

Brief Requirement and Scope

for

ERP Solution

at

National Institute of Electronics & Information Technology ([NIELIT](#))

(An Autonomous Scientific Society of Ministry of Electronics and Information
Technology (MeitY), Government of India)

NIELIT Bhawan, Plot No 3, PSP Pocket

Sector-8, Dwarka

New Delhi-110077, India

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NIELIT

1. BRIEF REQUIREMENT AND SCOPE FOR ERP SOLUTION

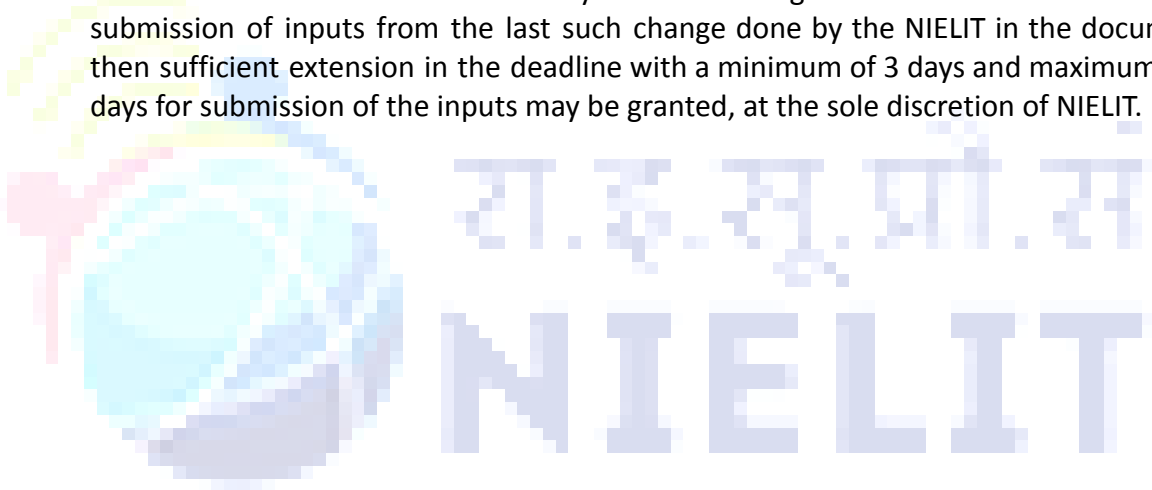
- 1.1** Inputs and indicative pricing for ERP solution is invited from experienced agencies for design, development, migration of existing data, implementation and support for Web Based Enterprise Resource Planning (ERP) solution for NIELIT.
- 1.2** The selected Party(ies) is tasked with implementing the end-to-end ERP solution in accordance with the specified functional and technical requirements outlined in the inputs document. This includes key activities such as project initiation, business blueprinting, technical solution design, system development, testing, data migration, training, change management, cutover, go-live, and post go-live stabilization support.
- 1.3** Inputs related to brief requirement and scope for ERP solution documents may be downloaded from NIELIT website <https://www.nielit.gov.in>. Inputs submitted physically shall be rejected summarily.
- 1.4** Interested parties are encouraged to follow the guidelines outlined in the 'Instructions to Contractors/Interested Parties' for submitting their inputs online via email to Abhinaba Basu, Scientist D, at abhinaba.basu@nielit.gov.in. For efficient processing, please scan input documents at 100 dpi in black and white to minimize file size.
- 1.5** Interested Parties after downloading the input document from NIELIT website <https://www.nielit.gov.in> shall not tamper/modify the input document including downloaded templates of forms for submission in any manner. In case, if the same is found to be tampered/modified in any manner, Input of such party will be summarily rejected and further right to participate in the current inputs would be forfeited, and such defaulter Party is liable to be banned from doing business with NIELIT in future.
- 1.6** Interested Party(ies) has/have to submit their comments on the objective and scope of the work in the additional sheets.
- 1.7** Inputs must be submitted not later than the time, date mentioned at the portal under Important Events and Dates. Inputs received after the deadline shall not be considered.
- 1.8** Interested Party / Parties is/are advised to study and understand the Inputs document carefully.
- 1.9** Submission of Input shall be deemed to have been done after careful study and examination of the input document with full and clear understanding of its implications.
- 1.10** NIELIT reserves the right to award the contract to the qualified Interested Party for the job or scrap the complete process without assigning any reason thereof.

2. DISCLAIMER

2.1. This document is not an agreement and is not an offer by the National Institute of Electronics and Information Technology (NIELIT) to any Party, but an invitation to receive inputs from Interested Parties. No contractual obligation whatsoever shall arise from the inputs process until and unless a formal contract is signed and executed by a duly authorized officer of the National Institute of Electronics and Information Technology (NIELIT).

2.2. The purpose of this document is to provide Interested Parties with information to assist in formulation of their inputs and subsequent Proposal preparation. The document does not purport to contain all the information which Interested Party may require. The Interested Parties should check the accuracy, reliability and completeness of the information in this document and respond suitably for the proposal.

2.3. NIELIT may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in the document at any point of time on or before the last date and time for submission of the inputs by the Interested Parties. If less than 3 days are remaining in the last date and time for submission of inputs from the last such change done by the NIELIT in the document then sufficient extension in the deadline with a minimum of 3 days and maximum of 7 days for submission of the inputs may be granted, at the sole discretion of NIELIT.



3. ABOUT NIELIT

3.1. National Institute of Electronics & Information Technology (NIELIT) (erstwhile DOEACC Society) is an Autonomous Scientific Society under the administrative control of Ministry of Electronics & Information Technology (MeitY), Government of India. The foremost objective of NIELIT is to generate quality manpower and develop skilled professionals in the area of Information, Electronics and Communications Technology (IECT) and allied verticals, by providing world class education & training and accreditation services. NIELIT is engaged in both Formal & Non-Formal Education in the area of IECT (i.e. IT; Electronics; Communication Technologies; Cyber Security; Artificial Intelligence, Robotics, Big Data Analytics, e-Governance; e-Learning & related verticals) besides development of industry-oriented quality education and training programmes in the state-of-the-art areas. NIELIT is contributing towards building a Digital India, through its wide repertoire of courses, ranging from Digital Literacy, Short Term & Long-Term Skill Development Programmes in non-formal sector, and Long-Term Formal courses in association with State Universities etc. In nut shell, the courses offered by NIELIT are aimed at capacity building and skill development on three scales viz. Primary, Secondary and Tertiary. NIELIT is an Accrediting Body, which accredits institutes/organizations for conducting courses in IT in the non-formal sector. NIELIT is also one of the National Examination Body which conducts Academic, Competitive and recruitment examinations for its own courses and various organisations/ stake-holders. NIELIT has endeavored to establish standards to be the country's premier institution for Examination and Certification.

3.2. As on date, NIELIT has forty seven (47) centers located at Agartala, Aizawl, Ajmer, Alawalpur, Aurangabad, Bhubaneswar, Calicut, Chandigarh, Chennai, Chuchuyimlang, Churachandpur, Dimapur, Daman, Delhi, Dibrugarh, Gangtok, Gorakhpur, Guwahati, Haridwar, Imphal, Itanagar, Jammu, Jorhat, Kohima, Kolkata, Kokrajhar, Kurukshetra, Lakhanpur, Leh, Lucknow, Lunglei, Majuli, Mandi, Pasighat, Patna, Pali, Ranchi, Ropar, Senapati, Shillong, Shimla, Silchar, Srinagar, Tezpur, Tura, Kargil and Tezu with its Headquarters at New Delhi. It is also well networked throughout India with the presence of about 890+ accredited institutes and 6000+ facilitation Centre's.

4. Main Objective of the proposed ERP Software

To automate the activities of the institute through a software management system in the form of an ERP System based on existing Govt. of India Rules and Regulations. Most of the manual work, document flow, data entry and processing and subsequent storage will be shifted or supplemented by this ERP system. This will enable processing, analyzing, reporting, retrieving, managing and rearranging the data and information much easier. At the same time work, process and document flow will be more in automated manners.

5. Brief scope of work

The high-level scope of services for the interested parties is defined below. Please refer to complete tender document for detailed requirements relevant to the scope of this inputs, as well as elaboration on each of the items below:

5.1 Requirements

The design should support cross browser rendering across all prominent operating systems as well as platforms such as desktops, laptops, and mobile devices. Users can open on any Smartphone, Tablet, iPhone, and all other capable phones & mobile devices with the gadget compatibility like windows/ iOS/ android etc. It should include interactive CMS and dashboard wherein required. Payment Gateway and SMS gateway Integration is required. Reports for all modules (Excel/ PDF etc.) Security audit certification and SSL certified (by CERT-In empaneled agency) and all security procedures are to be completed. All the server/VM hosting the public facing portals should be periodically assessed for vulnerabilities and they must be patched periodically. As per the Guidelines for Indian Government, applications should be bilingual. Software and modules to be upgradable and 2-tier access authentication and all public interfaces must should be GIGW compliant. Deliverables include FAQ and SOP manuals (document and video) and Mobile App (android/iOS/etc.). Additionally, the interested parties will do integration with existing portal as required by NIELIT and provide reporting service for all modules.

However, interested parties is encouraged to perform a due-diligence exercise during the bid process, by visiting the NIELIT, New Delhi. interested parties may coordinate with:-

Mr. Abhinaba Basu (Scientist - D) Email:- abhinaba.basu@nielit.gov.in and Vikas Mittal (Scientist - D) Email:- vikas@nielit.gov.in for scheduling the same.

5.2 Cloud requirement: The interested parties shall be responsible for providing cloud, sizing, procurement, and installation for the proposed ERP solution modules. Cloud based ERP (All modules) SAAS model and Hosted location should be in India. The cloud infrastructure should be compliant with necessary certifications related to security, different seismic zone etc. and should have a minimum 99.8% uptime.

(i) CSP should be empaneled under MeitY's "Empanelment of Cloud Service Offerings of Cloud Service providers (CSPs)"

(ii) Meet any security requirements published (or to be published) by MeitY or any standards body setup / recognized by Government of India from time to time and notified to the CSP by MeitY as a mandatory standard

(iii) The CSP Data Center facilities considered for cloud services should be located within India and the Data Center should conform to at least Tier III standard (preferably certified under TIA 942 or Uptime Institute certifications by a 3rd party.

(iv) CSP shall be responsible for Cloud Service Provisioning Requirements, Data Management, Operational Management, Cloud Network Requirement, Cloud datacenter specifications, Cloud Storage Service Requirements, Application Hosting Security, Cloud Hosting Security, Application Performance Monitoring (APM), Backup Services, Database Support Service, and Helpdesk Support from Cloud Service Provider Managed Services.

(v) Cloud management report by CSP which includes resource uses, billing declaration of major outage etc.

(vi) CSP shall guarantee uptime of 99.8% at the Data Centre and shall execute a Service Level Agreement to this effect.

5.3 Software Licenses: The interested parties shall procure the licenses for all the components proposed as part of the ERP solution.

The interested parties should provide requisite licenses for all the system software required for ERP solution including, but not limited to, Operating System, Enterprise class Database Software, Clustering and High Availability Software as applicable for VMs (if required), Compilers, Document management OS hardening and verification tool and all other required software and or applications etc. with sufficient number of licenses.

Maximum Users across all functions **400**.

5.4 ERP Solution Implementation: The interested parties shall be responsible for go-live / realization of the end to-end ERP solution as per the functional and technical requirements defined in this ERP document, including the following key activities:

- o Project Initiation
- o Business Blueprinting
- o Technical Solution Design
- o System Development
- o Testing
- o Data Migration
- o Trainings and Change Management
- o Cutover and Go-Live
- o Post Go-Live Stabilization support

5.5 Operations and Maintenance: The interested parties is required to provide the following as part of Operations and Maintenance:

- ❖ Maintenance support for the entire ERP solution, including Cloud and software components, for a duration of 5 years from the date of completion of warranty period.
- ❖ Implementation of Development change requests as per the effort defined in this input document.
- ❖ Annual Maintenance Contract: The interested parties shall provide Annual Maintenance Contract (AMC) for the Cloud as well as the software components proposed as part of the ERP solution, for a duration of 5 years from the date of completion of warranty period. The scope of AMC shall also include updates, patches in respect of S/W, OS etc.

- ❖ The interested parties shall handover complete live source code and technical manual for the ERP system developed under this ERP's scope to NIELIT upon exit.
- ❖ NIELIT shall deploy a suitable team. The interested parties shall provide KT to the team when the project is being executed and up-to six months from the termination/ closure of the project.

5.6 Project Management: The interested parties shall be responsible for the project planning, resource management, execution, monitoring and status reporting throughout the duration of the contract, for the overall ERP solution implementation and support. interested parties shall submit a detailed plan, or any change thereof, for development/ execution of ERP solution to NIELIT and NIELIT shall provide its consent to the plan submitted by the interested parties.

6. Implementation approach

The ERP implementation at NIELIT, New Delhi is to be carried out in a single-phase approach to cover the requirements of all business functions and divisions defined in this inputs. This approach would involve implementation of ERP solutions across all applicable business functions and locations for ERP systems in the same phase. The existing applications may either retire (functionality being merged in ERP) or retained with or without interfaces with ERP solution after data migration.

7. Timelines of ERP solution implementation at NIELIT, New Delhi.

The selected interested parties will get 3 months time to study and SRS preparation as well as acceptance from the user from the date of signing of contract on mutually accepted terms and conditions and awarded to interested parties by NIELIT, New Delhi. The proposed timeline for the ERP solution implementation is 6 months after acceptance of prepared SRS till the Go-live. This would be followed by a Post Go-Live Stabilization Support for 3 months and 1 year of warranty period which will start after the completion of stabilization period. Also, additional period of 5 years for Maintenance support after the completion of warranty period.

The interested parties is expected to provide details of end-to-end project plan, milestones, resource loading plan, etc. with timelines Month 1 starts on the day that contract is signed by both the parties on mutually accepted terms and conditions.

8. Modules for Functional Implementation:

These are only functional modules visualized from the perspective of meeting the objectives. Any other module required as part of the whole system is automatically considered as part of the job and does not warrant any extra commitment and provision of funds. Such modules are considered as part of the design, development, implementation of the whole software.

S. No	Modules
1	PERSONNEL AND ADMINISTRATION MODULE

2	FINANCIAL ACCOUNTING SYSTEM (FAS)
3	STUDENT AFFAIRS MODULE
4	PURCHASE & INVENTORY MODULE
5	STUDENT LIFECYCLE MANAGEMENT
6	CIVIL PROJECTS MODULE
7	PROJECT MANAGEMENT MODULE
8	LIBRARY INFORMATION SYSTEM (LIS)
9	IPR & INCUBATION MANAGEMENT MODULE

Note:- This is an exemplary list, exact analysis shall be carried out by the selected vendor.



