



TENDER FOR
ONLINE FEES COLLECTION SOFTWARE SERVICES WITH DIRECT
ACCOUNTING AND INTEGRATION WITH UFMS

DR.BABASAHEB AMBEDKAR TECHNOLOGICAL UNIVERSITY

Lonere, Tal. Mangaon, Dist.Raigad,
Maharashtra, India

Website: <https://dbatu.ac.in/>

**ONLINE FEES COLLECTION SOFTWARE SERVICES WITH DIRECT
ACCOUNTING AND INTEGRATION WITH UFMS**

Tender NO.: क्र.डॉबरआंतवि/लेखा/जाहिरात/२०२३/१३३६

Dr.Babasaheb Ambedkar Technological University, Lonere invites the Tender for
“Online Fees Collection Software Services with Direct Accounting & Integration with
UFMS”

The Details of Tender is as follows: -

Description of the Items	EMD Amount (In Rs.)
Online Fees Collection Software Services with Direct Accounting & Integration with UFMS	25,000

The Detailed technical specifications of the requirements mentioned above are
given in the “ANNEXURE-III” appended to the tender.

Tender Time Table

1	Publishing Date	Date 24/05/2023
2	Tender Download Start Date and Time	Date: 24/05/2023
3	Bid Submission Start Date and Time	Date : 24/05/2023
4	Queries & Clarifications to Bidders	From the date of Publishing till the Date & time of Submission of Bid
4	Closing Date and Time of Tender	Date 07/06/2023 Time 5.30 PM
5	Date and place of Opening of Tender (Bid Opening Date)	Date 15/06/2023 Time 11.30 Dr.Babasaheb Ambedkar Technological University.

Tender for Online Fees Collection Software Services with Direct Accounting & Integration with UFMS

Part I : Terms and Conditions of TENDER

1. MINIMUM QUALIFICATION CRITERIA for Eligible Bidders

Only bidders who qualify the minimum qualification criteria will be eligible to participate in the tender.

Sr. No.	Criteria	Supporting Documents
1.	The Company should be registered company and should have been in existence for at least 3 years as on 31 st March 2023	Copy of Company Registration Certificate issued by the ROC or Other Competent Authority or Shop Act or GST Certificate along with Copy of Company PAN Card
2.	The bidder should have an 'Average Annual Turnover' of more than Rs.40 Lacs in the Financial Years 19-20, 20-21 and 21-22	Balance Sheets and Income tax Returns filed for last three financial years (i.e. 19-20, 20-21 and 21-22)
3.	The bidder should have worked with Universities/Boards/Institute of Repute in Maharashtra in the last three years put together	Certified copies of LOI / Agreements / Work Orders
4.	The bidder should have executed at least one contract with any State University in Maharashtra. The Bidder Should <u>preferably</u> have an experience of providing Online Fees Collection Services in at least 1 State University in Maharashtra where the system is integrated with Finance Software and capable of issuing Direct Auditable Receipts and generate automated accounting entry	a) University Work Order. b) Client list with contact Details

2. General Scope

2.1 General Scope for Annual Maintenance of University Finance Management Software

The University Finance Department is using an Integrated online software platform which is tightly integrated with the University Finance Management Software(UFMS) for Online Fees Collection. This online fees collection software acts as a Finance Gateway of the University which acts as an aggregator between Payment Gateway, University Finance Management Software & any third party software in the University. All the fees are collected through this Software Platform only. Through this we issue a direct auditable receipt to the Student which is a ledger wise final receipt delivered to the payee student over email and can be used for further process. This Software platform is available 24x7 to the Payee Student. Being integrated with the Finance Software, there is no need to import the data manually or through excel in the finance software for accounting of these transactions. The Software Platform is currently capable of providing auditable receipt to the payee students and colleges and it also generates the automated accounting in the UFMS.

We are looking forward to an Online Fees Collection software Services which can provide complete automation of the fees collection and accounting of the same. Qualified bidders with experience of working with the State Universities are invited to participate in the tender for Online Fees Collection Software Services with direct accounting and integration with UFMS.

2.2 Scope of Project

- i) Understanding the existing software platform
- ii) Understanding the Processes and standard practices for online fees collection
- iii) Creating a Finance Gateway which will integrate 3 ways to the University Third Party Softwares (Like Examination & Admission Software), University Finance Management Software & University Payment Gateway Service Provider (PayU)
- iv) Complete administration of Online Fees Collection
- v) Online Helpdesk Services during working hours
- vi) Email & SMS alerts to the payee
- vii) Fees Template Creation
- viii) Fees Token Generation for customized fees collections
- ix) Daily credit verification with the Payment Gateway Settlement
- x) Support and Co-ordination with the Payment Gateway Provider and the third party application software providers.

