



# VIDYASAGAR UNIVERSITY

MIDNAPORE ★ WEST BENGAL ★ PIN 721102

Phone: (03222) 297937::276554 :: 276555 :: 276557 :: 276558

## TENDER NOTICE

Quotation Notice No: VU/FO/Tender/ 15 /2026  
01/07/2026

Date:

Sealed quotations are invited (mentioning the tender ref. no along with the last date of submission of the tender on the envelope) by the Finance Officer, Vidyasagar University from the bonafied, experienced, reputed, reliable Software/Mobile App development vender for Development, Implementation, Hosting, Training & Maintenance of Mobile Application for Vidyasagar University.

The Sealed quotation to be submitted and should contain i) Company Credential, Establishment Certificate & Trade License ii) Valid GST Registration Certificate and latest returns iii) PAN iv) P.TAX v) IT Return vi) Similar nature of experience of implementing solutions in any organization and viii) filled in price bid (format mentioned in this page) with unit rate inclusive of all statutory taxes & Charges.

**Last Date of submission of Quotations: 08 / 07 / 2026.**

**The detailed specifications, Scope of work & Requirements, Warranty & Support, Timeline, Technical Eligibility Criteria, Terms & Conditions and other Technical details are mentioned in the Annexure.**

The University reserves the right to accept/reject any offer without assigning any reason.

### Terms & Condition:

1. Price should be inclusive of Statutory Taxes, Transportation Charges and Installation Charges.
2. Delivery and commissioning schedule is mentioned in the Annexure.
3. The Vender must have valid documents of Establishment Certificate, GST registration Certificate, PAN Card, up to date clearance of IT Return, P.T. Return Certificate [Please enclose Certificates]
4. Payment will be made after successful installation and Commissioning.
5. Payment will be made against the actual quantities/measurement of modules supplied/work done.
6. The bidders who have been delisted or debarred by any Govt. Dept. shall not be eligible in any way. An undertaking should be given in this regard.
7. Subletting of suppliers is strictly prohibited.
8. Tender remains valid for Six (06) months.
9. Any major functional level up-gradation/enhancement in future will be considered as new scope and cost estimation will be finalized on mutual consent of both parties (Bidder and Vidyasagar University).

### Specification and Price Bid:

| Table-1  |             |           |                                   |
|--|-------------|-----------|-----------------------------------|
| Particulars  | Price ('A') | Total Tax | Total price (Inclusive All Taxes) |
| Development, Implementation, Hosting, Training & Initial 1 year Maintenance of Mobile Apps for Vidyasagar University as per details with T&C mentioned in the Annexure |             |           |                                   |

|   |   |               |
|---|---|---------------|
| Cost in % on Price marked as 'A' in Table-1 for AMC including 1 year Hosting for the Developed Mobile Apps beyond initial 1 year of services as per details with T&C mentioned in the Annexure. | Cost in % on Price marked as 'A' in Table-1 | Excluding TAX |
|   |   |               |

Finance Officer



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## ANNEXURE

### 1. INTRODUCTION

Vidyasagar University invites sealed bids from eligible and experienced software development agencies/firms/companies for the design, development, deployment, integration, testing, hosting support, training, warranty support, and Annual Maintenance Contract (AMC) of a comprehensive Mobile Application for Vidyasagar University.†

The proposed mobile application shall provide digital services to students, faculty members, officers, employees, research scholars, alumni, and other stakeholders of the University through Android and iOS platforms.

The selected bidder shall be responsible for complete end-to-end development, deployment, integration with existing systems, user training, support, bug fixing, security compliance, and maintenance of the application.

### 2. OBJECTIVE OF THE APP

The objective of this App is to develop a secure, scalable, user-friendly, and feature-rich mobile application for Vidyasagar University to facilitate digital governance, academic administration, communication, student services, and institutional information dissemination.

