

**Request for proposal (RFP) For Supply and Implementation of Enterprise Resource Planning (ERP)
Solution at CITY COLLEGE**

Quotations in two sealed envelopes - one containing Technical Bid and the other containing Financial Bid - are invited to supply and implement ERP Solution for Integrated office management cum learning management System at City College (affiliated to University of Kolkata), 102/1, Raja Rammohan Sarani, Kolkata - 700009. Both envelopes shall be put in another sealed envelope, super-scribing the outer envelope with "Tender for ERP". The Bids shall be evaluated on a two stage evaluation process. The last date of receiving bids is 23.09.2021 (4 PM). The time of submission is 12 Noon to 4 PM on each working day on or before 23.09.2019.

ELIGIBILITY CRITERIA FOR SUBMISSION OF BID

A reputed company having experience of at least three years of running and operating ERP Solutions in an integrated way to manage the information systems in government/government-aided Higher Educational Institutions (HEI) or private HEI of repute and who can cater to the needs of students, staff and other stakeholders are eligible to submit bid in response to this notice.

PRE-QUALIFICATION

Interested vendors are required to submit Expression of Interest (EOI) along with all the necessary details and documents to substantiate their qualifications as per the requirement stated below. Following are the necessary qualifications of /documents to be furnished by the bidder for participating in the bid process:

1. The product should be owned and implemented by the company itself and no third party involvement will be entertained.
2. Client Lists with Testimonials (minimum three), preferably not before 2018.
3. The bidder shall have a valid GST and PAN number allotted by the respective authorities.
4. The Bidder should be a reputed IT organization with experience in the field of ERP software conceptualization, design, development, deployment and maintenance for at least three years. The bidder should have successfully implemented and maintained the ERP software in a government or government-aided University or College or a reputed private Higher Educational institution.
5. The pricing should be all inclusive of all upgrades. The annual maintenance/renewal charge should be separately mentioned.
6. Data confidentiality, integrity & authentication must be maintained.
7. Security audits must be conducted annually by a certified auditor.

NOTES

Documentary evidence shall have to be provided for all points 1-4 as described above. Due weightage will be given to all the above aspects while considering the technical bid.

GENERAL REQUIREMENTS

1. 100% cloud based application
2. Ability to access data from anywhere by stakeholders authorised by City College
3. Data should be highly secured
4. Facility for Data backup from College end on a daily basis.
5. Compatibility with Internet explorer (current version), Google chrome, Firefox and other browsers, if asked for by City College.
6. Linking payment gateway or bank preferred by City College to manage any kind of financial transaction from the student and staff end for their respective fees/other payment.
7. Facility for sending various kinds of SMS and E-mail alerts to various stakeholders/potential stakeholders (e.g., applicants for admission to 1st semester).
8. Single Integrated system for various modules like Finance, student data management (including fees management) with continuous updating facility, Procurement, HR Management, inventory and store management, learning management etc.
9. Availability of 24x7 Helpdesk Uptime/availability of system
10. **Training:** The product should include a comprehensive training package free of cost to all such employees whose names are recommended from time to time by the City College authorities for obtaining the training.
11. Facility to extract data in various formats, specifically, to produce reports as per the required formats including NAAC, NIRF, AISHE, WBHS, other government requirements etc. on all areas of data that can be exported to MS Excel/PDF/.CSV.
12. **Target users:** The proposed application must be able to support a spectrum of users, namely the following with a personalized access: Administrative offices, Departmental administration, End-users (students, parents, faculty, and staff), Management (informational and analytical)
13. **Archiving:** The application should provide a Data Archival utility on a cloud model. A parallel offline data server should also be connected to each department in the college through LAN for ease of access.
14. **Audit Trail:** The application should record changes in data in every field with user ID and time record, with ability to record reasons in some cases.
15. **Access and authorization:** Only authorized users should have access to the system. As such, the system should have the ability for the specification of who will have access to which functions.

The proposed system(s) must support a comprehensive access and authorization mechanism as per City College specification.

