

विकास विभाग
पं. रविशंकर शुक्ल विश्वविद्यालय, रायपुर (छ.ग.)

Pt. Ravishankar Shukla University, Raipur (C.G.)

No. 89 /Dev./2022

Date 17 /02/2022

Expression of Interest (EoI)

(E-Governance System)

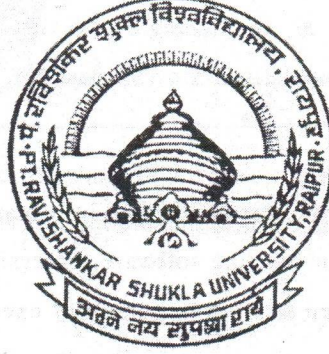
Pt. Ravishankar Shukla University, a leading State Government University, invites Expression of Interest (EoI) for **“Design, Development/Integration, Configuration, Implementation & Maintenance of Cloud based Enterprise Resource Planning (ERP) System”** from leading, reputed, professionally & financially sound Central / State Government Organizations or Private Sector which have experience in relevant and similar domain for Design, Development, Configuration, execution, Implementation and Maintenance of Cloud based Enterprise Resource Planning(ERP) System. EOI must be submitted on or before 04:00 PM dated 09-03-2022. The EoI details are available on website www.prsu.ac.in Tender must reach by Registered Post or by Speed Post.


17.2.22
 Registrar

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Pt. Ravishankar Shukla University
Amanaka, G.E.Road, Raipur (C.G.) 492010



Expression of Interest for

**Design, Development, Configuration/Integration, Implementation &
Maintenance of Cloud based Enterprise Resource Planning
(ERP)System**

Expression of Interest. No. : 89/Dev./2022 Date 17/02/2022
TO BE SUBMITTED BY : - on or before 09.03.2022 (04:00 PM.)

विकास विभाग

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Related Information for Expression of Interest (EoI)

Sr. No.	Item	Description
1.	Scope of Work	“Design, Development/Integration, Configuration, implementation & Maintenance of Cloud based Enterprise Resource Planning ERP System” for Pt. Ravishankar Shukla University (PRSU), Raipur (C.G.)
2.	Fee of EoI	NIL
3.	Date of Publication	23/02/2022
4.	Submission, Start from	23/02/2022
5.	Last date of submission of EoI	On or before 09/03/2022 (04:00 PM)
6.	Date and Time of Presentation by the Company/Firm who submitted EoI	Time & Date will be decided by E-Governance Committee of PRSU and will be informed to EoI Applicants
7.	Venue of Presentation	VC Meeting Hall, Pt. Ravishankar Shukla University, Raipur (C.G.)
8.	Address for communication	Registrar, Pt. Ravishankar Shukla University, Raipur (C.G.) Ph : 0771-2262540, Fax 0771-2262583

विकास विभाग

प. रविशंकर शुक्ल विश्वविद्यालय, रायपुर (छ.ग.)

Contents

SI. No.	Particulars	Page No.
1.	Brief Information about Pt. Ravishankar Shukla University	4
2.	CAPACIOUS SCOPE OF THE WORK	6
3.	Guiding Principles	7
4.	Legal Rules and Laws	8
5.	Qualification/Technical Criteria	9
6.	Tentative Scope of the Work	10
7.	CRITERIA FOR SHORT LISTING	11
8.	UNDERTAKING	12
9.	Response From - I for EoI (To be Submitted)	13
10.	Response From - II (To be Submitted)	14
11.	Response From - III (To be Submitted)	14
12.	Response From - IV (To be Submitted)	14
13.	CERTIFICATE	15

1. Brief Information

पं. रविशंकर शुक्ल विश्वविद्यालय, रायपुर (छ.ग.)

Pt. Ravishankar Shukla University (PRSU) is a leading and oldest State Govt. university of Chhattisgarh. The University has a sprawling campus in the western part of the capital of Chhattisgarh, Raipur. The campus of University is spread in 300.17 acres of land. There are Twenty-Nine teaching departments in the University.

PRSU is running following programmes i.e.