The mobile application should:

- Improve accessibility of University services.
- Provide centralized communication platform.
- Enable digital student services.
- Integrate with existing University ERP systems /Moodle LMS/website etc.
- Support online notifications and alerts.
- Provide secure authentication and role-based access.
- Reduce manual processing and paperwork.
- Improve transparency and operational efficiency.

### 3. SCOPE OF WORK

The scope of work shall include, but not be limited to, the following:

#### 3.1 Requirement Analysis

- On-site detailed requirement gathering through stakeholder consultation.
- Functional and technical specification preparation.
- UI/UX planning and approval.

#### 3.2 Design & Development

The bidder shall:

- Design intuitive UI/UX. Ensure responsive and accessible design.
- Develop native or cross-platform mobile applications. Ensure compatibility with Android and iOS devices.
- Develop backend APIs and admin dashboard.

Fax : (91) 03222 – 275329/275297/263206

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- Integrate push notification services.
- Integrate analytics and reporting modules.

### 3.3 Deployment & Integration

- Deployment on cloud infrastructure. The system may also be deployed in the on-premises server.
- Integration with:
  - Existing University ERP.
  - Moodle LMS.
  - University website.
  - Examination system.
  - Library services.
  - App Notification and notifications through SMS/email gateways.
  - Payment gateways.
- Publishing on Google Play Store and Apple App Store.

### 3.4 Testing

- Functional testing.
- Security testing.
- Load and performance testing.
- User Acceptance Testing (UAT).
- Bug fixing.

### 3.5 Training & Documentation

- Administrator training.
- User manuals.
- Technical documentation.
- API documentation.

### 3.6 Future Scope of Up-gradation/Enhancement

Any significant modifications, functional upgrades, or feature enhancements requested post-implementation shall fall outside the initial scope of this tender. Such requirements will be governed by a separate change management process. The timeline, scope, and commercial terms for these additions will be mutually negotiated and finalized in writing by both Vidyasagar University and the successful Bidder before any work commences.

## 4. GENERAL HIGH-LEVEL REQUIRED FEATURES OF THE MOBILE APPLICATION

The mobile application should support the following broad features:

### 4.1 User Access

The App system should support Role-based dashboard for the following type of users

#### Closed Access Users:

- Admin
- University Campus Student & Research Scholar

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- Alumni
- Employee (Faculty, Officer, Other Staff)

## Open Access Users

- Students from outside campus (students of Affiliated Colleges) access.
- Guest/public access.

## Role based access:

The employees might have different role based access permission as follows:

- HOD
- Faculty
- Committee Members/ Module Admin having Module Access permissions.

### 4.1.1 Admin Dashboard Facilities & Services

- Enroll Students and Research Scholars.
- Option to create other closed access users (Faculty, Officer, Other Staff), assign their roles/module access permissions.
- Statistics, Analytical information of Each Module.
- Send notification to the targeted groups.
- Manage general AI based FAQ content.

### 4.1.2 University Campus Student & Research Scholar Facilities & Services

The student dashboard and services will include the following broad level features

- Profile.
- Academic Information (e.g. Results, Admit Card, Credit, Certificates, Syllabus, Routines, Academic Calendar, Scholarships etc.) in integration with the ERP & Website.
- Notifications through App as well as Email and SMS gateway.
- Integration with Website to distribute notifications to the targeted student group using push message.
- Get Departmental Notices (published by HOD) of their respective departments.
- Scholarship/Internship information
- Training and Placement Options
- Fee/payment information and payment of due fees by integration with payment gateway.
- Submission of Different Predefined Application Formats like clearance, migration, provisional certificate, bona-fied students.
- Canteen Food Coupon
- FAQ
- Anti-Ragging information & Lodge Complaint
- Important Links with specific icons.

### 4.1.3 Alumni Facilities & Services

The Alumni dashboard and services will include the following broad level features

- Alumni registration & Membership (payment gateway integration required).

