



Sr. No. / 6100

# अन्तर्राष्ट्रीय जनसंख्या विज्ञान संस्थान (विश्वविद्यालय समतुल्य)\*

स्वास्थ्य एवं परिवार कल्याण मंत्रालय, भारत सरकार का स्वायत्त संगठन  
गोवर्दी स्टेशन रोड, देवनागर, मुंबई - 400 088, भारत

बेहतर भविष्य के लिए क्षमता निर्माण  
Capacity Building for a Better Future

# International Institute for Population Sciences (Deemed University)\*

An autonomous Organisation of Ministry of Health & Family Welfare, Govt. of India  
Govandi Station Road, Deonar, Mumbai - 400 088, INDIA

IIPS/Stores/03/Cloud Based Academic ERP/377/2022

Date : 20<sup>th</sup> May, 2022

To,  
Mr. Nikunj Gajera  
Executive Vice President  
Infinity Infoway Pvt. Ltd.,  
Vishwakarma Society, Near Vavdi Water Tank,  
150 Feet Road, Rajkot - 360 004  
Tel : 0281-2587514  
Mobile : 8128689700  
Email : [nikunj.gajera@infinityinfoway.com](mailto:nikunj.gajera@infinityinfoway.com)

## Subject : Work order for supply of Cloud Based Academic ERP System at IIPS

Sir,

I am directed to refer to your Tender Document submitted to this office and am pleased to inform you that Director & Sr. Professor has accorded his approval for accepting your quote and a firm order is placed with you for supply of Cloud Based Academic ERP System at IIPS as per the financial bid submitted by you.

Sr. NO.	Description	Amount	Total
1	One time set up of Academic Module	Rs.9,90,000/-	
2	Recurring Cost	Rs. 14/-	Per user per month
3	GST	18%	

The above is on recommendation of Committee and approval of the Competent Authority vide efile no. 12-11012/31/2021-EXAMINATION CELL Subject: Proposal for procuring Academic ERP software for the use Academic Department.

1) The software as specified/quoted in your quotation should be supplied to this institutes at the earliest.

2) Software supplied should be as specified/quoted in your quote

3) Please note that the software should be delivered at our institute premises at your own cost.

4) In case of failure to supply within the period as specified above, your order shall automatically be treated as cancelled and the institute will not be responsible for any claim what so ever on account of the expenses incurred/losses occurred to you on account of this.

5) IIPS may extend the contract for additional maximum of 02 years on early basis subject to satisfactory performance. The rates quoted shall be valid for 3 years. An increment of 5% on charges would be given after the end of every year for the next year.

**6) You are required to deposit Performance Guarantee of 5 % of the amount quoted in the form of Bank Guarantee/ Fixed Deposit from a Nationalized Bank in favour of IIPS Mumbai, valid for contract period and further renewable. This will be for due performance of the agreement in all respects. The Director & Sr. Prof, IIPS, Mumbai will be at liberty to adjust whole or part of this money to recover penalties or any other dues accruing to the IIPS. No appeal shall lie with any authority against the decision taken by him in pursuance of this clause. The performance guarantee should be valid for a period of 60 days beyond contract period.**

7) IIPS Shall not be liable to pay any interest on Earnest Money Deposit/Security Deposit, which would stand credited to the IIPS. You have to deposit the Performance Security Deposit and commence the work within 15 days of acceptance of tender otherwise the contract will be terminated and Earnest Money Deposit will be forfeited.

8) You will co-ordinate with Mr. Sudarshan Bhadra, Assisat Registrar (Academic) on 022-42372433

**Other Terms and Conditions as per the Tender document**

1) The work order is issued for Design, Development, Deployment (Cloud hosting) and maintenance of Academic ERP system.

2) Provisioning of Cloud infrastructure required for hosting the ERP system.

3) Support up to 2,000 users /year (Approx.). The number may vary. However, the payment will be made on the basis of actual users

4) Provisioning of dashboard with DNS & DNS hosting for ERP system.

5) Operation and Maintenance of the Application Software and Cloud Infrastructure provided for the same

6) Training of IIPS Employees.

7) Customization and Enhancement of the functionality in the modules as per IIPS requirements during the contract period.

