

भारतीय सूचना प्रौद्योगिकी संस्थान गुवाहाटी
Indian Institute of Information Technology Guwahati

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Bongora, Guwahati 781 015, India



RFP No: IIITG/S&P/273/2026/258
Date: 27th May 2026

**Notice Inviting RFP for Procurement, Implementation and
Maintenance of Cloud-Based ERP System for Student Fees and
Dues Management at Indian Institute of Information
Technology Guwahati**

www.iiitg.ac.in

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Section 1: Notice Inviting Proposals

Indian Institute of Information Technology Guwahati (IIITG), an Institution of National Importance under the IIIT (PPP) Act, 2017, invites sealed proposals from reputed and experienced vendors for the procurement, customization, implementation, and maintenance of a Cloud-Based Enterprise Resource Planning (ERP) Solution for Student Fees, Dues and Academic Management.

1.1 Key Information

Name of the Organization	Indian Institute of Information Technology Guwahati (IIITG)
RFP Reference Number	IIITG/S&P/273/2026/258 Date: 27th May 2026
Title of Work	Procurement, Implementation and Maintenance of Cloud-Based ERP System for Student Fees, Dues and Academic Management
Type of Bid	Two-Bid System (Technical Bid and Financial Bid)
Estimated Value	To be proposed by the Bidder
Contract Duration	Initial period of 3 years, extendable by mutual consent
Date of Issue of RFP	01.07.2026
Last Date for Submission	16.07.2026, 1400 Hours IST
Date of Opening of Technical Bids	16.07.2026, 1500 Hours IST
Date of ERP Demonstration	Will be notified later to the compliant bidders.
Pre-Bid Meeting Date	07.07.2026, 1100 Hours IST (Physical) Venue: IIITG Conference Room
Contact Person	Registrar, IIIT Guwahati
Contact Email	registrar@iiitg.ac.in

1.2 Brief Description

The ERP system shall support the financial and academic management of approximately 1,200 students, with scalability up to 1,800 students. The solution must provide comprehensive fee management capabilities including tuition fees, hostel rent, mess charges, fines, and other dues, along with full academic lifecycle management including admissions, course enrollment, attendance, leave management, marks entry, result processing, and document generation. The system shall integrate seamlessly with payment gateways and the institute's banking systems.

1.3 Important Notes

- This RFP does not commit IIITG to award a contract or to pay any costs incurred in the preparation and submission of proposals.
- IIITG reserves the right to accept or reject any or all proposals without assigning any reason whatsoever.
- IIITG reserves the right to amend, modify, or withdraw any part of this RFP at any stage.
- Submission of a proposal implies acceptance of all terms and conditions stated in this RFP document.
- The decision of IIITG shall be final and binding on all bidders.

Section 2: Definitions and Abbreviations

2.1 Definitions

"Institute" or "IITG" refers to Indian Institute of Information Technology Guwahati, an Institution of National Importance under the IIIT (PPP) Act, 2017.

"RFP" means this Request for Proposal document, including all annexures, amendments, and clarifications issued thereto.

"Bidder" or "Vendor" or "Proposer" means any individual, firm, company, or consortium submitting a proposal in response to this RFP.

"ERP System" means the Enterprise Resource Planning software solution for student fees, dues and academic management as described in this RFP.

"Contract" means the agreement entered into between IITG and the successful bidder for the execution of the scope of work.

"Go-Live Date" means the date on which the ERP system is fully implemented and operational for all intended users.

"AMC" means Annual Maintenance Contract covering technical support, bug fixes, and system updates.

2.2 Abbreviations

AMC	Annual Maintenance Contract
BG	Bank Guarantee
COTS	Commercial Off-The-Shelf
ECE	Electronics and Communication Engineering
CSE	Computer Science and Engineering
EMD	Earnest Money Deposit
ERP	Enterprise Resource Planning
GST	Goods and Services Tax
HSS	Humanities and Social Sciences
IITG	Indian Institute of Information Technology Guwahati
PAN	Permanent Account Number

PF	Performance Guarantee
RFP	Request for Proposal
SLA	Service Level Agreement
TIN	Taxpayer Identification Number
UAT	User Acceptance Testing

Section 3: Instructions to Bidders

3.1 Eligibility to Bid

Only bidders meeting the eligibility criteria specified in Section 4 of this RFP are eligible to submit proposals. Bidders must ensure compliance with all eligibility requirements before submission.

3.2 Cost of Bidding

All costs associated with the preparation and submission of proposals, including site visits, demonstrations, and presentations, shall be borne entirely by the bidder. IITG shall not be liable for any such costs, regardless of the outcome of the bidding process.

3.3 Site Visit

Bidders are encouraged to visit the Institute premises to understand the existing systems and infrastructure. Site visits may be arranged upon prior request to the Registrar. The cost of site visits shall be borne by the bidder.

3.4 Pre-Bid Meeting

A pre-bid meeting shall be conducted as per the schedule mentioned in Section 1.1. Bidders may seek clarifications regarding this RFP during the pre-bid meeting. Minutes of the meeting shall be shared with all registered bidders.

3.5 Clarifications and Amendments

Bidders requiring clarifications on any aspect of this RFP must submit their queries in writing to the Registrar at least 7 days before the last date of submission. IITG reserves the right to amend this RFP at any time before the last date of submission. All amendments shall be communicated to all registered bidders.

3.6 Language of Proposal

The proposal and all correspondence shall be in English language only. Proposals in any other language shall be rejected.

3.7 Currency of Proposal

All prices shall be quoted in Indian Rupees (INR) only. Prices quoted in any other currency shall not be considered.

3.8 Period of Validity

Proposals shall remain valid for a minimum period of 180 days from the last date of submission. Bidders shall not be allowed to modify or withdraw their proposals during this period.

3.9 Earnest Money Deposit (EMD)

Bidders must submit an Earnest Money Deposit of INR 50,000/- (Rupees Fifty Thousand only) in the form of a Demand Draft or Bank Guarantee drawn in favor of "Indian Institute of Information Technology Guwahati" payable at Guwahati. The EMD shall be valid for 180 days from the last date of submission.

- EMD of unsuccessful bidders shall be returned within 30 days of contract award.
- EMD of the successful bidder shall be returned upon submission of Performance Guarantee.
- EMD shall be forfeited if the bidder withdraws the proposal during the validity period.

3.10 Performance Guarantee

The successful bidder shall submit a Performance Guarantee of 5% of the total contract value within 15 days of receipt of Letter of Intent. The Performance Guarantee shall be in the form of a Bank Guarantee from a scheduled commercial bank and shall remain valid until completion of the warranty period.