Details of Modules

PERSONNEL AND ADMINISTRATION MODULE

ADMINISTRATION

1	Online Recruitments (NIELIT and others)
1.1	Vacancy Notification
1.2	Dynamic Application form creation based on requirements
1.3	Candidate Application for Post and allocation of application/registration number
1.4	Validation of Contact Details (Phone and Email)
1.5	Document Integration with digilocker/APAAR ID (AUTOMATED PERMANENT ACADEMIC ACCOUNT REGISTRY)
1.6	Online payment of application Fee.
1.7	Validation of application stream wise eligibility criteria
1.8	Committee Management - Selection/ Screening/ Interview/ Document Verification etc.
1.9	Shortlisting of Candidates according to criteria
1.10	Generation of Post-wise Roll No for the candidate.
1.11	Complaint registration and reply for online enquiry
1.12	Exam Phase Management
1.13	Exam Centre Management
1.14	Allocation of Examination Centre to Candidate depending upon preference given by candidate.
1.15	Observer Management
1.16	Exam Center Supervisor Management
1.17	Exam Center Online Candidate Verification
1.18	Result Preparation stream wise , category wise(reservation)
1.19	Result Uploading and publishing as applicable phase wise
1.20	Generation of admit card and Interview Call Letter
1.21	Allocation of candidates to different organizations.
1.22	Waitlist Management
1.23	Third Party Recruitment

B. Personnel Information

1	Employee Onboarding Module
1.1	Generation of offer letter/Appointment Letter
1.2	Follow-up after issue of offer letter/appointment letter
1.3	Pre-recruitment formalities, with document and photograph verification, submission of declaration forms, joining letter, medical examination details entry, uploading of supporting documents, etc.
1.4	Issuance of Joining Order
1.5	Character & Antecedents Verification Details Entry, uploading of supporting documents

2	Service Book Management
2.1	Personal Details
2.2	Academic Details (Multiple)
2.3	Automatic calculation of Leave Credit Details as per joining of Employee (as per Central Govt. Leave Rules)
2.4	Upload Photo of the employee
2.5	Posting Details
2.6	Home Town Address Details
2.7	Application for change in home town
2.8	Family Details (For Medical)
2.9	Family Details (For LTC/HTC)
2.10	Application for change in details of family members
2.11	Death/ Retirement Benefit Details
2.12	Death/ Gratuity Nominee Details
2.13	Family Pension

3	Probation Management
3.1	Probation Period Setup
3.2	Automated Notifications
3.3	Performance Evaluation Templates
3.4	Feedback and Review Process

3.5	Goal Setting and Tracking
3.6	Documentation Management
3.7	Workflow Automation
3.8	Reporting and Analytics

4	NOC Management
4.1	Passport
4.2	Visit to Foreign Country
4.3	Outside employment management including receiving, forwarding and NOC managements
4.4	Proof of address (certificates)
4.5	Education
4.6	BH Series Declaration

5	Leave Management
5.1	Integration of Organisation Holidays Calendar Branch Wise (Annual)
5.2	Online Leave Apply with appropriate checks on Leave Balance
5.3	Moving of application through approval channel
5.4	Alerts to approving authority for new application submission
5.5	Approval/ Rejection of Leave
5.6	SMS and Email Approval/ Rejection Details to Applicant
5.7	Cancellation of Approved Leave
5.8	Recalling from Leave
5.9	Automatic Deduction/ Addition of Leave as per Approval/ Recalling/ Cancellation
5.10	Management of Leave Balances
5.11	Online Joining submission on Return from Leave (as per Central Govt. Rules)
5.12	Joining Time Management
5.13	Leave Not Due Management
5.14	Leave Approval Authority Delegation

6	Appraisal Management
6.1	Goal Setting Enables managers and employees to set SMART (Specific, Measurable, Achievable, Relevant, Time-bound) goals

6.2	Performance Reviews
6.3	Self-Assessment
6.4	Competency Assessment
6.5	Performance Ratings and Rankings
6.6	Development Planning
6.7	Compliance and Documentation
6.8	Workflow Automation
6.9	Reporting and Analytics

7	Promotion Management
7.1	Review Promotion (as per applicable Promotion Policy in NIELIT)
7.2	Listing of Employees eligible for promotion; Level-wise based on <ul style="list-style-type: none"> • Seniority • Residency Period • Qualifying Service • Constitution of screening/Selection committee • Screening Committee Reports
7.3	Screening of eligible Employees as per FCS, PoP and others schemes.
7.4	Selecting of Successfully screened employees
7.5	Entry of group-wise Promotion Interview/Written Test date and time
7.6	Generation of Promotion Interview Letters/Written Test Letters to Employees
7.7	Preparation of Merit List
7.8	Approval of Merit List (through designated approval channel)
7.9	Order for Promotion
7.10	Updating of Employee Data
7.11	DPC Formulation

8	Increments Management
8.1	Updating of Increment Date based on <ul style="list-style-type: none"> • Leave Details • Qualifying Service Details
8.2	Employee-wise alert notification before next increment

9	Transfer & Posting Management
9.1	Transfer Details Entry <ul style="list-style-type: none"> • Employee • New Posting • Effective Date etc
9.2	Submission of Relieving from current posting
9.3	Date of joining on new posting
9.4	Transfer grants

10	Deputation Management
10.1	Deputation from NIELIT <ul style="list-style-type: none"> • Employee • Organization to which deputed • Period of Deputation • Designation and Level Details, • Related documents (LPC, Appointment Letter etc.) etc.
10.2	Deputation to NIELIT <ul style="list-style-type: none"> • Employee Details • Organization from which deputed • Period of Deputation • Designation and Level Details etc. • Related documents (LPC, Appointment Letter etc.) etc.

11	LTC/ HTC Management
11.1	Apply for LTC/ HTC <ul style="list-style-type: none"> • Type of Travel Concession sought • Block Year /Fresher Eligibility • Check on eligibility of employees for the selected block (As per Central Govt. Rules) • Automatic display of Family Details • Selection of Members in the journey • Period of LTC/ HTC • Mode of Travel • Leave Encashment sought (if any – as per Central Govt. Rules inclusive of appropriate checks) • Advance for LTC/ HTC sought (if any – as per Central Govt. Rules)
11.2	Automatic Moving of application through designated approval channel
11.3	Alerts for new application to approving authority

11.4	Approval/ Rejection of LTC/HTC Application
11.5	SMS/ Email status of LTC/HTC Application
11.6	Current Status of LTC/ HTC Application in corresponding Employee Login
11.7	Status of LTC/ HTC Applications etc.

12	Qualifying Service & Dies non-Management
12.1	<p>Entry of Details</p> <ul style="list-style-type: none"> • Employee Name • Type of Break √ Dies non √ Break in Service • Period of Break • Order No. • Ordering Authority etc

13	Disciplinary Action Management
13.1	<p>Entry of Disciplinary Action Case</p> <ul style="list-style-type: none"> • Employee Name • Type of Case • Details of Case • Suspension Details (wherever applicable) etc
13.2	<p>Updating of Disciplinary Action Case</p> <ul style="list-style-type: none"> • Hearing Details Entry • Date of Next Hearing etc
13.3	<p>Issue of Charge-sheet (wherever applicable)</p> <ul style="list-style-type: none"> • Penalty Details • Demotion etc
13.4	Closure of Case
13.5	<p>Status of Disciplinary Action Case</p> <ul style="list-style-type: none"> • Type-wise • Employee-wise • Case wise etc

14	Vigilance Case Management
14.1	<p>Entry of Vigilance Case</p> <ul style="list-style-type: none"> • Employee Name • Type of Case

	<ul style="list-style-type: none"> • Details of Case etc
14.2	Updating of Vigilance Case <ul style="list-style-type: none"> • Hearing Details Entry • Date of Next Hearing etc
14.3	Issue of Charge-sheet (wherever applicable) <ul style="list-style-type: none"> • Penalty Details • Dismissal etc
14.4	Closure of Case
14.5	Status of Vigilance Case <ul style="list-style-type: none"> • Type-wise • Employee-wise • Case wise etc

15	Resignation Management
15.1	Entry of Resignation Details
15.2	Calculation of Terminal Benefits based on service details (as per applicable Rules)
13.3	Lien Management

16	Retirement or Superannuation Management
16.1	Payment of Terminal Benefits
16.2	Calculation of Benefits based on service details (as per applicable Rules)

17	Vehicle Management (Movement Register Management)
17.1	Request for Vehicle by Employee
17.2	Booking of Vehicle
17.3	Assign Vehicle to the employee
17.4	SMS details of booking to employee

18	Contractual Services Management
18.1	Technical Staff
18.2	MTS Staff
18.3	Trainee

19	Online Attendance Management System and Integration with Leave Module
20	Integration with e-Office application

21	RTI Management System
22	Court Cases Management System
23	Public & Staff Grievances Management System

24	Facility Management
24.1	Client Registration
24.2	Empanelment of Candidate <ul style="list-style-type: none"> • Notification of Requirement • Online apply for Exam / Interview for recruitment • Result processing & Finalization of Empanelment
24.3	Receive Request for Jobs <ul style="list-style-type: none"> • Online Receive/Entry of Jobs • Send Candidate list to Department • Receive Work Order • Generate Bi-Lingual Offer Letter • Joining of Contractual Staff
24.4	Attendance Management <ul style="list-style-type: none"> • Receive Attendance • Status of Attendance Received • Generation of alerts in case of delay • Enter Attendance
24.5	Bill generation <ul style="list-style-type: none"> • Generation of Bills
24.6	Salary Management <ul style="list-style-type: none"> • Generate Salary • Complete In
24.7	Resignation/Termination of Contractual employee
24.8	Generating experience letters
24.9	Processing and release of Security
24.10	Integration with accounts
24.11	Reporting

25	Delegation Management
25.1	Temporary Delegation Management (Delegation due to leave)
25.2	Long Term Delegation Management (Delegation of role/authority)

26	Facilities to Employee Management
26.1	Telephone (as applicable in NIELIT)
26.2	Medical Expenditure
26.3	Newspaper etc.

27	Voluntary retirement module
27.1	Eligibility Criteria
27.2	Application Process
27.3	Approval Workflow
27.4	Documentation
27.5	Communication
27.6	Benefits Calculation
27.7	Legal Compliance
27.8	Knowledge Transfer
27.9	Reporting and Analytics
27.10	Exit Process

C. Others

1	Guest House Management
1.1	Reservation Management
1.2	Guest Services
1.3	Housekeeping
1.4	Maintenance
1.5	Staff Management
1.6	Inventory Management
1.7	Marketing and Promotion
1.8	Financial Management
1.9	Compliance
1.10	Feedback and grievance management

2	Call Centre Management Module
2.10	Call Routing and Queuing

2.20	Interactive Voice Response (IVR)
2.30	Agent Management
2.40	Real-time Monitoring and Reporting
2.50	Call Recording and Quality Monitoring
2.60	CRM Integration
2.70	Performance Analytics
2.80	Workforce Management
2.90	Scripting and Knowledge Base
2.10	Multichannel Support
2.11	Security and Compliance
2.12	Scalability and Flexibility



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NIELIT

FINANCIAL ACCOUNTING SYSTEM (FAS)

1. Accounts (Accrual Basis):

The accounts of the Institute is prepared as per the standard format. The Master Chart of Heads of Account has to be prepared to facilitate correct classification of transactions and preparation of Actuals against the Budgeted. The budget heads are to be linked with the Master chart of heads of accounts. A model flowchart/ process of accounting is as shown below:

1	Preparation of Budgets as per MeitY allocation
2	Process of financial concurrence
3	Data Entry (Receipt, Payment and Journal vouchers)
4	Generating Ledgers (Cash Book/ Bank Book and other ledgers)
5	Generating registers like Bill Register, Cheque Issue Register, Payment Advice/NEFT/RTGS Register
6	Trail Balance
7	Financial Statements: <ul style="list-style-type: none"> • Receipts & payments Account • Income & Expenditure Account • Balance Sheet • Schedules forming part of the accounts
8	Cash/FUNDS Flow Statement
9	Bank Reconciliation Statement
10	Preparation of Revenue Statements like daily receipt, student wise ledger etc. Separate Income & Expenditure Account and Balance Sheet should be drawn for CPF/EPF/NPS accounts as the fund belongs to the employees. A separate set of financial statements should be drawn for funds received from the MeitY for NIELIT Centres and other projects.

2	Major Packages:
2.1	Consolidated Accounts
2.2	Budgeting
2.3	Payroll/salary
2.4	CPF/EPF
2.5	Pension {including New Pension Scheme (NPS)}
2.6	House Building Advance (HBA)
2.7	Income Tax, (TDS & Service tax)
2.8	Revenue Management

2.9	Detail of Expert Payment
2.10	Vendor Payment
2.11	ACF/VAF Compilation
2.12	Scholarship to SC/ST Candidates
2.13	GIA Management

3. Levels of Authority for the accounting system:

For the purpose of safety and security of the system, the following levels of entry and authorization of bills/receipts etc. are to be clearly demarcated:

3	Levels of Authority for the accounting system
3.1	Voucher level entry - Dealing Clerk: Level 1 – Password
3.2	Authorisation of bills - Section Officer: Level 2 – password
3.3	Authorisation of bills - Asst. Reg./DDO: Level 3 – password
3.4	Preparation of cheque/Payment order - Cashier/Paying Clerk: Level 4 – Password
3.5	Final authorisation of the bills - Asst. Reg./DDO: Level 5 – Password
3.6	Controlling Officer (FO): Admin/Master password for modification and updating of the system.
3.7	This can be further customized

4. Reports (real time) to be generated from the Account System:

The following, among others, should be able to be generated from the accounts system whenever required:

4	Reports (real time) to be generated from the Account System
4.1	Asset Register
4.2	Schedule of Asset (with depreciation)
4.3	Stock/Store Register
4.4	Revenue Register – with facilities for generating Daily Students Receipt, Student wise statement, Examination Receipt, security deposits/EMD, Miscl. Receipt etc.
4.5	Investment Register
4.6	Outstanding Advance Register
4.7	Grants Register
4.8	Sponsored Projects Register

4.9	Other Sub-Ledgers
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5	Also other reports should be generated from the other packages as under:
5.1	Acquittance roll
5.2	Pay slip
5.3	Pension Payment Order/schedule
5.4	CPF/EPF Statement
5.5	NPS Statement
5.6	HBA Statement
5.7	Tax Statements (Income Tax Statement (F-16), WCT/VAT etc. including quarterly return and annual return)
5.8	Form Sixteen generation
5.9	Voucher Management
5.10	Utilization Certificate

6. Integration with Existing Tally ERP 9.0 or Migration.

7	Other Issues
7.1	Provisions for retirement benefits viz., Pension, Gratuity and leave Encashment etc. will be incorporated in the accounts as per the report of the Actuarial valuation at the end of each year.
7.2	Exhibition of book overdrafts, accrued interests on advances to employees, prior period income and expenditure etc.
7.3	Disclosures of overdue statutory liabilities.
7.4	Centralized server based software for passing of vouchers for payments/receipts and preparing reports is required.
7.5	Online depositing of fees for all courses is needed.
7.6	Online Payroll system is required for payment of salary and remuneration to regular employees, Guest faculties, project associates and contractual staff

I. Accounts Management System for NIELIT Headquarters

1	SCOPE:
1.1	Maintenance of Account Groups with their types

1.2	Maintenance of Accounting Heads falling under above groups
1.3	Mapping of Account Heads with Budget heads as per the layout
1.4	Maintenance of yearly opening/closing balances of A/c. heads.
1.5	Capturing Fixed Assets details on commencement of computerization
1.6	Capturing Fixed Deposit details on commencement of computerization
	Maintenance of Class/Year wise Students Fees Structure
1.7	<ul style="list-style-type: none"> • Maintenance of ACF/VAF details • Scholarship to SC/ST Students and ECS or online transfer to their accounts.
1.8	Maintenance of all sorts of daily cash/bank receipts as per heads.
1.9	Maintenance of all sorts of daily cash/bank payments as per heads
1.10	Maintenance of Contra Transactions - Bank deposits/withdrawals
1.11	Maintenance of Non cash transactions (TE/JE)
1.12	Maintenance of Student Receipts
1.13	Maintenance of Bank wise Cheque Series
1.14	Maintenance of Financial Concurrences/Budget Clearance
1.15	Passing of bills in 2 levels & preparation of payment vouchers thereof
1.16	Preparation & maintenance of Budget/Funds
1.17	Procurement of Fixed Assets
1.18	Disposal of Fixed Assets
1.19	Addition of Capital Work-in-Progress
1.20	Transfer from Capital Work-in Progress
1.21	Making new Deposits/Investment
1.22	Renewal/Encashment of Deposits
1.23	Capturing Bank Statements
1.24	Maintenance of Sponsored Project Sub-Heads & their budgets
1.25	Maintenance of Earmarked Fund
1.26	Maintenance of Grant-in-Aid Project wise
1.27	Maintenance of Project Sub-Heads wise Receipts, Payments & Advances
1.28	Maintenance of Employees' Medical Reimbursement
1.29	Maintenance of Department wise transactions
1.30	Automatic Calculation of Annual Depreciation, etc
1.31	Maintenance of user related information.

