Rajiv Gandhi University of Health Sciences (RGUHS)

Expression of Interest

Automation @ RGUHS

24, August 2012
Expression of Interest

Disclaimer

This Expression of Interest (EOI) is not an offer by the Rajiv Gandhi University of Health Sciences (RGUHS), but an invitation to receive response from eligible interested bidders for selecting a Vendor for RGUHS. This EOI includes statements, which reflect assumptions and assessments arrived at by RGUHS for their Automation Project. Such assumptions, and statements do not contain all, adequate or correct information that each bidder may require. The information given is not intended to be an exhaustive account of requirements.

The issue of this EOI does not imply that RGUHS is bound to select and short-list pre-qualified bidders for request for proposal (RFP) stage or to appoint the selected bidder for the Automation Project, and RGUHS reserves the right to reject all or any of the bids without assigning any reasons whatsoever. The bidder shall bear all costs relating to the preparation and submission of its bid regardless of the conduct or outcome of the bidding process. RGUHS may terminate the EOI process at any time without assigning any reason.
Contents

1. About the University .......................................................................................................................... 5

2. Automation @ RGUHS ...................................................................................................................... 6
   2.1 The Vision ........................................................................................................................................ 6
   2.2 Objectives ........................................................................................................................................ 6

3. Functions ............................................................................................................................................ 7
   3.1 Colleges: ......................................................................................................................................... 7
   3.2 Students: ......................................................................................................................................... 7
   3.3 Faculty: .......................................................................................................................................... 7
   3.4 Internal administration of RGUHS: ............................................................................................... 7
   3.5 Publications: ................................................................................................................................. 7
   3.6 Public Health/NSS: ........................................................................................................................ 7
   3.7 Sports ............................................................................................................................................ 8
   3.8 Workflow: .................................................................................................................................... 8
   3.9 Teaching / Learning: ....................................................................................................................... 8
   3.10 Governance: ............................................................................................................................... 8

4. Proposed Solution Blueprint ............................................................................................................. 9

5. Scope Overview ................................................................................................................................ 10
   5.1 Envisaged scope of Work ............................................................................................................... 10
   5.2 Functional Overview ....................................................................................................................... 11
      5.2.2 Faculty Life Cycle Management: ............................................................................................ 11
      5.2.3 Affiliation Cycle ....................................................................................................................... 11
      5.2.4 Academic Cycle: .................................................................................................................... 12
      5.2.5 Evaluation cycle ..................................................................................................................... 12
      5.2.6 Library Services ..................................................................................................................... 13
      5.2.7 Publications ............................................................................................................................ 13
      5.2.8 Public Health/NSS ................................................................................................................ 13
      5.2.9 Sports .................................................................................................................................... 13
      5.2.10 Boards, Councils ................................................................................................................ 13
      5.2.11 Governance ........................................................................................................................ 14
5.2.12 Finance & Accounts ................................................................. 14
5.2.13 HR .................................................................................................. 14
5.2.14 Procurement & Materials Management ................................................... 14
5.2.15 Facilities .............................................................................................. 15
5.2.16 Workflow ........................................................................................ 15
5.2.17 Unique IDs .................................................................................... 15
5.2.18 Dash Boards .................................................................................. 16
5.2.19 Email / Website ............................................................................. 16
5.3 Technical Overview ........................................................................... 17
  5.3.1 Supply of Software ........................................................................... 17
  5.3.2 Supply of Hardware ......................................................................... 17
  5.3.3 Design and Implementation .......................................................... 17
  5.3.4 Data Migration ................................................................................ 17
  5.3.5 Training .......................................................................................... 17
  5.3.6 Operation, Maintenance and others ............................................... 17
6. The Procurement Process ..................................................................... 18
  6.1 Invitation for EOI: ............................................................................. 18
    6.1.1 Qualification Criteria for EOI ......................................................... 18
  6.2 Receipt of responses: .......................................................................... 19
  6.3 Presentation by EOI Shortlisted companies ....................................... 19
  6.4 Request for Proposal: ....................................................................... 20
  6.5 Clarifications ...................................................................................... 20
7. Annexures ........................................................................................... 21
  1. Notice of Intent to submit Expression of Interest ................................... 21
  2. General Information ........................................................................... 22
  3. Financial Details of Vendor ................................................................. 23
  4. Details of Experience of Vendor ........................................................... 24
  5. Declaration that the vendor has not been blacklisted ........................... 25
1. About the University

Rajiv Gandhi University of Health Sciences, (RGUHS), established by an Act of 1994 passed by Karnataka Legislature is dedicated to the cause of “Right for Rightful Health Sciences Education”. It is affiliating, teaching and a research University, headquartered in Bangalore. RGUHS is member of Commonwealth University, London, UK, Association of Indian Universities, New Delhi and Inter Universities Boards, Karnataka. 680 colleges conducting professional courses in Medicine, Dentistry, AYUSH (Ayurveda, Yoga & Naturopathy, Unani, Siddha and Homoeopathy), Physiotherapy, Pharmacy, Nursing and Allied Sciences in Karnataka are affiliated to the University. The courses conducted are approved by the Apex Bodies such as Medical Council of India, Dental Council of India, Central council of Indian Medicine, Central Council of Homeopathy, Indian Nursing Council, Pharmacy Council of India, All India Council of Technical Education, and University Grants Commission. The recognized courses range from undergraduate, post-graduate, fellowship, doctoral to certifications in various disciplines of Health Sciences. About 1.5 lakh students are studying in the RGUHS at any given point in time.