3.11 Submission of Proposals

Bidders shall submit their proposals in two separate sealed envelopes as follows:

1. **Envelope 1: Technical Proposal:** Containing all technical documents as per Section 9.1
2. **Envelope 2: Financial Proposal:** Containing all financial documents as per Section 9.2

Both envelopes shall be enclosed in a master envelope clearly marked with the RFP reference number, bidder's name, and "Do Not Open Before [Date of Opening]".

3.12 Late Proposals

Proposals received after the specified date and time shall not be considered under any circumstances. IITG shall not be responsible for any postal delays.

3.13 Modification and Withdrawal

Bidders may modify or withdraw their proposals by written notice before the last date and time of submission. No modifications or withdrawals shall be permitted after the deadline.

3.14 Opening of Proposals

Technical bids shall be opened on the scheduled date and time in the presence of bidders or their authorized representatives who choose to attend. Financial bids of only technically qualified bidders shall be opened subsequently on a date to be notified.

3.15 Evaluation Process

Proposals shall be evaluated in two stages:

3. **Stage 1 - Technical Evaluation:** Technical proposals shall be evaluated as per the criteria specified in Section 10. Bidders scoring minimum 60 marks in technical evaluation shall be considered technically qualified.
4. **Stage 2 - Financial Evaluation:** Financial proposals of only technically qualified bidders shall be opened and evaluated.

3.16 Disqualification

IITG reserves the right to disqualify bidders in the following circumstances:

- Submission of incomplete or non-responsive proposals
- Submission of false or misleading information
- Failure to meet eligibility criteria
- Evidence of collusion among bidders
- Previous history of poor performance or contract defaults
- Being blacklisted by any government or educational institution

Section 4: Eligibility Criteria

Bidders must meet the following eligibility criteria to be considered for evaluation. Proposals from bidders not meeting any of the criteria shall be rejected.

4.1 Legal Entity Requirements

- The bidder must be a company registered under the Companies Act, 2013 or a partnership firm registered under the Partnership Act, 1932.
- The bidder must have been in operation for a minimum period of 5 years as of the date of issue of this RFP.
- The bidder must have a valid PAN and GST registration.
- The bidder must not be under liquidation, receivership, or bankruptcy proceedings.

4.2 Technical Experience Requirements

- The bidder must have experience in developing and implementing ERP solutions for at least 5 years.
- The bidder must have successfully implemented similar ERP solutions (fees/finance/academic management) in at least 3 Central Government educational institutions, Government Universities, or Deemed Universities in India.
- At least one implementation must have been completed within the last 2 years.
- The bidder must provide client contact details for verification of successful implementations.

4.3 Financial Requirements

- The bidder must have an average annual turnover of at least INR 5 Crores from IT/ERP services during the last 3 financial years.
- The bidder must submit audited financial statements for the last 3 financial years.
- The bidder must be financially solvent with positive net worth.

4.4 Technical Capability Requirements

- The bidder must have a dedicated technical support team with at least 5 certified professionals.

- The bidder must have experience in cloud deployment and management.
- The bidder must demonstrate capability for 24x7 technical support during critical periods.

4.5 Mandatory Documents

Bidders must submit the following documents along with their technical proposal:

1	Company Registration Certificate
2	PAN Card copy
3	GST Registration Certificate
4	Audited Financial Statements (Last 3 years)
5	Turnover Certificate from Statutory Auditor
6	Work Orders/Completion Certificates for similar projects
7	Client Contact Details for reference verification
8	Technical Team Profile and Certifications
9	ISO 9001:2015 Certificate (if available)
10	ISO 27001 Certificate (if available)
11	CMMI Certificate (if available)
12	Declaration of No Blacklisting

4.6 Consortium Bidding

Consortium bidding is not permitted for this RFP. Only single entities meeting all eligibility criteria may submit proposals.

Section 5: Scope of Work

The selected vendor shall be responsible for the complete supply, installation, customization, implementation, training, and maintenance of the Cloud-Based ERP System for Student Fees, Dues and Academic Management as specified in this RFP.

5.1 Supply and Deployment

- Supply of cloud-based ERP software solution meeting all functional and technical requirements specified in this RFP.
- Deployment of the solution on a secure cloud infrastructure with appropriate scalability.
- Configuration of the system to support approximately 1,200 current students, scalable to 1,800 students.
- Setup of development, testing, and production environments.

5.2 Customization and Configuration

- Customization of the ERP system to meet IITG's specific business processes and academic requirements.
- Configuration of fee structures, payment schedules, penalty rules, academic calendars, course structures, and grading systems.
- Setup of user roles, permissions, and access controls for all stakeholders.
- Customization of reports, dashboards, and notification templates.
- Integration with existing institute systems (if required).

5.3 Payment Gateway Integration

- Integration with payment gateway(s) supporting multiple payment modes (Credit Card, Debit Card, Net Banking, UPI, etc.).
- Configuration of payment gateway with IITG's designated bank account.
- Implementation of secure payment processing with PCI-DSS compliance.
- Setup of automated reconciliation of payments.

5.4 Data Migration

- Migration of existing student data, fee records, academic records, and historical payment data from current systems.
- Data cleansing and validation before migration.
- Verification of data integrity post-migration.

5.5 Training

- Comprehensive training for institute administrators, academic staff, and power users.
- Training for departmental users handling fee-related and academic operations.
- Training materials including user manuals and video tutorials.
- Train-the-trainer sessions for institute staff.

5.6 Documentation

- System Architecture Document
- User Manuals (Administrator, Staff, Faculty, Student, and Parent)
- Technical Documentation
- API Documentation (if applicable)
- Training Materials
- Operational Procedures

5.7 Testing and Go-Live

- System Integration Testing
- User Acceptance Testing (UAT) support
- Performance Testing
- Security Testing
- Go-Live support and hypercare

5.8 Maintenance and Support

- Comprehensive warranty for 12 months from Go-Live date.
- Annual Maintenance Contract (AMC) for subsequent years.
- Bug fixes and patches during warranty and AMC period.
- Minor enhancements and configuration changes during AMC.
- 24x7 technical support for critical issues.
- Regular system health checks and performance monitoring.