2	OUTPUTS
2.1	Generation of Receipts & Payment Vouchers
2.2	Generation of Daily summary of Cash Transactions
2.3	Generation of Monthly summary of all Accounting heads for University
2.4	Generation of General Ledger Book periodically
2.5	Generation of Cash/Bank Book periodically
2.6	Generation of IEBR Report (consolidate)
2.7	Generation of stock of different Publication/Syllabus/Prospectus
2.8	Generation of Money Receipts against each receipt whether DD/NEFT/RTGS/Cash/Online
2.9	Reconcile the online fees receipts.
2.10	Generation of Journal Book periodically
2.11	Generation of Trial Balance on any given date
2.12	Generation of Receipt & Payment A/c. on any given date
2.13	Generation of Income & Expenditure A/c. on any given date
2.14	Generation of Balance Sheet on any given date
2.15	Generation of Account Schedules, viz. schedule of Fixed Assets
2.16	Generation of Financial Concurrence Register
2.17	Generation of statement showing Bills pending on any given date
2.18	Generation of Bill Register & Advance Bill Book
2.19	Cheque Printing
2.20	Generation of Cheque Issue Register
2.21	Generation of Bank Reconciliation Statement
2.22	Generation of Expenditure Statements as per format
2.23	Generation of Head wise Budget position statement on any given date
2.24	Generation of Head wise Fund position statement on any given date
2.25	Generation of Statement of Student fees (Class/Day/Department wise)
2.26	Generation of Fixed Assets Register
2.27	Capital Work-in-Progress Register
2.28	Generation of Deposit/Investment Register
2.29	Generation of List of Accrued Interest for Term Deposits

2.30	Generation of Sponsored Project Register indicating Capital Expenditures
2.31	Generation of Employee wise Medical Reimbursement Ledger
2.32	Generation of Employee wise Medical Reimbursement Broadsheet
2.33	Generation of Other MIS Reports

3	SALIENT FEATURES
3.1	Maintenance of both Financial Accounts and Financial Statements as per standard format simultaneously
3.2	Multi-Level Processing of Payment Bills
3.3	Fully Network Compatible
3.4	Supports Accrual Basis of Accounting
3.5	Follows Double Entry System
3.6	Books of Accounts & Financial Statements are instantly updated while making Receipt/Payment entries.
3.7	Provides Strong Data Security & safety
3.8	Provides easy record searching & modification facility
3.9	Provides easy Data Backup & Restore facility
3.10	Unlimited data/record storage capability with Centralized Database maintenance
3.11	Operational Manual for users is provided
3.12	Fully customizable as per the user's requirement
3.13	Supports Web-based platforms & browsers
3.14	Tight Security with Password Privileges for operators & data locking system
3.15	Compilation & Consolidation of Accounts for HeadQuarters/NIELIT CENTRES using Centralized database

II. Payroll Management System

1	Modules
1.1	Payroll Management Module
1.2	GPF/NPS Management Module
1.3	Loans & Advance Management Module
1.4	Employee Income Tax Calculation Module
1.5	Pension Management Module

2	SALIENT FEATURES
2.1	Allowance Master maintenance with provision of periodical changes
2.2	Monthly Salary Bill, Acquaintance Roll & Pay slip Generation
2.3	DA Arrear & Promotional Arrear Calculation
2.4	Bonus Payment
2.5	Bank Salary Account & ECS Payment System
2.6	Proper Maintenance of EPF /New Pension Scheme (NPS) along with Broadsheet
2.7	Proper Maintenance of Long Term Advances (e.g. HBA etc.) along with Broadsheet
2.8	Maintenance of Festival Advance
2.9	Employees' Income Tax Calculation & quarterly auto eTDS Return Generation
2.10	Pension Calculation System

Flowcharts

1. Payroll Management System

Integrated with [7th Pay Commission calculation system]

Processing		Outputs
Master Entry	Monthly Entry	
<ul style="list-style-type: none"> ☛ D.A, H.R.A Allowance details ☛ Department, Designation details ☛ Employee Details 	<ul style="list-style-type: none"> ☛ Attendance Entry of Classified Staffs & Industrial Staff ☛ Over Time Hrs. Entry 	<ul style="list-style-type: none"> ☛ Allowance Details report ☛ Employee Master report ☛ List of Departments & Designations ☛ Salary Scale details ☛ Retirement details ☛ MIS Reports ☛ Department wise Acquaintance Roll ☛ Department wise Abstract Report ☛ Abstract Report ☛ Schedules of all Deductions ☛ Paybill Register ☛ Payslip Generation

While Entering Details in Payroll Management System:

1. EPF, NPS Details will be captured automatically from PF Management System.
2. Calculation for NPS will be done automatically while entering Payroll Details.
3. HBA, Festival Advance Details will be captured automatically from respective LOAN Files.
4. Modified/actual deduction for Loans will be updated automatically in respective Loan Modules.
5. Auto-Posting Option Integration in Salary Module
6. User Defined Misc. Deduction Heads in Salary Module

2. EPF/ NPS Management System

Processing		Outputs
Master Entry	Monthly Entry	
<ul style="list-style-type: none"> <input type="checkbox"/> A/c wise Opening Bal. entry <input type="checkbox"/> Employee Nomination Details <input type="checkbox"/> Previous Advance Details EPF <input type="checkbox"/> Adv/Withdrawal Rules Detail <input type="checkbox"/> Interest Rates <input type="checkbox"/> DLIS Slab Details <input type="checkbox"/> Monthly Subscription Fixation 	<ul style="list-style-type: none"> <input type="checkbox"/> New Advance Entry <input type="checkbox"/> New Withdrawal Entry <input type="checkbox"/> Auto-posting of Monthly Subscription <input type="checkbox"/> Transfer In-Out Entry <input type="checkbox"/> Advance-Withdrawal Conversion <input type="checkbox"/> Cash refund against Advance 	<ul style="list-style-type: none"> <input type="checkbox"/> Interest report <input type="checkbox"/> DLIS Slab report <input type="checkbox"/> Rules report <input type="checkbox"/> Nomination Details <input checked="" type="checkbox"/> PF Ledger <input checked="" type="checkbox"/> Sanction form Generation For Advance & Withdrawal <input checked="" type="checkbox"/> Bill of Advance & Withdrawal <input checked="" type="checkbox"/> Any time Interest Calculation <input checked="" type="checkbox"/> Calculation for Retirement Final Payment <input checked="" type="checkbox"/> DLIS Sanction Form <input checked="" type="checkbox"/> Final Payment DLIS <input checked="" type="checkbox"/> BROAD SHEET <input checked="" type="checkbox"/> PASS BOOK Print <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Automatic Interest calculation for all employees in single click

While Entering Details In EPF/NPS Management System:

1. EPF/NPS Details will be automatically forwarded to Payroll Management System.
2. Modified/actual deduction from Payroll will be automatically updated to EPF/NPS Management System

Processing		Outputs
Master Entry	Monthly/Yearly Entry	

<p>Income Tax Slab Details</p> <p>NSC Details</p> <p>Master Details</p> <p>D.A. percentage Details</p>	<p>Bonus Payment</p> <p>Arrear Payment</p> <p>Tuition Fee</p> <p>Declaration Details</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Income Tax Slab Report <input type="checkbox"/> NSC Details <input type="checkbox"/> Master Details Report <input type="checkbox"/> MIS Report ✓ Bonus Details ✓ Arrear Details ✓ Tuition Fee Details Department Wise/ Individual <i>a. Considering Entry in Payroll</i> <i>b. Financial Year</i> ✓ Details of I.Tax Calculation ✓ Only Tax Calculation ✓ Only Taxable Employees ✓ Form 16 ✓ Automatic ETDS Preparation [Considering 4 Qtrs.] ✓ ETDS Preparation [Considering 4 Qtrs.]
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While Entering Details in I.TAX Management System:

1. I.TAX calculation will be done automatically at any time during the Financial Year.

STUDENT AFFAIRS MODULE

1	Hostel Management
1.1	Hostel Building Records Floorwise Roomwise
1.2	Warden Management
1.3	Hostel Allocation based on various criteria
1.4	Antiragging Affidavit and Complaint Management
1.5	Mess Management

2	Grievance Management
2.1	Composition of Grievance Committee purposewise, branchwise
2.2	Online form for Students
2.3	Alert to Committee Members
2.4	Resolution Management
2.5	Escalation Management
2.6	Reports

3	Alumni Management
3.1	Continued Engagement
3.2	Career Services
3.3	Event Management
3.4	Fundraising and Development
3.5	Student Mentoring
3.6	Feedback and Surveys

4	Placement Management
4.1	Enable students to register for placement activities and upload their resumes, academic records, and other documents.
4.2	Enable the placement coordinators to create and manage placement events, such as job fairs, interviews, tests, and workshops.
4.3	Provide a platform for the recruiters to access the student profiles, shortlist candidates, schedule interviews, and make offers.
4.4	Track the progress and status of each student throughout the placement cycle, from registration to placement.

4.5	Generate reports and analytics on various aspects of the placement process, such as number of students placed, average salary, top recruiters, etc.
4.6	Integration with other modules of the ERP, such as academic, finance, and alumni, to share relevant information and data.
4.7	Must supports multiple modes of communication, such as email, SMS, and notifications, to keep the students, coordinators, and recruiters updated.
4.8	Students can provide feedback and ratings on the recruiters and the placement events.
4.9	Blacklisting of recruiters and students based on feedback.
4.10	Facilitate the alumni network and mentorship program by connecting the placed students with the alumni and industry experts.
4.11	Resume Generation Service
4.12	Recruiter may update details (contract, salary details) of successfully hired candidates
4.13	Messaging/Query management system between student and recruiter



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PURCHASE & INVENTORY MODULE

1	Procurement Management
1.1	Requirement of Items <ul style="list-style-type: none"> • Collect Requirements from Departments • Categorize Items Required
1.2	Purchase Workflow Mgmt.
1.3	Tender Management <ul style="list-style-type: none"> • Publishing of Tender • Tender Processing • Selection of Vendor
1.4	Vendor Management
1.5	Purchase management <ul style="list-style-type: none"> • Placing of Purchase Orders • Receiving of ordered Materials • Verification of Received Materials • Invoice Processing
1.6	Updating of Stock
2	Inventory Management
2.1	Raising of Indent <ul style="list-style-type: none"> • Apply for Items • Approval of Indent through designated channel • Issue of Items
2.2	Updating of Stock
2.3	Alerts on reaching Re-Order Level
2.4	Items Entry together with invoice details
2.5	Items issue Details
2.6	Related Reports
2.7	Approval of Indent through designated channel
3	Other relevant scope of work related to Inventory management are given below:
3.1	Facility to record all capital items such as equipment, furniture, fixtures, etc.
3.2	Records maintained separately on financial year basis.

3.3	Maintenance of asset register based on the procurement date during the current financial year
3.4	Warranty/AMC Management
3.5	<p>Calculation of depreciation of items</p> <ul style="list-style-type: none"> • Computation of asset value • Accounting of the items written-off as well as disposed-off • All the above modules shall have an extensive reporting facility integrated within them. • Search facility for as and when needed. • Stores Inventory <ul style="list-style-type: none"> √ Item receipt √ Physical verification & issue for testing √ Generation of Good Receipts note √ Stock entry (with unique stock Accession Number) √ Stock entry information to Accounts for bill payment √ Issue of items against issue slips √ Maintenance of minimum stock level √ Inventory control for consumables √ Accounting items written off- obsolete and disposed off √ Reports for Physical Stock Verification √ Management reports √ Approval process √ Budget tracking √ Online administrative approval for tendering process to avoid paper based noting approval √ Annual Physical items stock Verification system √ Form 39 (Road permit) Generation system √ Gate Pass for items √ RFID tag based equipment and furniture location status as well as quantity status.

4	Following points/issues may also be given due consideration:
4.1	e-indent raising by indenter through Wing Head
4.2	consolidated requirement/ e-indent from Wing Head
4.3	consolidated requirement/ e-indent for NIELIT HQ
4.4	e-tender
4.5	Technical Evaluation
4.6	Financial Evaluation
4.7	Delivery Challan
4.8	Items classification under A, B C System
4.9	Inspection Note
4.10	Lead Time

4.11	EOQ
4.12	Fixed Asset Register
4.13	Consumables Register

5	Reports viz.:
5.1	Items quantity/volume/cost under A, B C System procured during a specific period;
5.2	Number of transactions under A, B C System during a specific period;
5.3	Number of Purchase Orders issued under A, B C System during a specific period;
5.4	Number of Purchase Orders not executed under A, B C System during a specific period along-with reasons;
5.5	Number of Purchase Orders not canceled/rejected under A, B C System during a specific period along-with reasons;
5.6	Standardization of inventories used by different wings of NIELIT & NIELIT Centres;
5.7	Vendor listing, ranking (based upon quantity/volume/cost/delivery schedules met) under A, B C System during a specific period along-with reasons.



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STUDENT LIFECYCLE MANAGEMENT SYSTEM MODULE

NIELIT has endeavored to establish standards to be the country's premier institution for Examination and Certification in the field of IECT. It is also one of the National Examination Body, which accredits institutes/organizations for conducting courses in IT in the non-formal sector.