2.3 Objectives

The objective of this tender is to solicit bids from the qualified bidders to continue the Online Fees Collection Software Services from 1st June, 2023. The successful bidder will be responsible for complete managed services for Online Fees Collection and credit verification and accounting. The bidder will also be responsible for enhancing the software if required and will be responsible for overall functioning of the software including internet hosting, integration with the University Finance Management Software, Integration with any other online software of the University where is fees are collected, integration with University existing or new Payment Gateway service provider.

2.4 Bidders Queries & Clarifications

The bidders may visit or contact the office of Finance Officer, Dr.Babasaheb Ambedkar Technological University, Lonere-Raigad, Maharashtra for any queries or clarifications regarding the Tender or the details of existing online fees collection Software before submission of the Bids.

2.5 Venue and Deadlines for submission of Bids

Bids in its complete form in all respect as specified in this tender document must be submitted at the below address before the specified time and date of bid submission as mentioned in the Tender Time Table

Address:

**The Finance Officer,
Dr.Babasaheb Ambedkar Technological University,
Lonere, Tal.Mangaon, Dist. Raigad,
Maharashtra, India**

The University may, in exceptional circumstances and at its discretion, extend the deadline for submission of proposals by issuing an addendum to be made available on the University website, in which case all rights and obligations of the University and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

2.6 Submission of Bids

The bids must be submitted to in two separate envelopes i.e. Technical Bid in Envelope No. 1 and Commercial Bid in Envelope No. 2. The EMD as required in the Tender document must be paid online through University Online Fees System at <https://dbatu.unisuite.in>. Both the Envelopes must be submitted in the Envelope No. 3.

Envelope No. 1 Technical Bid, must contain the following;

1. Receipt of EMD Payment (As per the Ministry of Micro Small and Medium Enterprises, Government of India, the Tender sets free of cost and exemption from payment of earnest money to registered MSEs Applicable. Copy of MSME Certificate to be attached)
2. Copy of Company Registration Certificate issued by the ROC or Other Competent Authority or Shop Act or GST Certificate along with Copy of Company PAN Card with Company Seal and sign
3. Balance Sheets and Income tax Returns filed for last three financial years (i.e. 19-20, 20-21 and 21-22) with Company Seal and sign along with the declaration on company letterhead about turnover of more than 40 lacs in above 3 financial years.
4. Annexure-I duly signed with company seal
5. **Annexure-II**
6. Certified copies of LOI / Agreements / Work Orders of the experience.
7. Copy of work order or agreement of working with any State Government University in Maharashtra
8. **Annexure-III**

Envelope No. 2 Commercial Bid, must contain the following;

1. **Annexure-IV**

2.7 Managed Services

We are looking forward to completely managed services of the Internet Based Online Fees Collection Software which should be hosted over Internet Data Centre to ensure 24x7 availability of the services, seamless integration with the Payment Gateway Provider and Banking Partner, integration with the University Accounting platform for automated

accounting, integration with the third-party application software of University including admission & examination online software.

2.8 Duration

The initial duration of the contract shall be for a period of 3 years. On completion of the 3 years term, the contract may be further renewed after mutual discussions and consideration of any special terms that may be added, amended or existing terms that may be deleted.

2.9 The proposed locations of the project:

The proposed Online Fees Collection Software Services for the university will be undertaken in the following locations:

1. The University Finance Division which shall act as the Nodal Centre or Nerve Centre of the whole UFMS.
2. The main location for the UFMS will be the University Finance Division at Lonere Main Office.

2.10 Financing model of the project

- a. The payment for Online Fees Collection Software Services shall be made as per Pay-Per-Receipt model. The bidder will have to submit a report along with the details of total number of receipts generated using the Online Fees Collection Software along with the Invoice for the total number of receipts generated in the Previous Service Month.
 - i. On Monthly Basis after completion of every service month of the contract period.
- b. The contract will be signed for 3 years starting from the date as mentioned in the agreement.

2.11 Training & Support

The successful bidder shall provide training of the project to all the Finance & Accounts Division Users and respective department users.