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- Migration status from Student to Alumni
- Alumni directory.
- Alumni events.
- Donation/support modules (payment gateway integration required).
- Alumni Content Posting (including job, discussion forum, threads, voting etc.).
- Alumni Management from Alumni Module Admin, Reports, Notification etc.

#### 4.1.4 Employee Facilities & Services

Employee dashboard and services will include the following broad level features

- Profile.
- Pay slip
- Form-16
- Get Notifications as per group as well as from department HOD.
- Submit pre-defined forms.
- Research and publication updates
- Other Employee services like Civil, Electrical, IT etc. support.

#### 4.1.5 Role Based Access Facilities & Services

The admin can give following Role/module access permission to different types Employees.

- **HOD:** The HOD may be of academic or administrative department. HOD can:
  - Manage department profile (which incl. short about department, facilities, Research Areas, Contact etc.).
  - Class Routine Information
  - Scholarship information
  - Department Latest News & Media,
  - Publish departmental notifications,
  - Manage Departmental Students, migrate to next semesters and shift to alumni,
  - Manage departmental AI Based FAQ Content
  - Mentor Mapping
  - Initiate Group Discussion Thread
- **Faculty:**
  - Mentor dashboard
  - Upload Publication & Research
- **Committee Members/ Module Admin having Module Access permissions for:**
  - Alumni Section Manager
  - Examination & Result Section Manager
  - PG Student Section Manager
  - Research Scholar Section Manager

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- Feedback/Grievance/Anti-Ragging/Internal Committee/ Section Managers
- Website & Notification Section Manager
- Advertisement, Events, Media Section Manager
- Finance Section Manager
- Support Sections Managers.
- Health Section Managers
- Training and Placement Module Manager
- Library Admin Section
- Internal Complaints Committee (POSH Committee).
- Emergency/SOS Manager
- Similarly other modules that are missed but required as mentioned under different stakeholders.

## 4.1.6 Guest/public access and Students from outside campus (students of Affiliated Colleges) Access Facilities & Services

- Can see university overview, Gallery, Contact Details and other public contents
- Departmental Overview, Departmental Contacts
- Get specific category Notifications as defined and as per subscription.
- Get Events Notification
- Syllabus, Academic Calendar, and other Important Links
- Submit Feedback, Grievances.
- Appointment Booking

## 4.2 Important News/Updates and Advertisement Section

- Admin can publish Image/Video to be shown when any type of user open the APP as a banner. If multiple such items need to be shown in slider/carousal
- Admin can publish any important information (Text, Image, Video etc.) in a modal to be opened when Apps will be opened by any type of users.
- Push Notification to users in such publications
- Each content will have its expiry date.

## 4.3 Notice & Events

- University notices/Events automatically fetch and display mechanism from Website through API.
- Independent Notice/Events publish.
- Events calendar.
- This includes different type of information like Seminar/workshop updates, Circulars and announcements, Examination, Tender, Admission etc. and various other information.
- Users can bookmark or pin important notices
- Push Notification to users in such publications
- Archival of old/expired notices

## 4.4 Notification System

Fax : (91) 03222 – 275329/275297/263206

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- Any type of Notice, Events, News/Updates, Advertisement, will be through App Push notifications (In-app notifications).
- Any type of information (e.g. sudden campus closure) through push notifications.
- SMS/email gateway integration to send notifications as per requirements.
- There will be push notification for Emergency alerts, SOS, Feedback, thread discussion, Grievances etc.

## 4.5 Emergency/SOS/Critical Information

- Sexual Harassment Victim SOS Button
- Ragging victim SOS button.
- Emergency Fire/Earth Quake SOS Buttons and Alarm Notification.
- One-Tap other Emergency SOS Button with emergency note.
- Such one-tap SOS buttons triggers an emergency event. The SOS shares the user's current/last known locations (map view), user Details and user's emergency note. The alert will be sent to the concerned cell members/management users via email, SMS, and in App Notification.