Various Courses , Training Programmes and examinations are being conducted in the following areas:

1.1	Formal Courses - BCA, B.Tech , M.Tech, Ph.D. etc.
1.2	O/A/B/C and CCC/BCC examination
1.3	Computer Hardware Course
1.4	Bio Informatics
1.5	IT Enabled Services (BPO)
1.6	Certification Scheme in Information Security
1.7	Animation and Multimedia Technology
1.8	PG Diploma Courses
1.9	Long Term Formal Courses
1.10	Short term courses
1.11	Special examination assignment awarded through various Ministries/departments from time to time.

Brief Scope of work:

1	Program Management
1.1	Management of Formal Courses
1.2	Management of Informal Courses

2	Curriculum Management
2.1	Subject Type Management based on Program
2.2	Course management System

Standard format for various courses through Centralized portal for courses running under NIELIT both for short term as well as long term, the contents of courses should include syllabus, course starting date, duration, contact person, mobile, e-mail address, fee details as well as name of the centre where the particular courses are running.

3	Statistical Reports Generation
3.1	New Admissions - Course wise / Class Section wise / Subject Group wise
3.2	Student Information - Detailed / Consolidated (User defined fields) /Class Wise
3.3	Students Strength - Class wise / Class Section wise / All Classes with Boys / Girls Strength, Category Wise, Year Wise

4	Centre and Faculty Management
4.1	Centre Management
4.2	Faculty Management Centrewise

Student Registration system

5	Online form filling for registration in various courses
5.1	Provision of distinct administrator for each stream
5.2	Centrewise monitoring of registration
5.3	well defined role based on activity
5.4	Course Inquiry (both web based and IVRS)
5.5	Student Registration - Class wise / Batch Wise
5.6	Provision for Registration of Students including direct candidate registration
5.7	Live registration status
5.8	Accordingly related information like Admission status, Registration Status should be displayed through SMS, E-mail.
5.9	Auto transfer of Students Details from Registration form to Admission Form.

6	Type of registration
6.1	long term courses: semester registration
6.2	short term course: registration and examination form

7. Online payment processing

8. Batch Processing

9	Pre-Registration Process
9.1	Data validation at the time of registration must be done through the system only.
9.2	Eligibility criteria is distinct for each course and shall be verified through system only.
9.3	Provide Interface to the centers to configure eligibility criteria
9.4	Data verification in distributed environment based on course registration type.
9.5	New Registration
9.6	Re-registration
9.7	Transfer cases
9.8	Special approved extension
9.9	Registration cancellation with remarks
9.10	Auto updation/ Publication of successful registration on website.
9.11	After successful registration of candidates, details of candidates will be directed to various centres based on selection of their course. further details of course and students will be handled in the Training module.
9.12	A number should be allotted to the candidate during the registration process, which may be treated as the permanent registration number in future and which should require only activation at the part of the NIELIT official after physical verification of the support documents.
9.13	All physical support documents should be digitized and linked to the registration number of the candidate.
9.14	Candidates may be issued a digitally signed online downloadable registration ID card.
9.15	Verification of Email and Mobile no. of the candidate

10	Post Registration Process
10.1	Auto exemption on papers.
10.2	name correction
10.3	auto upgradation
10.4	credit transfer

11	Student Attendance System
11.1	Registered Candidates Info Class wise – Detailed / Consolidated,

11.2	Daily Attendance Register, Class – Section wise/ Subject Group wise,
11.3	Student Attendance, Attendance Status – Month wise / Term wise,
11.4	Access Control System for student Attendance,
11.5	Smart Card Plug-in for Student Attendance Reports: • Daily Attendance, • Class – Section wise/ Subject Group wise, • Student Attendance • Attendance Status – Month wise /term wise

12	Fee Collection and Fee Receipt Generation system
12.1	Online printing of Registration and Fees Receipt,
12.2	Daily Collection Report for registration fees.
12.3	Online Payment facility for short term and long term as well as customized course

13	Time-Table Scheduling
13.1	Period Settings Class wise including break period
13.2	Faculty wise Maximum and Minimum period
13.3	Faculty wise / Subject wise period preferences
13.4	Faculty wise free period preferences
13.5	Class-wise Time Table – Weekly / Monthly / Yearly
13.6	Faculty-wise Time Table – Weekly / Monthly / Yearly
13.7	Lecture wise Time Table
13.8	Automatic Time Table arrangement
13.9	Guest Lecture management
13.10	Reports generation for Class Faculty List, Subject wise Faculty list
13.11	Class wise Faculty list, Faculty wise Time Table
13.12	Class wise Time Table
13.13	Web Based Online Monitoring system through CCTV for Classroom, Laboratory and Examination Room

14	Internal Assessment
14.1	Exam Scheduling • Internal Exam • Final Exam

14.2	Entry of Marks
14.3	Result Compilation
14.4	Issue of provisional certificate
14.5	Online exam

15	e-content
15.1	Facility for Web-casting of Lectures & Recording.
15.2	Facility so that faculties can put up/modify their notes as when required to facilitate e-content development as it is necessary component for e-learning.
15.3	Facility of Online Resource Sharing among different NIELIT Centres

EXAMINATION MODULE

Theory Examination (O/A/B/C and formal courses)

16	Pre-examination activity
16.1	Capturing of Online Examination Application Form data along with payment details.
16.2	Processing of Examination Application Form
16.3	Rejection of Examination Application Form on various ground
16.4	Identification & Finalization of Examination centre
16.5	Allotment of Roll number and Generation of Admit card, attendance Sheet
16.6	Examination centre management
16.7	Printing and dispatch of Answer books
16.8	Management of Question paper
16.9	Payment of advance to examination centre (ES)
16.10	Follow-up with the Regional Centres for submission of data
16.11	Verification of the data submitted by Regional Centres
16.12	Consolidation/integration of data submitted by Regional Centres
16.13	Preparation of examination data as per the Examination Software templates
16.14	Generation of roll no. data for uploading on the website
16.15	Creation of Examination Data for each of the examination centre
16.16	Updation of examination website for both the Online / Semi-Online examinations
16.17	Forwarding of login IDs and Passwords of each examination centres to the respective Regional Centres

16.18	Coordination with NIC/ERNET for networking/internet and other issues related to online examination
16.19	Coordination with Regional Centres for setting up of the examination centres viz. installation etc.
16.20	Setting up of the examination centres viz. installation etc. in respect of problematic cases which also includes setting of exam centre (installation etc.) from remote locations
16.21	Troubleshooting
16.22	Handling queries (Email/Telephonic /Through Post): Includes noting and drafting, wherever applicable.

17	Practical Examination
17.1	Porting of Examination Application Form data pertaining to Practical modules
17.2	Rejection/ Exemption of Practical modules
17.3	Identification & Finalization of Examination centre
17.4	Generation of Admit card and Attendance Sheet
17.5	Examination centre management
17.6	Management of Question paper
17.7	Processing of Award list
17.8	Result processing
17.9	Settlement of payment to Examiners and Examination centre

18	Projects
18.1	Management of Project completion certificates
18.2	Processing of Project fee & Performa received from candidates.
18.3	Management of in-house project scrutiny and project approval/ rejected status
18.4	Selection of Zonal coordinators/ Convener
18.5	Management of project Evaluation
18.6	Management of viva-voce of candidate.
18.7	Publication of Project result
18.8	One time Aadhar Biometric Verification of candidates (optional)

During the Examination

19	Conduct and monitoring of examinations
19.1	Coordination with Regional Centres and Exam Supdt for troubleshooting
19.2	Setting up of the examination centres viz. installation etc. in respect of problematic cases which also includes setting of exam centre (installation etc.) from remote locations
19.3	Monitoring of uploading of answer files

20	Online Multilingual Examination System
20.1	Facility for OFF-LINE and online Examination Management System should be provided.
20.2	Certificate Standardization of all Short/Long Term courses being run/ proposed by NIELIT Centres.

21	Post-examination activity
21.1	Management of evaluation process
21.2	Management of Answer script from the examination centre
21.3	Updation of Absentees
21.4	Result processing
21.5	Data preparation for certificate verification
21.6	Settlement of claims from the examination centre
21.7	Processing of Re-totaling request from the candidate
21.8	Management of Disclosure of answer script through RTI

22	Reports:
22.1	Online generation of result sheets and completion certificates.
22.2	Online education verification.
22.3	AISHE Report and various standard reports

23	Processing of results
23.1	Follow up with Regional Centres for non-submission of answer files, if any
23.2	Processing of result / marks by examination software

23.3	Cross verification of attendance (physical attendance vis-à-vis electronic attendance) of examinees
23.4	Generation of error report of physical attendance vis-à-vis electronic attendance
23.5	Updation of data for errors
23.6	Processing of results as per SOP
23.7	Uploading of results on the website of NIELIT after its approval.
23.8	Handling queries (Email/Telephonic /Through Post): Includes noting and drafting, wherever applicable.

24	Certificates
24.1	Updation of corrections submitted by Regional Centres
24.2	Generation and printing of the list of successful candidates
24.3	Signing of the list of the successful candidates by the associated officials in the CCC section
24.4	Dispatch of signed list of successful candidates and blank pre-printed and numbered stationery to Regional Centres for issue of certificates to successful candidates
24.5	Maintaining of certificate issue register
24.6	Stock management with respect to blank certificates
24.7	Processing of certificate re-issuance/hold certificate cases
24.8	Printing of Certificates & Certificate Detail Register
24.9	Forwarding of certificate for verification and signatures
24.10	Dispatch of certificate

MIS Reports:

A powerful MIS report and Student document generation interface needs to be created to generate various report in distributed environment (centres/students/institutes/HQ etc)

1	MIS Reports
1.1	Selected Candidates report
1.2	Class wise Students allocation report
1.3	Students Search using multi-option like Students Name, Father's, Mother's and Guardian's Name

1.4	Subject Groups
1.5	Admission Status
1.6	Student Withdrawals
1.7	Students Certificates
1.8	Provisional certificate
1.9	Character certificate
1.10	Roll No allotment
1.11	Bonafide Certificate Letter Generation
1.12	Student photograph
1.13	Batch Allocation & Generation and Issue of I Card

All the above administrative activities shall mainly be controlled and monitored by Regional centres and subsequently submit an online report to Head Quarter for overall monitoring and further processing.



PROJECT MANAGEMENT MODULE

1. Project Monitoring

Training & Related Projects

Currently there are numerous projects related to Training, R&D, Consultancy, Services etc concurrently under execution in various NIELIT Centres across India. Majority of the projects are funded by MeitY and various other ministries. The funds may be released in part-payments or as a single release by the sponsoring agency to HQ from where they are transferred to the corresponding NIELIT Centres proportionately. Other than funded projects, NIELIT also conducts courses under its own resources through its Centres. The major categories of projects are as follows:

1. Training
2. Research & Development
3. Consultancy
4. Services & Facilities
5. Civil/Building Projects
6. Others (Seminar/Workshop etc.)

Every project goes through the following process from initiation to completion.

1.1	<p>Project Approval & Initiation</p> <ul style="list-style-type: none"> • Project approval no. and date • Total Outlay Fixing • GIA Approved • Start Date (Date of release of 1st GIA) • Project Duration Fixing • Expected End Date • Implementing Centre(s) • Courses covered under the project. (Training Project) • Centre-wise/ Course-wise Target fixation. (Training Project)
1.2	<p>Release of Funds (part-wise)</p> <ul style="list-style-type: none"> • Receipt of GIA from funding agency by HQ • Disbursal of GIA to implementing Centres from HQ
1.3	<p>Utilization Certificate from Centres (yearly)</p> <ul style="list-style-type: none"> • GIA amount received & date of receipt • GIA utilized • GIA unutilized and returned • GIA Balance
1.4	<p>Tracking of Project Status</p> <ul style="list-style-type: none"> • Actual start date • Expected end date • Total candidates trained. (Breakup of Women, SC, ST, Minority and Differently-able) • Total candidates undergoing training (Breakup of Women, SC, ST, Minority and Differently-able) • Reasons for lagging (if any)

1.5	Closing of Project and subsequently submission of Project Completion Report along with UCs, Audited statement of Accounts etc.
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2. Training

The training courses conducted by NIELIT Centres can be broadly classified into the following:

2.1	Formal Training (Any AICTE approved/ University affiliated/ State Technical Board approved Courses e.g M.Tech, MCA, BCA etc)
2.2	Non-Formal Long Term Courses (Any course with duration of 1 year & above like O Level, A Level etc)
2.3	Other Short Term Courses (Any course with less than 1 yr duration) including Corporate Training
2.4	IT Mass Literacy Programme (E.g. CCC, BCC etc)
2.5	Non-formal short-term courses of duration less than 1 month

Among the above mentioned courses, the following non-formal long term courses are run under NIELIT Scheme-

3.1	At NIELIT HQ <ul style="list-style-type: none"> • BCC • CCC • O Level • A Level • B Level • C Level
3.2	At Nodal NIELIT Centre <ul style="list-style-type: none"> • Hardware Courses (Aurangabad) • ITES/ BPO (Aurangabad) • Bio-informatics (Kolkata) • Information Security (Gorakhpur) • Multimedia & Animation (Kolkata) • PG Diploma in VLSI Design (Calicut)

Any of the NIELIT courses may also be conducted at the NIELIT Centre premises or through accredited institutes or other premises. Accordingly, they are classified as Internal Capacity or External capacity respectively.

For the NIELIT Scheme courses, details regarding the Accreditation of Institutes for these courses, Registration of candidates (through NIELIT Centres or Accredited Institutes or Direct Candidates), Examination and Certification are required from the respective Nodal Centres at HQ.

In addition, any of the courses can be part of Sponsored Projects by any third party. For e.g there are special schemes like SCSP, TSP for SC and ST candidates respectively undergoing training from NIELIT Centres. Under some sponsored projects, the training may be conducted through Accredited Institutes as well as other non-accredited private institutes by the Implementing NIELIT Centre. The implementing centres then collect information regarding students from such institutes also and submit them to HQ.

At times, the Nodal Centre conducts their activities in a de-centralized mode. NIELIT Centres are designated as Regional Centres with the coverage of State(s) defined for carrying out the activities related to training. In such cases, the activities related to registration and/ or examination may be carried out by the Regional Centre for the corresponding State(s).

4. Research & Development (R&D)

Many R&D projects are being executed by various NIELIT Centres across India. All R&D projects are funded by agencies. The approval and funding details of R&D projects that are being executed at the Centres are collected and compiled at HQ on a periodic basis. The following details are collected:

4.1	Project Name
4.2	Funding Agency
4.3	Administrative Approval No.
4.4	Date of Start
4.5	Duration
4.6	Expected Date of Completion
4.7	Objective/ Expected Outcome
4.8	Project Cost
4.9	Amount Received
4.10	Current Status/ Achievements

5. Consultancy

NIELIT Centres are also involved in numerous other activities other than training and R&D. Few activities considered under the category of Consultancy is as below:

5.1	Software Development
5.2	Hardware Consultancy
5.3	Networking
5.4	Examination
5.5	Agriculture Census etc

The following details regarding the Consultancy Projects are collected from the respective NIELIT Centres by HQ.