5.9 Student Strength

The ERP solution must be designed to handle the following student capacity:

Current Student Strength	1,200 students
Expected Future Strength	Up to 1,800 students
Concurrent Users	Minimum 200 concurrent users
Peak Load Handling	Support fee collection and result viewing during peak periods

5.10 Types of Fees and Receipts

The ERP system must support management of the following fee categories:

Fee Category	Description
Tuition Fees	Semester-wise tuition fees for all programs
Hostel Rent	Room rent for hostel accommodation
Mess Advance	Advance payment for mess charges
Mess Dues	Monthly mess charges based on actual consumption
Fines	Library fines, discipline fines, and other penalties
Examination Fees	Examination and re-examination fees
Other Charges	Any other institute-approved charges

Section 6: Technical Requirements

The ERP solution must meet the following technical requirements to ensure reliability, security, and scalability.

6.1 Architecture Requirements

- Cloud-hosted architecture with multi-tenant or dedicated deployment option.
- Web-based application accessible through standard browsers (Chrome, Firefox, Edge, Safari).
- Responsive design supporting access from desktops, tablets, and mobile devices.
- Service Oriented Architecture (SOA) or Microservices architecture preferred.
- Support for horizontal scaling to handle increased load.

6.2 Security Requirements

- Role-based access control (RBAC) with granular permissions.
- Secure login with strong password policies.
- Multi-factor authentication (MFA) support for administrative users.
- Data encryption at rest and in transit (TLS 1.2 or higher).
- Regular security audits and vulnerability assessments.
- Compliance with ISO 27001 security standards.
- PCI-DSS compliance for payment processing.
- Audit trail for all critical operations.

6.3 Performance Requirements

Parameter	Requirement
Page Load Time	Less than 3 seconds under normal load
Transaction Processing	Support 100+ concurrent fee transactions
System Availability	99.5% uptime during operational hours
Database Response	Less than 1 second for standard queries

Report Generation	Less than 30 seconds for complex reports
Backup Window	Maximum 4 hours for full backup

6.4 Backup and Disaster Recovery

- Automated daily backups with minimum 30-day retention.
- Point-in-time recovery capability.
- Disaster Recovery Plan with defined RPO and RTO.
- Regular disaster recovery drills and documentation.
- Backup data stored in geographically separate location.

6.5 Integration Requirements

- RESTful API for integration with external systems.
- Payment Gateway Integration (Razorpay, PayU, or equivalent).
- Bank reconciliation interface.
- Email/SMS gateway integration for notifications.
- LDAP/Active Directory integration for single sign-on (optional).

6.6 Technology Stack

Bidders should specify their proposed technology stack including:

- Application Server and Framework
- Database Management System
- Cloud Infrastructure Provider
- Frontend Technologies
- Security and Authentication Mechanisms

6.7 Compliance Requirements

- Compliance with Government of India IT Act, 2000 and amendments.
- Compliance with RBI guidelines for payment processing.

- GDPR compliance for data protection (if applicable).
- Accessibility compliance (WCAG 2.1 Level AA).

Section 7: Functional Requirements

The ERP system must provide the following functional capabilities to meet IITG's fee management requirements.

7.1 Student Fee Management

- Maintain comprehensive student master data including personal, academic, and financial information.
- Support multiple fee categories and structures for different programs.
- Automated fee calculation based on student category and applicable rules.
- Generation of fee demand notices and reminders.
- Tracking of fee collection and outstanding dues.
- Support for partial payments and installment options.

7.2 Online Payment Processing

- Integration with payment gateway supporting multiple payment modes.
- Real-time payment confirmation and receipt generation.
- Automatic adjustment of advance payments against dues.
- Handling of failed transactions and refunds.
- Generation of payment reconciliation reports.

7.3 Student Self-Service Portal

- Students can view outstanding dues and payment history anytime, anywhere.
- Download detailed fee receipts upon successful payment.
- View and download fee demand letters.
- Access to payment confirmation and transaction details.
- Mobile-responsive interface for smartphone access.

7.4 Academic Leave Management

- Automatic adjustment of mess dues when academic leave is granted.

- Support for internship leave and medical leave categories.
- Automatic resumption of mess dues upon leave revocation.
- Workflow for leave approval with appropriate authorization.

7.5 Withdrawal Management

- Automatic cessation of tuition fees, hostel rent, and mess dues upon course withdrawal.
- Calculation of refundable amounts based on withdrawal date.
- Workflow for withdrawal approval and processing.
- Refund processing and tracking.

7.6 Bank Loan and Scholarship Management

- Separate fields for students availing bank loans or scholarships.
- Generation of fee demand letters for bank loan applications.
- Tracking of scholarship disbursements.
- Management of fee waivers and concessions.

7.7 Multi-Department Access Control

- Role-based access allowing different sections to edit only their respective fees.
- Academic section access for tuition fees.
- Hostel section access for hostel rent.
- Mess section access for mess charges.
- Library section access for library fines.

7.8 Administration and Configuration

- Central administrator role for system configuration and user management.
- Ability to assign and modify user access rights.
- Configuration of fee structures, due dates, and penalty rules.
- System flexibility to allow future modifications by institute staff.

- Audit trail of all configuration changes.

7.9 Reporting and Analytics

- Daily collection reports with payment mode breakdown.
- Outstanding dues reports by category and student.
- Defaulter lists with aging analysis.
- Financial year-wise collection summaries.
- Program-wise and batch-wise fee collection reports.
- Custom report builder for ad-hoc reporting needs.
- Export to Excel and PDF formats.

7.10 Notification and Communication

- Automated email notifications for fee dues and payment confirmations.
- SMS alerts for payment reminders (optional).
- Configurable notification templates.
- Bulk communication capabilities for fee announcements.

Section 8: Academic Management

The ERP system must provide comprehensive academic lifecycle management capabilities to support IITG's academic operations. This module shall be fully integrated with the student fees and dues management module, ensuring seamless data flow across all academic and administrative functions.

8.1 Student Registration and Admission Workflow

- Online student registration portal for new admissions with form filling, document upload, and application tracking.
- Configurable admission workflow with multi-stage approval process (Application -> Document Verification -> Entrance Test -> Interview -> Selection -> Enrollment).
- Automated merit list generation based on configurable criteria (entrance test scores, academic performance, category).
- Waitlist management and automatic upgradation when seats become available.
- Integration with fee management module for admission fee collection upon enrollment.
- Generation of unique student ID and enrollment number upon successful admission.
- Seat matrix management for different categories (General, OBC, SC, ST, EWS, PwD).

8.2 Student Profile Management

- Comprehensive student profile containing personal information (name, date of birth, gender, category, blood group, contact details).
- Academic information (program, branch, batch, semester, roll number, registration number).
- Family information (parent/guardian details, contact information, emergency contacts).
- Document repository for storing student documents (photograph, identity proof, category certificate, academic certificates).
- Profile update workflow with approval mechanism for critical changes.
- Self-service portal for students to view and update non-critical profile information.