The ERP so designed and development will be as per the functional requirements that will be prepared in terms of various modules required by the Academic Department of IIPS. IIPS is looking for an integrated academic system for single point control and management as per the modules listed below :

**1. Student Portal Management – Comprising of**

- Student Log In
- Detailed Personal Profile
- Syllabus Details
- Time Table
- Semester - Subject Wise Attendance
- Semester – Subject Wise Result History
- Download Teaching Notes, Assignments
- Course Registration
- Course Feedback
- Fee Schedule
- Detailed Fee Summary (Paid/Dues/Fines/Exemption etc.)
- Fee payment
- My Calendar
- Event Based Alerts
- Online Leave Application
- Leave Status
- Leave Report Card

**2. Faculty Portal Management – Comprising of**

- Faculty Log in
- Batches / Students
- Scheduled Classes
- Mark Attendance
- Student evaluation (Marks / Grades)
- Upload Teaching notes, Assignments
- Course Progress View
- Event Based Alerts
- Number of student allotted as guide.

**3. Academic & Student Management Module**

This section will deal with all the information pertaining to a student such as personal, academic as well as admission /fellowship and student report generation as per different criteria like , category, gender etc.

- Admission



- Semester registration
- Student Information
- Programs
- Specializations/Elective
- Class
- Time Table
- Scholarships/Fellowship
- Ph.D Course Management(Such as Guide allocation, Ph.D registration, half yearly report, Proposal presentation, synopsis, Thesis submission, Viva-Voce, Provisional certificate ,Fellowship etc)
- Semester/year wise student report as per different criteria. [All above reports can be produced in graphical as well as in text format like pdf, excel, csv etc.]
- Student Feedback
- Placement Report

#### **4. Fees Management Module**

Using this section all types of fee under different heads can be collected from the student through online using integrated Payment Gateway and can generate different types of reports.

- Fee Configuration for different heads
- New admission fee deposit
- Semester/ Yearly Fee deposit online
- Miscellaneous Fee Collection online
- Receipt generation
- Main receipt / miscellaneous receipt
- Student fee payment track record
- Expected reports:
  - i. Daily/ monthly/ semester/ yearly fee collection/ miscellaneous report
  - ii. Defaulter report
  - iii. Head wise (hostel, transport, alumni etc.) collection report
  - iv. Any customize report

All above reports can be produced in graphical as well as in text format like pdf, excel, csv etc

#### **5. Exam Module – Comprising of**

- Exam calendar
- Question Paper Creation
- Evaluation
- Exams/ Hall tickets Creation
- Exams Arrangements
- Result declaration
- Transcript/Mark sheet/ Degree Generation

- Exam Time Table
- Exam Attendance
- Convocation

#### **6. Attendance Module – Comprising of**

- Student Attendance
- Holidays settings
- Custom reports for attendance
- SMS alert

#### **7. Certificate Management Module – Comprising of**

- Online application for different certificate
- Document Upload
- Status of application
- Different certificate generation

#### **8. Hostel Management Module – Comprising of**

- Fee payment
- Room allotment

#### **9. Training**

Yours agency will provide offline training and documentation for all users of the system. Every user group would have a separate Pre and Post Implementation Training. The Training program would be split into series of sessions for different user groups and across functional areas of the system.

Over and above these trainings, the helpdesk shall provide the support to all users of the system.

#### **10. Intellectual Property Rights (IPR)**

All necessary hardware, software, Source Code & object code of the software, Database generated, Design Document, All Requirement Specification, Hardware Sizing Documents, Test Plan, Test Data, Test Cases, licenses, cloud services etc. Intellectual Property Rights(IPR) will be in the name of the IIPS. IIPS shall have the sole proprietary rights over them.

#### **11. Application Security**

1. The system must provide an end-to-end security solution to protect the ERP applications, services, data and the infrastructure from malicious attacks or theft from external (through internet) hackers. Using Firewalls and Intrusion Detection Systems such attacks and theft should be controlled and well supported (and implemented) with the security policy.
2. The security implementation shall cover all three layers namely physical, network and transport layer.
3. System should have proper authorization mechanism in place to give only the designated users viewing or changing permissions.
4. System should have the ability to perform password management functions including controlled password expirations, minimum password length and enforcement of alphanumeric password standards, password history logging and user locking for failed login attempts.
5. System should maintain an audit trail of all the transactions and all entries into the system.