6.1	Project Name
6.2	Client Name
6.3	Start Date
6.4	Duration
6.5	Expected End Date
6.6	Project Cost
6.7	Amount Received
6.8	Current Status
6.9	Achievements

7 . Services & Facilities

NIELIT Centres are also involved in providing services and facilities like manpower deployment to departments, Repair and maintenance of Hardware to other departments etc in addition to training and consultancy projects. Details of such services and facilities are also collected and compiled at HQ from the concerned Centres. The details that are required are:

7.1	Service/ Facility Provided
7.2	Client Name
7.3	Amount Received
7.4	Outcome/ Status

8. Civil/Building Projects

NIELIT HQ has to track the status of the funds released for building projects as well as the physical status of the construction in progress under the respective NIELIT Centres. The status is then required to be submitted to MeitY and higher offices in required formats.

The major reports are as follows:

8.1	<p>Physical Status Report</p> <ul style="list-style-type: none"> • It contains the project-wise physical progress collected from respective dealing NIELIT Centres. • It has a pre-defined format provided by DeitY. • It is a monthly report. • It contains the following details: <ul style="list-style-type: none"> √ List of Activities/ Milestones achieved till previous month √ Progress/ Activities carried out in the current month √ Remarks of NIELIT HQ
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	√ Remarks of concerned MeitY official
8.2	<p>Financial Status Report</p> <ul style="list-style-type: none"> • It is collected from respective dealing NIELIT Centres and contains the project-wise financial status. • It has a pre-defined format provided by MeitY. • It is a monthly report. <p>• It contains the following major details:</p> <ul style="list-style-type: none"> √ Head-wise GIA released. √ Head-wise funds utilized. √ Head-wise balance funds in-hand. √ Head-wise funds committed. √ Head-wise funds returned.
8.3	<p>Milestone Analysis Report</p> <ul style="list-style-type: none"> • It is collected from respective dealing NIELIT Centres and contains the project-wise financial status. <p>• It contains the following major details</p> <ul style="list-style-type: none"> √ Milestone √ Status (Not Started/ In-process/ Complete) Date of Completion (if applicable)
8.4	<p>Construction Progress Report</p> <ul style="list-style-type: none"> • It is collected from respective dealing NIELIT Centres and contains the project-wise financial status. <p>• It contains the following major details</p> <ul style="list-style-type: none"> √ Project Name √ Particulars/ Description of Work √ Area (if applicable) √ Specification √ Progress (%) √ Remarks (if any)
8.5	<p>Incremental Progress Report of all Building Projects</p> <ul style="list-style-type: none"> • It is compiled at NIELIT HQ based on data collected from the respective dealing NIELIT Centres. • It is a monthly report. <p>• It contains the following major details</p> <ul style="list-style-type: none"> √ Project Name √ Current Status (stage reached as per milestone) √ Progress made in last month √ Remarks
8.6	<p>Project Summary Report</p> <ul style="list-style-type: none"> • It is a summary of project-wise activities carried out during the current month. • It is submitted as a write-up of one page to MeitY. • It is based on the physical report submitted by respective NIELIT Centres. • It is a monthly report

8.7	Progress Report based on Construction Pictures <ul style="list-style-type: none"> • Images would be uploaded from Various Centres during different phases of Construction • Images to be segregated based on Centres
8.8	Photo Library (Generic)

9	Maintenance & Housekeeping Services
9.1	AMC Services <ul style="list-style-type: none"> • Vendor Details to be Maintained • Contract Period along with the Agreement Details to be maintained • Request for the AMC Person to visit the Site (Request by AMC In-charge) • Log to be maintained for the visiting persons of AMC Vendor • If issue is resolved, then the status of the issue would be changed
9.2	Maintenance Complaint Monitoring System <ul style="list-style-type: none"> • Online Submission of Complaints by users • Complaint to be resolved in a certain period of time, failing of which the matter would be escalated to the senior official in the hierarchy. • Once the issue is resolved the status would be changed.
9.3	Need Based Maintenance or Urgent Maintenance – raised by user and the process is same as above.
9.4	Addition/Alteration Work (Miscellaneous Work) <ul style="list-style-type: none"> • Requirement to be raised by user • Request to be approved by the Competent Authority • Work to be Performed in time bound fashion • Work to be done in a certain period of time, failing of which the matter would be escalated to the senior official in the hierarchy. • Once the Work is done the status of the Requested work is to be changed
9.5	Preventive Maintenance (Periodical Maintenance) System for the following categories – <ul style="list-style-type: none"> • Anti-termite • Rodent Control • Fire Control

8. Others

Details regarding Symposium, Workshop and Conferences conducted at the NIELIT Centres during a specific period are also collected and compiled at NIELIT HQ as specified below

8.1	Title of Symposium/ Workshop/ Conference
8.2	Date of Event

8.3	Duration
8.4	Funding Agency
8.5	No. of Participants
8.6	Expenditure
8.7	Revenue
8.8	Outcome

Details regarding papers published by Staff across NIELIT are also recorded for the following:

8.9	Author Name
8.10	Journal Name
8.11	Paper Name
8.12	Details of Paper published
8.13	Impact Factor

Reports

NIELIT HQ has to track the status of the funds released for various projects as well as the progress on the projects under the respective NIELIT Centres. The status is then required to be submitted to MeitY and corresponding funding agencies.

The major reports are as follows:

9.1	<p>Centre-wise/ Course-wise achievements of Training Programmes for</p> <ul style="list-style-type: none"> • Formal Long Term Courses (AICTE approved/ University affiliated/ State Technical Board Approved) • Non-formal courses with duration of 1 year or more • Short-term courses with duration of more than 1 month but less than 1 year. • Courses with duration of less than 1 month
9.2	Centre-wise/ Project-wise achievements of Sponsored Training Projects
9.3	Centre-wise achievements of R&D projects
9.4	Centre-wise Consultancy projects undertaken
9.5	Centre-wise Services/ Facilities provided

9.6	Nodal Centre-wise achievements of NIELIT Scheme courses. <ul style="list-style-type: none"> • Accreditation • Registration • Examination • Certification • Reimbursement (HQ)
9.7	Centre-wise symposiums/ conferences/ workshops organized
9.8	Centre-wise Papers published (by staff as well as students)



रा.इ.सू.प्रौ.सं
NIELIT

LIBRARY INFORMATION SYSTEM (LIS)

Master

a) Book Purchase Master: for bibliographic data entry of books with auto accession number generation facility.

b) Magazine Master: for magazine records.

Transaction

For keeping records of issues and returns of students as well as Employees and contractual employees.

Reports & Searching

1.1	Purchase of Books
1.2	Issuing of Books to Students/Employees
1.3	Return of Books from Students/Employees
1.4	Status of Book Information
1.5	Student/Employee wise Book Ledger
1.6	Almirah /Author/Title/Edition/Accession No. wise Book Searching

Proposed System:

2.1	Acquisition: To give orders, book receiving, record keeping, vendor's details, budget details, updated exchange rates. This feature is required with Purchase and Store.
2.2	Cataloguing: Cataloguing with retro-conversion facility is required. The facility is required to be compatible with all Library standards like MARC21, UNIMARC. Facility to download catalogue records from Internet and Z39.50 Client search Built-in is required. Data entry should be UNICODE compliant;
2.3	Facility to support data entry in local languages (Hindi, Bengali) is also required.
2.4	Facility to add Authority Files for Authors, Publishers, and Subject etc. is required.
2.5	Facility to export records in Text File/ MARC 21/ EXCEL format is required.
2.6	Digital Library integration with uploading/downloading of PDF/html documents is required.
2.7	Micro documents manager for Article/ Chapter indexing and News Clippings Service built-in is required.
2.8	Web based OPAC interface is required. Online reservation facility is also required.
2.9	Bar code scanning and printing facility is required. RFID capability is also required.
2.10	Serial Control facility for managing records of Printed and Online Journals and magazines is required.

2.11	A facility to send automated overdue notices either by e-mail or by SMS is required. At facility to send issues and return slips through e-mail &/or sms instead of printing them at the point of circulation is required.
2.12	Facility to generate and print of Library Statistics report and Accession register is required.
2.13	Any more features that are available in standard Library System may be included.



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ACCREDITATION MODULE(O/A/B/C SOFTWARE/HARDWARE/BIOINFORMATICS/ CCC/BCC)

1	Pre-accreditation (Fresh Cases)
1.1	Receipt of application/file for Provisional Accreditation
1.2	Examination of application/file as per SOP Accreditation/checklist
1.3	Conveying of shortcomings/discrepancies to institute concerned, if any
1.4	Receipt of reply from the institute
1.5	Re-examination of application/file
1.6	If file is in order, constitution of Screening Committee with the approval of Managing Director, else, repeat steps (3 to 5).
1.7	Issue of letter to Convener/Member(s) of Screening Committee & acknowledgement to institute.
1.8	Follow-up with Convenor & receipt of report of Screening Committee
1.9	Examine report of Screening Committee, process claims of experts & issue cheques to all concerned
1.10	Solicit approval of Competent Authority for Provisional Accreditation / Deferment/Rejection
1.11	Issue of letter for Provisional Accreditation /Deferment /Rejection to the institute concerned.
1.12	In case of Deferment, receipt of re-submission of application/file within six months of date of letter of deferment
1.13	Repeat steps (2 to 10)
1.14	Solicit approval of Competent Authority for Provisional Accreditation /Rejection
1.15	Issue of letter for Provisional Accreditation/Rejection to the institute concerned.

2	Post-accreditation (Already Provisionally Accredited Courses)
2.1	Performance Report Evaluation on quarterly/half yearly basis
2.2	Issue of Eligibility Letters to the institutes concerned with the approval of Managing Director if Performance Criteria is met;
2.3	Issue of Notices of Withdrawal to the institutes concerned with the approval of Managing Director if Performance Criteria is not met;

2.4	Follow-up and receipt of requisite fee/documents from eligible institutes for Extension of Full Accreditation
2.5	Follow-up and receipt of replies from institutes not eligible for Extension of Full Accreditation
2.6	Examination of documents and replies as per SOP Accreditation/check list
2.7	Conveying of shortcomings/discrepancies to institute concerned, if any
2.8	Receipt of reply & constitution of Monitoring Committee for grant of Extension of Full Accreditation or withdrawal of Full Accreditation with the approval of Competent Authority; else, repeat steps (5 to 7)
2.9	Issue of letter to Convener/Member of Monitoring Committee & acknowledgement to institute.
2.10	Follow-up with Convenor & receipt of report of Monitoring Committee
2.11	Examine report of Monitoring Committee, process claims of experts & issue cheques to all concerned
2.12	Solicit approval of Competent Authority for grant of Extension of Full Accreditation or withdrawal of full accreditation
2.13	Issue of letter for Extension of Full Accreditation or withdrawal of full accreditation to the institute concerned.
2.14	Follow-up with Full Accredited Courses towards submission of Tri-ennial Renewal Fee & Report/Documents
2.15	Examination of Tri-ennial Renewal & Report/Documents as per SOP Accreditation/check list
2.16	Conveying of shortcomings/discrepancies to institute concerned, if any
2.17	Issue of letter for Continuation of Full Accreditation to the institute concerned.

3	Post-accreditation (Already Provisional/Full Accredited Courses) for Change of Name/Address/Management/Dropping of Franchisor/Licensor etc
3.1	Receipt of request for Change of Name/Address/Management/Dropping of Franchisor/Licensor
3.2	Examination of documents as per SOP Accreditation/checklist
3.3	Conveying of shortcomings/discrepancies to institute concerned, if any
3.4	Receipt of reply & constitution of Monitoring Committee for Change of Name / Address/Management/Dropping of Franchisor/Licensor with the approval of Competent Authority; else, repeat steps (1 & 2)
3.5	Issue of letter to Convener/Member of Monitoring Committee & acknowledgement to

	institute.
3.6	Follow-up with Convenor & receipt of report of Monitoring Committee
3.7	Examine report of Monitoring Committee, process claims of experts & issue cheques to all concerned
3.8	Solicit approval of Competent Authority for Change of Name/Address/Management/Dropping of Franchisor/Licensor
3.9	Issue of letter of approval for Change of Name/Address/Management/Dropping of Franchisor/Licensor to the institute concerned.

4	Post-accreditation (Already Provisional/Full Accredited Courses) for voluntarily withdrawal of accreditation
4.1	Receipt of request for Withdrawal of Accreditation voluntarily from an institute
4.2	Examination of documents as per original documents submitted by an institute at the time of grant of Provisional Accreditation & for outstanding dues
4.3	Solicit approval of Competent Authority for voluntary withdrawal of Provisional/Full Accreditation
4.4	Issue of Withdrawal Letter to the institute concerned.

5	Handling of complaints/grievances against accredited & non-accredited courses/institutions
5.1	Receipt of complaints/grievances from an individual/institute
5.2	Forwarding of complaints/grievances or issuance of "Show Cause Notice" to institute concerned seeking comments/reply & follow-up
5.3	Examination of reply/documents
5.4	Make recommendations for either forwarding the case to local police/state administration and/or withdrawal of Provisional/Full Accreditation with the approval of Competent Authority.
5.5	Issue of Withdrawal Letter to the institute concerned.

All existing applications need to be integrated with Online Services which also includes synchronization of data .

Additional requirement:

Powerful MIS report Interface to generate various reports based on above activities.

- Auto updation of status of institutes on website.
- Maintain Parent and child relationship among institutes applied for various accreditation.

- Provision for discount on Accreditation fee depending upon no. of branches.

6	Fresh application process for facilitation Centre under different category (Govt category, ITI/ITC, NCPUL, CSC/CPV, Private Institute, Accredited Institute (S/w & H/w)) for CCC/BCC courses
6.1	<p>Receipt of application/file along with fee for facilitation Centre under different category</p> <ul style="list-style-type: none"> • Fresh application is directly coming to NIELIT HQ under private institute and accredited institute. • Fresh applications are coming to NIELIT HQ through the regional centre under govt. categories • Fresh application are coming to NIELIT HQ through NIELIT, Chandigarh centre under NCPUL categories • Fresh application are coming to NIELIT HQ through CSC HQ under CSC categories • Fresh application is directly coming to NIELIT HQ for BCC courses under ITI/ITC categories (no fees). <p>Note: option for subsidized fee/no fee has to be kept as under some project, the fee may vary.</p>
6.2	Submission of fees to Finance if paid through DD for a range of date
6.3	Examination of application/file as per SOP of facilitation centre/check list
6.4	Conveying of shortcomings/discrepancies to institute concerned, if any through auto e-mail
6.5	Receipt of reply from the institute
6.6	Re-examination of application/file as per SOP of facilitation centre/check list
6.7	If file is in order, Solicit approval of committee of Accreditation issues for facilitation centre under different categories or Deferment/Rejection to the institute concerned.
6.8	E-provisional number generation and automatic print of letter for institute for signature of competent authority.
6.9	Issue of letter with E-Provisional number for facilitation centre under different categories or Deferment/Rejection to the institute concerned.
6.10	In case of Deferment/ rejection, fees are forfeited and auto e-mail sends to institute.