Rajiv Gandhi University exercises superintendence and control over these 680 colleges in order to establish uniform standards par-excellence in Academics and Administration of teaching and learning of Health Sciences. Besides, RGUHS directly deals with Advanced Research, Continuing Health Services Medical Education, Training of Trainers, Centers of Excellence, Technical Seminars and Conferences, to ensure that health services professionals are updated with latest developments in their respective disciplines. The vision of RGUHS is to be the World-class Health Services Knowledge Provider. The mission is to:

• Improve quality of education and standards in the affiliated colleges
• Establish uniform standards par-excellence in Academics and Administration of teaching Health Sciences in these colleges

Integrated, end-to-end automation of RGUHS is among the top priority initiatives embarked to realize the Mission of the University
2. Automation @ RGUHS

RGUHS proposes to transform itself into a Digitized, World-class Knowledge Services Provider in the field of Health Sciences. A Centre of Excellence, RGUHS would empower its student and teaching community with the latest knowledge to face the challenges of a constantly changing world of Health Sciences.

2.1 The Vision

Transform Rajiv Gandhi University of Health Sciences into a Modern Digital University, a World-class Knowledge Provider for Health Services

2.2 Objectives

- Revamp governance by achieving transparency and accuracy by embedding best business practices and processes into all its operations, doing away with non-value adding/redundant processes in the course of regulating and establishing excellence in affiliated colleges & students.
- Integrate all its activities into Enterprise Wide Resource Planning software (ERP). The activities can be broadly categorized as below:
  - RGUHS internal operations (e.g., HR, Finance &Accounts, Procurement, Facilities, Business Process Management i.e., workflow through files, appointment of members for councils, boards and other bodies, RTI, among others.)
  - All administrative services to the key stakeholders:
    - Students (e.g., eligibility, migration, marks card, degree certificates)
    - Affiliated colleges (e.g., affiliation renewal, new courses affiliation, new college affiliation, student admission confirmation, examination application, appointment of examiners)
  - All academic activities (e.g., teaching, learning, curriculum development, question paper / question banks, examinations life cycle)
- Create an enabling and service oriented environment for students and faculty to achieve excellence in Health Education and Research
- Liberate the RGUHS management from routine paper based activities enabling them to focus on its core activities – achieving world class standards in Health Sciences Education and Research

The RGUHS plans to achieve its Vision and Objectives through an integrated ERP system with embedded best practices/processes and related Information & Communications Technologies (ICT).
3. Functions

RGUHS proposes to cover all its functions and processes in the seamless, integrated ERP system along with cloud computing with web-based interfaces to its stakeholders. The automation project will leverage the ubiquitous nature of ICT awareness and adoption among its stakeholders to deliver its capabilities and services in a transparent and agile manner. The processes shall have clear Service Level Agreements (SLAs) for both internal and external stakeholders.

The following is an indicative but not exhaustive list of stakeholders / functions / processes at RGUHS.

3.1 Colleges: Affiliation of colleges (presently, ~680 numbers) through an annual process of application by the college, inspection by a council appointed for the purpose, its review and decision process till communication of outcome. These include a) annual renewals of existing courses subject to sustaining required standards, b) approvals for new courses / subjects / higher strength for existing courses and c) affiliation of new colleges. The colleges are required to pay prescribed fees for processing each application.

3.2 Students: Eligibility for a particular course, Approval of admissions based on verification of credentials and receipt of fees, access to library, welfare services like transfers within / outside the state, college to college, communications relating to examination schedule, evaluation of different formats of examination like theory, practicals, viva voce, dissertation, and thesis, declaration of results and issue of Certificates. (Presently, ~1.5 lakh students, in an academic year)

3.3 Faculty: Faculty in the constituent / affiliated colleges with their updated credentials is sought annually along with application for affiliation. From among this databank RGUHS appoints question bank / question paper bank developers and approvers, officers for administering examination (e.g., invigilators, and surprise squads), examiners and councils. This would include examiners drawn from outside RGUHS.

3.4 Internal administration of RGUHS: Accounts, receivables, payables HR (recruitment, staffing, Learning &Development, Payroll & Benefits Administration, Employee reimbursements, etc.), Procurement and Vendor management, Facilities management (e.g., estate, event/conference management and related services), Publications, PR, Library, Sports, Public Health /National Service Scheme (NSS).

3.5 Publications: The RGUHS publishes syllabi, newsletters, journals and research papers / compendiums, annual reports, convocation etc. at different periodicities.