8.3 Course Enrollment and History

- Online course registration portal for students at the beginning of each semester.

- Course catalog management with detailed course information (code, title, credits, prerequisites, syllabus, instructor).
- Prerequisite validation during course enrollment.
- Elective course preference and allotment system.
- Enrollment status tracking (Pending, Approved, Rejected, Waitlisted).
- Complete course history and transcript generation.
- Integration with academic calendar for enrollment period management.

8.4 Student Attendance Management

- Daily attendance recording by course instructors through web interface or mobile app.
- Support for multiple attendance marking modes (Present, Absent, Late, Excused).
- Automated attendance calculation and percentage computation per course.
- Attendance threshold alerts when students fall below minimum required attendance.
- Attendance reports for individual students, courses, and batches.
- Integration with leave management for automatic attendance adjustment during approved leave periods.
- Parent notification system for low attendance alerts (below 75%).

8.5 Student Leave Management

- Online leave application portal for students with different leave types (Medical Leave, Internship Leave, On-Duty Leave, Personal Leave).
- Workflow-based approval system involving course instructors, HOD, Warden, and Academic Office as applicable.
- Leave status tracking with real-time updates to students.
- Academic leave integration with fee module for automatic mess due adjustments during internship/medical leave.
- Course-wise leave impact analysis and make-up class scheduling support.
- Leave history and summary reports for each student.

- Hostel leave management with night-out and outpass request functionality.

8.6 Academic Calendar Management

- Centralized academic calendar management with semester-wise planning.
- Configuration of important academic dates (semester start/end, examination schedules, holidays, registration periods).
- Event management for workshops, seminars, guest lectures, and other academic events.
- Automated reminders and notifications for upcoming academic events.
- Calendar view accessible to all stakeholders (students, faculty, staff, parents).
- Conflict detection for overlapping events and examination schedules.

8.7 Course Management

- Course master data management including course code, title, credits, lecture hours, tutorial hours, practical hours.
- Course syllabus management and version control.
- Provision for elective course change/add-drop within the prescribed academic timeline and approval workflow.
- Course instructor assignment and workload calculation.
- Batch-wise and semester-wise course allocation.
- Course-wise student list generation with enrollment status.
- Course-wise attendance and performance summary.
- Timetable generation with conflict detection.
- Course feedback collection and analysis.

8.8 Credit Requirements Tracking

- Program-wise credit structure definition (total credits required, core credits, elective credits, project credits).
- Real-time tracking of credits completed vs remaining for each student.
- Semester-wise credit load monitoring.

- Graduation eligibility check based on credit completion.
- Backlog course identification and tracking.
- Grade-wise credit computation and SGPA/CGPA calculation.
- Transcript generation with complete credit summary.

8.9 Course Feedback System

- Online course feedback collection from students at the end of each semester.
- Configurable feedback questionnaires with multiple question types (Rating, Multiple Choice, Text).
- Anonymous feedback collection to ensure candid responses.
- Feedback analysis and reporting with instructor-wise and course-wise comparison.
- Trend analysis for continuous improvement of course delivery.
- Access control ensuring only enrolled students can provide feedback for respective courses.

8.10 Student Document Generation

- Automated generation of student documents in institute-approved formats:
- Bonafide Certificate
- Rank Certificate
- Conduct Certificate
- Course Completion Certificate
- Migration Certificate
- No Dues Certificate (integrating fee module data)
- Document template management with digital signature integration capability.
- Document request workflow with approval and tracking.

8.11 Marks Entry and Grading System

- Secure online marks entry portal for course instructors.

- Support for multiple assessment components (Quiz, Assignment, Mid-Term, End-Term, Practical, Project).
- Weightage configuration for different assessment components per course.
- Internal marks entry with moderation workflow.
- External examination marks entry (if applicable).
- Automated grade calculation based on institute grading system (A, A-, B, B-, C, C-, D, F or equivalent).
- Grade moderation and approval workflow at department and institute level.
- Backlog status tracking for failed courses.
- Remedial examination registration and marks management.

8.12 Result Processing and Grade Card Generation

- Automated result processing at the end of each semester.
- CPI (Cumulative Performance Index) and SPI (Semester Performance Index).
- Grade card generation in institute-specified format.
- Rank calculation and merit list generation.
- Supplementary examination result processing.
- Re-evaluation request processing and marks update.
- Result verification and validation before publication.
- Integration with student document module for transcript generation.

8.13 Result Publication

- Secure result publication module with configurable release date and time.
- Automated bulk email notification to students upon result publication.
- Individual result viewing through student self-service portal.
- Parent notification via email for result publication (optional).
- Downloadable grade card in PDF format.

- Result analytics and performance dashboards for institute administration.
- Historical result data archival and retrieval.

8.14 Role-Based Access Control for Academic Module

The ERP system must provide differentiated access to the academic module based on user roles:

Role	Access Rights
Students	View profile, course enrollment, attendance, marks, grade cards, leave application, document requests
Parents	View student performance, attendance, fee status, result notifications, low attendance alerts
Course Instructors	Attendance marking, marks entry, course material upload, view enrolled student list
HOD/Department Head	Department-wise reports, course allocation, faculty workload, leave approvals, grade moderation
Academic Office	Academic calendar, enrollment management, result processing, transcript generation, configuration
Registrar Office	Admission workflow, document verification, bonafide certificates, student records
Warden	Hostel leave approvals, night-out permissions, hostel student list, disciplinary records
System Administrator	Full system access, user management, configuration, audit logs, backup management

8.15 Integration with Fee Management Module

- Automatic linkage of academic status with fee calculations (withdrawal, leave, backlogs).
- Result-based scholarship eligibility checking and fee adjustment.
- Backlog examination fee calculation and collection.

- Semester registration fee collection linked with course enrollment.
- No Dues clearance integration with fee clearance for certificate generation.
- Hostel allocation linked with hostel fee management.

Section 9: Bid Submission Format

Bidders must submit their proposals in the prescribed format as detailed below. Incomplete or improperly formatted proposals may be rejected.