- **Ph. D Programme**
- **Post-Graduate Programme**
- **Under-Graduate Programme**
- **Post Graduate Diploma Programme**
- **Diploma Programme**
- **Short Term Certificate Programmes**

Pt. Ravishankar Shukla University, invites Expression of Interest (EoI) for “**Design, Development/Integration, Configuration, Implementation & Maintenance of Cloud based Enterprise Resource Planning (ERP) System**” from leading, reputed, professionally expert Central / State Government Organizations or Private Sector/ Company which have experience in relevant and similar domain for Design, Development, Configuration, execution, Implementation and Maintenance of Cloud based Enterprise Resource Planning (ERP) System.

1.1.Submission of EoI: Service Provider proposing to submit EoI, may visit University website www.prsu.ac.in for downloading full document detailing the guidelines for EoI including details of Scope of work and the desired prerequisites.. The EoI must be submitted in the prescribed format along with all supporting documents in compliance with the requirements of EoI. Service Provider can download the EoI documents from the university website and the EoI (complete in all respect) must be submitted on or before **04:00 PM dated 09-03-2022**. sealed envelope duly super scribed as Expression of Interest for “E-Governance EoI for PRSU” to Pt. Ravishankar Shukla University, Raipur (C.G.) either in-person or by registered post or speed post addressed to the Registrar, Pt. Ravishankar Shukla University, Raipur, Chhattisgarh. The PRSU reserves the right to accept or reject any or all the EoI’s at any stage of the process or any of the terms of this document (partially or completely) without assigning any reason, no correspondence in this regard shall be entertained.

The Presentation will be held for the short listed Firm/Organization before the expert committee constituted by PRSU. The firms/ organizations will be short listed based on the evaluation of their presentations by the Committee, constituted by the competent authority of the PRSU. The date of presentation and other information’s shall be intimated through the University website (www.prsu.ac.in) or by E-mail.

1.2. Basic Objective of University in order to implement E-Governance.

1.2.1. In the terms of University :

- (i) Centralized information access from anywhere
- (ii) Increase in student enrollment ratio.
- (iii) Provide quality e-services, e-participation,
- (iv) Increase clearness
- (v) inventive teaching tools
- (vi) Improved decision making, Private Public Participation
- (vii) less paper work

1.2.2. In the terms of students :

- (i) Increase participation in education affairs
- (ii) Personalized login for each students
- (iii) extensive saving in time cost & efforts
- (iv) Information & transaction services
- (v) Job opportunities
- (vi) Social connectivity for collaboration
- (vii) Students can access virtual lectures & Seminars.
- (viii) Students can solve their problems like- examination queries, result verification etc.
- (ix) Students can submit feedback to university.

1.2.3. In the terms of colleges :

- (i) Data can access easily
- (ii) Electronic data exchange with university
- (iii) Saving of hidden operational cost
- (iv) Instant statistical report generation
- (v) Helpful for NAAC accreditation

1.2.4. In the terms of Overall education system :

- (i) Long term impact on organization goals
- (ii) Improve education system
- (iii) Empowerment of faculties, students & encouragement of their participation in governance.

2. CAPACIOUS SCOPE OF THE WORK:

- 2.1. Administration Management
- 2.2. Academic/Student Management System
- 2.3. University Examination /Confidential job System
- 2.4. Internal/External Assessment of Students
- 2.5. Accounting & Finance
- 2.6. Library Management System
- 2.7. Estate Management
- 2.8. Internal Quality Assurance Cell (IQAC)
- 2.9. International Collaboration
- 2.10. School of Studies Management (All Teaching Departments Management)
- 2.11. Training, Placement & Industry Integration
- 2.12. Affiliation Portal module
- 2.13. Students Activity module
- 2.14. Website mobile app development & Management
- 2.15. Development of Virtual Classroom/meeting/webinar platform and integration
- 2.16. Integration of already existing online system of PRSU
- 2.17. Any other function of the PRSU not covered above

3. Guiding Principles पं. रविशंकर शुक्ल विश्वविद्यालय, रायपुर (छ.ग.)

Pt. Ravishankar Shukla University intends to implement an ERP project to automate and streamline its core Administrative, Academic, HR, Financial, Examination and other processes to improve administrative efficiencies and provide improved services to its stakeholders.