3.6 Public Health/NSS: program officers appointed in the affiliated colleges draw upon volunteers from student / faculty to impart Public Health Education and Services as part of the NSS, MoHRD, GoI.
3.7 **Sports**: RGUHS conducts sports events at college, University, inter University at state and central levels annually and has an impressive track record. All the enrolments, events management, news updates, communications to sports persons etc. would be digitized

3.8 **Workflow**: work flows through paper files for each subject (internal administration and those related to all stakeholders) till decision by Vice Chancellor / Registrar / other officials as per delegation of responsibility till communication of outcome or payments to the concerned stakeholders.

Similarly, inward mails follow the work flow pattern till disposition. These mails are by and large identified with stakeholders (students, colleges, faculty, employees, governments) and occasionally general and those seeking information through RTI.

3.9 **Teaching / Learning**: The Training of Trainers (ToT) is conducted in order to constantly upgrade the skills of faculty. ToT includes both health sciences domains and soft / hard skills essential for effective teaching, learning and evaluation. Library services containing latest international journals are made available through an online portal, HELINET to all current colleges/studies at a prescribed fee.

3.10 **Governance**: All the above activities are governed by various Councils (e.g., academic council, affiliation council), Boards (e.g., board of studies, board of academic evaluation), Senate and Syndicate. Registrar is the administrative head and exercises the operational authority under the overall guidance and counsel of the Vice Chancellor. Registrar (Evaluation) is the Controller of Examinations cycle. Vice Chancellor, as the Head of the University chairs important councils / Boards, the Senate and the Syndicate – the latter being the Executive Board of RGUHS.

The decision outcome from these Councils, Bodies, Senate and Syndicate form input triggers for the workflow at execution level as per delegation in place.

**It is envisioned that these and other activities of RGUHS would migrate to the integrated ERP and made available through the ubiquitous ICT accessible through any form factor, 24x7.**
4. Proposed Solution Blueprint

Proposed Solution Blueprint as described below provides a snapshot of the overall solution and captures the envisioned end-state. It is meant to provide an overview of how the RGUHS capabilities will be enabled and supported by detailing specific set of applications in various layers of the solution. The EOI respondents are expected to use this solution only as a guideline and propose the ideal solution for RGUHS as they deem fit. Such proposals would follow current industry standards or best practices in their absence, should be flexible, extensible, scalable, capable of high performance and with a services-oriented architecture. There should be flexibility to seamlessly incorporate future standards, upgrades and to build and integrate new capabilities.
5. Scope Overview

5.1 Envisaged scope of Work

The automation project of RGUHS would involve design, development and implementation of an end-to-end integrated ERP Application Software that would automate all the functions and processes of the University. This Application Software would be hosted on ICT Infrastructure that would be created by the selected implementation partner. The solution is intended to be implemented in the ‘Managed Services’ / BOOT Model.

The broad Scope of Work for this project will revolve around the following deliverables:

- Creation of digitized databases
- Deployment of web based University ERP application
- Creation of the University’s portal

It is envisaged that the selected solution provider would be required to do the following work but not limited to:

1. Procurement and implementation of ICT infrastructure equipment for the University’s Data Center for implementing this ERP solution,
2. Design, development, customization and implementation of University Automation ERP Application software,
3. Wide Area Network Connectivity,
4. Management of MIS reports with proper workflows embedded into the application,
5. Provide Training, Support, Installation & maintenance of the solution,
6. Facilitate On-line Payments through Banks,
7. Operations and Management support of the Application, Software and ICT infrastructure provided for the contract period which is expected to be for a period of 5 years.

Please note that the detailed scope of work would be in the RFP which would be issued only to those bidders who have submitted complete response to this EOI and fulfill the qualifying criteria and possess required capability and competency.

The ownership of all the hardware, related system software and application software will be with the solution provider for a period of 5 years from the completion date of implementation of the ERP and ICT infrastructure and going live.

An overview of the functional and technical scope as envisaged by RGUHS is given in the ensuing section. The EOI respondents are encouraged to suggest most appropriate and feasible scope and implementation methodology for the entire project.
5.2 Functional Overview

The scope of automation at RGUHS would cover the following functions/business processes which are indicative but may not necessarily be exhaustive. This is to provide the EOI respondents a broad idea of how RGUHS visualizes functions in the ‘to be’ digitized integrated automated environment.

5.2.1 Student Life Cycle Management:
- Eligibility for a particular course can be verified against list of approved boards/AIU listed Boards/Universities/Foreign equivalent academic programs, subjects and percentage of marks. Eligibility status triggered online to the admitting college, student/parent, any other stakeholders of RGUHS.
- Admission applications with original credentials (scans of originals) would be uploaded by respective colleges, along with the prescribed fees. Applications get uploaded to RGUHS only on completion of all above, including fees. Provisional admissions intimated to students/colleges/other stakeholders subject to verification of original credentials. SLAs prescribed for receipt of original credentials of each student from respective colleges, and their verification and triggering of confirmed admission to students/colleges/other stakeholders by RGUHS.
- Certification services like transfers within/outside the State, college to college etc., communications relating to examination schedule, declaration of results and issue of Certificates, access to library services would be available online.