9.1 Technical Proposal Format

9.1.1 Covering Letter

A covering letter on company letterhead signed by authorized signatory containing:

- Confirmation of eligibility as per Section 4
- Confirmation of acceptance of all terms and conditions
- Confirmation that the proposal is valid for 180 days
- Details of authorized signatory
- Company seal/stamp

9.1.2 Company Profile

- Company background and history
- Organizational structure
- List of key personnel
- Technical team qualifications and certifications
- Office locations and infrastructure

9.1.3 Technical Solution

- Detailed technical architecture
- Proposed technology stack
- Cloud infrastructure details
- Security architecture and measures
- Integration approach
- Scalability and performance considerations

9.1.4 Implementation Methodology

- Project implementation plan with timelines
- Team structure and roles
- Change management approach
- Risk mitigation strategy
- Quality assurance plan

9.1.5 Experience and References

- Details of similar projects completed (minimum 3)
- Client contact details for reference verification
- Work orders/completion certificates
- Testimonials (if available)

9.1.6 Support and Maintenance

- Support model and escalation matrix
- Service Level Agreement (SLA) commitments
- Maintenance approach during warranty and AMC
- Training plan and materials

9.1.7 Compliance Statement

A detailed compliance statement indicating compliance with each requirement specified in Sections 6, 7, and 8, using the following format:

Req. No.	Requirement	Compliance (Yes/No/Partial)	Remarks
6.1.1	Cloud-hosted architecture		
7.1.1	Student master data		
8.1.1	Student registration workflow		
...

9.2 Financial Proposal Format

The financial proposal must be submitted in a separate sealed envelope and should contain the following:

9.2.1 Cost Breakup

S.No.	Description	Amount (INR)
1	Subscription Cost per Student per Month for Section 7 & Section 8	
2	One-Time Cost for Modules under Section 14 (including customization, implementation, data migration, training, and deployment)	
3	Annual Maintenance Charges (AMC) for Section 14 Modules (per annum, post warranty/support period)	
4	Applicable Taxes (GST and other statutory taxes, if any)	

Notes:

- The subscription rate shall be quoted on a per student per month basis.
- The quoted subscription fee shall include software usage, hosting/cloud infrastructure, maintenance, upgrades, security patches, and technical support.
- No separate Annual Maintenance Charges (AMC) shall be payable during the subscription period.
- The institution reserves the right to increase or decrease the number of students, and payment shall be made based on the actual number of active students.
- Applicable taxes, if any, shall be shown separately.
- For the modules covered under Section 14, the bidder shall quote a one-time implementation cost, including customization, deployment, testing, training, and commissioning.
- AMC for Section 14 modules shall be quoted separately and shall become applicable only after completion of the warranty/support period, if any, as specified in the contract.
- The quoted rates shall remain firm and fixed throughout the contract period and shall not be subject to any escalation except for statutory tax revisions imposed by Government authorities.
- The bidder shall submit a detailed cost sheet indicating module-wise pricing, implementation methodology, and assumptions considered while arriving at the quoted prices.
- The bidder shall prepare and submit a comprehensive Software Requirement Specification (SRS) document, duly approved by the Institute, before commencement of development/customization activities. The cost of SRS preparation, review, revisions, and finalization shall be deemed included in the quoted price and no separate payment shall be made on this account.

9.2.2 Payment Terms

The payment shall be made on a quarterly basis against the actual number of active students covered under the subscription during the respective quarter. Payment shall be released upon submission of the invoice and satisfactory delivery of ERP services during the billing period.

The Institute reserves the right to verify the active student count and service performance before processing payment.

9.2.3 Financial Documents

- Audited Financial Statements (Last 3 years 2022-23, 2023-24, 2024-25)
- Turnover Certificate from Statutory Auditor
- Bank Solvency Certificate
- GST Registration Certificate
- Income Tax Return (Last 3 years 2022-23, 2023-24, 2024-25)

Section 10: Evaluation Criteria

Proposals shall be evaluated based on the following criteria and weightage. Bidders must score a minimum of 60 marks in technical evaluation to qualify for financial evaluation.

10.1 Technical Evaluation (80 Marks)

Criteria	Weightage	Description
ERP Demonstration	30	Live demonstration of proposed solution covering fee management and academic modules
Technical Compliance	25	Compliance with technical, functional, and academic requirements (Sections 6, 7, 8)
Vendor Experience	10	Experience in similar implementations in educational institutions
Support Model	15	Support structure, SLA commitments, and training plan

10.2 Financial Evaluation (20 Marks)

Financial proposals of only technically qualified bidders (scoring 60 or above) shall be opened. Financial evaluation shall be based on the total cost of ownership over 3 years.

Financial Score Calculation:

$$\text{Financial Score} = (\text{Lowest Financial Bid} / \text{Bidder's Financial Bid}) \times 20$$

10.3 Final Score Calculation

Final Score = Technical Score + Financial Score

The bidder with the highest final score shall be declared as the successful bidder (L1), subject to meeting all eligibility criteria and acceptance of terms and conditions.

10.4 Demonstration Requirements

Shortlisted bidders shall be invited for a live demonstration of their ERP solution. The demonstration should cover:

- Student fee management workflows
- Online payment processing
- Student self-service portal
- Academic management features (admissions, attendance, marks entry, results)
- Reports and dashboards
- Administrative functions
- Mobile responsiveness

Demonstration schedule shall be communicated to shortlisted bidders after technical bid evaluation.

Section 11: Terms and Conditions

11.1 General Terms

- The contract shall be governed by the laws of India.
- Any disputes shall be subject to the jurisdiction of courts in Guwahati, Assam.
- IITG's decision in all matters relating to this RFP shall be final and binding.
- Corrupt or fraudulent practices shall result in immediate disqualification and blacklisting.

11.2 Data Security and Confidentiality

- The vendor must ensure strict confidentiality of all student data and financial information.
- The vendor shall implement appropriate technical and organizational measures to protect data.
- Data shall not be shared with any third party without written consent from IITG.
- The vendor shall sign a Non-Disclosure Agreement (NDA) before accessing any data.
- All data remains the property of IITG at all times.

11.3 Intellectual Property

- All customizations and configurations done specifically for IITG shall be the property of IITG.
- The vendor retains ownership of the base software product.
- IITG shall have perpetual license to use the implemented solution.

11.4 Implementation Timeline

The vendor shall complete implementation within the following timeline from the date of contract award:

Phase	Duration	Deliverables
Implementation	4 weeks	ERP Deployment

Testing and UAT	2 weeks	Test reports, UAT sign-off
Training	2 weeks	Trained users, training materials
Go-Live	1 week	Production deployment
Total	9 weeks	Fully operational system

11.5 Payment Terms

- All payments shall be made within 30 days of submission of invoice and acceptance of deliverables.
- Payments shall be subject to deduction of applicable taxes (TDS, GST, etc.).
- No advance payment shall be made except as specified in the payment schedule.