3.1. Scope of Work Classification:

- Design, Development, Deployment (Cloud hosting for five years) and maintenance of ERP system.
- The proposed solution should be an Integrated, Scalable, Modular User-friendly .
- The proposed ERP system should have unmetered bandwidth ,load balancing and distributed system
- The proposed ERP system must implement contribution-based access for authentication and authorization to various modules and applications.
- The proposed ERP system must implement latest latest technology/Open source technology and support future technologies Artificial Intelligence (AI).
- The proposed ERP system must implement dashboards based which help in quick decision making.
- The proposed ERP system must implement a multi-level security across various tiers and software layers of the IT platform.
- The proposed ERP system should have Operation and Maintenance of the Application Software and Cloud Infrastructure provided for the same
- Training of PRSU Employees
- Customization and Enhancement of the functionality in the modules as per PRSU requirements during the contract period.
- Any other function of the University not covered above

Software support and maintenance for a period of five years' post go-live of the software platform is mandatory and part of the scope of work of the proposed program. The selected Firm/EoI must ensure that the technology / platform of the proposed software (application and system included) be of the latest version as published by the OEM (where applicable) and made available at no extra cost to the University.

3.2. Software Licensing

The service provider will provide the require various software licenses (OEM or otherwise) to the university for use in the university and not be restricted to the number of users, devices or membership. The University would prefer a CPU/core based licensing that it could use to scale further while not being constrained with the number of users or devices.

3.3. Setup and Commissioning

Installation, Setup and Commissioning of the ERP system to host the software servers along with the portfolio applications will be part of the scope of work. Information Details will be provided by PRSU.

4. Legal Rules and Laws पं. रविशंकर शुक्ल विश्वविद्यालय, रायपुर (छ.ग.)

4.1. Force Majeure

Notwithstanding anything contained elsewhere in the contract, the parties shall not be liable for liquidated damages or termination for default, if and to the extent that, it's delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure i.e. an event beyond the control of Parties and not involving Parties and not involving fault or negligence not foreseeable by or beyond the control of Parties. Events also include wars or rebellion, strikes, bandhs, fires, floods, epidemics, quarantine restrictions and freight embargoes etc. After 45 days of force majeure event, the parties will decide whether to continue the obligations under this MOU or terminate with mutual consent. However, existing obligations at the time of Force Majeure event shall be complied with both parties.

4.2. Governing Law and Jurisdiction

- This MOU shall, in all respects be governed by and construed in accordance with the laws of India and the courts at Raipur (C.G.) Chhattisgarh shall have the sole and exclusive jurisdiction to entertain any disputes that may arise hereunder.
- The Parties here to undertake to use their best efforts to resolve amicably any dispute arising out of or in connection with this MOU and the interpretation thereof through consultation in good faith and mutual understanding, provided that such consultation shall not prejudice the exercise of any right or remedy of either Party hereto by any such Party in respect of any such dispute.
- If the dispute doesn't resolve amicably then the same will be referred to the sole arbitrator to be appointed with the consent of both the parties. The decision of the arbitrator shall be binding on both the parties. The arbitration shall be concluded as per the provisions of "Arbitration and Conciliation act 1996".

4.3. Intellectual Property Rights

- The University shall have proprietary rights in relation to the information/data/ developed. University shall have all the rights to use the curricula and information/course material so developed however company can also use with permission of PRSU.
- The data of Stakeholder can be used by the company as well as University for purpose of providing job to the Stakeholder
- Company and PRSU makes no warranties, express or implied, statutory or otherwise, including any implied warranties relating to this Agreement to each other and shall not be liable to the other for any loss of profits, loss of business or for special, direct, indirect, incidental, or consequential damages or losses of any kind or nature whatsoever.
- In no manner the liabilities of the parties will go beyond Rs10,000/- (rupees ten thousand only). The liabilities of both the parties will remain limited.