5.2.2 Faculty Life Cycle Management:
- Faculty in the constituent / affiliated colleges with their updated credentials would be received and stored online. This would include panel of examiners / faculty drawn from outside RGUHS, as updated from time to time.
- Each faculty is tagged to a particular college which employees him. Once tagged, the faculty cannot appear under another college at the same time.
- From among this databank RGUHS appoints examiners, question bank / question paper bank developers, approvers. All access/communications pertaining to these would be digitized and available over web interface.

5.2.3 Affiliation Cycle
- RGUHS alerts to apply/renew affiliation would be triggered on website / email / SMS.
- Colleges apply online with relevant data fields like new courses/additional capacity/faculty and equipment additions/deletions etc.
- System will prompt college to fill in required fields and upload data as per data fields on the screen depending on type of affiliation sought as above.
• A one-time uploading of repetitive information that is unlikely to change year after year (Apex Bodies, GOK as applicable, apex body, GOK approval, faculty credentials, equipment list, etc) can auto populate from database in RGUHS server by default, with option to edit in case of changes and upload new credentials/documents.
• Fees paid through payment gateway, separately for each area – like renewal, new courses/subjects/additional strength would be done along with application process. Application will not get uploaded to RGUHS until payment through the gateway system is made.

5.2.4 Academic Cycle:
• Updated Calendar of Events (Academic Calendar) for each stream would be published on the website.
• Lectures and interactive teaching of respective streams of health education from eminent faculty (within RGUHS/outside) would be made available live (video/audio) or for access at a later stage by faculty and students. The idea is to disseminate quality teaching to all students and faculty under its ambit and make it available 24x7.
• Training of Trainers (ToT) conducted in order to constantly upgrade the skills in the entire University. eTeaching/eLearning format would be leveraged fully to enhance the quality of education and standards. ToTs would include both domain subjects and soft/hard skills essential for effective teaching and learning. The eLearning would be made available in all kinds of formats – real time, interactive (video/audio/chat), off line self-paced learning to registered students, faculty and colleges
• ToT calendar would be published on website with alerts to students, faculty, colleges
• All work flow related to Curriculum Development process, dissertation synopsis submission and approval by concerned panel of experts, approvers, and thesis/dissertation would be digitized and made available in the workflow stream with SLAs for review/evaluation/decision/information to the concerned.

5.2.5 Evaluation cycle
• Web interface would be provided to the Q/QP setters to enter the Questions. The review and approval would be online. The question/question paper bank creation, randomized QP generation, its finalization and release cycle would be completely automated, encrypted and transmitted at prescribed time for printing at the examination centers. Passcodes to decrypt sent over SMS at prescribed time.
• Online Application for Examination would be uploaded based on qualifying criteria and requisite fees for each student by respective colleges. The application gets uploaded to RGUHS only if the qualifying criteria and fee is paid.
• RGUHS confirms eligibility for examination, sends hall tickets with auto-generated numbers and scan photo of the student, student ID etc. to the college, under copy to the students.
• Processes for physical infrastructure preparation and logistics around conducting examinations of all formats (theory, practicals, viva voce) would be digitized including communication to concerned officials of such appointment, roles/responsibilities, etc.
• In case of theory papers, the same would be received centrally at RGUHS as per rules laid down and encrypted answer papers sent for valuation. The valuation would be online where valuers see scanned answer papers without IDs as per the number of valuations prescribed, moderation are done and final marks flow seamlessly into the marks card database.
• Marks for practicals / viva voce are to be uploaded into website within prescribed time limit. All marks get integrated after moderation if any; marks / results generated, results published over website, SMS.
• In case of malpractices in examination, marks/results are withheld pending the outcome of panel’s decision and then released
• The fee for marks card/PDC/Convocation certificates is paid by the student/college online along with the application for the final year examination. System triggers confirmation and expected time of delivery, as per SLAs.

5.2.6 Library Services
Library services like consortium administration, access to online reference materials would be made available to valid subscribers through all form factors. Subscribers would be able to customize their regular inbox URLs based on their academic area of interest. The news of interest can be customized by respective stakeholders to hit their inboxes as it happens or at prescribed intervals.

5.2.7 Publications
• The RGUHS journals, research papers / compendiums, annual reports, syllabi, newsletters, convocation etc. would be available online either for free or pay per use/download basis.

5.2.8 Public Health/NSS:
• Program officers appointed from among the affiliated colleges draw upon volunteers from student / faculty population to impart Public Health Education and Services to the Community, as part of the NSS, MoHRD, GoI. The process of appointment, enrolment of volunteers, activities and events, newsletters would be covered in the digitized scenario.