The successful bidder shall also ensure setting up of technical help desk with the email ID for addressing the user queries.

2.12 The Bidder's Responsibilities

Complete Managed Services

The Service provider will be responsible for hosting the software and provide online fees collection services to the University as per the technical specifications. The service provider will be responsible for integration with University Finance Management Software UniSuite, other online software of the University for fees collection and the payment gateway. The SMS & Email Services will be provided by the Service Provider.

- 1.1 Service Provider shall provide the Software Platform Services, to receive fees from various students and affiliated colleges of the University and generate online Certified Receipt.
- 1.2 Service Provider will ensure that The Software Platform is hosted in Internet Data Center to make it accessible to all the concerned users through Internet.

- 1.3 Service Provider shall be responsible for providing Online HelpDesk, Annual software management with server management including software development support
- 1.4 The University shall authorize Service Provider to Integrate Software with the Payment Gateway Service Provider and the Banking Partner of the University to initiate transactions to receive online fees which will be credited directly to the University Bank Account.
- 1.5 Service Provider shall Integrate their software with the Examination Department Online Software to receive fees paid through the Examination Portal.
- 1.6 Service provider shall provide facility to generate 'Fees Token' for the students of the University Departments to receive their fees online through the online software.
- 1.7 Service provider shall provide support to integrate with any other third-party software of the University to receive fees online through online software
- 1.8 Service Provider shall provide software Services through a Virtual Server Hosting With SSL Certification for secure communication & Dedicated IP
- 1.9 Service Provider shall provide alerts to the Payee through E-mail and SMS services.
- 1.10 The University shall be responsible for all the Banking Transactions and disputes arising out of the payment received through this platform.
- 1.11 The University shall provide stable internet connectivity to the UniSuite Finance & Accounts Information Management Software Server at the University Campus to ensure data synchronization with the online software platform.
- 1.12 Service Provider shall support all Transactional Issues with respect to the Online Payment report to the respective authority on a case-to-case basis.
- 1.13 Service Provider shall alert and notify the University for any kind of disputes or issues related to the Online Payment and assist the University authorities with required documentation and transactional support.
- 1.14 Any Chargeback query raised by the Payee will be reported to the respective authority by Service Provider and on confirmation, required supporting documents shall be sent to the Payment Gateway against the chargeback queries.
- 1.15 The University will assign a Single Contact Person for day-to-day co-ordination and support
- 1.16 Service Provider will be responsible for the better security of the software services and user access control.
- 1.17 Service Provider will provide training to the respective staff members of the Finance & Accounts Department on a regular basis.

2.13 CHANGE ORDERS:

The University may, by written order request the Bidder to make changes if feasible within the general scope of the work order/agreement in any one or more of the following- Design, Specifications, Requirements and the Software or Service to be provided under the work order/agreement on mutually agreed charges. The bidder shall evaluate such change orders and revert back with the feasibility of doing such changes in the software and also provide timelines and additional charges for the same. The University may opt for the additional changes based on the mutually agreed cost for the required change.

3 Point of Contact

The BIDDER shall provide a single point of contact as below who will be responsible for installation and maintenance of the project. In case of any change in the contact person at a later point of time, the BIDDER should communicate the same to the university.

Name:

Designation:

Phone no:

Email id:

3.1 Indemnity

1. The University shall indemnify and hold Bidder harmless against any and all liabilities, losses, damages, judgments, claims, causes of action, and costs (including attorneys' fees and disbursements). The Bidder will be indemnified by the University for any and all issues raised by their Finance Department staff.
2. The Bidder shall indemnify and hold the University harmless against any and all liabilities, losses, damages, judgments, claims, causes of action and costs (including attorney's fees and disbursements) The University will be indemnified by the Bidder for any and all issues raised by their Bidder staff.

3.2 Information Security and Data Privacy

The successful bidder will be responsible for providing suitable security systems while implementing the Online Fees Collection Software project to protect the continuing interest of the university. The bidder shall have to maintain strict privacy and confidentiality of all the data it gets access to.

3.3 BID EVALUATION

The bidders will be evaluated on QCBS (Quality cum Cost Basis Selection) System.

The information furnished by the bidders in the technical bid (i.e. Annexure – I, Annexure –II, Annexure-III), shall be the basis for this evaluation. In case, any of the information is not made available, the Committee has the right to decide. Bidders must note that the technical evaluation will be carried out prior to opening of any Commercial Bids.