## 4.6 POSH/Anti-Ragging Module Specification

- Both these modules should have module managers who will get notifications on submission of complaint, reply resolutions taken. The complaint may have text, audio, video or documents as evidence.
- There may be two way communications, Committee Members can add notes, request clarifications, escalate or mark cases as closed. These need to be preserved and archived.

## 4.7 Appointment Booking

- Administration Appointments, HOD & Faculty, Mentor Appointment, Health Facility Appointment etc. as per available time slots.
- Notification to be pushed when request arrived or appointment accepted.

## 4.8 Student Fee Management

- Student can view Fee Structure, due amount etc.
- Online Payment through App using existing payment gateway.
- Finance Admin can view the payment details, receipt etc. for reconciliation.

## 4.9 Institution Branding & Home Interface

- App displays the institution name and logo prominently in splash screen and header.
- After opening the app, the landing section includes branding, a slider media frame for images and videos, important news/updates, Notices, Events, Emergency, contacts etc., and a news/feed section showing recent campus events, important website links. This also includes a modal frame where very important information to be provided.

## 5. TECHNICAL REQUIREMENTS

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The proposed solution should meet the following minimum technical specifications:

## 5.1 MOBILE PLATFORM

- Android application mandatory.
- iOS application mandatory.
- Support latest stable OS versions.

## 5.2 BACKEND TECHNOLOGY

The bidder may use modern technology stack including database, preferably open source.

## 5.3 SECURITY REQUIREMENTS

The application must:

- Use HTTPS/SSL encryption.
- Support secure authentication.
- Prevent SQL injection/XSS attacks.
- Support role-based access control.
- Maintain audit logs.
- Protect sensitive user information.
- Ensure secure API communication.

## 5.4 PERFORMANCE REQUIREMENTS

- High availability.
- Scalable architecture.
- Fast response time.
- Optimized bandwidth usage.
- Efficient database design.

## 5.5 HOSTING REQUIREMENTS

Although the solution initially will be deployed on a cloud server, the solution should support:

- On-premise deployment.
- Cloud deployment.
- Backup and disaster recovery.
- Automated backup mechanisms.

## 6. WARRANTY, SUPPORT & MAINTENANCE

- Initially minimum 1 year comprehensive warranty support after go-live which includes:
  1. Bug fixing.
  2. Security patches.
  3. Performance optimization.
  4. Minor feature updates/enhancements.
  5. OS compatibility updates.

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6. Performance optimization.

7. Technical support.

- After the initial 1 year period is over AMC will be applicable with the same terms & conditions as mentioned in the above point.
- Future Development: Actual requirement analysis and development roadmap will be considered during SRS phase. Minor development would be considered during the SRS and the initial one year AMC period based on mutual agreement if the development and engineering efforts are minimal.

AMC charges to be quoted separately.

## 7. DELIVERABLES

The successful bidder shall provide the following:

1. Android & IOS mobile application.
2. Backend/admin dashboard.
3. User guides, User manuals for each role, admin guide, and API documentation.
4. Remote Technical Support: In general, technical troubleshooting would be provided remotely. In case of critical issues, physical support would be available.
5. Technical documentation, Deployment documentation.
6. Security audit report.
7. Warranty & AMC support.
8. App Store and Play Store publishing support.

## 8. ELIGIBILITY CRITERIA

The bidder must satisfy the following eligibility criteria:

### 8.1 Legal Status

The bidder should be:

- A Company registered under the Companies Act, or
- A Partnership Firm, or
- An LLP, or
- A Proprietorship Firm.

### 8.2 Experience

- Minimum 3 years experience in software and specifically in mobile application development.
- Experience in similar Government/Educational Institution projects.
- At least 2 similar mobile application projects completed.

### 8.3 Financial Criteria

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- Positive net worth during the last 3 financial year
- Average annual turnover of Rs. 50L during the last 3 financial years.