11.6 Warranty

- Comprehensive warranty for 12 months from Go-Live date.
- Warranty covers all defects, bugs, and performance issues.
- Critical issues must be resolved within 24 hours.
- Non-critical issues must be resolved within 5 working days.

11.8 Termination

IITG reserves the right to terminate the contract under the following circumstances:

- Failure to meet implementation timeline without valid reasons
- Persistent non-compliance with SLA commitments
- Breach of confidentiality or data security
- Insolvency or bankruptcy of the vendor
- Failure to rectify defects within specified timeframes

In case of termination due to vendor's fault, Performance Guarantee shall be forfeited.

Section 12: Contract Terms

The successful bidder shall enter into a contract with IITG incorporating the following terms:

12.1 Contract Documents

The contract shall consist of the following documents in order of priority:

5. **Contract Agreement:** Signed agreement between IITG and the vendor
6. **Letter of Intent:** Letter issued by IITG accepting the proposal
7. **RFP Document:** This RFP including all amendments and clarifications
8. **SRS Document:** This SRS including all requirements and clarifications
9. **Vendor's Proposal:** Technical and financial proposal submitted by the vendor
10. **Annexures:** All forms and formats attached to this RFP

12.2 Service Level Agreement

The vendor shall maintain the following Service Level Agreement (SLA) metrics:

Service Level	Target	Penalty
System Availability	99.5% monthly	1% of monthly AMC for every 0.5% below target
Critical Issue Resolution	Within 4 hours	5% of monthly AMC per incident
High Priority Resolution	Within 24 hours	2% of monthly AMC per incident
Medium Priority Resolution	Within 5 working days	1% of monthly AMC per incident
Backup Success Rate	100%	Immediate corrective action required

12.3 Change Management

- Any changes to the scope of work shall be documented through a formal Change Request process.
- Changes shall be evaluated for impact on timeline and cost.

- Changes shall be approved by both parties in writing before implementation.

12.4 Force Majeure

Neither party shall be liable for failure to perform obligations due to events beyond their reasonable control, including natural disasters, war, civil unrest, or government actions. The affected party shall notify the other party within 7 days of such event.

12.5 Indemnification

The vendor shall indemnify and hold harmless IITG against any claims, damages, or losses arising from:

- Breach of data security or confidentiality
- Infringement of intellectual property rights
- Negligence or willful misconduct of the vendor

12.6 Limitation of Liability

The vendor's total liability under this contract shall not exceed the total contract value. Neither party shall be liable for indirect, incidental, or consequential damages.

Section 13: Annexures

The following forms and formats must be used by bidders for submission of proposals. Bidders may reproduce these formats as required.

Annexure A: Bid Submission Form

BID SUBMISSION FORM	
To, The Registrar, Indian Institute of Information Technology Guwahati, Bongora, Guwahati - 781015, Assam	
Subject: Submission of Proposal for RFP No. IITG/S&P/273/2026/258 Date: 27th May 2026	
Dear	Sir/Madam,
We, _____ (Name of Company), having our registered office at _____ (Address), hereby submit our proposal for _____ the _____ above-referenced _____ RFP.	
We _____ hereby _____ confirm _____ that:	
1. We have read and understood all terms and conditions of this RFP.	
2. We meet all eligibility criteria specified in Section 4.	
3. Our proposal is valid for 180 days from the last date of submission.	
4. We accept all terms and conditions unconditionally.	
5. All information provided is true and accurate.	
Authorized	Signatory:
Name: _____	_____
Designation: _____	_____
Signature: _____	_____
Date: _____	_____
Company Seal: _____	

Annexure B: Eligibility Checklist

S.No.	Eligibility Criteria	Compliant (Yes/No)	Document Reference
1	Company registered for minimum 5 years		
2	Valid PAN and GST registration		
3	Average annual turnover of INR 5 Crores (last 3 years)		
4	Experience in 3 similar implementations		
5	One implementation completed in last 2 years		
6	Technical team with 5+ certified professionals		
7	Not under liquidation/bankruptcy		
8	Not blacklisted by any institution		

Annexure C: Declaration Form

DECLARATION

We, _____ (Name of Company), declare that:

1. We have not been blacklisted by any Central/State Government department, PSU, University, _____ or _____ Educational _____ Institution.
2. We have not been debarred from participating in any tender/RFP process.
3. We have not been convicted of any criminal offense related to professional conduct.

4. We have not been involved in any corrupt or fraudulent practices.

5. All information and documents submitted are true and authentic.

We understand that any false declaration shall result in disqualification and forfeiture of EMD.

Authorized Signatory: _____

Date: _____

Company Seal: _____

Annexure D: Financial Bid Format

Item	Description	Amount (INR)
A. Section 7 & Section 8	Subscription Cost Per Student Per Month	
B. Section 14	One-Time Cost for Modules under Section 14 (including customization, implementation, data migration, training, and deployment)	
C. AMC, Section 14	Annual Maintenance Charges (AMC) for Section 14 Modules (per annum, post warranty/support period)	
	GST @ ___%	
	GRAND TOTAL (INR)	

Annexure E: Project Team Details

S.No.	Name	Designation	Qualification	Experience	Role in Project
1					Project Manager
2					Technical Lead

3					Functional Consultant
4					Developer
5					QA Engineer
6					Support Engineer

Annexure F: Client References

S.No.	Client Name	Project Description	Contract Value	Completion Date	Contact Person & Number
1					
2					
3					

Annexure G: Bank Guarantee Format

PERFORMANCE BANK GUARANTEE

Bank Guarantee No.: _____

Date: _____

To,
The Registrar,
Indian Institute of Information Technology Guwahati,
Bongora, Guwahati - 781015, Assam

In consideration of Indian Institute of Information Technology Guwahati (hereinafter called 'IITG') having awarded to M/s. _____ (hereinafter called 'the Vendor') a contract for _____, we, _____ (Name of Bank), hereby guarantee the due performance of the contract by the Vendor.

We undertake to pay IITG on demand a sum not exceeding INR _____ (Rupees _____) against any loss or damage caused to or suffered by IITG by reason of any breach by the Vendor of any terms and conditions of the contract.

This guarantee shall remain valid until _____ and shall be returned to us upon expiry.

For _____

(Authorized Signatory)

Stamp & Seal

Section 14: Technical Specifications and Functional Requirements for Research & Development (R&D), Consultancy, Innovation & Entrepreneurship (I&E) Cell and Other Departments/Sections of the Institute.