7	Renewal Process under different category (Govt category, ITI/ITC, NCPUL, CSC/CPV, Private Institute, Accredited Institute (S/w & H/w)) for CCC/BCC
7.1	The renewal process will be initiated after expiry of the validity of an institutes
7.2	Issue of renewal of permission will be sent to the institutes concerned with the approval of committee of Accreditation issues, if Performance Criteria is met on the parameters as laid out in SoP

7.3	Issue of Notices of Withdrawal to the institutes concerned with the approval of committee of Accreditation issues, if Performance Criteria is not met;
7.4	Follow-up and receipt of requisite fee/documents from eligible institutes for renewal of permission for facilitation centre under different categories.
7.5	Follow-up and receipt of replies from institutes not eligible for renewal of permission for facilitation centre under different categories
7.6	Examination of documents and replies as per SOP of facilitation centre /check list
7.7	Conveying of shortcomings/discrepancies to institute concerned, if any by auto e-mail
7.8	Receipt of reply & recommending for grant of renewal of permission or withdrawal for facilitation centre under different categories with the approval committee of Accreditation issues; else, repeat steps (4 to 7)
7.9	Solicit approval of committee of Accreditation issues for grant of renewal of permission or withdrawal for facilitation centres under different or Deferment/Rejection to the institute concerned.
7.10	Automatic generation of letter and issuance of letter for Extension of Provisional Accreditation/Full Accreditation or withdrawal of provisional accreditation to the institute concerned.

8	Post-facilitation centre (Already registered under different categories) for Change of Name/Address/Management/Dropping of Franchisor/Licensor etc.
8.1	Receipt of request for Change of Name/e-mail/phone number of contact person etc
8.2	Receipt of request from accredited institute for change of premises/ management / or any kind of change on the basis of accreditation granted by NIELIT for other higher level of courses.
8.3	Examination of documents as per SOP facilitation centre/check list
8.4	Conveying of shortcomings/discrepancies to institute concerned, if any
8.5	Receipt of reply
8.6	Solicit approval of Competent Authority for Change of Name/Address/Management or any kind of change.
8.7	Automatic generation/print of letter for approval of Change of Name/Address/Management/Dropping of Franchisor/Licensor to the institute concerned.
8.8	Issuance of letter of approval for Change of Name/Address/Management/ or any kind of change to the institute concerned

9	Post-facilitation centre (Already registered for facilitation centre under different
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	categories) for voluntarily withdrawal of accreditation
9.1	Receipt of request for Withdrawal of facilitation centre under different categories voluntarily from an institute
9.2	Receipt of request for withdrawal of facilitation centre under ITI/ITC category and subsequent fresh request for facilitation centre under other category.
9.3	Examination of documents as per original documents submitted by an institute at the time of grant of facilitation centre under different categories and outstanding dues
9.4	Solicit approval of Competent Authority for voluntary withdrawal of facilitation centre and for grant of permission of facilitation centre under other category.
9.5	Automatic print of Withdrawal Letter/ permission letter to the institute concerned.
9.6	Issue of Withdrawal Letter/ permission letter to the institute concerned

10	Handling of complaints/grievances against accredited & non-accredited courses/institutions
10.1	Receipt of complaints/grievances from an individual/institute
10.2	Forwarding of complaints/grievances or issuance of "Show Cause Notice" to institute concerned seeking comments/reply & follow-up
10.3	Examination of reply/documents
10.4	Make recommendations for either forwarding the case to local police/state administration and/or withdrawal of facilitation centre under different category with the approval of Competent Authority.
10.5	Issue of Withdrawal Letter to the institute concerned.
10.6	Solving query of the institutes by using reference number, e-provisional number, institute name, DD number, etc.

11	MIS report
11.1	Total valid institutes from <date> to<date> category(ITI conduction or Fielding/fac/gov/csc/ncpul etc) wise
11.2	List of institutes whose validity has expired during from <date>.....to<date>
11.3	State wise and city-wise & category wise (fac/gov/csc/ncpul etc) list of institutes
11.4	List of approved/ pending applications during(from date)(to date) by e-prov. No./ reference number.
11.5	List of multiple institutes based on random e-provision no. <by setting temporary tag>
11.6	List of applications whose hardcopy not received within 15 days from form filling date.

11.7	List of approved/ pending applications date to date basis.
11.8	List of institutes based on e-provisional number, statewise, centre wise, category wise etc.

Desirable Feature: This accreditation application must work in distributed environment based on selection of course type .

12	Expert Empanelment and integration with various modules
12.1	Conduct of NIELIT Examination
12.2	Observing NIELIT Examinations
12.3	Accreditation of Institutes
12.4	Setting Question Papers of NIELIT
12.5	Evaluation of Answer Sheets
12.6	Evaluation of Projects

Based on various selection parameters , these experts get registered with NIELIT and offer their services on paid basis. Their services need to be integrated with relevant departments and online payment shall be made to these experts after online submission of their report . MIS reports based on the activity , assignment allotted etc.



IPR & INCUBATION MANAGEMENT MODULE

1	IPR Management
1.1	Copyright Management
1.2	Patent Management
1.3	ToT and MoU Management related to Technology Transfer
1.4	Various reports and accounting

2	Incubation Management
2.1	Facilitate the creation and management of incubation centers within the institute, as well as the collaboration and networking with external stakeholders such as industry, academia, government, and investors.
2.2	Enable the tracking and reporting of the performance and progress of the incubation centers and their incubatees, such as the number of startups supported, the funding raised, the patents filed, the jobs created, and the social impact generated.
2.3	Support the implementation and compliance of the NISP scheme guidelines and norms, such as the eligibility criteria, the selection process, the funding mechanism, the monitoring and evaluation system, and the exit policy for the incubation centers and their incubatees.
2.4	Should provide a user-friendly and secure interface for the various stakeholders involved in the incubation process, such as the institute administration, the faculty mentors, the incubation managers, the incubatees, and the external partners.
2.5	Should integrate with other existing systems and platforms used by the institute, such as the academic management system, the research management system, the financial management system, and the communication and collaboration tools.
2.6	centers and their incubatees, such as the number of startups supported, the funding raised, the patents filed, the jobs created, and the social impact generated.

9. Schedule of Requirements

Briefly, the agency shall perform following steps, and shall deliver software components, along with all dependencies, and documents, for/to NIELIT, New Delhi in regard to the implementation of institute Management ERP solution:

9.1	System and Process study and Gap Analysis.
9.2	Development of prototype
9.3	System Design, Development
9.4	Implementations
9.5	Integrations and Data migration
9.6	Installation in Local infrastructure and cloud
9.7	Testing and debugging
9.8	Concurrent and real-time-real-situation runs
9.9	User manuals, Developer manuals, Training manuals
9.10	Handover of ownership with details
9.11	On-site rectification and maintenance support for five years after warranty period.

10. Technical scope for ERP solution

interested parties shall propose an ERP solution that has a certain set of key technical features and adhere to critical technical requirements of NIELIT, New Delhi in context of compatibility to existing IT ecosystem as well as future technology vision and roadmap.

interested parties is required to propose an ERP solution that should provide the following key technical features:

10.1	The ERP solution should be based on open architecture.
10.2	The ERP solution should be vertically and horizontally scalable to handle increased load without requiring redesign.
10.3	The ERP solution should be natively built based on a 64-bit operating system and shall support 64-bit CPU architectures.
10.4	The ERP solution (including Portal) offered shall be Unicode Compliant.
10.5	ERP solution proposed shall be IPv6 compliant.
10.6	The Document Management functionalities should be an integral part of ERP solution from compatibility perspective, to enable seamless end user experience around

	document management.
10.7	The Integrated Solution should be capable of enabling the audit (both internal and statutory) through the system.
10.8	Provide the ability to define an access category relating to groups of users (e.g., members of a department or management class). System to provide reports to monitor assigned user access privileges at a granular (transaction and functionality) level.
10.9	The system should be compliant to CERT-In, D/O Information Technology Guidelines for Web/ Application / Network Security. It should provide log in, both by user and by terminal. The System should provide the date and time of all transactions with details of creation, read, update, delete or print. Access should be restricted at different levels of data file, program, module, screen, record, field database table, row or column.
10.10	The application should support a loose integration interface using open industry standards. The application should be able to interface with applications to be procured later using Web Service interface.
10.11	Proposed application must be platform independent.
10.12	Programming and Database: to be proposed up-to-date and widely used technology and platforms
10.13	The proposed application should support Cloud hosting and may be hosted in hybrid mode.
10.14	Hosting will be in Cloud (only specific modules like leave etc.) with appropriate mirroring/data synchronization strategy. Data should be readily migratable to on premise hosting.
10.15	Suitable Disaster Recovery mechanism to be proposed.
10.16	Appropriate software level multi-tier security must be incorporated.

11. Change Management

The interested parties would be required to set up ERP Change Management helpdesk during the course of the Project Implementation for answering routine queries pertaining to ERP implementation projects and providing ERP Change Management workshops, for NIELIT, New Delhi users.

11.1	The interested parties's response to this bid document must provide details of the ERP Change Management helpdesk, communication model and approach, and proposed team composition.
11.2	The team must be headed by an ERP Change Management consultant / Training Manager, as specified in team profile requirements in this inputs.

11.3	NIELIT will not pay for any changes carried out by selected vendor within project period
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12. Post Go-Live stabilization support

The post go-live stabilization support provided by the interested parties would cover the following:

12.1	The interested parties shall provide post go-live stabilization support, as a part of this project, by deploying the same technical & functional consultants at site for full three months / one financial quarter after Go-Live, as were involved during the implementation.
12.2	The cost of this shall be borne by the interested parties.
12.3	During the Stabilization period the interested parties would help NIELIT, New Delhi users to correct any troubleshooting while doing transactions or generating reports.
12.4	The interested parties will update the user manuals and configuration manuals if required.
12.5	Any required configuration and/or customization required during this phase would be done by the interested parties without any additional cost to NIELIT, New Delhi.
12.6	interested parties shall maintain sufficient team size to support seamless operations and maintain the SLAs proposed in this tender document

13. System and solution documentation

The interested parties will provide detailed final system documentation for the reference of NIELIT, New Delhi. Two sets of hard copies of all documentations along with the soft version shall be supplied by the interested parties and shall include but not limited to the following:

13.1	All ERP solution components and associated third party software product related documents
13.2	Configuration document consisting of system setting and parameters for each functional module
13.3	Standard operational procedure (SOP) manuals
13.4	Documents related to data structures/tables
13.5	On-line help manual
13.6	Technical manuals
13.7	Installation guides
13.8	System administration and Operations & Maintenance manuals
13.9	Toolkit guides and troubleshooting guides

13.10	User manuals including system instructions and use cases, how to run a program to perform specific tasks in the system with sample reports, screen formats etc.
13.11	Program flow and descriptions
13.12	Training manuals
13.13	Any other documentation required for usage of the implemented solution by the interested parties. All documents mentioned above as well as any other standard documentation for the product will be supplied as part of this contract.

14. System performance guarantee

14.1	Performance guarantees shall be provided by the interested parties for the solution capabilities of ERP and modules supplied and implemented.
14.2	The interested parties is required to advise NIELIT, New Delhi on an appropriate systems environment upgrade during the post-implementation period of ERP implementation.
14.3	NIELIT, New Delhi requires the SI to ensure that all the agreed performance criteria such as response time, concurrent users etc. are met during implementation, Go-Live, post Go-Live stabilization period and post implementation support period.
14.4	NIELIT, New Delhi requires adherence to claims by the SI and ERP product OEM about the solution, ERP product capabilities as well as high availability and reliability.

15. System performance requirements

Performance criteria: The interested parties would be required to perform monitoring tests to measure performance times during peak load. The measured metrics shall be as follows:

A. Response time performance criteria

Measurement	Response Time
End to End response time (end user to core application and back)	for Users < 3 sec
Time for Report Generation: • Simple Report	< 5 sec (Simple)
Medium Complexity report	< 30 sec (Medium)
High Complexity report	< 1 min (High)

B. Concurrent Users support

Measurement Minimum Concurrent users to be supported Support concurrent users for access to ERP solution **200 to 250**.

16. Operations and Maintenance

Description	Duration
Warranty Period of ERP Solution	1(One) Year
Maintenance Support for ERP solution start from the end date of warranty period	5 (Five) years (Subject to extension by another for 3 years based on the satisfactory services rendered by interested parties during the initial 3 Years support period)
Development Change requests to allow enhancements to ERP solution as requested by NIELIT, New Delhi during warranty period	1(one) Year (based on the capacity / effort estimates required and captured as part of this inputs)
Development Change requests to allow enhancements to ERP solution as requested by NIELIT, New Delhi start from the end date of warranty period	5 (Five) years (based on the capacity / effort estimates required and captured as part of this inputs) (Subject to extension on the satisfactory services rendered

The operation & maintenance period shall commence after the end of warranty period.

- During the period of warranty, the interested parties shall remain responsible to arrange replacement and for setting right at his own cost any equipment installed by him which is of defective manufacture or design or becomes unworkable due to any cause whatsoever. The decision of the NIELIT, New Delhi's Authority in this regard to direct the contractor to attend to any damage or defect in work shall be final and binding on the contractor.
- interested parties agrees that if equipment is required to be taken outside NIELIT, New Delhi premises for repair or replacement, suitable spares would be provided, and the cost of transportation and other expenses will be borne by the interested parties.

17. Maintenance Support

ERP Operation and Support

The interested parties will provide the Operations and Support Team for Maintenance support phase, for supporting the ERP solution. interested parties should propose appropriate manpower to cover L1, L2 and L3 activities. The support (L1, L2, and L3) shall include technical expertise, process implementation, policies compliance, governance and reporting.

The interested parties Support Team shall provide below mentioned services:

- Physical Onsite helpdesk to support and facilitate resolution of Incidents and Problems during the warranty period.
- The interested parties/SI shall provide updates & patches of the ERP software and tools to NIELIT, New Delhi as and when released by OEM without any additional cost.