## 8.4 Technical Capability

- Adequate technical manpower.
- Mobile app development team.
- UI/UX expertise.
- Backend development expertise.
- Support infrastructure.

## 8.5 Mandatory Documents

The bidder must submit:

- PAN Card.
- GST Registration.
- Trade License.
- Certificate of Incorporation/Registration.
- Financial statements.
- Work orders/completion certificates.
- Company profile.
- Authorization letter.

## 9. BID SUBMISSION PROCESS

The bid shall be submitted in two parts:

### **A. Technical Bid**

The technical bid should include:

- Company profile.
- Technical proposal.
- Project methodology.
- Team details.
- Experience details.
- Compliance statement.
- Supporting documents.

### **B. Financial Bid**

The financial bid should include, the filled in proforma with rate.

## 10. EVALUATION CRITERIA

The financial bid of technically qualified bidders having similar experience and with all requisite documents shall be opened.

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The selection may be based on L1 basis.

## 11. TIMELINE

The tentative project timeline shall be:

| Activity              | Timeline |
|-----------------------|----------|
| Requirement Analysis  | 2 Weeks  |
| UI/UX Design          | 1 Weeks  |
| Development           | 3 Weeks  |
| Integration & Testing | 1 Weeks  |
| UAT & Deployment      | 2 Weeks  |
| Training & Go-Live    | 1 Week   |

**Total Estimated Duration: Approximately 10 Weeks.**

## 12. SERVICE LEVEL AGREEMENT (SLA)

The selected bidder shall ensure:

- Minimum uptime commitment.
- Defined response time.
- Defined resolution time.
- Security compliance.
- Timely bug fixing.
- Data confidentiality.

Suggested SLA:

| Severity | Response Time | Resolution Time |
|----------|---------------|-----------------|
| Critical | 1 Hour        | 4 Hours         |
| High     | 4 Hours       | 1 Day           |
| Medium   | 1 Day         | 3 Days          |
| Low      | 2 Days        | 7 Days          |

## 13. DATA SECURITY & CONFIDENTIALITY

The bidder shall:

- Maintain strict confidentiality of University data.
- Not share data with third parties.
- Ensure secure storage and transmission.
- Comply with applicable data protection regulations.
- Sign Non-Disclosure Agreement (NDA) if required.

All data generated under the project shall remain the sole property of Vidyasagar University.

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## 14. INTELLECTUAL PROPERTY RIGHTS

- The complete source code, database structure, APIs, designs, documentation, and related deliverables developed under this project shall become the sole property of Vidyasagar University.
- The bidder shall hand over all credentials, source code repositories, and deployment access details upon project completion.
- No proprietary lock-in shall be permitted without prior approval.

## 15. PAYMENT TERMS

Indicative payment terms may be:

| Milestone  | Payment |
|--|---------|
| Testing & UAT Completion   | 20%     |
| Go-Live & Deployment   | 60%     |
| Successful Completion of Warranty/Retention of at least 6 months | 20%     |

Applicable statutory deductions shall be made.

## 16. PENALTY CLAUSE

- Delay in project execution may attract penalty.
- SLA violations may attract penalties.
- Repeated security failures may lead to contract termination.

## 17. TERMINATION CLAUSE

The University reserves the right to terminate the contract in case of:

- Non-performance.
- Delay in execution.
- Security breach.
- False information.
- Violation of contractual obligations.

## 18. UNIVERSITY RIGHTS

Vidyasagar University reserves the right to:

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- Accept or reject any bid.
- Cancel the tender process.
- Modify the scope of work.
- Negotiate with bidders.
- Split the work.
- Seek clarifications.

without assigning any reason.

## 19. DECLARATION BY BIDDER

We hereby declare that:

- We have carefully read and understood the tender document.
- We agree to abide by all terms and conditions.
- The information submitted by us is true and correct.
- We understand that Vidyasagar University reserves the right to reject any bid without assigning any reason.

Signature of Authorized Signatory

**END OF TENDER DOCUMENT**

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