4.4. Confidentiality

- Confidential Information means all information that is deemed or treated as confidential or proprietary by each Party which the recipient of the information knows or ought to reasonably know to be confidential or proprietary including any information related to the Stakeholder. The Confidential Information of each Party shall be provided to the other Party to the extent necessary for the performance of this Agreement. Each Party recognizes and acknowledges the competitive value and confidential nature of the Confidential Information and the damage that could result to the other Party if the information contained therein is disclosed to any third party. Accordingly, each Party hereby agrees that it shall use the Confidential Information and all other data solely for the purposes of this

विकास विभाग

पं. रविशंकर शुक्ल विश्वविद्यालय, रायपुर (छ.ग.)

Agreement and that it shall not, at any time during or any time after the completion, expiry or termination of this Agreement disclose the same to any third party, without the other Party's prior written consent. Additionally, each Party shall protect the other Party's Confidential Information with reasonable effort using the same standard of care that applies to its own Confidential Information of similar nature.

- Confidential information shall not include, and the obligations provided hereunder shall not apply to information which is required to be disclosed by any law or order of a court of competent jurisdiction, government department, agency or supervisory or regulatory authority to whose rules the other Party is subject, provided that prior to such disclosure the other Party shall consult the disclosing Party as to the proposed form, nature and purpose of the disclosure, to the extent feasible or, prior to disclosure by a Party, was (i) already publicly available; (ii) received by the other Party from a third party without restriction; or (iii) independently developed by the Party; and after disclosure by a Party, (a) becomes publicly available through no wrongful act of the other Party; (b) is disclosed without restriction to the other Party by a third party who is not in breach of an obligation of confidence owed to the Party;

5. Qualification/Technical Criteria

S.No.	Description	Document to be provided
1	Central/ State Government Organizations or Central/ State PSU's/Private Sector	Certificate/Act of Incorporation
2	(a) The EoI submitting firms/Organizations must have successfully implemented at least two similar Educational ERP/University Management System/ e-Governance projects (E-learning / E-classroom) in the University/Govt. institute of repute. (b) Minimum five years of experience in execution of E-Governance project	Documentary proof from earlier university/institute where the project was successfully completed. List of successfully completed projects indicating cost, customer name & address. The documentary proof should be applicable to the responder firm only and not for its sister-concern or subsidiary or parent company.
3	The EoI submitting firms/Organizations having minimum ISO/IEC-27001 and CMMi level-3 certification	Valid Copy of Certificate issued by the appropriate authority.
4	The EoI submitting firms/Organizations and each of its member must have positive net worth and an annual turnover of more than INR 200 Crore (Total) or above for the last 5 years .	Certificate from Practicing Chartered Accountant for the Net worth and the Copy of last financial years audited balance sheet of the company submitting the EoI.
5	The EoI submitting firms/Organizations must not be under a declaration of Ineligibility or black listed with any of the Government/ Public sector organizations, unit or Agencies.	Self-Declaration from Authorized Signatory of the EoI submitting firms/Organizations.
6	EoI submitting firms/Organizations must be able to provide total desired integration & solutions with ERP.	Self-certification.

6. Tentative Scope of Work

The broad scope of ERP to be design and develop will be as per these functional requirements prepared in terms of various modules required at PRSU. Integrated system is required by the University for single point control and management. List of modules are as under

6.1. Administration Management

This module may consist of following activity:

User Access Roles and Rights, Human Resource Management, Transportation Management, RTI Management, Visitors Management, Employee dashboard, Salary, Service record, communication system, e-Calendar and Notice Board, Grievances, Mobile Applications, Court-Case Management, etc.

6.2. Student Management System

This module may consist of following activity:

CRM (Student Mobilization), Student Login Module, Admission Module, Academic Management, learning Management System, OJT Management Module, Parent login, Short Term Programs/Courses, etc.

6.3. University Examination

This module may consist of following activity:

Examination Calendar, Examination Registration, Admit Card Generation, Question Paper Creation, Examination Conduct, Evaluation, Result declaration, Transcript/ DMC/ Degree Generation, Online AI Based Proctored Exam Module, Alumni Management, Paperless Evaluation, Credit Bank, etc.