16. There should be provisions to facilitate and minimize data input (e.g. use of intelligent default values, inheritance from previous entries, etc.).
17. Quality search/match facility should be provided that can help restrict the entry of duplicate data.
18. The proposed product needs to be able to model both the existing internal organizational structures of City College, and be flexible enough in this regard to cope with future organizational changes and maintain the organizational structure of City College including Faculty, Departments, Associations, Financial units, administrative units, staff and students and their inter relation links.
19. **Management Information:** To support resource allocation and decision-making at City College, it is mandatory that robust and user-friendly facilities be available with the system(s) using a web-based environment. The system should provide interactive dashboards for faculty, students, etc.
20. **Customizability/Configurability:** To minimize the need/impact of customization/configuration, the proposed system should, wherever appropriate, support Flexible customization/configuration capabilities. The system should have the ability to extend/change existing pages without much impact on the application. The system should be able to recognise and incorporate any update made in the existing page with other relevant fields on the application.
21. The broad scope of solutions to be provided/reports to be generated includes, but is not limited to:

Student Management Module: Student Prospecting, Student admission data, Admission cancellation, Student ID creation, Library card generation (including the provision of a smart card), Student details (Personal Profile and 10+2 Academic Records), Student Photo & Signature, Student Document Storage, all examination marks at the College and University levels, student fees management, scholarship/concession management, handling of all types of certificates and letters to be issued, provision of sms/mail alerts at all stages of a student's tenure in College, creation of attendance register, creation of students' evaluation report etc. The system should be interactive so that students must be provided a dashboard facility that would facilitate online fee payment, provide feedbacks etc.

Finance Module: Fee plan detail, Fee receipt, Fee Challan, Refund fee receipt & report, Fee collection report, Student fee deposit status, Due fee report, Cheque /DD/Online/Cash collection report, bank reconciliation, Budget preparation, Integration with student fees transaction, Integration with store management, Integration with fixed asset management, Integration with salary, generation of Cash Book statement, Fund Statement, Budget vs Actual transaction status, Receipt & Payment statement, Income & Expenditure Statement, Fund Balance etc.

HR Management Module: Employee Master details creation, Leave Details, Leave Application Acceptance & Approval, Pay / Allowance details, Deduction details, Loan Applications Management & Approval, Loan management, Pay packet management, Personal Profile Creation with Photo, ability to integrate Formula e.g., DA rate, Pay Slip Generation, Provident Fund Deposit Information with Input & Update Facility (including EPF data), WB Health Scheme or ESI record handling (as applicable) etc. The employees should have dashboard facility from where they should be view various personal records (like personal leave record), make applications (like leave application) etc. The module should provide personalized editable database of faculty members for regular updating as per latest PBAS format prescribed by Dept. of Higher Education, Govt. of WB required for CAS. Options should be given to the said update to be validated and approved by proper authority in the College.

Learning Management System: It should be a repository of tutorials, notes and important URLs subject wise. There should be provisions for Assignment management, MCQ Management, Subject wise Assessment preparation, Assessment scheduling, Online MCQ based assessment system etc. Students should be able to upload their answers (MCQ or descriptive) of University or College examinations through their unique log-in id/student account to the designated faculty/departmental account. There should be facility for preparation of Result sheet, Comparative reports, Internal Assessment statement etc. The system should have flexibility to provide separate interfaces for Research Projects as and when initiated by any department of college.

Feedback Management: Considering the importance of obtaining stakeholder feedback, there should be a system to obtain feedback from students, faculty and non-teaching staff. The system should provide a rating for each feedback responses out of pre-defined scale (say, 0 to 5). Feedback Reports should be made available - to administrators, students, faculty and non-teaching employees as desired by City College authorities.

Other Details: The period of proposed contract will be initially for 2 years from the date of award of contract which may further be extended on satisfactory performance of services. There should be no enhancement of any component of cost for a period of at least three years.

There are at present nearly 3000 students, 110 faculty members and 35 non-faculty staff in the college.

City College reserves the right for phase wise implementation of the solution. Therefore, financial bid should be clearly segregated module-wise.

All quotations must reach the Principal's office by 23.09.2021 (4 PM). The time of submission is 12 Noon to 4 PM on each working day on or before 23.09.2021.

In view of the current pandemic scenario, it is advisable to contact the undersigned at 9123681828 before coming to the college. Date of On-line/physical demonstration of software package & opening of price quotations: **To be announced later.**

Description of experience and credentials (Technical Bid) should contain e-mail id and WhatsApp Number for further communication.

Principal
City College