5.2.9 Sports:
• RGUHS conducts sports events at college, University, inter University at State and Central level annually and has an impressive track record. All the enrolments, events management, news updates, communications to sports persons etc. would be digitized and available on the website

5.2.10 Boards, Councils
• The University constitutes bodies of experts who help observe/develop/review/recommend/decide on various standards or regulations in curriculum, evaluation, college affiliations, faculty, students, examiners, inspection teams. E.g., Board of studies, academic council, affiliation council, local inspection council, BOAE.
The decision outcome of these bodies triggers workflow downstream or upstream to the apex Governance bodies i.e., Senate and the ultimate executive body, the Syndicate.

- The entire cycle of selection to exit of the members of boards and councils would be automated.

5.2.11 Governance

- The decision outcome or recommendation of Councils/Boards/Registrar/VC forms input to the higher Governing bodies – the Senate and ultimately, the Syndicate – the apex executive body. The VC chairs Senate and Syndicate meetings. The Registrar exercises administrative authority on all the RGUHS operations under the overall guidance / supervision of the VC. The Registrar (Evaluation) is the Controller of Examinations. Both the Registrars and the Finance Head report to the VC. The decisions of VC / Registrar / Senate / Syndicate would trigger workflows / update the processes etc.

5.2.12 Finance & Accounts

- Accounts receivables, payables through payment gateway system/NEFT/RTGS to stakeholders / employees / statutory bodies as per respective IDs and activity codes. eCommerce would be fully leveraged.

- MIS Reports can be viewed real-time on status vs. actual – be it expenditure by respective function/individual or payment/receipt code for any type of transaction – ID-wise/event wise/total for the entity. E.g., student admission/library fees, college affiliation fees, overall RGUHS receipts/payments/surplus.

5.2.13 HR

- Employee life cycle - selection to exit processes will be automated and will cover all types of employees – contractual, regular, part/full-time.

- Electronic Attendance record and integration as per administrative and personnel rules such as leave, absence, salary computation, statutory deductions would be integrated. Salaries remitted electronically into employee accounts, electronic pay slips sent over official email.

- Travel approval, reports, expenses are submitted online for approval. Reimbursements triggered into employee’s bank a/c through NEFT/RTGS.

- Personnel & Administration e.g., performance appraisals, promotions, transfers, Annual leave, LTC, transfers, retrials would follow the electronic workflow

- All kinds of MIS pertaining to the employees would be available as per delegation.

5.2.14 Procurement & Materials Management

- The entire process of procurement of material/service by type, vendor selection criteria, receipts, billing, payments, re-order levels, rate/time contracts, vendor payments, related MIS would be online. Prospective vendors should be able to register online as per qualifying criteria.
High value/technical procurement processes prescribed in KTTP Act /CVC guidelines would be automated. Material MIS of purchase prices, trends by vendor/consuming function etc. can be viewed as of last transaction

Inventory requisition based by function, MIS giving trends of consumption and costs, function and entity wise

5.2.15 Facilities
- Real estate management including, housekeeping, security and people/event logistics would be digitized on to the integrated ERP environment.

5.2.16 Workflow
- The paper file movement system would become Work Flow Automation / Business Process Management (WFA/BPM) in the integrated ERP environment. WFA for each subject (internal administration and those related to external stakeholders) till decision by Vice Chancellor / Registrar / other officials as per delegation and communication of the decision to stakeholders would be digitized with SLAs embedded at each process step.
- Similarly, inward mails (by hard copies) are by and large identified (hence tagged) with the stakeholders (students, colleges, faculty, employees) would join the WFA stream as above. Occasionally mails of general nature / RTI flowing in would follow the WFA.
- To reduce mails of general nature / RTI for common topics or queries, FAQs would be published on the website to help instantly satisfy queries of stakeholders and public at large. The FAQs would be updated constantly
- Red alerts for deviations from SLAs would be triggered to reporting officers.
- An inbox/outbox with a space to process the inbox work form the key features of WFA.

5.2.17 Unique IDs
- A database of Unique IDs would be created for each stakeholder - employees, students, faculty, colleges, external and internal examiners, vendors, procurement materials and services, real estate, event, activity, etc. Each unique ID is tagged to an entity/process/function/event, activity as the case may be. For e.g., a faculty member being shown as full time employee in one college, cannot be duplicated for another college if the system is so defined; however, the same member can be assigned to the question paper development / valuation or any other process/function.
- Each stakeholder database would have complete details such as email (primary and secondary, if any) and mobile (primary and secondary, if any), PAN number, VAT, Service tax details, bank details, address (current and permanent) and attested photograph at the time of registration first time. Additionally, in the case of colleges, details of their personnel authorized to communicate with RGUHS for each purpose (if different, for e.g., admissions in charge, examinations in charge, etc).
- A self service facility would be available to stakeholders to update their contact details during their life cycle.

5.2.18 Dash Boards
- Dash boards would be available for all functions to see status and MIS customized based on need/delegation.