1. OBJECTIVE

The Institute intends to procure and implement a comprehensive ERP solution for managing Sponsored Research Projects, Consultancy Projects, Innovation & Entrepreneurship (I&E) Cell activities, Intellectual Property Rights (IPR), Research Human Resource Management, Procurement, Asset Management, Financial Management, Reporting, and associated administrative workflows.

The ERP shall provide a centralized, workflow-driven, role-based platform integrating the R&D Section, Finance & Accounts Section, Purchase Section, Administration, Principal Investigators (PIs), Faculty Members, I&E Cell, and Institute Management.

MODULE-I: SPONSORED RESEARCH PROJECT MANAGEMENT SYSTEM

A. Proposal Management

1. Online submission of sponsored research proposals.
2. Funding agency database management.
3. Internal approval workflow.
4. Proposal revision tracking.
5. Proposal repository and document management.
6. Proposal status monitoring.
7. Proposal approval history.
8. Year-wise proposal analytics.
9. Department-wise proposal analytics.
10. Faculty-wise proposal analytics.
11. Funding agency-wise proposal analytics.

B. Endorsement Letter Management

12. Online application for endorsement letters.

13. Upload of proposal documents.
14. Workflow-based processing.
15. Template-based endorsement letter generation.
16. Repository of endorsement letters.
17. Download facility for approved letters.
18. Automated email notifications upon submission.
19. Automated notifications upon approval.
20. Automated notifications after signature by competent authority.
21. Automated notifications when letter is ready for download.
22. Real-time application status tracking.

C. Sponsored Project Administration

23. Project registration and master database.
24. Project title management.
25. PI and Co-PI management.
26. Department mapping.
27. Funding agency management.
28. Sanction number and sanction date tracking.
29. Project duration monitoring.
30. Project milestone tracking.
31. Project status tracking.
32. Project closure management.
33. Extension management.

D. Sanction Order Management

34. Repository of sanction orders.
35. Repository of revised sanctions.
36. Repository of amendment orders.
37. Repository of extension orders.

38. Agency correspondence repository.
39. OCR-enabled document search.
40. Version control.
41. Audit trail.

E. Budget and Fund Management

42. Configurable budget heads.
43. Add/modify/delete/disable budget heads.
44. Agency-specific budget structures.
45. Project-specific budget structures.
46. Head-wise budget allocation.
47. Head-wise expenditure tracking.
48. Head-wise balance monitoring.
49. Head-wise utilization percentage.
50. Head-wise expenditure caps.
51. Re-appropriation management.
52. Budget revision management.
53. Commitment accounting.
54. Automatic prevention of overspending.

F. Financial Management

55. Project-wise ledger.
56. Head-wise ledger.
57. Expenditure tracking.
58. Advance tracking.
59. Advance settlement monitoring.
60. Liability tracking.
61. Fund receipt tracking.
62. Budget versus expenditure analysis.

63. Real-time project balance display.

G. UC & SoE Management

64. GFR 12-A compliant Utilization Certificates.
65. Funding agency-specific UC formats.
66. Funding agency-specific SoE formats.
67. Financial Year-wise UC generation.
68. Financial Year-wise SoE generation.
69. Project-wise UC generation.
70. Project-wise SoE generation.
71. Installment-wise UC generation.
72. One-click UC generation.
73. One-click SoE generation.
74. Automatic validation before generation.
75. Automatic reconciliation with F&A records before generation.

H. Procurement Management (GFR 2017 Compliant)

76. Project-linked procurement.
77. Budget verification before procurement.
78. GeM procurement support.
79. Open tender workflow.
80. Limited tender workflow.
81. Single tender workflow.
82. Proprietary article procurement workflow.
83. Comparative statement generation.
84. Purchase order generation.
85. Goods receipt management.
86. GFR compliance verification.

I. Asset & Stock/Consumables Management

Asset Management as per GFR 2017

87. Project asset registration.
88. QR/Barcode tagging.
89. Asset location tracking.
90. Asset custodian tracking.
91. Asset transfer management.
92. Physical verification records.
93. Asset disposal management.
94. Asset transfer to institute asset register after project closure.

Stock/Consumables Management as per GFR 2017

95. Creation of stock item master with item classification and unit of measurement.
96. Stock receipt entry against Purchase Orders with complete details such as supplier, invoice number, invoice date, quantity, rate, value, warranty (if applicable), and Goods Receipt Note (GRN).
97. Maintenance of stock ledger showing opening balance, receipts, issues, and closing balance for each item.
98. Stock issue management against approved indents/requisitions with department-wise and user-wise tracking.
99. Automatic calculation and updating of available stock balance after every receipt and issue transaction.
100. Generation and maintenance of bin cards and stock registers as prescribed under GFR and Government accounting requirements.
101. Compliance with relevant provisions of the General Financial Rules (GFR), including maintenance of inventory records, stock verification records, and disposal registers.

J. Research Human Resource Management System (Research HRMS)

102. Recruitment management.
103. Advertisement generation.
104. Application management.
105. Interview management.

106. Appointment processing.
107. Joining management.
108. Salary/Fellowship management.
109. Leave management.
110. Extension processing.
111. Resignation management.
112. Relieving management.
113. Experience certificate generation.
114. Service certificate generation.
115. Release letter generation.
116. Joining report generation.

Personnel Categories

117. JRF.
118. SRF.
119. Research Associate.
120. Project Associate.
121. Project Scientist.
122. Research Assistant.
123. Project Assistant.
124. Technical Staff.
125. Contractual Staff.
126. Interns.
127. Other project personnel.

Configurable Designations

128. Project staff designations shall be fully configurable.
129. Institute shall be able to create new designations.
130. Institute shall be able to modify existing designations.

131. Institute shall be able to deactivate designations without vendor intervention.

HR Monitoring

132. Contract expiry alerts.
 133. Joining date tracking.
 134. Relieving date tracking.
 135. Salary expenditure tracking.
 136. Project-wise manpower reports.
 137. Department-wise manpower reports.
-

MODULE-II: CONSULTANCY MANAGEMENT SYSTEM

Consultancy Administration

138. Consultancy proposal submission.
139. Consultancy approval workflow.
140. Consultancy agreement repository.
141. Consultancy project registration.
142. Client database management.

Financial Management

143. Consultancy budget management.
144. Consultancy invoice generation.
145. Consultancy e-bill generation.
146. GST calculation.
147. TDS tracking.
148. Consultancy receivable tracking.
149. Outstanding payment monitoring.
150. Revenue realization monitoring.

Revenue Distribution

151. Consultancy overhead calculation.

152. Institute share calculation.
153. Faculty share calculation.
154. Department share calculation.
155. Automated revenue distribution statements.

Consultancy Reports

156. Faculty-wise consultancy reports.
157. Department-wise consultancy reports.
158. Client-wise consultancy reports.
159. Financial Year-wise consultancy reports.
160. Consultancy revenue analytics.

MODULE-III: INNOVATION & ENTREPRENEURSHIP (I&E) CELL MANAGEMENT SYSTEM

Startup Management

161. Startup registration.
162. Startup database management.
163. Founder database.
164. Startup funding records.
165. Startup incubation records.
166. Startup status monitoring.
167. Startup analytics.

Incubation Management

168. Incubatee onboarding.
169. Incubation agreements.
170. Mentorship records.
171. Investor connect records.
172. Startup evaluation records.

Innovation Activities

- 173. Innovation challenges.
- 174. Startup competitions.
- 175. Hackathons.
- 176. Entrepreneurship Development Programmes.
- 177. Startup awareness programmes.
- 178. Mentorship programmes.

Event Management

- 179. INIZIO and similar flagship events.
- 180. Workshops.
- 181. Conferences.
- 182. Faculty Development Programmes (FDPs).
- 183. STTPs.
- 184. Seminars.
- 185. Webinars.
- 186. Symposiums.
- 187. Industry interaction programmes.
- 188. Outreach programmes.
- 189. Guest lectures and expert talks.

Event Financial Management

- 190. Event budget management.
- 191. Event expenditure tracking.
- 192. Participant fee tracking.
- 193. Financial reconciliation.

Sponsorship Management

- 194. Sponsor database.
- 195. Sponsorship proposal generation.

196. Sponsorship approval workflow.
 197. Sponsorship agreement repository.
 198. Sponsorship invoice generation.
 199. Sponsorship fund tracking.
 200. Sponsorship receivable tracking.
 201. Sponsorship utilization tracking.
 202. Event-wise sponsorship reports.
 203. Sponsor-wise contribution reports.
 204. Outstanding sponsorship reports.
-

MODULE-IV: INTELLECTUAL PROPERTY RIGHTS (IPR) MANAGEMENT

205. Patent disclosure management.
 206. Patent filing records.
 207. Patent publication records.
 208. Patent grant records.
 209. Patent renewal tracking.
 210. Technology transfer records.
 211. IPR analytics and reports.
-

MODULE-V: RESEARCH OUTPUT MANAGEMENT

212. Journal publication database.
213. Conference publication database.
214. Book database.
215. Book chapter database.
216. Award and recognition database.
217. Faculty-wise publication reports.
218. Department-wise publication reports.

219. Year-wise publication reports.
-

MODULE-VI: COMMON SERVICES, WORKFLOW, REPORTING & INTEGRATION

Maker-Checker Workflow

220. Maker data entry system.
221. Checker verification system.
222. Multi-level approval workflow.
223. Approval/rejection tracking.
224. Audit trail for all approvals.

Real-Time Integration with Finance & Accounts

225. Common project ledger.
226. Shared financial database.
227. Real-time expenditure updates.
228. Real-time payment status updates.
229. Automatic balance updates.
230. Automatic reconciliation.

Reimbursement Management

231. Reimbursement request generation.
232. Unique transaction ID generation.
233. Payment status tracking.
234. Automatic F&A update after payment.
235. Automatic ledger updates.
236. Automatic project balance updates.

File Movement & Workflow Tracking

237. Electronic file movement.
238. Unique file numbering.

- 239. Current custodian tracking.
- 240. Pendency monitoring.
- 241. File ageing reports.
- 242. Escalation mechanism.
- 243. Digital noting system.

Notification System

- 244. Email notifications.
- 245. Dashboard notifications.
- 246. Proposal alerts.
- 247. Endorsement letter alerts.
- 248. Approval alerts.
- 249. Signature alerts.
- 250. Fund receipt alerts.
- 251. Budget utilization alerts.
- 252. UC due alerts.
- 253. SoE due alerts.
- 254. Patent renewal alerts.
- 255. Contract expiry alerts.

Template & Letterhead Management

- 256. Institute letterhead repository.
- 257. Appointment letter templates.
- 258. Endorsement letter templates.
- 259. Experience certificate templates.
- 260. Relieving letter templates.
- 261. Release letter templates.
- 262. Service certificate templates.
- 263. Office order templates.

- 264. Sponsorship letter templates.
- 265. Dynamic auto-population of templates.

Department-wise Analytics

- 266. CSE-wise data management.
- 267. ECE-wise data management.
- 268. HSS-wise data management.
- 269. S&M-wise data management.
- 270. Comparative department-wise dashboards.
- 271. Year-wise departmental analytics.

Statutory Reporting

- 272. Annual Report data generation.
- 273. Board of Governors report generation.
- 274. Senate report generation.
- 275. NIRF reporting support.
- 276. AISHE reporting support.
- 277. NEP reporting support.
- 278. Ministry reporting support.
- 279. Funding agency reporting support.

Document Management System

- 280. Proposal repository.
- 281. Sanction order repository.
- 282. Agreement repository.
- 283. MoU repository.
- 284. UC repository.
- 285. SoE repository.
- 286. Audit report repository.
- 287. Progress report repository.

- 288. Completion report repository.
- 289. OCR-enabled search.
- 290. Version control.
- 291. Metadata tagging.

Integration Requirements

- 292. Finance ERP/Tally integration.
- 293. PFMS integration.
- 294. GeM integration.
- 295. E-Office integration.
- 296. Payroll integration.
- 297. Email server integration.
- 298. SMS gateway integration.
- 299. Digital Signature Certificate integration.

ESSENTIAL REQUIREMENT

- 300. The proposed ERP shall not be a generic project management software. It shall function as a comprehensive Research Administration, Sponsored Research Fund Management, Consultancy Management, Innovation & Entrepreneurship Management, Sponsorship Management, Research Human Resource Management, Asset Management, Procurement Monitoring, Compliance Monitoring, Intellectual Property Management, Startup Management, Event Management, and Research Analytics Platform with seamless interoperability between the R&D Section and Finance & Accounts Section.
- 301. The ERP shall support configurable workflows, configurable budget heads, configurable project staff designations, real-time financial reconciliation, automated reimbursement tracking, one-click generation of agency-specific and GFR 12-A compliant UCs and SoEs, comprehensive reporting, and minimal manual intervention in routine R&D administration.