



NATIONAL LAW UNIVERSITY AND JUDICIAL ACADEMY, ASSAM
(NLUJA, ASSAM)

Hajo Road, Amingaon, Kamrup (Rural), Guwahati – 781031, Assam

REQUEST FOR PROPOSAL (RFP)

For the

**Design, Development, Implementation, Customization, Deployment, and Maintenance
of an Integrated End-to-End Academic and Examination Management Software System**

RFP / NIQ Reference No.: NLUJAA/ACAD-ADMIN/F/MISC/2024-25/510

The short NIQ was published on 18/05/2026

The last date for submission of bids was 08/06/2026

Issued by:

The Registrar

National Law University and Judicial Academy, Assam

Hajo Road, Amingaon, Kamrup (Rural), Guwahati – 781031, Assam

Phone: +91-361-2738891 | Email: registrar@nluassam.ac.in | Website: www.nluassam.ac.in

Table of Contents

1. Introduction and Instructions to Bidders
2. Definitions
3. Executive Summary
4. About the Institution — NLUJA, Assam
5. Purpose and Objectives of the System
6. Comparative Assessment: Standard ERP vs. a Configurable Autonomous-University System
7. Current Environment / Baseline Assessment (As-Is)
8. Scope of Work and Functional Requirements
9. System Architecture Requirements
10. Technical Specifications
11. Security Requirements
12. Infrastructure Requirements
13. Integration Requirements
14. User Roles and Permissions
15. Data Migration Requirements
16. Implementation Methodology and Project Phases
17. Training Requirements
18. Testing and Acceptance Criteria
19. Warranty, AMC, and Support Services
20. Service Level Agreement (SLA)
21. Compliance Requirements
22. Risk Management Requirements
23. Deliverables
24. Bidder Eligibility Criteria
25. Bid Submission Requirements (Two-Bid System)
26. Earnest Money Deposit, Tender Fee, and Performance Security
27. Evaluation Methodology
28. Payment Terms
29. Documentation Requirements
30. Reporting Requirements
31. Exit Management and Knowledge Transfer
32. General Terms and Conditions of Bidding
33. Important Dates
34. Contact Details
35. Conclusion and Recommendations
Annexure I — Checklist of Documents to be Submitted
Annexure II — Format for Financial Bid
Annexure III — Technical Compliance Statement
Annexure IV — Bidder's Profile
Annexure V — Detailed Eligibility Documentation Formats
Annexure VI — Permission Matrix Template
Annexure VII — Integration Specification Sheets
Annexure VIII — Performance Bank Guarantee Format
Annexure IX — Self-Declaration Regarding Blacklisting and Litigation

1. Introduction and Instructions to Bidders

1.1 Purpose of this RFP

National Law University and Judicial Academy, Assam, an autonomous institution of national importance, invites sealed proposals under a Two-Bid System from reputed, experienced, and technically competent firms for the Design, Development, Implementation, Customization, Deployment, and Maintenance of an Integrated End-to-End Academic and Examination Management Software System.

This detailed RFP sets out NLUJA, Assam's functional, technical, security, implementation, training, support, commercial, and procedural requirements for the System in sufficient detail that a Bidder can prepare a complete and accurate technical and financial proposal. The proposed System shall cover the complete student lifecycle, from admission to the issuance of degree certificates and convocation, and shall ensure efficiency, transparency, accuracy, security, and data integrity of all academic and examination processes.

1.2 Structure of this Document

This RFP is organized into the sections listed in the Table of Contents, covering the institutional background, scope of work, technical and security specifications, implementation methodology, service levels, bidder eligibility, evaluation methodology, commercial terms, and exit management. Bidders should read the entire document before preparing a response, as requirements in one section (for example, Security Requirements) apply across every functional module described elsewhere (for example, Scope of Work).

1.3 Important Instructions to Bidders (Two-Bid System)

1. Proposals shall be submitted under a Two-Bid System, comprising a Technical Bid and a Financial Bid, submitted in two separate sealed envelopes.
2. The two sealed envelopes shall be clearly superscribed as follows:
 - “Technical Bid – RFP for Academic and Examination Management System”
 - “Financial Bid – RFP for Academic and Examination Management System”
3. Both sealed envelopes shall be placed inside one outer sealed envelope, superscribed:
 - “Proposal for Design, Development, Implementation, Customization, Deployment, and Maintenance of an Integrated End-to-End Academic and Examination Management Software System – RFP No. NLUJAA/ACAD-ADMIN/F/MISC/2024-25/510”
4. A non-refundable Court Fee Stamp of Rs. 8.25/- shall be affixed to the covering letter as per applicable requirement.
5. Incomplete proposals, conditional proposals, or proposals received after the due date and time shall be summarily rejected.
6. NLUJA, Assam reserves the right to accept or reject any or all proposals without assigning any reason.
7. Bidders should note that the Technical Bid shall address Sections 1 through 26 and 28 through 35 of this RFP (including all eligibility documentation), and the separate, sealed Financial Bid shall address Section 28 (Payment Terms) and Annexure II (Format for Financial Bid) only.