- The nature of support would be 24X7. The normal technical support hours would be 9:00AM to 6:00 PM from Monday to Friday every week. However, after that time and on Sunday (24X7 hrs.), the nature of support would be on On-Call basis only for critical high priority incidents.
- The Onsite functional/technical support shall be provided by trained and experienced functional and technical experts appointed by interested parties/SI. Each member of the functional and technical support team must have a minimum total working experience of 2 years in the relevant field.
- Any change in resource should be intimated at least 2 weeks in advance. NIELIT, New Delhi would conduct a formal interview before deployment of on-site resources.
- The following ticket logging mechanisms need to be provisioned by SI/interested parties for the Service Desk:
 - a. Phone Calls
 - b. E-Mail and
 - c. Self-Help web-based tool

Categorization, Response and Resolution timelines

Categorization of Incidents:

Level	Criteria	Expected Response and Resolution time
Critical	<ul style="list-style-type: none"> • Complete system Crash or; • Any incident due to which 50 or more users cannot access the Application software, data and hardware components that are part of proposed ERP solution or; 	<ul style="list-style-type: none"> • Response Time: During business hours – Within 30 minutes. • Resolution Time: During business hour-Within 4 Hours • Response Time: Non - business hours - Within 1 hours or (earlier as per business hours if business hours begin) • Resolution Time: During Non-business hour 8 hours (earlier as per business hours if business hours begin)
Major	<ul style="list-style-type: none"> • System disruption in part/s of the System-Directly impacting revenue processes with no workaround or; • Any incident due to which 10 to 25 users cannot access the Application software, data and hardware components that are part of the proposed ERP solution. or; 	<ul style="list-style-type: none"> • Response Time: During business hours – Within 60 minutes. • Resolution Time: During business hour –within 1 day • Response Time: During Non-business hours - Within 1 hours or (earlier as per business hours if business hours begin) • Resolution time: During non-business hour – within 2 days (earlier as per business hours if business hours begin)
Minor	<ul style="list-style-type: none"> • System disruption in a part of the system. Not impacting revenue processes but causing operational inefficiency with no work-around or; • Any problem due to which 1 to 9 users cannot access the Application software, data and hardware components that are part of proposed ERP solution 	Response and resolution for other criteria – <ul style="list-style-type: none"> • Response Time: During business hours - Within 4 hours. • Resolution Times: During business hours –within 3 days. • Not supported during non-business hours

Categorization of Configuration changes:

Level	Criteria	Expected Response and Resolution time
Critical	Configuration changes which are critical to day to day working and require immediate change. Below mentioned are examples of configuration change at critical level a. Addition or deletion of an authority level. b. Change in Dearness allowance, tax etc. c. Change in tariff policy d. Change in SOP with critical effect. e. Generation of simple reports from masters	<ul style="list-style-type: none"> • Response Time: 4 hours • Resolution Time: SI should implement configuration change within 2 days from date of NIELIT, New Delhi approval
Major	Configuration changes which are major but not critical to day to day working and require immediate change. Below mentioned are examples of configuration change at major level a. Change in SOP with major effect. b. Joining of new employee	<ul style="list-style-type: none"> • Response Time: 8 hours • Resolution Time: SI/interested parties should implement configuration change after successful testing within 4 days from the date of NIELIT, New Delhi approval.
Minor	Configuration changes other than critical and major for day to day working. Below mentioned are examples of configuration change minor level Change in process (addition or deletion)	<ul style="list-style-type: none"> • Response Time: 8 hours • Resolution Time: interested parties/SI should implement configuration change after successful testing within 8 days from date of NIELIT, New Delhi approval.

18. Development Change Requests

After the stabilization period till the end of warranty period there may be requirement of development at changes in ERP system as per requirement of the institute. SI/interested parties also has to quote man days' charges for three years of support which will start after the stabilization period and this will not contain bug fix and update release, bug fix and update release should be reported and handled by SI at no additional cost. Expected number of man days which will be required to complete the development activities during each year of support is given below. The number of man days given below is approximate and can increase or decrease based on the requirement. The payment of Change request will be after the request has been generated by the NIELIT, New Delhi team. Expected During 2nd year of support (warranty period) and next 5 years of support 100 man days.

(I) Scope of work for development change support has to be out of scope of usual support activities. This should be agreed by NIELIT, New Delhi.

(II) Development work would include change requests, customization to existing reports or forms, changes to workflow, and new report development. This would also include any future integration effort with existing or new applications.

(III) The procedure for approval of development cost would be followed as mentioned below: -

- a. NIELIT, New Delhi would intimate the requirement via email, letter to SI/interested parties team.
- b. The SI/interested parties team will raise the Change request.
- c. Discussions may happen between NIELIT, New Delhi and SI/interested parties in understanding the requirements then interested parties would be required to submit the effort estimations required to meet the requirements.
- d. NIELIT, New Delhi team would jointly verify the effort estimations, SI/interested parties may be asked for the presentation for justifying the effort estimations submitted, if required.
- e. After obtaining the approval from the competent authority, the SI/interested parties team will be communicated through an approval letter. NIELIT, New Delhi may reject the effort estimations and SI may be asked for new effort estimations if rejected.
- f. The approved effort estimations would be deducted from total man days after the completion of the work.

19. Service Level Agreements

The key service level requirements for the ERP system availability, which need to be ensured by the interested parties during the warranty period as well as during the operations and maintenance support period. All complaints shall be lodged with the service desk, which will allot a ticket number for each complaint indicating location, function, time of registration and severity of the complaint. Centrally managed web based ticketing tool for lodging the complaints will be provided by interested parties, as a part of the facilities. For CSP (Cloud Service Provider) refer 5.2.

20. Penalty Clauses: -

Non-adherence to overall Project timelines: If the SI/interested parties fails to achieve the completion of project up to the stabilization period within defined duration (as agreed jointly between NIELIT, New Delhi and interested parties at the time of contract award), the payment to SI/interested parties will be liable for deduction @0.5% of the payable amount for Implementation Services up to stabilization period for delay of each week or part thereof. The total implementation timelines from the date of work order till the completion of the stabilization period should not go beyond 270 days.

Penalties for Incident Support: interested parties would publish monthly and quarterly reports of measurements listed above. Total Penalties of 5% off the quarterly payment would be imposed for not meeting minimum service level of SLA for critical incidents, 3% for major incidents and 2% for minor incidents.

Penalties for Availability measurements: interested parties would publish monthly and quarterly reports capturing measurements listed for the ERP solution availability requirements. If availability lies between 97% to 95%, penalties of 5% off the quarterly

payment would be imposed. Similarly, if availability lies between 95% to 90%, penalties of 10% off the quarterly payment would be imposed.

Penalties for Performance of ERP application and Web Portal: if time to load the end-to-end page and request response time of DB is more than 7 secs in cloud hosted ERP, penalties of 2% off the quarterly payment would be imposed.

Similarly, a penalty may be imposed with an agreed amount between NIELIT, New Delhi and interested parties if failure to deliver configuration changes requested in a timely manner.

21. System audit and certification

NIELIT, New Delhi reserves the right to carry out technical audits of ERP implementation, at its own cost, through any other certified agency designated by NIELIT, New Delhi during Operations & Maintenance period. Based on the findings and recommendations from such audit activities, the SI/interested parties shall take necessary corrective measures to comply with the performance parameters stipulated in the Tender document.

22. Final Acceptance

The final acceptance certificate will be issued after the date of expiry of Post Go-Live stabilization support period.

23. Warranty

One-year warranty period shall commence after the completion of stabilization period or after issue of the final acceptance report whichever is later.

24. Bid Evaluation

The evaluation of the bid responses would be done based on the following:

24.1 Pre-Qualification

Based on the response to mandatory Pre-Qualification requirements:

- The interested parties' Pre-Qualification Proposal in the bid response document is evaluated as per the requirements specified in the inputs and adopting the pre-qualification criteria spelt out in this inputs. The interested parties are required to submit all required documentation in support of the pre-qualification criteria specified, client contact information for verification, profiles of project resources and all others as required for evaluation.
- The interested parties shall meet all the mandatory compliance requirements. Failure in meeting the mandatory compliance requirements will result in disqualification of the interested parties.
- The bids of those interested parties who qualify in the prequalification process will only be considered for their Technical Functional bids and Financial bids and called for technical presentation.
- The Technical Functional bids and Financial bids of those interested parties, who fail to qualify the prequalification criteria, will be returned to the respective interested parties, without opening and any further processing for the same.

- NIELIT, New Delhi doesn't restrict credentials and proofs given for ERP implementation experience on the basis of ERP version installed for client's vis-a-vis ERP version proposed in response to this inputs.
- OEM and/or SI should propose the latest version of ERP product for installation in NIELIT, New Delhi.

24.2 Pre-Qualification Requirements

These are mandatory requirements to be met by the ERP product vendor and the system integrator. Only those interested parties who meet all the mandatory requirements as provided in prequalification criteria below shall be considered for technical functional evaluation.

Criteria	Details	Documentary Evidence to be attached
Profile of ERP Product vendor (OEM)	<ol style="list-style-type: none"> 1. The company must have had an average Turnover of Rs.1 crore worldwide in the last 3 completed financial years and carried out a profit-making business in the last 3 completed financial years -. 2. Should be a registered company as per company Act,1956 of India. 3. Should have a minimum of 5 implementations in India 4. Must have its own development and support centers in India. 	<ul style="list-style-type: none"> • Attach Copies of printed audited Balance sheet and P/L statement for the last 3 completed financial years • Copy of Certificate of Incorporation from Registrar of Companies (ROC) Self-certificate from OEM along with customer list. • Certificate from OEM for development and support center details in India
Implementation in Government sector in India	<p>Must have successfully implemented ERP in at least 1 Government/PSU/ Autonomous Institute customers in India. With at least 4 functions from following list: Finance, asset management, HR, payroll, tendering, projects, operations, inventory, procurement, academic activity management etc.</p>	Duly signed Copies of Work order and stamped Completion Certificate with details
FOR SI/interested parties		
Company profile of the System Integrator or interested parties	<p>The interested parties must have turnover of Rs.50 Lakhs - for the last three completed financial years and should be a profit-making concern for the last three completed financial years</p> <p>2. The interested parties should be a registered company in India</p>	<ul style="list-style-type: none"> • Copies of printed and Audited balance sheets and P&L to be attached for the last three completed financial years 6, 14-15) • Certificate of Incorporation from Registrar of Companies (ROC)

Criteria	Details	Documentary Evidence to be attached
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Experience in ERP Implementation	<ul style="list-style-type: none"> • Should have successfully implemented and supported at least 5 ERP projects during the last 10 completed financial years. • Out of 5 ERP projects implemented and supported, at least 2 ERP implementations should be of ERP product as proposed in current RFP response. • Should have successfully implemented and supported at least One ERP projects in government / PSU/Autonomous sector during the last 3 completed financial years. <ul style="list-style-type: none"> • Should have adequate number of technical staff 	<ul style="list-style-type: none"> • Copies of Work order and Completion Certificate with details • Technical staff details • Details about govt sector ERP implementation.
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Requirement for CSP (Qualification Criteria for Cloud Service Provider): Should be incorporated under India Companies Act; The proposed Data Centre should be at least Tier-3, should be operating for a minimum period of one year. (Documentary proof required.)

24.3 Non-Black listing Criteria for OEM and SI/interested parties: -The interested parties and OEM should neither have been Debarred and / or blacklisted by any Central / State Govt. Department / Universities / schools /Autonomous body etc. nor should have any litigation/ enquiry pending and / or initiated by any of these Department or Court of Law. (Self-Declaration required).

24.4 Technical Functional Evaluation:- Technical Functional Evaluation Framework. The bid response of the SI /interested parties that qualify as per the Pre-Qualification criteria, would be evaluated based on the following Technical Functional Evaluation framework:

No.	Category	Criteria	Evaluation Basis	Max Score
1	ERP Product Capability			45
1.1	ERP Product Fitment (Functional)	Compliance in terms of fitment to Functional Requirements Specifications (FRS)	Response provided by the interested parties to FRS as captured in Annexure 3	25

1.2	ERP Product Fitment (Technical)	Compliance in terms of fitment to Technical Requirements Specifications (TRS)	Response provided by the interested parties to TRS in Annexure 4	10
1.3	ERP Product credibility – large implementations in India	Number of successful Implementations of proposed ERP Product with minimum ERP user base of 100 in India. These implementations should have successfully gone live in last 7 years prior to bid due date and should be currently operational.	Self-certificate from OEM along with customer list, user base, date of go-live and current operational status	5
1.4	Post Implementation Support	Number of authorized implementation partners in India	Self-certificate from the authorized signatory of the ERP Product OEM providing the list of authorized implementation partners	5
No.	Category	Criteria	Evaluation Basis	Max Score
2	SI/interested parties Capability			45
2.1	SI/interested parties credibility	Average Annual Turnover of the interested parties during the last three (3) completed financial years	Statement of annual turnover by the interested parties(Authorized signatory) as per Annexure 11 (Turnover statement by System Integrator)	5

2.2	interested parties's experience in implementation in India	interested parties's experience in implementation and support (go live) of ERP projects in India during last 7 completed financial years in terms of total project value from such implementations	Copy of work Orders capturing scope, revenue and Client Completion/ implementation / go-live certificate to be attached, in addition to details as per Annexure 12 (summary as well as detailed)	15
2.3	Number of ERP projects implemented in government / PSU in India	Number of ERP Projects implemented and supported in government /PSU in India during last 10 completed Financial Years. Project(s) implemented	Implementation experience with details as per formats provided in Annexure 12 (summary as well as detailed)	5

2.4	Technical Presentation & Demonstration	Presentation Skill – 5 marks Details and quality of successful projects/ demo if required – 5 marks Implementation approach and methodology – 10 marks	Presentation Details of quality of Successful project	20
3	CSP Capability			10
3.1	Proximity	Location of Data center form the NIELIT, New Delhi office	Undertaking should be provided by Authorized signatory of the CSP.	5
3.2	Solution Approach	Active DC/DR or Cold Backup DR	Undertaking should be provided by authorized signatory of the CSP.	5 Full marks for Active /Active DR.

The minimum qualifying marks for the technical functional evaluation is 60 out of a total of 100 marks as per the evaluation criteria listed above and denoted by Ts.

24.5 Financial Evaluation :-

The financial bids shall be opened only to those interested parties who have been found to be technically eligible. The financial bids shall be opened in presence of representatives of technically eligible interested parties, who may like to be present. The NIELIT, New Delhi shall inform the date, place and time for opening of financial bid in due course.

- o Total Cost of Ownership (TCO) will be arrived at by adding cost of:
- o Cloud Data Centre Services (for up to 5 years post stabilization date)
- o Software Licenses
- o ERP Implementation
- o Warranty Period
- o Maintenance support (for 5 years after completion of warranty period)
- o Development Change Requests after warranty period (5 years, as per man days’ requirements defined in inputs)
- o AMC for Software licenses (for 5 years after completion of warranty period)

The Bid having the Lowest TCO shall be termed as the Lowest Evaluated Bid and will be awarded 100 marks. Financial score of other interested parties will be calculated on the basis of the following formula:

Financial score will be denoted as Fs,

Whereas $Fs = 100 \times \frac{\text{TCO of Lowest interested parties}}{\text{TCO of the interested parties}}$

Final Selection

Marking Methodology:

Technical Functional Score should be denoted as “Ts” and shall be used to compute the final score in combination with Financial Score “Fs”. The final selection of the interested parties will be based on QUALITY AND COST BASED SELECTION (QCBS). There will be 65% weightage for Technical Evaluation and 35% weightage for Financial Evaluation.

Final Score shall be calculated as: $= Ts \times 0.65 + Fs \times 0.35$

The interested parties(s) whose bid has secured the highest “Final Score” will be considered as a successful interested parties(s).

25. Payment Terms

The payment will be made within 30 days on receipt of invoice (in duplicate) against successful completion of the services as per the timeline indicated.