### **Maintenance Support**

1. Your agency has to ensure to deploy a required technical team at IIPS for the smooth implementation of project.
2. You will provide the Operations and Support Team for Maintenance support phase, for supporting the ERP solution. Your agency should propose appropriate manpower to cover activities. The support shall include technical expertise, process implementation, policies compliance, governance and reporting. The bidder Support Team shall provide below mentioned services:-- Physical Onsite helpdesk to support and facilitate resolution of Incidents and Problems.
3. Your agency will deploy a team providing support for both functional as well as technical issues. The functional and technical issues in the implemented system resulting in disruption of day to day activities of end users shall be referred to as 'Incidents'. These incidents shall be assigned a 'priority' which will be on the basis of the urgency/criticality and impact on IIPS.
4. Your agency shall provide and implement from time to time the Updates/New releases/New versions of the software and operating systems as required. You will provide updates & patches of the ERP software and tools to IIPS as and when released without any additional cost to IIPS.
5. The nature of support would be 24 × 7. The normal technical support hours would be 09:00 AM to 6:00 PM from Monday to Saturday every week. However, after that time and on Sunday (24 × 7 hrs), the nature of support would be on On-Call basis only for critical high priority incidents. For On-Call support, bidder shall nominate team and details of this team should be available to IIPS. If the system is inaccessible, the bidder has to work 24×7 till system availability.
6. You will deploy its support resources along with required logistics like Laptop, Mobile, Data Card, External Hard Disk etc. for onsite working and support.
7. Your agency must ensure the backup of ERP services and data on a daily basis.

### **Additional Technical points**

1. The system must provide an end-to-end security solution to protect the ERP applications, services, data and the infrastructure from malicious attacks or theft from external (through internet) hackers. The security implementation shall cover all three layers namely physical, network and transport layer.
2. System should have proper authorization mechanism in place to give only the designated users viewing or changing permissions.
3. The bidder shall deploy the application only after it is security audited and certified as follows:
  - GIGW compliance audit conducted by STQC Directorate.
  - Safe to Host audit for the ERP portal conducted by Cert – In empaneled agencies.
4. Your agency must ensure regular backups for all databases in accordance with the backup and archive policies and recovery whenever required with appropriate permissions.
5. You must ensure the backup of ERP services and data on a daily basis at Local Storage server that is to be installed at the Institute campus. The required storage server will be provided by your agency



6. Testing of backup media should be undertaken from time to time to ensure availability of data.
7. Your agency will provide the Operations and Support Team for Maintenance support phase, for supporting the ERP solution.
8. You would deploy its support resources along with required logistics like Laptop, Mobile, Data Card, External Hard Disk etc. for onsite working and support.
9. Your agency must provide the necessary API/payment gateways and integrate the application/ERP with the other ERPs/ accounting software running in the institute (if any) without any additional cost. You will provide and implement from time to time the Updates/New releases/New versions of the software and operating systems as required. The bidder shall provide updates & patches of the ERP software and tools to IIPS as and when released without any additional cost to IIPS. System should maintain an audit trail of all the transactions and all entries into the system.

**Payment Conditions :**

1. Payment will be made as per GoI norms i.e. 30% advance payment and 70% on satisfactory delivery/installation of the software after due certification by Assistant Registrar (Academic), IIPS, Mumbai.
2. Payment shall be made by PFMS transfer. You need to provide bank details for the transfer.
3. In case of any dispute arising out of this Work Order the decision of the Director & Sr. Professor, IIPS shall be final and binding on the agency

You are requested to kindly send us a formal acceptance of this Purchase Order.

Thanking you,

Yours faithfully,



**(Manjiri Rane)**

**Assistant Registrar (Admin)**

Copy to :

1. Director, IIPS, Mumbai ----- for information
2. Assistant Registrar (Academic) --- for information and necessary action please
3. Dr. Chandra Shekhar, Head ICT, IIPS ----- for information
4. System Manager, ICT, IIPS, ---- for information
5. Assistant Finance Officer, IIPS --- for information.