2. Definitions

Term	Definition
University / NLUJA, Assam	National Law University and Judicial Academy, Assam, the issuer of this RFP and the contracting authority.
Bidder / Vendor	An entity submitting a proposal in response to this RFP, and, upon award, the contracted System Integrator.
System	The Integrated End-to-End Academic and Examination Management Software System described in Section 8 (Scope of Work) of this RFP.
NIQ	The Notice Inviting Quotations (No. NLUJAA/ACAD-ADMIN/F/MISC/2024-25/510 dated 18/05/2026) that preceded and forms the commercial and procedural basis of this RFP.
SRS	System Requirements Specification, the detailed, jointly signed-off elaboration of this RFP's requirements prepared during Phase 1 of implementation (Section 16).
Go-Live	The date on which the System is declared operational for live institutional use following successful UAT.
AMC/ATS	Annual Maintenance Contract / Annual Technical Support, the post-warranty support arrangement described in Section 19.
SLA	Service Level Agreement, the measurable performance and response standards described in Section 20.
EMD	Earnest Money Deposit / Bid Security, as specified in Section 26.
IQAC	Internal Quality Assurance Cell, the body responsible for quality assurance and NAAC-related compliance at NLUJA, Assam.
API	Application Programming Interface, a defined set of protocols enabling the System to exchange data with external applications and services.
SSO	Single Sign-On, an authentication mechanism allowing users to access multiple System portals and modules with a single set of credentials (Section 10.1).
RPO/RTO	Recovery Point Objective and Recovery Time Objective: the maximum acceptable data loss (RPO) and maximum acceptable system downtime (RTO), respectively, in the event of a disaster or outage. Targets defined in Section 10.2.
UID	Unique Identifier, the system-generated, permanent, and non-reusable identifier assigned to each student record across all modules of the System (Section 8.1).
ABC	Academic Bank of Credits, the national credit accumulation and transfer framework under NEP 2020, with which the System must integrate (Section 13).
CBCS	Choice Based Credit System, the credit-based curriculum framework adopted by NLUJA, Assam for its undergraduate and postgraduate programmes, as referenced in Sections 7 and 8.7.
BCI	Bar Council of India, the statutory body regulating legal education and the legal profession in India, whose norms govern NLUJA, Assam's law programmes (Sections 4.2 and 21).
DPDP	Digital Personal Data Protection Act, 2023 (DPDP Act), the Indian legislation governing the processing of digital personal data. Applies to the collection, storage, and processing of student and other personal data under this System. The Bidder and NLUJA, Assam shall comply with its provisions as in force at the time of implementation (Sections 11.4 and 21).
Business Day	Any day other than a Sunday or a public holiday declared by the Government of Assam or the Government of India on which NLUJA, Assam's offices are open for regular administrative business. Used in the SLA timelines in Section 20.

3. Executive Summary

NLUJA, Assam requires an integrated academic and examination software system covering the complete student lifecycle, from admission to convocation, delivered through dedicated portals for students, faculty, parents, alumni, and administration. This RFP defines a 16-module Scope of Work covering technical architecture, security, integration, implementation methodology, training, testing, an SLA framework, and a maintenance model, issued under the commercial and procedural terms of NLUJA, Assam's NIQ No. NLUJAA/ACAD-ADMIN/F/MISC/2024-25/510.

3.1 Key Findings and Priorities

- Standard shared-platform ERPs offer solid standardization but limited flexibility for an autonomous, law-specific university that frequently updates its ordinances (see Section 6).
- The Examination Management, On-Screen Evaluation, and Result Processing modules together account for the highest functional complexity, covering 154 of the 346 total requirements captured across all 16 modules (see Section 8). These three modules require the greatest implementation effort, the most rigorous security review, and the most thorough testing.
- A phased implementation of approximately 24 to 31 weeks (6–7 months) from contract signing to Go-Live is recommended, consistent with the NIQ's indicative 4–6 month implementation window, followed by a minimum 3 to 5 year AMC/ATS period (see Sections 16 and 26).
- Bidders must demonstrate strong self-service configuration and reporting capability so that NLUJA, Assam can manage routine curriculum, ordinance, and reporting changes internally, without recurring dependence on the Bidder's development team (see Section 6).
- Proposals shall be submitted under the Two-Bid System with EMD of ₹50,000/-, Tender Fee of ₹1,000/-, and a Court Fee Stamp of Rs. 8.25/-, as prescribed in Section 26.

4. About the Institution - NLUJA, Assam

The National Law University and Judicial Academy, Assam is a State Autonomous Law University established to provide legal education, located at Hajo Road, Amingaon, Kamrup (Rural), Guwahati, Assam. As an autonomous institution, NLUJA, Assam designs its own curriculum, evaluation pattern, and examination system independently of any affiliating university's calendar, consistent with the UGC framework for autonomous institutions.

NLUJA, Assam conducts all examination operations in-house: question paper setting, confidentiality management, hall-ticket generation, seating arrangements, invigilation, examination attendance sheet, evaluation (including moot court and clinical components specific to legal education), moderation, tabulation, grading, result declaration, revaluation, re-totaling, and certificate and transcript issuance. The University therefore requires a system that is robust, secure, scalable, and audit-compliant, capable of replacing or substantially upgrading its current manual and semi-digital processes.