5.2.19 Email / Website
- A stakeholder friendly, professional website would be designed reflecting the state-of-the-art nature of the entire automation. Web interfaces would be available to registered members in the RGUHS ecosystem as per IDs for transactional, information and other needs.
- Links to and from social networking sites would be made available to instantly reach the interested groups in each domain.
- Communications from RGUHS would be through official email IDs to respective official email IDs furnished by stakeholders.
- Communication to stakeholders via email / SMS would be auto-triggered as defined for any of the process steps.
- SMS alerts to stakeholders would be on their registered mobile phone numbers.

The solution blueprint and the business processes of various functions in the to-be scenario would stay open, flexible in terms of qualitative inputs in order to embed best of the breed processes and practices. What would not change is the principle that the automation would be end-to-end with no parallel paper workflow.
5.3 Technical Overview

Technical overview furnished below is not necessarily exhaustive but indicative. EOI respondents are encouraged to propose their concepts and approach to realize the vision of end-to-end automation of RGUHS and achieve a world-class digitized environment.

5.3.1 Supply of Software

Supply of software (all licenses to be enterprise wide) including operating system, application, database and other softwares required for entire operations such as security software, security incident, event, identity and access management, software for Emails and its integration.

5.3.2 Supply of Hardware

Sizing of all hardware including servers and clients based on proposed software that meets RGUHS’s current and future business needs; Supply of hardware as per sizing and project schedule, including electronic content management system.

5.3.3 Design and Implementation

Design a Service Oriented Architecture that is highly available, scalable, flexible; design and build a data model to share data across multiple systems in RGUHS, its affiliates, students, faculty and other stakeholders; Design a Business Intelligence system providing dashboards for monitoring and measuring performance metrics and generate customized reports as per needs and delegation. Install and commission the supplied software and hardware; build and commission web-interfaces for interactive services. The interaction layer must enable access for multiple users, modes and services; Build and maintain complete security architecture based on industry best practices, complying to e-governance standards and applicable statutory requirements like IT Act 2000, as amended; Build monitoring infrastructure for ensuring systems are functioning as per SLAs.

5.3.4 Data Migration

Identification of data migration requirements; Set up migration processes and environment; Collection and migration of user data, master data (including records of employees, accounts, assets, stakeholder data, etc.) as needed from existing systems and hard copy documents; migration of operational data, including financial transaction data such as ongoing contracts, transaction data from existing systems and hard copy documents.

5.3.5 Training

Prepare a detailed training plan, finalize in consultation with the functional heads, the Registrar and VC; Plan and implement the training including training of trainers and end user training. Provide detailed user manual for all stakeholders.

5.3.6 Operation, Maintenance and others

Set up and run centralized 24x7 Helpdesk operations. Any others required to ensure the end-to-end digital integration and usage and availability in any form factor.
6. The Procurement Process

The procurement process that would be followed by RGUHS for selection of an implementation partner for its automation project would be as follows:

6.1 Invitation for EOI:

An invitation for Expression of Interest (EOI) will be issued to bidders meeting the following qualification criteria to participate in the public tendering process through an advertisement.

6.1.1 Qualification Criteria for EOI

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Criteria</th>
<th>Supporting Documents – Individually or Either of Consortium Partners</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Should be a company (companies, in case of consortium) registered under the Indian Companies Act 1956 and should have been in existence for at least 5 years as on 31st March 2012</td>
<td>Company Registration Certificate issued by ROC – Individually</td>
</tr>
<tr>
<td>2.</td>
<td>Should be minimum CMMi Level 3 certified</td>
<td>Self-attested copy of CMM Certificate – Either of Consortium Partners</td>
</tr>
<tr>
<td>5.</td>
<td>Should be a profit making company (profit after tax) for the last 3 years, i.e. FY , 09-10,10-11 and 11-12</td>
<td>Chartered Accountant’s Certificate along with self-attested copy of Annual Statement containing Profit &amp; Loss account – Individually</td>
</tr>
<tr>
<td>6.</td>
<td>Should have an average annual turnover of Rs.100 Crores in the last 3 financial years - i.e. FY 09-10, 10-11 and 11-12 from Information Technology services, Revenue from Hardware or Sale of Software Licenses will not be considered for this purpose</td>
<td>Chartered Accountant’s Certificate along with self-attested copy of Annual Statement containing annual turnover figures - Either of Consortium Partners</td>
</tr>
<tr>
<td>7.</td>
<td>Should have Net Worth as on 31st March 2012 of at least Rs. 50 Crores</td>
<td>Chartered Accountant’s Certificate along with last audited balance sheet - Either of Consortium Partners</td>
</tr>
</tbody>
</table>
8. The company and/or its subsidiary should have implemented similar large scale integrated ICT projects in India in the ‘Managed Services’ model/BOOT Model.

| Copies of LoI or Agreements for the projects undertaken - Either of Consortium Partners |

9. The company and/or its subsidiary should have implemented or in the process of implementing a comprehensive end-to-end University Management Solution for any University in India in a ‘Managed Services’ model/BOOT Model.