6.4. Accounting & Finance

This module may consist of following activity, Budget Management, Finance and Account Management, Purchase Management, Store and Inventory Management, Vendor Management Platform, On-line payment gateway Integration for all financial transactions, etc.

6.5. Library Management System

6.6. Estate Management

This module may consist of following activity, Hostel Management, Mess and Canteen Management, Residence, Guest House and Transit Accommodation Management, Stadium & sports, Health Centre Management, Auditorium Management, Shopping Complex Management, Project Management, Equipment Maintenance, Complaint Management, etc.

6.7. Internal Quality Assurance Cell (IQAC)

The system must have the capability to fetch the data according to the various documents required for IQAC. This module may consist of following activity:

360 Degree Feedback, Capacity Building, Research & PhD, Entrepreneurship, Publications, Internal Review, Consultancy, Marketing, Quality and Assurance, Compliance Management (as per AICTE, UGC, NBA etc.), etc.

6.8. International Collaboration

This module may consist of following activity:

International Partnership/ Collaboration, Credit Transfer System Management, International Students management, Student/ Faculty Management, etc.

6.9. Training, Placement & Industry Integration

This module may consist of following activity:

Training and Placement Management, Industry Integration Section, etc.

6.10. Affiliation Portal module

College Registration, College Details, Students Data, University Notifications, Affiliation Process, reaccreditation Process, Appeal Process, Conditional Accreditation to Accreditation Process, Continuous Monitoring Process, etc.

6.11. Students Activity module

Sports Activity, Cultural Program, Student welfare activities, Office of DSW, NSS, NCC, etc.

6.12. Website, mobile app development & Management

This module should provide the access the ERP with mobile application and website portal with access to following modules:

University Website Development, University Feeder School Website Development, and mobile app development for the followings:

Student Management System, Examination and Skill Assessment, Library Management System, Internal Quality Assurance Cell (IQAC) module, Training, Placement & Industry Integration module, Students Activity module, Employee records (e.g. Leave status, Salary details etc.), etc.

Note: Complete details of information which is to be accessible on Mobile Application will be finalized during requirement gathering with the concerned departments.

6.13. Integration/ Development of Virtual Classroom/meeting/webinar platform.

This module required for conducting online classes, meetings, conferences etc. for various population sizes and number of simultaneous instances will be as per the actual requirements with all necessary features including High-definition audio and video conferencing, Secure live streaming, Server-side and local recording, Advanced interactive whiteboard, Advanced collaboration and moderation, Live screen sharing, Polls and surveys, Discussion Forum, Interoperability, Security and Privacy preservation capability (Encrypted Communication and Password protected, Meeting locking facility etc.), Real-Time Private and Group Chat, Change your background capability, Mute your audio and turn off your camera by default and controlled by Organizer, Short keys to various functions, Screen capturing capability, Content sharing, etc.

Any other function of the University not covered above

7. CRITERIA FOR SHORTLISTING

Only those EOI responder who would be found eligible as per eligibility criteria , the Firm will be shortlisted on the basis of experience , performance in the relevant area of automation and successfully implementation of similar Educational ERP/University Management System/ e-Governance projects (E-

learning / E-classroom) in the University/Govt. institute of repute. PRSU reserves the right to short list EoI/Firm for further Process/Presentation

8. UNDERTAKING

(To be submitted by the responder on the responder's letter head)

I/We hereby undertake that I/We have studied and understood the Expression of Interest document completely.

I/We hereby undertake that I/We understand that the Section Scope of Work and Requirement of this EoI is indicative only and not exhaustive in any manner and that the final scope of work and technical specification will be decided by PRSU at their discretion.

I/We hereby undertake that I/We understand that the PRSU reserves the right to finalize the scope of work and requirements at its discretion, which may be based on my/or proposed solution and/or any other responder's proposed solution and/or as decided by the PRSU. I/We hereby declare that I/We shall not be having any claim and/or right for the said usage. I/We hereby undertake to provide the requisite OEM authorization as and when required and/or asked for by PRSU, as per the solution and/or requirements, as decided by PRSU at their discretion.