The guidelines for evaluation have been designed to facilitate the objective evaluation of the Technical & Commercial bids submitted by the bidders. The evaluation process would comprise of two stages as technical evaluation and Commercial evaluation. The evaluation process would rank the bidders based on their composite score computed as weighted average, **(if required) Weightage of 70% for technical Bid and 30% for commercial bid are assigned for evaluation.**

Technical Bid Evaluation (Technical Score-TS):

A maximum of 100 marks will be allocated for the Technical Bid. The evaluation of functional and technical capabilities of the Bidders will be completed first as per the guidelines. Only bidders with minimum 50% score in the Technical Bid shall be qualified for commercial bid opening.

Bidders will have to present demo before the University Technical Committee. The Committee will evaluate the software according to the criteria.

After technical evaluation, the University committee will open the commercial bid of qualified bidder.

Technical evaluation of the bidders will be done based on the criteria and points system as specified below.

Criteria for Technical Evaluation

S.No.	Particulars	Score
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1	The Company should be registered company and should have been in existence for at least 3 years as on 31 st March 2023	25
2	The bidder should have an 'Average Annual Turnover' of more than Rs.40 Lacs in the Financial Years 19-20, 20-21 and 21-22	25
3	The bidder should have worked with Universities/Boards/Institute of Repute in Maharashtra in the last three years put together	25
4	The bidder should have executed at least one contract with any State University in Maharashtra. The Bidder Should <u>preferably</u> have an experience of providing Online Fees Collection Services in at least 1 State University in Maharashtra where the system is integrated with Finance Software and capable of issuing Direct Auditable Receipts and generate automated accounting entry	25
	Total Score	100

Commercial Bid Evaluation (Commercial Score – CS):

The commercial bids of only technically successful bidders will be opened. University is not bound to select the bidder on the basis only lowest commercial cost only.

The evaluation will be carried out if Commercial bids are complete and computationally correct.

Identification of the lowest bid:

Based on the commercial Cost of each of the bidders, the bidder with the lowest cost is identified as L1. All the other bids are listed based on the increasing value of L. Only first 3 lowest commercial bids (L1, L2, L3) will be considered for final Evaluation.

1. Calculation of the Commercial Score: The commercial Score for each of the bidders is calculated by using the method as below.

a. The bid with the lowest price (L1) will be given the maximum commercial score (CS) of 100 points.

b. The formula for determining the commercial score for the other bids is the following:

$CS_n = 100 \times L1/L_n$, in which CS_n is the financial score for bidder n, L1 is the lowest bid value and L_n is the bid value of the proposal under consideration.

Identification of the successful bidder

The Final composite Score (FSn) for the successful bidder will be calculated as follows:

$$FS_n = (TS_n \times 0.70) + (CS_n \times 0.30)$$

The combined score of the bidder achieving the highest FSn will be considered to declare the successful bidder.

AWARD CRITERIA

The highest- composite scoring vendor will be selected.

In case of a tie for composite highest score, the bidder with a superior solution who has secured the higher technical score amongst the bidders with the tied composite scores shall be awarded the contract.

In the event of this winning bidder with highest composite Score not accepting the contract or not completing the formalities after the issue of the Letter of Intent within the stipulated period, then University shall award the contract to the bidder with then highest composite score, provided the commercial bid of this bidder is less than or equal to that of the original winning bidder.

In the event of the commercial bid of the bidder with the second highest composite score being higher than that of the original winning bidder, University shall seek written confirmation from the second-ranked bidder to match the commercial bid of the original winning bidder. If the second ranked bidder agrees in writing to match the commercial bid of the original winning bidder, then University shall award the contract to this second-ranked bidder.

Bid Formats

Details	Format
Bidder’s Qualification Criteria	Annexure – I
Relevant Customer base in India	Annexure – II
Technical Specifications	Annexure – III
Response Formats for Commercial Proposal	Annexure IV

Technical Bid (Envelope 1)

Annexure - I

Qualification Criteria

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

The Finance Officer,

Dr.Babasaheb Ambedkar Technological University,
Lonere, Tal. Mangaon, Dist. Raigad,
Maharashtra - 402103

Subject: Compliance Statement for Bidder's Qualification Criteria

Dear Sir,

Enclosed please find herewith the compliance statement along with the supporting documents for the Bidder's Qualification Criteria;