| Copies of LoI or Agreements for the projects undertaken - Either of Consortium Partners. |

11. The vendor must have a valid Service Tax and VAT Registration in India

| Copy of Service Tax Registration Certificate |
| Copy of PAN Card |
| Copy of VAT Certificate |

12. In case of consortium:
   i) not more than 2 partners shall be permitted in any consortium. An organization can be a part of only one consortium and if it is observed that a company is a partner in more than one consortium, then all such consortia shall be disqualified.
   ii) the lead organization shall respond to the EOI providing details of the partnering organization, along with an authorization by the organization to do so.
   iii) it is mandatory that both partners possess at least one of the three quality certificates – CMM Level 3 or ISO 9001:2008 or ISO 27001. These certificates should be valid as on the date of submission of the EOI. Similarly, both partners should also fulfill qualifying criteria no. 5, i.e., both partners should be profit making for the last three financial years.

6.2 Receipt of responses:
Interested vendors may submit their responses with all necessary documents including those for qualification criteria in the form of hard copies (one original and two copies) and read only CDs (two sets). Such responses placed in sealed envelopes are to be dropped in the designated sealed box placed at the office of the Registrar, Rajiv Gandhi University of Health Sciences, Jayanagar, 4th T Block Bengaluru, Karnataka 560 041 on or before 15.00 hours on 17th September 2012.

6.3 Presentation by EOI Shortlisted companies
Responses from interested bidders will be evaluated and short listed based on qualifying criteria, their capability and competence to meet the requirements of the RGUHS for the automation project. Such short listed bidders would be invited to make a presentation of their capabilities, concepts and approach based on their background experience in executing successful University and other ERP projects.
6.4 Request for Proposal:
A detailed Request for Proposal (RFP) with information on the specific requirements of the RGUHS will be circulated to the short listed bidders after the presentations as in point 6.3 above. The interested bidders may respond to the RFP by submitting the techno-commercial bids as per the specifications that would be elaborated in the RFP.

The tentative procurement schedule is given below. This schedule is subject to change at the sole discretion of the Registrar, RGUHS.

<table>
<thead>
<tr>
<th>#</th>
<th>Procurement Activity</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Publishing the EoI in leading newspapers</td>
<td>4-Sep-2012</td>
</tr>
<tr>
<td>2</td>
<td>Last date for receiving the responses for EoI</td>
<td>17-Sep-2012</td>
</tr>
<tr>
<td>3</td>
<td>Concept Presentation by EOI Shortlisted companies</td>
<td>26 and 27-Sep-2012</td>
</tr>
<tr>
<td>4</td>
<td>Issuing the RFP for shortlisted companies</td>
<td>09-Oct-2012</td>
</tr>
<tr>
<td>5</td>
<td>Pre-bid meeting for clarifications</td>
<td>19-Oct-2012</td>
</tr>
<tr>
<td>6</td>
<td>Issue of clarifications</td>
<td>24-Oct-2012</td>
</tr>
<tr>
<td>7</td>
<td>Last date for receiving the RFP proposals</td>
<td>8-Nov-2012</td>
</tr>
<tr>
<td>8</td>
<td>Presentation by companies qualifying technical RFPs</td>
<td>15 and 16-Nov-2012</td>
</tr>
<tr>
<td>9</td>
<td>Finalize technical scores</td>
<td>23-Nov-2012</td>
</tr>
<tr>
<td>10</td>
<td>Opening commercial bids of technically qualified companies</td>
<td>30-Nov-2012</td>
</tr>
<tr>
<td>11</td>
<td>Selection of Winning Bidder &amp; Issue of Work Order</td>
<td>3-Dec-2012</td>
</tr>
<tr>
<td>12</td>
<td>Submission of Bank Guarantee and signing of Agreement</td>
<td>14-Dec-2012</td>
</tr>
</tbody>
</table>

6.5 Clarifications
Clarifications required if any on the EOI document may be emailed to the Registrar, Rajiv Gandhi University of Health Sciences, Jayanagar, 4th T Block Bengaluru, Karnataka 560 041 on or before 12th September 2012. The email ID is rguhsregistrar@gmail.com. Such emails should originate only from official email IDs of interested bidders.
7. Annexures

The following annexures are to be submitted by EOI respondents

1. **Notice of Intent to submit Expression of Interest**

*(To be submitted on the Letterhead of the Vendor)(Place) (Date)*

To
Registrar,
Rajiv Gandhi University of Health Sciences, Jayanagar, 4th T Block Bengaluru, Karnataka 560 041

Subject: Submission of EOI for Selection of an implementation partner for end-to-end Automation Project for Rajiv Gandhi University of Health Sciences (RGUHS)

Dear Sir,

Having examined the EOI, we, the undersigned, offer to propose for selection / short listing for an implementation partner for end-to-end Automation Project for Rajiv Gandhi University of Health Sciences (RGUHS). The provisions of the EOI are acceptable to us. We agree to abide by this EOI, consisting of this letter, the detailed response to the EOI and all attachments, for a period of 6 months from the last date for submission of EOI response.