Payment milestones:

Following payment milestones will be applicable for the ERP solution implementation and support:

Milestone Number	Payment Milestones	Deliverables	% Payment of Sub-total for Services Provided
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M1	Software License [Completion of deliverable]		95% of the cost of software licenses [i.e. Total Price captured for line item B in the Financial Bid, as per format defined in this inputs – Annexure 11] at the time of delivery of licenses
M2	Provisional Acceptance		5% of the cost of software licenses at the time of Final Acceptance.
ERP Implementation			
M3	Post Project Initiation and after requirement analysis completion	Submission of final project plan, Approval of information architecture, Submission of final functional requirement specification(FRS), Submission of final high level design document (HLD), Submission of final systems requirement specification (SRS)	10% of the value of ERP Solution Implementation Cost [i.e. Total Price captured for line item C in the Financial Bid, as per format defined in this inputs – Annexure 11]
M4	Post Implementation of all modules both local data centre and Cloud and handing over all source code and relevant data.	Functional UI and backend + cloud hosting, Migration completion, certificate	50% of the value of ERP Solution Implementation Cost [i.e. Total Price captured for line item C in the Financial Bid, as per format defined in this inputs – Annexure 11]
M5	Post Trainings and Change Management		15% of the value of ERP Solution Implementation Cost [i.e. Total Price captured for line item

			C in the Financial Bid, as per format defined in this inputs – Annexure 11]
M6	After successful Post Stabilization Support		15% of the value of ERP Solution Implementation Cost [i.e. Total Price captured for line item C in the Financial Bid, as per format defined in this inputs – Annexure 11]
M7	At the time of issue of Final Acceptance		10% of the value of ERP Solution Implementation Cost [i.e. Total Price captured for line item C in the Financial Bid, as per format defined in this inputs – Annexure 11]
M8	After Completion of AMC Period (5 years)		10% of the value of ERP Solution.

Milestone Number	Payment Milestones	% Payment of Sub-total for Services Provided
M9	Half yearly payment on completion of service & deliverables in arrears at the end of each quarter	Cloud Services fee applicable per half yearly [i.e. Price captured for Year 1 to Year 6 as per break-up available for line item A in the Financial Bid, as per format defined in this inputs–Annexure 11]
Operation and Maintenance		

M10	Maintenance Support	Maintenance Support fee applicable per half yearly [i.e. Derived from 5-years price captured for line item D.1 in the Financial Bid, as per format defined in this inputs–Annexure 11] adjusted for applicable penalties defined in this inputs, after the completion of quarter
M11	Change Request - Completion of development changes requests scheduled for the quarter	Half yearly payment to cover for Change requests completed in the half yearly as per NIELIT, New Delhi sign-off
Annual Maintenance Contract – Software Licenses Renewal		
M12	Yearly advance payment on receipt of invoice in first quarter of every year	AMC applicable per year [i.e. Price captured for Year 1 to Year 5 as per break-up available for line item F in the Financial Bid, as per format defined in this inputs]

Conditions forming part of NIQ

- Price of the solution to be quoted for FOR at NIELIT, New Delhi only.
- Rate contract base prices, taxes (including GST, duties and levies excepting octroi, which will be at actuals) thereof against each component viz. Cables, I/O points etc. as per Bill of material.
- No Price Variations- The rates shall be on a fixed price basis valid for three years. No upward revision in the price would be considered on account of subsequent increases in customs duty, excise tax, sales tax during the offer validity period. However, if there is any reduction on account of government levies, during the offer validity period, the same shall be passed on to the Bank. The rate contract for the passive components and services will be reviewed on a yearly basis.
- The two bid systems should be followed for this NIQ. Under this system the interested parties must submit their offer in two separate sealed envelopes marked clearly as Technical Bid and Commercial Bid on the cover page of the envelope for each item quoted. The sealed envelope should be placed in a third larger envelope. The main envelope which will contain both the bids should be super scribed with NIQ enquiry no. and name of the item quoted for.
 - The Successful interested parties will have to submit Performance Bank Guarantee (PBG) @ 3% of the tender value in the form of DD drawn in favor of the Director, NIELIT, New Delhi payable at Jorhat within ten (10) days from the date of award of the contract. The submitted PBG should be valid for a four years' period.
 - The Technical Bids will be opened in presence of the interested parties on the specified time and date. The interested parties/their authorized agents who have responded to the quotation will be allowed to be present in the opening. The interested parties are requested not to insert their quoted price in Technical Bid which will lead the quotation for summarily rejection.

- The Price Bids of only technically qualified interested parties will be considered for further processing.
- Bids would be rejected for award if it determines that the interested parties recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the contract in question.
- The NIELIT, New Delhi may, at its discretion, extend the deadline for submission of bids by amending the bid documents in accordance with clause relating to Amendment of Bidding documents in which case all rights and obligations of the NIELIT, New Delhi and interested parties previously subject to the deadline will thereafter be subject to the deadline as extended. All the amendments will update through NIELIT, New Delhi website and CPPP portal only.
 - The original and all copies of the bid shall be typed and shall be signed by the interested parties or a person or persons duly authorized to bind the interested parties to the Contract. All pages of the bid, except for unamended printed literature, shall be initiated by the person or persons signing the bid. Further, over-writings on documents, if any, should be supported by signatures.
 - The NIELIT, New Delhi Authority has the right to reject any bids on technical grounds without assigning any reason thereof.
 - Compliance sheet should indicate in details of meeting up specifications required. The interested parties can mention the additional features that exist in quoted products, if any, separately.
 - The Director, NIELIT, New Delhi shall be the final Authority for settlement of any dispute and his interpretation of any Clause/term/condition(s) of this document shall be final.
 - If any dispute arises out of or in connection with the contract, or in respect of any defined legal relationship associated therewith or derived there from, will be settled under the jurisdiction of Court of Law of Jorhat.
 - The Institute is not bound to accept the lowest interested parties.
 - Purchase terms and conditions as per General Financial Rule (GFR) will be applicable for all the purchases to be made.

ANNEXURE- I

BASIC DETAILS OF THE INTERESTED PARTY

S. No.	Party Details	To be filled by the Interested Party	For use of inputs Evaluation Committee
1.	Name and Address of the Party		
2.	Registered Firm/ Company – As per 7.1 (1)		
3.	Date of Registration		
4.	Valid Certification of ISO 9000		
5.	Average Annual Turnover in India during last three financial years		
a.	2020-21		
b.	2021-22		
c.	2022-23		
6.	Permanent Account Number		
	Quality Certification No.		
	GST Number		
7.	Provide valid ESI and EPF Number		
8.	Number of Projects executed as on date of inputs submission		
9.	Contact Person Name Phone No. Mobile No. Email Id.		
10.	Copies of similar work order and its completion certificate		
11.	Comments on the Scope and Objective of NIELIT's inputs	(On Additional Sheets)	

The information given above is correct. In case, at any stage, any information is found to be false, my inputs or any subsequent bid stands rejected.

(Signature of Authorized Signatory)

Name: _____

Designation: _____

Office Seal: _____

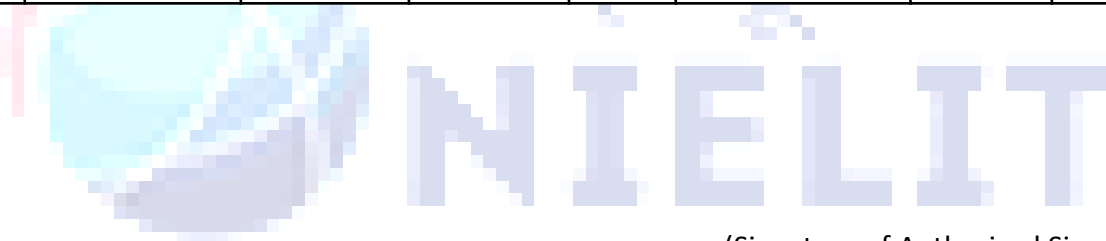
Place: _____

Date: _____

ANNEXURE-II

Summary of experience of the interested parties in executing ERP Implementation projects

Sl. No	Organization	ERP Product & Version	Modules deployed	Value (INR)	Date of Contract Award	Date of Go Live	Current Operational Status
1.							
2.							
3.							
4.							
5.							



(Signature of Authorized Signatory)

Name: _____

Designation: _____

Office Seal: _____

Place: _____

Date: _____

ANNEXURE – III

Performance Report of Works referred in ANNEXURE III

(Furnish this information for each individual work done by the interested party for whom the work was executed)

1. Name of Work/Project & Location: _____
2. Owner or Sponsoring Organization: _____
Address : _____
3. Agreement No. : _____
4. Estimated Cost : _____
5. Tendered Cost : _____
6. (A) Date of Start : _____
(B) Stipulated date of completion : _____
(C) Actual date of completion : _____
7. Performance reports/assessment
 - a. Quality of work - Excellent/ Very Good/ Good/ Fair:
 - b. Resourcefulness - Excellent/ Very Good/ Good/ Fair:

(Signature of Authorized Signatory)

Name: _____

Designation: _____

Office Seal: _____

Place: _____

Date: _____

ANNEXURE –IV

STRUCTURE OF THE ORGANIZATION

1. Name and address of interested party: _____

2. (a) Telephone No. : _____
(b) Email address : _____
3. Legal Status (Attach copies of original document defining the legal status).
 - (a) An Individual : _____
 - (b) A Proprietary/ agency : _____
 - (c) A Pvt. Ltd. or Limited company : _____
4. Particulars of Registration with various Government bodies & Statutory Tax Authorities: (Attach attested photocopy)
 - (a) Registration Number : _____
 - (b) Organization/Place of registration : _____
 - (c) Date of validity : _____
5. Names and titles of Directors & Officers with Designation to be concerned with this work with Designation of individuals authorized to act for the organization:

6. Were you or your company ever required to suspend the work for a period of more than six months continuously after you commenced the works? If so, give the name of the project and reason for not completing the work.

7. Have you or your constituent partner(s) ever left the work awarded to you incomplete? If so, give the name of the project and reason for not completing the work.

8. Have you or your constituent partner(s) been debarred/black listed for inputs in any organization at any time? If so, give details.

9. Area of specialization and Interest:

-

-

10. Any other information considered necessary but not included above.

(Signature of Authorized Signatory)

Name: _____

Designation: _____

Office Seal: _____

Place: _____

Date: _____



रा.इ.सू.प्रौ.सं
NIELIT

Annexure -V
REPRESENTATIVE AUTHORIZATION LETTER

Date : _____

Ref : _____

To

The Director General
National Institute of Electronics and Information Technology (NIELIT),
Plot No.3, PSP Pocket, Sector-8, Dwarka
New Delhi - 110077

Dear Sir,

Ms./Mr. _____ is hereby authorized to sign relevant documents on behalf of the interested party for the inputs Titled _____ . She / He is also authorized to attend meetings & submit inputs information as may be required by you in the course of processing above said inputs.

Representative Signature

Name: _____

Designation: _____

Official Seal

Thanking you,

(Signature of Authorized Signatory)

Name: _____

Designation: _____

Office Seal: _____

Place: _____

Date: _____

Annexure -VI

Indicative Price Bid Format

interested parties should provide the indicative price in the itemized format, as per the scope already captured as part of inputs, covering:

- Cloud Data Centre Services (for up to 6 years post stabilization date)
- Software Licenses
- ERP Implementation
- Warranty Period
- Maintenance support (for 5 years after completion of warranty period)
- Development Change Requests (5 years, as per man days' requirements defined in inputs)
- AMC for Software licenses (5 years after the completion of stabilization period)

The format for the indicative pricing details is provided in the subsequent pages of this Annexure. Please indicate the prices in both – words and figures.

A. Annual cost of cloud services as per Section this tender document

	Item Description	Total Price (INR) (without taxes) [i]	Applicable Taxes (if any) [ii]	Total Amount in INR [I + ii]
	Cloud Data Centre services charges - Year 2 (warranty period)			
	Cloud Data Centre services charges - Year 3 (AMC period)			
	Cloud Data Centre services charges - Year 4 (AMC period)			
	Cloud Data Centre services charges - Year 5 (AMC period)			
	Cloud Data Centre services charges - Year 6 (AMC period)			
	Cloud Data Centre services charges - Year 7 (AMC period)			
	Any other Charges (please describe)			
	A. Total Amount in Figures (INR)			

B. Software Licenses as per section this tender document

ERP Software Licenses ATS during implementation and stabilization period	Total Annual Price (INR) (without taxes) [i]	Applicable Taxes (if any) [ii]	Total Annual Amount in INR [i + ii]
Any other third-party license Cost			
Any other Cost			
B. Total Annual Amount in Figures (INR)			

C. ERP Implementation cost as per section

	Item Description	Total Price (INR) (Without taxes)	Applicable Taxes (if any)	Total Amount in INR
		[i]	[ii]	[i + ii]
C1. Total cost towards Design, Customization/ Development and Implementation of ERP Solution *				
C2. Cloud Services charges during implementation phase				
C3. Cost towards Data Digitization and scanning				
C4. Total Training Cost				
C5. Any Other Cost				
C= C1 + C2 + C3 + C4 + C5 Total ERP Implementation cost				

C. Operation and Maintenance cost for 6 years including warranty period

	Details	Total Price (INR) (without Taxes) [i]	Applicable Taxes (if any) [ii]	Total Amount i [i + ii]
Year 2 (Warranty Period)	Operation & Maintenance Cost			

	Onsite resource support team Cost				
	Change requests cost – 100-man days				
	ATS for Software licenses				
	Any Other Cost				
Year 3 (AMC Period)	Operation & Maintenance Cost				
	Onsite resource support team Cost				
	Change requests cost – 100-man days				
	ATS for Software licenses				
	Any Other Cost				
Year 4 (AMC Period)	Operation & Maintenance Cost				
	Onsite resource support team Cost				
	Change requests cost – 100-man days				
	ATS for Software licenses				
	Any Other Cost				
Year 5 (AMC Period)	Operation & Maintenance Cost				
	Onsite resource support team Cost				
	Change requests cost – 100-man days				
	ATS for Software licenses				
	Any Other Cost				

Year 6 (AMC Period)	Operation & Maintenance Cost				
	Onsite resource support team Cost				
	Change requests cost – 100-man days				
	ATS for Software licenses				
	Any Other Cost				

Year 7 (AMC Period)	Operation & Maintenance Cost				
	Onsite resource support team Cost				
	Change requests cost – 100-man days				
	ATS for Software licenses				
	Any Other Cost				
D. Total Price for Operations and Maintenance (for 6 years including warranty Period) [D1 + D2]					

Total for consideration of Total Bid Price

	Total Price in INR (without Taxes) [X]	Applicable Taxes (if any) in INR [Y]	Total Amount in INR [X+Y]	Total Amount in Words (INR)
A. Cloud Services Cost				
B. Software Licenses				
C. ERP Solution Implementation				

D. Operations and Maintenance				
Grand Total for consideration of Total Bid Price (INR) = [A+B+C+D]				



रा.इ.सू.प्रौ.सं
NIELIT