I/We hereby undertake that I/We hereby undertake that I/We understand that the PRSU reserves the right to float a separate tender for the scope of work and requirements as mentioned above of this EoI irrespective of the outcome of this EoI. I/We understand that in such a case I/We shall bid separately for that tender and in no case our response to this EoI shall be deemed as a bid for the said tender.

I/We hereby undertake that the PRSU reserves the right to short list responder(s) for further tendering of this EoI and in case of my/our response being rejected I/We shall have no claim of any sort in the further tendering process. Further PRSU shall be at liberty to allow any company to respond in the tender process at the stage for "Request for Proposal" irrespective of the fact that the company allowed has participated in the EoI or not and I/We shall have no claim of any sort on such process.

I/We hereby undertake that we shall comply with the scope of work and requirements and there are no deviations of any manner in this regard from my/our side.

I/We hereby undertake that in case my/our response to this EoI is short listed I/We agree to bid for the further tender as and when asked for by PRSU based on the terms and conditions and technical specifications and scope of work as finalized and decided by the PRSU at their discretion.

I/We undertake to be the single point of contact for PRSU and shall be solely responsible for all warranties, upgrades, and guarantees etc. offered by the OEM, and system integration and facilities management and for the entire scope of work and requirements as per the service levels defined in the subsequent tender document.

I/ We here by affirm that our response is valid for a period of 90 days from the date of EoI submission.

Authorized Signatory

विकास विभाग

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9. Response From - I for EoI (To be Submitted)

Sr. No.	Description	Details to be filled
1	Name of the Company	
2	Official address of Firm/Organization	
3	Phone No./Fax No.	
4	Mobile No.	
5	Email Id	
6	i. Corporate Headquarters Address ii. Mobile No. iii. Phone No. and Fax No. iv. Email Id	
7	i. Name of the contact person ii. E-mail of the contact person iii. Mobile No. iv. Phone No. and Fax No.	
8	Web Site Address of the firm/Organization	
9	Details of Company's Registration (Please enclose attested copies)	
10	Name of Registration Authority	
11	Registration Number and Year of Registration	
12	Company registered for the Product / Service with validity period	
13	GST registration No.	
14	Service Tax Registration No.	
15	Permanent Account Number (PAN) of the company	
16	Whether the company complies with the legal Requirement under the Contract Labour (Regulation and Abolition) Act and	
17	Name of the Authorized Signatory, who is authorized to respond to the EoI	
18	List of documents attached with their Page Number	

विकास विभाग

पं. रविशंकर शुक्ल विश्वविद्यालय, रायपुर (छ.ग.)

10. Response Form - II (To be Submitted)

Experience in Related Fields					
Overview of the past experience of the Organization in all aspects					
No	Items	Number of Assignments during last 5 years	Order Value of each assignment in Lakhs of Rs. (Enclose copy of each order)	Mention the name of Client/ Organization (Enclosed completion certificates)	
1	Experience of assignments of similar nature				
2	Experience in carrying out similar assignments in Government				
3	Experience in carrying out Similar assignments in Public/Private sector.				

11. Response Form - III (To be Submitted)

List of experts/consultants on payroll (at least 5)

S. No	Name	Designation	Qualification	Relevant Experience

12. Response form - IV (To be Submitted)

Financial Strength of the Organization (Last Five Years)

S. No	Financial Year	Whether profitable Yes/NO	Annual net profit (in Crores of Rs.)	Overall annual turnover (in Crores of Rs.)	Annual turnover from only Consultancy services rendered in India (in Crores of Rs.)

Signature of the applicant
Full name of applicant

विकास विभाग

पं. रविशंकर शुक्ल विश्वविद्यालय, रायपुर (छ.ग.)

13. CERTIFICATE

Certified that full contents of EoI document have been thoroughly studied and understood by us before proposing ERP system for E-Governance. We shall not claim / charge any other amount by way of charges, expenses etc..

(Signature of Authority with Seal)
Name :