4.1 Programmes Offered

- B.A. LL.B. (Hons.) Five Year Integrated Course — undergraduate law programme
- One Year LL.M. Degree Programme — postgraduate law programme
- Ph.D. Degree Programme — doctoral research programme
- Diploma and Certificate courses, offered on a continuing and short-term basis

4.2 Governing and Regulatory Context

NLUJA, Assam's academic and examination processes are governed by its own Statutes and Ordinances, the University Grants Commission (UGC) regulatory framework for autonomous institutions, the Bar Council of India's norms for legal education, and the National Education Policy (NEP) 2020. The System procured under this RFP must be configurable to this specific regulatory environment rather than built around the assumptions of a generic, non-law university ERP.

5. Purpose and Objectives of the System

The objectives below define the outcomes against which the delivered System will ultimately be assessed, consolidating both the high-level objectives of the NIQ and the detailed, testable outcomes of the institutional scope study.

Objective	Testable Outcome	Cross-Reference
Streamline academic and examination processes on a single integrated platform	No parallel manual process required for any workflow described in Section 8 once the corresponding module is live	Sections 8, 16
Ensure error-free and timely result processing	Result-processing turnaround for a full examination cycle is measurably faster than the current manual/semi-digital baseline, with zero tabulation errors in UAT	Sections 8.7, 18
Enable automation of transcripts and certificates	Every generated transcript/certificate carries a digital signature and QR/barcode verification	Sections 8.8, 8.9
Maintain a centralized and secure student database	A single student master record (UID-based) is referenced by all 16 modules	Section 8.1
Enhance administrative efficiency and audit readiness	Configurable MIS reports and complete audit logs are available without vendor development effort	Sections 8.12, 8.16, 22
Ensure confidentiality, data integrity, and tamper-proof handling of examination material	Every access to confidential examination material is logged; chain of custody is unbroken and auditable	Sections 8.5, 8.6, 11
Provide secure, role-based, real-time access via web and mobile interfaces	Each user role sees only the functions and data authorised for that role	Sections 10, 14
Meet statutory compliance obligations (NEP 2020, UGC, BCI, NAD, DigiLocker, ABC, NAAC, NIRF, AISHE)	The System produces required statutory data extracts without manual reformatting	Sections 13, 21
Build a configurable system for internal management of routine changes	Academic-Examination Section can make defined configuration changes without a vendor change request	Sections 6, 8.2, 8.5
Establish a long-term AMC/ATS arrangement	A signed AMC/ATS contract is in place at Go-Live, meeting the SLA in Section 20	Sections 19, 20

6. Comparative Assessment: Standard ERP vs. a Configurable Autonomous-University System

Autonomous universities such as NLUJA, Assam have examination and academic governance needs that differ materially from institutions operating under a shared, affiliating-university calendar. The assessment below summarizes the challenges that typically arise when a standardized, multi-institution ERP platform (such as the Samarth ERP suite used across many Indian higher education institutions) is deployed at an autonomous university without significant customization, and sets out why this RFP requires a more configurable alternative.

6.1 Challenges of Standardized ERP Platforms for Autonomous Universities

Challenge Area	Description
Limited Flexibility	Difficult to accommodate the diverse academic regulations, ordinances, and examination rules specific to autonomous universities.
Customization Constraints	Many institutional requirements need intervention from the central platform's development team, which causes delays.
Slow Change Management	Even minor modifications typically require formal change requests, testing cycles, and staged deployment.
Complex Initial Configuration	Setting up programmes, curriculum, grading rules, and examination structures is time-consuming and technically demanding.
Steep Learning Curve	Administrative staff require extensive training to work across multiple interconnected modules.
Vendor Support Dependency	Universities have limited ability to resolve technical issues independently.
Limited Report Customization	Statutory and institution-specific reports often cannot be generated without additional development work.
Result Processing Challenges	Complex academic structures, moderation rules, backlog handling, and special cases may still require manual intervention.
Document Formatting Limitations	Institutions often need custom certificate and transcript formats that standard templates cannot accommodate.
Peak-Period Performance	Heavy traffic during admissions or result publication can slow the system significantly.
Third-Party Integration Limits	Some external systems require additional APIs or custom development before they can connect.
Reduced Institutional Autonomy	Standardized workflows may not align with the University's own regulations and Council decisions.

6.2 Examination-Specific Requirements for Autonomous Law Universities

Autonomous universities, and law universities in particular given their moot court, clinical, and internship components, require examination systems capable of handling:

- Multiple grading regulations across different academic batches
- Flexible examination ordinances and programme-specific rules
- Moderation, grace marks, and special examination provisions
- Revaluation, scrutiny, challenge evaluation, and improvement examinations
- Credit transfer and multidisciplinary curricula under NEP 2020
- Complex detention and promotion rules, including those specific to moot court and clinical courses

- Multiple examination types: Regular, Repeat, Re-registered, Special, and Improvement
- Dynamic curriculum revisions without affecting historical student records
- Institution-specific transcript and certificate formats
- Detailed statutory reports for the Academic Council, Executive Council, and regulatory bodies such as the Bar Council of India and UGC

6.3 Mandatory Bidder Requirement

NLUJA, Assam will only accept proposals for a configurable, institution-driven system as scoped in Section 8, whether delivered through significant customization of a platform such as Samarth or through a purpose-built alternative. Bidders must specifically address, in their technical proposal, how their solution provides: (a) a self-service workflow-configuration toolkit; (b) a report-builder usable by non-technical NLUJA, Assam staff; and (c) a rule-engine-driven examination and result-processing module, such that NLUJA, Assam can manage most day-to-day regulatory changes internally, without vendor involvement. Proposals that do not address these three capabilities explicitly will be scored down under the Evaluation Criteria in Section 27.

7. Current Environment / Baseline Assessment (As-Is)

The parameters below describe NLUJA, Assam's current environment. The number of active courses (170) and the approximate examination papers per cycle (70–80) have been confirmed by NLUJA, Assam's Academic-Examination Section and form part of the signed-off System Requirements Specification (SRS). Any remaining parameter in this section marked [TO BE CONFIRMED] must be finalized by the Academic-Examination Section during the requirement-gathering workshops in Phase 1 of implementation (Section 16.1).

Parameter	Current Status
Programmes offered	B.A. LL.B. (Hons.), LL.M., Ph.D., Diploma/Certificate courses
Approximate student strength per examination cycle	500-1000
Examination cycles per year	Semester-end, Mid-semester, Backlog/Supplementary, Improvement
Number of examination centres	2-3
Existing systems in use	Samarth e-Gov suit, manual registers attendance etc.
Evaluation pattern	Choice Based Credit System (CBCS) with a 10-point Absolute Grading System.
Unique law-university components	Moot Court evaluation, Clinical Courses, Internship assessment, Viva-voce
Number of active courses (approximate)	Estimated 170 active courses across all programme batches (B.A. LL.B., LL.M., P.h.D.) at any given semester. Includes core, elective, clinical, and skills courses. To be confirmed during Phase 1 requirement-gathering workshops (Section 16.1).
Approximate examination papers per cycle	Estimated 70–80 individual question papers per semester-end examination cycle across all active programmes and batches, including backlog/supplementary papers. Does not include internal continuous assessment (ICA) components. To be confirmed during Phase 1.

The final, confirmed figures in this section will directly inform the sizing, performance, and scalability commitments required under Section 10 (Technical Specifications) and the SLA in Section 20. Bidders' proposals should state the assumptions used where a figure remains bracketed at the time of bid submission.

8. Scope of Work and Functional Requirements

The selected Bidder shall supply, configure, customize, implement, migrate data into, integrate, train users on, and maintain the 16 functional modules described in this section. Collectively, these modules represent 346 individually captured functional requirements. The Examination Management, On-Screen Evaluation, and Result Processing modules (Sections 8.5–8.7) together account for 154 of these requirements and represent the highest implementation, security, and testing priority in this procurement.

For each module, this section sets out an overview of the module's purpose, a representative specification-level breakdown of its key requirements with the acceptance criterion NLUJA, Assam will use to test it, and the deliverables the Bidder must produce for that module. These acceptance criteria are illustrative of the standard of proof required and will be elaborated into detailed test cases during SRS sign-off (Section 16.1) and formal UAT (Section 18).

8.1 Admission & Student Lifecycle Management (14 requirements)

This module shall manage every stage of a student's association with NLUJA, Assam, from admission enquiry through to alumni transition, on a single student master record (UID-based ascending order) that all other modules reference.

Requirement	Detailed Specification	Acceptance Criteria
Online Admission	Web-based, programme-wise application form with document upload, fee payment, and status tracking for B.A. LL.B. (Hons.), LL.M., Ph.D., and diploma/certificate programmes.	An applicant completes a programme-specific application end to end and receives an automated acknowledgement with a unique application number.
Entrance Examination Integration & Merit List	Import of scores from CLAT/AILET/in-house tests, mapped to applicants; rule-based, category/quota-wise merit list generation.	A merit list for a sample batch is generated and independently verifiable against configured rules and scores.
Seat Allocation & Registration	Automated multi-round counselling and seat allocation; semester-wise registration linked to eligibility, attendance carry-forward, and fee clearance.	Seat allocation across at least two rounds completes without manual spreadsheet reconciliation.
UID Generation & Student Profile	Automatic generation of a unique, unchangeable student identifier; consolidated editable-with-approval profile.	Every confirmed admission produces exactly one UID with no duplicates across the test dataset.
Document Verification & Hostel/Scholarship	Verification workflow for admission documents; hostel room allocation; configurable scholarship/fee-waiver workflows.	A rejected document notifies the applicant with reason and permits re-upload within a configurable window.
ID Card Issuance & Alumni Handover	Template-driven ID card generation with QR/barcode; automated transition to alumni status on completion or exit.	An ID card's QR code resolves to the correct student record; alumni handover retains academic history and revokes active-student access.

Deliverables for this Module

- Configured Student Lifecycle Management module
- Admission and merit-list configuration document approved by the Academic Section
- UAT sign-off from the Academic Section for this module

8.2 Academic Management (30 requirements)

This module shall manage programme, curriculum, and course-registration governance in line with NEP 2020, the Choice Based Credit System (CBCS), and NLUJA, Assam's own ordinances, and must allow the Academic Section to make routine curriculum changes without vendor intervention.

Requirement	Detailed Specification	Acceptance Criteria
Programme, Course, Department & Centre Setup	Administrative screens to create and maintain the institutional hierarchy with effective dates.	The Academic Section independently adds a new Centre and associates a programme with it, without a change request.
CBCS / LOCF / NEP Curriculum Support	Configurable curriculum structures supporting CBCS, Learning Outcome-based Curriculum, and NEP 2020 multidisciplinary requirements.	A curriculum built for a test programme reproduces the ordinance-defined credit structure without custom coding.
Version-, Batch-, and Semester-wise Curriculum Management	Multiple concurrent curriculum versions so students continue under the curriculum applicable to their admission batch.	A student from an earlier batch is evaluated against their original curriculum version even after a newer version is published.
Course Revision, Credit Revision, Replacement & Withdrawal	Workflow to revise, replace, or withdraw a course with version control and approval record.	A course revision is time-stamped, attributed to an approver, and does not alter historical records of completed students.
Open Electives, Minor, Major, Honours & Skill Courses	Support for the full range of NEP 2020 course categories with eligibility, credit caps, and cross-department rules.	A student enrolls in a cross-department open elective subject to configured seat/eligibility limits without manual override.
Registration, Add/Drop, Repeat, Improvement & Audit	Configurable registration windows and rules for every registration category recognised by NLUJA, Assam.	Each registration category can be independently enabled or disabled by the Academic Section for a given semester.
BCI Mandatory Attendance, Examination Eligibility and Repeat Attempt Controls	<p>The System shall maintain course-wise attendance records and determine examination eligibility in accordance with the requirements applicable to the respective programme, as set out below.</p> <p>1. Undergraduate Programme (B.A. LL.B. (Hons.))</p> <p>The prescribed minimum attendance shall be 70% in each course, in accordance with the applicable Bar Council of India (BCI) requirements.</p> <p>In cases involving genuine emergencies, including medical emergencies, the Vice-Chancellor may approve relaxation permitting attendance of not less than 65% in an individual course, provided the student's aggregate attendance across all courses taken together is at least 70%.</p> <p>The System shall identify students who do not satisfy the prescribed attendance requirements and restrict their examination registration</p>	<p>(a) An undergraduate student with 69% attendance in a course shall ordinarily be marked ineligible for examination registration.</p> <p>(b) An undergraduate student with 67% attendance in a particular course and aggregate attendance of 70% or above across all courses may be made eligible for examination registration only upon approval of the Vice-Chancellor under the prescribed emergency-relaxation provision.</p> <p>(c) An undergraduate student with 64% attendance in a course shall remain ineligible under the specified relaxation provision, even where aggregate</p>

Requirement	Detailed Specification	Acceptance Criteria
	<p>accordingly. Where relaxation is approved by the Vice-Chancellor under the above conditions, the System shall record the approval and update the student's examination eligibility status.</p> <p>2. Postgraduate Programme (LL.M.) The System shall enforce the prescribed minimum attendance of 75% in all courses, in accordance with the applicable UGC requirements and University regulations. Students who do not satisfy this requirement shall be marked ineligible for examination registration, subject to any relaxation expressly permissible under the applicable rules and duly authorised by the competent authority.</p> <p>3. Repeat Attempts and Re-registration The System shall support configuration of the maximum permissible attempts for backlog or repeat examinations in accordance with the applicable University Ordinances and regulations. It shall track attempts course-wise, alert the designated academic authorities when a student approaches the prescribed limit, and prevent further registration for a course when the permissible limit has been exhausted, subject to any exception or approval expressly provided under the applicable rules. Where a student is required to re-register for a semester or programme following expiry of the prescribed maximum duration, the System shall support a distinct registration category and apply the relevant eligibility conditions, approval requirements, and time limits.</p> <p>4. Configuration and Auditability Attendance thresholds, programme-wise eligibility rules, relaxation conditions, approval authority and repeat-attempt limits shall be configurable by authorised University personnel. The System shall maintain an audit trail of changes to these parameters and of individual eligibility decisions, approvals and overrides. The configuration shall preserve the distinction between undergraduate and postgraduate requirements and shall not apply a uniform attendance threshold across programmes.</p>	<p>attendance across all courses is 70% or above.</p> <p>(d) A postgraduate student with attendance below 75% in any course shall be marked ineligible for examination registration, subject to any relaxation expressly permissible under the applicable rules.</p> <p>(e) The System shall retain an auditable record of attendance calculations, eligibility determinations, authorised relaxations and the identity and date of the approving authority.</p> <p>(f) A student who has exhausted the configured maximum number of repeat attempts shall be prevented from further registration for the relevant course, subject to any exception expressly provided under the applicable University regulations.</p>

Deliverables for this Module

- Configured Academic Management module with at least one full curriculum loaded for each active programme
- Curriculum configuration guide for Academic Section staff
- UAT sign-off from the Academic Section

8.3 Attendance Management (12 requirements)

This module shall record and govern attendance for all academic activities, apply NLUJA, Assam's attendance-linked eligibility rules, and integrate with biometric hardware already in use or to be procured.

Requirement	Detailed Specification	Acceptance Criteria
Faculty Attendance Entry & Biometric Integration	Manual entry by faculty and automated biometric/RFID capture, reconciled between sources.	A discrepancy between biometric and faculty-entered attendance is flagged for reconciliation rather than silently overwritten.
Attendance Rules, Medical Leave, Academic Leave, Condonation & Detention	Configurable minimum-attendance thresholds with workflows for medical & academic-leave adjustment, condonation, and detention flagging.	A student below threshold is automatically flagged; approved medical & academic-leave recalculates eligibility correctly.
Attendance Percentage Tracking & Attendance-Linked Marks	Real-time percentage calculation; optional linkage of a defined internal-marks component to attendance.	Displayed percentage matches an independent manual calculation from the same raw data.
Automatic Defaulter Lists with SMS/Parent Alerts	Scheduled or on-demand defaulter lists with automatic SMS/email notification to students and parents.	A test defaulter list triggers notifications to all listed students and registered parent contacts within the same working day.

Deliverables for this Module

- Configured Attendance Management module integrated with existing/new biometric devices
- Attendance rule configuration document
- UAT sign-off from the Examination and Academic Section

8.4 Timetable Management (9 requirements)

This module shall generate and manage class, faculty, and courtroom (moot court) schedules, detect conflicts automatically, and account for NLUJA, Assam's holiday calendar and special sessions.

Requirement	Detailed Specification	Acceptance Criteria
Class, Faculty, Room & Clinical Timetabling	Automated or semi-automated timetable generation considering faculty availability, room capacity, and credit-hour requirements.	A generated timetable contains no double-booking of any faculty member or room.
Court-Hall Allocation for Moot Court	Dedicated scheduling category for moot court rooms and clinical-course sessions, distinct from standard classrooms.	A moot court booking does not conflict with a regular classroom booking for the same hall.
Conflict Detection & Holiday Calendar	Automatic conflict detection and exclusion of university-declared holidays from the generated timetable.	Scheduling a class on a declared holiday produces a system warning before the entry is saved.
Special and Make-up Classes	Ad hoc scheduling outside the standard timetable, with notification to affected students and faculty.	A make-up class appears on affected students' timetables and triggers a notification.

Deliverables for this Module

- Configured Timetable Management module
- Timetable configuration and conflict-rule documentation
- UAT sign-off from the Academic Section

8.5 Examination Management (Core Module) (52 requirements)

This is the most functionally complex module in the System and shall govern every examination-related process from calendar planning through to strong-room and dispatch tracking. Given its criticality, this module requires the most rigorous configuration review, testing, and security control of any module in the System.

Requirement	Detailed Specification	Acceptance Criteria
Configuration for Regular, Repeat, Re-registered, Special, Improvement, Credit-Transfer Examinations	Each examination type is independently configurable with its own eligibility, fee, and result-processing logic, callable without redevelopment.	The Examination Branch activates a new examination type for a given semester using existing configuration screens, without a vendor change request.
Academic, Examination, Result & Notification Calendars	Master calendar linking session dates, examination windows, result targets, and automated notification schedules.	A change to the examination calendar automatically updates dependent notification dates without manual re-entry.
Online Registration, Fee Payment & Form Generation	Student self-service form filling, fee payment, and a system-validated examination form.	A student ineligible under a configured rule is blocked from submission with the specific reason displayed.
Admit Card Generation with Barcode/QR/Digital Signature	Bulk and individual admit card generation with photograph, seating details, scannable code, and authorised signature.	A generated admit card's code scans correctly to the assigned centre, room, and bench.
Centre, Room, Bench, Invigilator & Flying-Squad Management	Master data and assignment screens for every physical and personnel resource, including flying-squad deployment records.	A complete resource assignment for a mock session can be generated and printed from the System.
Randomized Seating, Attendance Sheets & Malpractice Registers	Rule-based seating avoiding adjacency of same-course students; structured malpractice register with evidence attachment.	A malpractice register entry is retrievable with attached evidence and linked to the correct student and paper.
Barcode-Based Anonymous Evaluation & Chain-of-Custody Tracking	Answer scripts barcoded to mask identity during evaluation, with a logged chain of custody through strong-room, dispatch, and receipt.	The identity of a test script cannot be determined by an evaluator; every custody transfer is time-stamped and attributable to a named handler.

Deliverables for this Module

- Configured Examination Management module covering all recognized examination types
- Examination process configuration manual for the Examination Branch
- Independent security review of the anonymous-evaluation and chain-of-custody workflow
- UAT sign-off from the Controller of Examinations

8.6 On-Screen Evaluation System (20 requirements)

This module shall support digital, physical, and hybrid evaluation workflows, preserving evaluator anonymity and providing a complete, tamper-evident audit trail of every mark awarded.

Requirement	Detailed Specification	Acceptance Criteria
Digital, Physical & Hybrid Evaluation	Scanning of physical scripts for on-screen evaluation, direct digital-exam evaluation, and hybrid mode.	A scanned answer script is presented on screen with legible image quality and correct page sequencing for a sample of at least 50 scripts.
Double, Triple, Blind & Challenge Evaluation	Configurable workflows requiring one, two, or three independent evaluators, with blind and student-initiated challenge modes.	In double-evaluation, the second evaluator's screen does not display the first evaluator's marks until both are submitted.
Moderation, Re-evaluation, Scrutiny, Grace Marks & Scaling	Rule-driven post-evaluation adjustment workflows producing an auditable delta between original and adjusted marks.	Every moderation/scaling adjustment is traceable to a specific rule, approver, and timestamp.
Evaluator Dashboard, Script Allocation & Auto-Lock	Dashboard showing assigned scripts, deadlines, and automatic locking of submitted evaluations.	A locked evaluation cannot be altered without a separately logged administrative override.
Digitally Signed Evaluation Records	Each finalized evaluation record digitally signed and time-stamped for non-repudiation.	A finalized record's signature validates correctly and any post-hoc alteration invalidates the signature.
Script Rendering, Annotation, and Scanning Standards	Physical answer booklets shall be scanned at a minimum of 300 DPI and rendered in PDF/A format for on-screen evaluation. The system shall support stylus and digital pen annotations on both scanned and native digital scripts. Mark entry shall use automated question-level and sub-question-level aggregation to prevent manual tallying errors. Script anonymization (masking of roll numbers and identifying information) shall be enforced from the point of scanning through to final evaluation lock, with anonymization status logged in the audit trail.	A 50-page physical answer booklet scanned at 300 DPI is rendered legibly on screen without distortion. An evaluator's stylus annotation is saved and displayed consistently on re-opening. Automated mark aggregation matches the manual sum for a test set of 20 questions. The student roll number is not visible to the evaluator at any evaluation stage.

Deliverables for this Module

- Configured On-Screen Evaluation System integrated with the Examination Management module
- Evaluator training material and evaluator user guide
- UAT sign-off from the Controller of Examinations

8.7 Result Processing (82 requirements)

This module carries the highest functional complexity in the System and is directly responsible for the accuracy, consistency, and statutory compliance of every result NLUJA, Assam declares. It must apply NLUJA, Assam's grading and promotion rules exactly as defined in its ordinances, across every batch, programme, and examination type, with a complete audit trail.

Requirement	Detailed Specification	Acceptance Criteria
Grading Engine (CBCS with a 10-point Absolute Grading, CGPA/SGPA/GPA, Class, Division, Rank)	Configurable grading engine computed consistently across transcripts, certificates, and portals. The engine must natively support law-specific evaluation rules, including separate minimum passing thresholds for internal continuous assessment (ICA), end-term examinations, clinical viva-voce, and moot court exercises, as prescribed by the Bar Council of India (BCI) and NLUJA, Assam Ordinances. A student who meets the aggregate threshold but falls below the component-specific threshold must be flagged as not cleared for that component.	A result computed for a sample dataset matches an independent manual computation to the last decimal place.
Pass/Fail/Promotion/Dimotion /Detention & Credit-Deficit Rules	Rule engine applying programme- and batch-specific thresholds, promotion eligibility, and credit-deficit carry-forward.	A student with a credit deficit is correctly flagged ineligible for promotion, with the specific deficient course(s) listed.
Batch-, Programme-, Semester-, Course, and Course-component-wise Rule Variants	The rule engine applies different grading/promotion logic to different batches or programmes concurrently.	Two test batches with different configured rules produce correct, independently verifiable results in the same processing run.
Configurable Grace-Mark Logic with Full Audit Trail	Grace marks applied per configured limits, with every application logged against an approving authority.	A grace-mark allocation exceeding a configured limit is blocked by the System rather than relying on manual review.
Revaluation, Challenge Evaluation & Improvement Workflows	End-to-end workflow from application through fee payment, re-evaluation, and result amendment, retaining original and revised marks.	A revaluation processed in the test environment updates the result and retains a visible record of the original mark.
Result Publication with Gazette, Rank & Merit Lists	Simultaneous, role-appropriate result publication with automatic gazette notifications, rank lists, and merit lists.	On publication, the student portal, department dashboard, and Controller of Examinations login all reflect the same result set within the same cycle.
Moot Court and Trial Advocacy Score Integration	The System shall capture and integrate moot court scores comprising separate sub-components: written memorial marks, oral argument marks, and researcher marks, with configurable weightings as prescribed in NLUJA, Assam Ordinances. Inter-team and intra-team ranking shall be calculated automatically and stored as part of the student's semester record.	A moot court result with three sub-components and configured weightings produces the correct aggregate and rank on the student's grade sheet, verifiable against manual computation.

Requirement	Detailed Specification	Acceptance Criteria
Clinical Legal Education and Internship Assessment	The System shall record and process Clinical Legal Education (CLE) course assessments including client interaction scores, live client supervision marks, and reflective journal evaluation, as well as structured internship assessment marks submitted by supervising practitioners. These marks shall feed into the CGPA computation under the applicable programme rules.	A student's CLE marks entered by the supervising faculty and internship marks entered by the Placement Cell are both reflected in the semester grade sheet and correctly included in the CGPA computation.
Viva-voce Scheduling, Marks Entry, and Audit	The System shall manage viva-voce examinations as a standalone assessable component: scheduling of viva boards, assignment of examiners, structured marks entry (with sub-criteria as configured), and publication of viva results. All examiner identities and marks shall be locked post-submission, with an override workflow requiring co-authorisation by the Controller of Examinations.	A viva-voce board is scheduled and assigned, marks entered by two examiners, result locked, and the signed record is retrievable with full examiner and timestamp metadata. An unauthorized post-submission change attempt is rejected.
LL.M. Dissertation and Research Paper Evaluation	For LL.M. students, the System shall support multi-stage dissertation evaluation: guide assessment, internal examiner marks, external examiner marks, and viva marks, each entered by the respective role. A configurable minimum threshold shall apply to each stage. The system shall calculate the dissertation aggregate and include it in the final LL.M. result as a separate examinable component, subject to BCI and NLUJA, Assam Ordinance requirements.	An LL.M. student's dissertation result with four sub-components, two of which are below the configured stage threshold, is correctly flagged as not cleared even if the aggregate passes, and the specific failing stage is identified on the result sheet.

Deliverables for this Module

- Configured Result Processing module with all grading/promotion/demotion rules signed off by the Academic Council or its delegate
- Result computation validation report comparing system output to manual computation for at least one full batch
- UAT sign-off from the Controller of Examinations and Academic Section

8.8 Grade Sheet, Transcript & Certificate Management (19 requirements)

This module shall generate official grade sheets, academic transcripts, and all categories of certificates issued by NLUJA, Assam, each digitally signed and independently verifiable, with a controlled duplicate-issuance workflow.

Requirement	Detailed Specification	Acceptance Criteria
Semester-wise Grade Sheets & Consolidated Transcripts	Official and student-copy variants; correct reflection of multiple attempts and credit transfers per NLUJA, Assam's disclosure policy.	Both transcript variants are generated for a test student and are visually and structurally distinguishable.
Digitally Signed, QR-Verifiable Transcripts	Transcripts carry computed CGPA/percentage, an authorised digital signature, and a QR code resolving to a verification page.	Scanning the QR code returns a verification result matching the transcript's stated CGPA and student details.
Degree, Provisional, Migration, Character, Attendance, Bonafide, Rank and Gold-Medal Certificates	Each certificate type has its own approved template, eligibility check, and issuing-authority sign-off workflow.	Each certificate type is generated independently and carries the correct authorised signatory for that category.
Duplicate Certificate Issuance	Controlled workflow requiring justification, approval, and a visible 'Duplicate' marking distinct from the original.	A duplicate certificate is visibly marked and logged against the requesting student and approving officer.

Deliverables for this Module

- Configured Transcript and Certificate Management modules with NLUJA, Assam-approved templates
- Transcript/certificate verification portal (public-facing QR resolution page)
- Certificate issuance and duplicate-control SOP
- UAT sign-off from the Controller of Examinations

8.9 Convocation Management (8 requirements)

This module shall manage the end-to-end convocation process, from graduand registration through to degree conferral and record-keeping, and shall integrate with convocation records for automated degree certificate generation and a secure digital repository of awarded degrees.

Requirement	Detailed Specification	Acceptance Criteria
Registration, Fee, Gown & Medal Management	Online convocation registration linked to eligibility (completed and cleared students only), with fee collection and gown/medal tracking.	A student who has not cleared all dues or academic requirements is blocked from registration, with the specific reason shown.
Guest and Attendance Management	Guest invitation/RSVP tracking and attendance capture for the ceremony.	A test convocation event's guest list and attendance record can be exported for the Registrar's office.
Degree and Certificate Printing	Bulk printing keyed to the confirmed convocation attendee list, with an exception queue for absentee graduands.	Degree certificates are generated only for confirmed, eligible registrants, with absentees routed to a follow-up queue.

Deliverables for this Module

- Configured Convocation Management module with digital repository of awarded degrees
- Convocation process SOP
- UAT sign-off from the Registrar's office

8.10 Alumni & Exit Management (9 requirements)

This module shall maintain engagement with, and provide services to, NLUJA, Assam's alumni after their formal exit from active-student status, including migration of student data and alumni portal integration.

Requirement	Detailed Specification	Acceptance Criteria
Alumni Database Creation & Post-Graduation Migration	Automated transition of student records to alumni status with retained academic history and revoked active-student privileges.	An alumni account created in the test environment retains correct linkage to that individual's original academic records.
Registration and Certificate Verification	Self-service alumni registration and a facility to request verification of previously issued certificates.	An alumni transcript/certificate request routes to the same verification and signature workflow used for current students.
Transcript Requests, Donations, Events & Placement	Self-service transcript request and payment, an optional donation module, event registration, and a placement/career-services interface.	Alumni portal functions are accessible using the alumni account without administrative intervention.

Deliverables for this Module

- Configured Alumni Portal with database creation and migration workflow
- Alumni data-retention and privacy documentation
- UAT sign-off from the Registrar's office

8.11 Student Feedback Management System (10 requirements)

This module shall provide a configurable, semester-wise online feedback mechanism covering courses and faculty, supporting anonymous submission and statutory compliance reporting.

Requirement	Detailed Specification	Acceptance Criteria
Online Feedback Collection & Anonymous Submission	Course-wise and faculty-wise feedback collection with an anonymous submission option.	A submitted feedback response cannot be traced back to the submitting student by any administrative role.
Configurable Forms, Scheduling & Automation	Configurable feedback forms/questionnaires with semester-wise scheduling and automated reminders.	A feedback cycle configured for a semester opens and closes automatically per the configured schedule.
Feedback Analytics, Reporting & IQAC/NAAC Compliance	Analytics dashboard, role-based access, and automated report generation for IQAC/NAAC compliance, with a historical archive.	An IQAC-format feedback report is generated directly from the System without manual reformatting.

Deliverables for this Module

- Configured Student Feedback Management module integrated with Academic and Faculty modules
- Feedback questionnaire configuration guide
- UAT sign-off from the IQAC coordinator and Academic Section

8.12 Research Management (LL.M. & Ph.D.) (12 requirements)

This module shall support the full Ph.D. research lifecycle in line with UGC regulations and NLUJA, Assam's own Ph.D. ordinance, including Research Committee (RC) processing and plagiarism screening.

Requirement	Detailed Specification	Acceptance Criteria
Course Work, