filed Income Tax Returns with the Income Tax Department for the previous five years. The relevant documents signed by the competent authority shall be enclosed along with the bid submitted against this EOI.
 - 3.9.1.5 The bidder should not have been black-listed by any State or Central Govt. Department or PSU or any other bodies in the past and shall provide necessary undertaking to this effect along with the bid submitted against this EOI.
- 3.9.2 The client reserves the right to carry out the capability assessment of the bidders and the client's decision shall be final in this regard.
- 3.9.3 The individual signing the tender or any other document, in connection with the tender must certify as to whether he or she has signed as:
 - 3.9.3.1 A "Sole Proprietor" of the firm or constituted attorney of such sole proprietor.
 - 3.9.3.2 A partner of the firm, if be partnership, in which case he/she must have authority to refer to arbitration, disputes concerning the business partnership, either by the virtue of partnership agreement or a power of attorney. In the alternative all the partners should sign the tender.
 - 3.9.3.3 Constituted attorney of the firm, if it is a company.
- 3.9.4 Bidders failing to meet these criteria or not submitting requisite supporting proof as stated in the EOI are liable to be rejected during pre-qualification evaluation.

DECLARATION

(To be prepared in bidder's letterhead)

We, the undersigned Bidders, having read and examined in detail the specifications and all bidding documents in respect of the specifications in the EOI, express interest to provide the services as specified in the bidding document.

We declare that all the services shall be performed strictly in accordance with the technical specifications in the EOI. Further we agree that additional conditions, if any, found in the Tender Document, will be strictly adhered to.

We confirm, having submitted the qualifying data as required in the EOI. In case of requirement of any further information/documentary proof in this regard before evaluation of our bid, we agree to furnish the same in time to your satisfaction.

We hereby declare that our proposal is made in good faith, without collusion or fraud and the information contained in the proposal is true and correct to the best of our knowledge and belief.

We are not involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under this EOI.

We are not black-listed by any Central/State Governments/Public Sector Undertaking.

We have enclosed the following:

- (i) Annexure-1: Organizational Details
- (ii) Annexure-2: Prior experience in related field
- (iii) Annexure-3: Financial strength of the organization

Thanking you,

Yours faithfully,

(Signature with Name)

Designation:

Business Address:

Date:

Place:

Office Seal

ORGANISATIONAL DETAILS:

Sl. No.	Particulars	Details
1.	Name of the Company/Agency	
2.	Main areas of business	
3.	Address of registered office in India with telephone no. & fax	
4.	Year of Registration / Incorporation (Attach attested copy)	
5.	Type of Organization Firm/ Company/ partnership firm registered under the Indian Companies Act, 1956/ the partnership Act, 1932 (Attach attested copy)	
6.	Name/Designation/Address/Email/Mobile Number/Landline Number of the contact person to whom all references shall be made regarding this EOI	
7.	Number of Clients as on December 31, 2021 (certificate or email from the corresponding client Institution)	
8.	Annual Turnover (Attach certified copy of the documents as required)	
9.	PAN (Attach attested copy)	
10.	GST Number (Attach attested copy)	
11.	Whether the firm has been blacklisted by any Central Govt. / State Govt./PSU/ Govt. Bodies / Autonomous Institution? If yes, details thereof.	
12.	Certifications obtained (ISO/ Internal Quality System etc.) (Attach attested copy)	

(Signature of the Authorized Person)

Name:

Designation:

Business

address:

Place:

Date:

Office Seal:

PRIOR EXPERIENCE IN RELATED FIELD:

Overview of the past experience of the Organization in all aspects to Brand Building

Sl. No.	Item/ Project	Year of Execution	Name of Client/ Organization (Enclose completion certificates)	Order Value (in INR) (Enclose copy of Order)

(Signature of the Authorized Person)

Name:

Designation:

Business
address:

Place:

Date:

Office Seal:

FINANCIAL STRENGTH OF THE ORGANIZATION:

Sl. No	Financial Year	Whether profitable (Yes/NO)	Annual net profit (in Lakhs)	Overall Annual turnover (in Lakhs)
1	2018-19			
2	2019-20			
3	2020-21			

Note: Please enclose the auditor's certificate in support of your claim.

(Signature of the Authorized Person)

Name:

Designation:

Business
address:

Place:

Date:

Office Seal: