



भारतीय सूचना प्रौद्योगिकी संस्थान गुवाहाटी
INDIAN INSTITUTE OF INFORMATION TECHNOLOGY GUWAHATI
STORES & PURCHASE SECTION
Form No: IIITG/S&P-P4

FINAL TECHNICAL EVALUATION REPORT

RFP No.: IIITG/S&P/273/2026/258 dated 27.05.2026

Name of RFP: Procurement, Implementation and Maintenance of Cloud-Based ERP System for Student Fees and Dues Management at Indian Institute of Information Technology Guwahati.

1. Technical Evaluation

As per the provisions of the RFP, the technically eligible bidder was evaluated on the prescribed technical parameters, including Live ERP Demonstration, Technical Compliance, Vendor Experience and Support Model. The Live ERP Demonstration was conducted on 05.10.2026 at 11:30 AM through Google Meet in presence of the following committee:

1. Dr. Pallav Barua, Registrar
2. Dr. Sudip Biswas, AD R&D
3. Mr. Ratul Goswami, SAO
4. Dr. Subhasish Dhal, AP, CSE, Dean, Admin's nominee
5. Mr. Amit Kr. Sharma JA, R&D, Registrar's nominee
6. Mr. Injamul Hussain, JA, AA-UG, Registrar's nominee
7. Dy Registrar, F&A

2. Technical Scoring

Sl. No.	Evaluation Parameter	Maximum Marks	Marks Obtained
1	ERP Demonstration	30	26
2	Technical Compliance	25	21
3	Vendor Experience	10	7
4	Support Model	15	10
	Total	80	64

3. Detailed Scoring

The detailed parameter-wise scoring, including marks awarded under the ERP Demonstration and other technical evaluation parameters, is enclosed as Annexure-I.

4. Final Outcome

The following is the outcome of the technical evaluation:

- **National Cooperative Consumers' Federation of India Ltd.** – Technically Qualified with 64/80 marks.
- **Guj Info Petro Ltd.** – Disqualified at the eligibility stage due to non-compliance with the mandatory Technical Experience requirement.
- **Serosoft Solutions Pvt. Ltd.** – Disqualified at the eligibility stage as the mandatory technical documents were submitted in the sealed Financial Bid envelope.

[Signatures]

5. Recommendation

In view of the above, the committee recommends that the Financial Bid of National Cooperative Consumers' Federation of India Ltd. may be opened and evaluated as per the provisions of the RFP.


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(Dr. Pallav Barua)

Member-I


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(Dr. Sudip Biswas)

Member-II


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(Mr. Ratul Goswami)

Member-III


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(Dr. Subhasish Dhal)

Member-IV


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(Mr. Amit Kr. Sharma)

Member-V


.....
(Mr. Injamul Hussain)

Member-VI


.....
(Mr. Mriganka Dutta
Saikia)

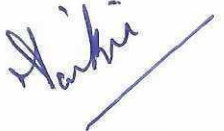
Member-VII

IIIT GUWAHATI – ERP TECHNICAL EVALUATION SCORING MATRIX (80 MARKS)

Detailed sub-criteria for ERP Demonstration (30) and Technical Compliance (25) are allocated from the RFP requirements. The sub-weightage is a proposed evaluation format and should be approved/adopted by the Evaluation Committee before scoring.

S.No.	Evaluation Criteria	Detailed / Specific Evaluation Point	RFP Reference	Max Marks	NCCF	Evaluator Remarks
1. ERP Demonstration				30		Section total
1	Student Fee Management	Student master data, multiple fee categories/structures, automated fee calculation, demand notices and outstanding dues	7.1	3	2	
2	Student Fee Management	Academic leave, withdrawal, waivers/concessions and automatic adjustment/cessation of applicable fees/dues	7.4–7.6	2	2	
3	Online Payment Processing	Multiple payment modes, real-time confirmation, receipt generation, failed transaction/refund handling	7.2	3	2	
4	Online Payment Processing	Advance-payment adjustment, payment reconciliation and bank/payment-gateway workflow	5.3, 7.2	2	2	
5	Student Self-Service Portal	View dues/payment history; download receipts, demand letters and transaction details	7.3	2	2	
6	Student Self-Service Portal	Mobile-responsive self-service interface demonstrated on smartphone/tablet-sized view	7.3, 10.4	1	1	
7	Academic Management – Admissions	Registration/admission workflow, document upload, multi-stage approval, merit/waitlist, enrollment and fee linkage	8.1	3	2	
8	Academic Management – Attendance & Leave	Attendance marking/calculation/alerts; leave workflow; automatic academic/fee integration	8.4–8.5	2	2	
9	Academic Management – Courses & Calendar	Course catalogue/enrolment/history, prerequisites/electives, academic calendar and timetable/conflict handling	8.3, 8.6–8.7	1	1	
10	Academic Management – Marks & Grading	Assessment components, weightages, marks entry, moderation, grade calculation, backlog/remedial handling	8.11	2	2	
11	Academic Management – Results	Semester result processing, SPI/CPI, grade cards, rank/merit, re-evaluation and secure result publication	8.12–8.13	2	1	
12	Administrative Functions	Role-based access, user/permission management, configuration, audit trail and administrative workflows	7.7–7.8, 8.14	2	2	
13	Reports & Dashboards	Collection/outstanding/defaulters reports, programme/batch summaries, custom reports and Excel/PDF export	7.9, 10.4	2	2	






14	Notifications & Communication	Configurable email/SMS notifications, payment/due alerts and bulk communication	7.1	1	1	
15	Mobile Responsiveness	Responsive operation of demonstrated ERP workflows across desktop, tablet and mobile devices	6.1, 10.4	1	1	
16	End-to-End Workflow Integration	Seamless flow across academic status, fees/dues, leave/withdrawal, registration and student self-service	8.15, 10.4	1	1	26
2. Technical Compliance				25		Section total
17	Architecture & Scalability	Cloud-hosted architecture; browser access; responsive design; SOA/microservices or equivalent; horizontal scaling	6.1	2	2	
18	Security	RBAC/granular permissions; strong password policy; MFA for administrative users; TLS 1.2+; security audits; ISO 27001; PCI-DSS; audit trail	6.2	3	2	
19	Performance	Page load <3 sec; 100+ concurrent fee transactions; 99.5% uptime; standard DB query <1 sec; complex report <30 sec	6.3	3	2	
20	Backup & Disaster Recovery	Daily automated backup with 30-day retention; point-in-time recovery; defined RPO/RTO; DR drills; geographically separate backup	6.4	2	1	
21	Integration	REST API; payment gateway; bank reconciliation; email/SMS gateway; Digilocker, LDAP/AD SSO where proposed	6.5	2	1	
22	Functional Compliance – Fee Management	Student master; fee categories/structures; automated calculation; demand/reminders; collection/outstanding; partial/installments	7.1	2	2	
23	Functional Compliance – Payments & Self-Service	Gateway/multiple modes; confirmation/receipts; advance adjustment; failed/refund handling; reconciliation; self-service dues/history/receipts/demand letters	7.2–7.3	2	2	
24	Functional Compliance – Leave, Withdrawal & Scholarships	Leave/mess due adjustment; withdrawal fee cessation/refund; bank loan/scholarship fields; waivers/concessions	7.4–7.6	1	1	
25	Functional Compliance – Access, Administration & Reporting	Multi-department RBAC; central administration; configurable fee/due/penalty rules; audit trail; reports, analytics, Excel/PDF export	7.7–7.9	1	1	
26	Functional Compliance – Notifications	Email payment/due notifications; configurable templates; bulk communication; SMS option	7.1	1	1	
27	Academic Compliance – Admission & Student Profile	Registration/admission workflow; documents; merit/waitlist; enrollment/fee linkage; profile and document repository	8.1–8.2	1	1	
28	Academic Compliance – Course & Attendance	Course enrolment/history; prerequisites/electives; attendance modes/calculation/alerts; leave integration; course reports	8.3–8.4	1	1	

29	Academic Compliance – Leave & Calendar	Leave types/approval workflow; real-time status; fee integration; academic calendar/events/reminders/conflict detection	8.5–8.6	1	1	
30	Academic Compliance – Course, Credits & Feedback	Course management; add/drop; instructor assignment/workload; credit tracking/graduation eligibility; course feedback	8.7–8.9	1	1	
31	Academic Compliance – Documents, Marks & Results	Certificates; marks/assessment/weightage/moderation; grading; result processing; SPI/CPI; grade cards; rank; re-evaluation; secure publication	8.10–8.13	1	1	
32	Academic Compliance – Roles & Fee Integration	Academic RBAC for students/parents/instructors/HOD/Academic Office/Registrar/Warden/Admin; linkage of academic status with fees, scholarships, backlog exam fees, registration fees, no-dues and hostel allocation	8.14–8.15	1	1	21
33	Vendor Experience	Experience in similar ERP implementations in educational institutions	4.2, 10.1	10	7	7
34	Support Model	Support structure, SLA commitments, maintenance approach and training plan	9.1.6, 10.1	15	10	10
RESULT – TOTAL TECHNICAL SCORE				80	64.0	Maximum technical score = 80
QUALIFICATION – Technical score ≥ 60 marks?						

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