Sr. No.	Criteria	Supporting Documents
1.	The Company should be registered company and should have been in existence for at least 3 years as on 31 st March 2023	
2.	The bidder should have an 'Average Annual Turnover' of more than Rs.40 Lacs in the Financial Years 19-20, 20-21 and 21-22	
3.	The bidder should have worked with Universities/Boards/Institute of Repute in Maharashtra in the last three years put together	
4.	The bidder should have executed at least one contract with any State University in Maharashtra. The Bidder Should <u>preferably</u> have an experience of providing Online Fees Collection Services in at least 1 State University in Maharashtra where the system is integrated with Finance Software and capable of issuing Direct Auditable Receipts and generate automated accounting entry	

Technical Bid (Envelope 1)

Annexure - II

Customer base in India/Maharashtra

To be submitted on the Letter head (Place) (Date)

The Finance Officer,

Dr.Babasaheb Ambedkar Technological University,
Lonere, Tal. Mangaon, Dist. Raigad,
Maharashtra - 402103

Dear Sir

We would like to provide the following information on our customer base in India for the last five years.

Details **	Name of client	Year implemented	Solution Description
Name of the university/ school education board. Provide complete address and contact details such as phone no, email id etc	1. 2. 3.	1. 2. 3.	

** Attach relevant certificates

Dated this ___ day of ___ 201_

Yours sincerely,

On behalf of []

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp

Technical Bid (Envelope 1)**Annexure - III****Technical Specifications**

Company letterhead

Date:

The Registrar,

YASHWANTRAO CHAVAN MAHARASHTRA OPEN UNIVERSITY

Nashik

Sub: Technical Specifications for providing the Online Fees Collection Software Service

Requirement Specification Compliance:**1) Online Fees Collection Software:**

S.N.	Features & Technical Specification	Compliance	Remark (if any)
1	Online Fees Collection		
1.1	Online fees Collection system which will act as Finance Gateway of Finance Department of University to all the sources of money collection		
1.2	Direct Online Accountable & Auditable receipt to the payee from University Finance ERP's Income Module		
1.3	Facility to pay through various payment modes including (NEFT/RTGS/IMPS) and online (Card, Net-banking, UPI etc)		
1.4	Auto verification of each payment (even with NEFT/RTGS Mode) before issuing receipt to payee		
1.5	Strict rules for NEFT/RTGS payment mode with auto rejection facility		
1.6	Virtual Account Integration with Bank		
1.7	Direct Accountable and Auditable receipt to Payee over mail		
1.8	Act like an extended counter operated by system and all daily collection reporting should be as per the manual Cash Counter at university premises		
1.9	Payment link system which can be generated across the system and can be paid online through Online Fees Collection		
1.10	Online and Offline Fees Payment Link Generation		

Tender for Annual Maintenance of University Finance Management System

	facility for receiving Fees from University Students		
1.11	API Integration to integrate this system to other software's operational in the university to receive payments of various types (Interface to provide integration like payment gateway to other applications)		
1.12	Facility to make predefined fees templates available online or offline so payee can select the template and proceed for payment through online system		
1.13	Advance and Informative interface for the payee with all necessary information and steps		
1.14	Responsive interface to support access through Laptop, Mobile, Tablets etc.		
1.15	Online portal need to be operational even without connectivity with the ERP server and will sync data and other changes once connectivity is available		
1.16	Automated Alerts & Communication with end user for better transparency & possibly optimal performance using E-mail and SMS Services		
1.17	Hosted Platform for 24x7 service availability		
1.18	24x7 Online fees payment facility		
1.19	Online HelpDesk Services for User Support During working hours		
1.20	Daily Verification & reconciliation of All the Transactions through the Online Fees Collection System		
1.21	Support and Co-ordination for Payment Gateway Issues and Chargeback Cases		

Commercial Bid (Envelope 2)

Annexure - IV

Price Schedule

Company letter head

Date:

The Finance Officer,

Dr.Babasaheb Ambedkar Technological University,

Lonere, Tal. Mangaon, Dist. Raigad,

Maharashtra - 402103

Sub: Commercial quote for providing Online Fees Collection Software Services with Direct Accounting & Integration with UFMS

All prices must be mentioned excluding the Goods & Services Tax (GST).

1. Online Fees Collection Software Charges Per Receipt;

S.No.	Requirement Description	Per Receipt Charge (INR)
1	Charge Per Receipt Generated Successfully with accounting entry in UFMS software	

Payment Terms: As Per Tender