We hereby declare that all the information and statements made in this EOI are true and accept that any misinterpretation contained in it may lead to our disqualification.

Our correspondence details with regards to this EOI are:

<table>
<thead>
<tr>
<th>#</th>
<th>Information</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Name of Vendor</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Address of Vendor</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Name, Designation and Address of the contact person to whom all references shall be made regarding this EOI</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Telephone no. of contact person:</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Mobile no. of contact person:</td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Fax no. of contact person:</td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td>E-mail address of contact person:</td>
<td></td>
</tr>
</tbody>
</table>

Dated this ___ day of ___201__

Yours sincerely,
on behalf of [Vendor’s Name], Authorized Signature [In full and initials], Name and Title of Signatory, Name of Firm, Address, Seal/Stamp of Vendor:
2. **General Information**

<table>
<thead>
<tr>
<th>#</th>
<th>Particulars</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td><strong>Details of Vendor</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>a) Name</td>
<td></td>
</tr>
<tr>
<td></td>
<td>b) Address</td>
<td></td>
</tr>
<tr>
<td></td>
<td>c) Telephone</td>
<td>Fax</td>
</tr>
<tr>
<td></td>
<td>d) Website</td>
<td></td>
</tr>
<tr>
<td></td>
<td>e) Participating as: (single organization or lead organization in case of consortium)</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td><strong>Details of Authorized Signatory</strong> (please attach proof)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>a) Name</td>
<td></td>
</tr>
<tr>
<td></td>
<td>b) Designation</td>
<td></td>
</tr>
<tr>
<td></td>
<td>c) Address</td>
<td></td>
</tr>
<tr>
<td></td>
<td>d) Telephone no.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>e) Mobile no.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>f) Fax no.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>g) E-mail</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td><strong>Information about Vendor</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>a) Status of Firm/ Company <em>(Public Ltd. / Pvt. Ltd etc)</em></td>
<td></td>
</tr>
<tr>
<td></td>
<td>b) No. of years of operation in India</td>
<td></td>
</tr>
<tr>
<td></td>
<td>c) Details of Registration</td>
<td>Date</td>
</tr>
<tr>
<td></td>
<td>d) Service Tax Registration No.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>e) PAN Card No.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>f) No. of resources/ staff in India</td>
<td></td>
</tr>
<tr>
<td></td>
<td>g) Locations and addresses of offices (in India and overseas)</td>
<td></td>
</tr>
</tbody>
</table>
3. **Financial Details of Vendor**  
*(in case of Consortium details required by both the organizations)*

<table>
<thead>
<tr>
<th>Description</th>
<th>FY10</th>
<th>FY11</th>
<th>FY12</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual Turnover, Rs. Crores</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Please submit relevant documents mentioned in Pre Qualification criteria as proof in support of above declarations.

I/we hereby declare that the above information is correct as per our company records.

Dated this ___ day of ___201__

Yours sincerely,
on behalf of [Vendor's Name]
Authorized Signature [In full and initials]:
Name and Title of Signatory:
Name of Firm:
Address:
Seal/Stamp of Vendor:
4. **Details of Experience of Vendor**  
*(in case of Consortium details required by both the organizations)*

<table>
<thead>
<tr>
<th>#</th>
<th>Item</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>General Information</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Customer Name</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Name of the Contact Person and contact details for the project</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Project Details</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Name of the project</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Start Date/End Date</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Current Status (work in progress, completed)</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Contract tenure</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Size of the project</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Order Value of the project (in Rs. Lakhs)</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Total cost of the services provided (by the Vendor)</td>
<td></td>
</tr>
</tbody>
</table>

**Narrative description of Project:**

**Description of actual services provided by your staff within the assignment:**

**NB:**
- *Please furnish not more than three relevant projects, using separate form for each project*
- *Please submit copy of Work Order, Client referral and Job Completion Certificate in support of above declaration or in case of confidentiality clause, self certification of Authorized Signatory of vendor.*
5. Declaration that the vendor has not been blacklisted  
(in case of Consortium details required to be furnished by both the organizations) 

(To be submitted on the Letterhead of the vendor) 
(Place)  
(Date) 

To 
RGUHS, Bangalore 

Subject: Submission of EOI for Selection of Vendor (RH) for the Automation Project at RGUHS  

Dear Sir, 

We confirm that our company (companies in case of consortium) is/are not blacklisted in any manner whatsoever by any state/central Government department, autonomous organizations, Public Sector Undertakings (PSUs) in India on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.  

It is hereby confirmed that I/We are entitled to act on behalf of our companies and empowered to sign this document as well as such other documents, which may be required in this connection.  

Dated this ___ day of ___201_  

Yours sincerely,  

on behalf of [Vendor’s Name]  
Authorized Signature [In full and initials]:  
Name and Title of Signatory:  
Name of Firm:  
Address:  
Seal/Stamp of Vendor: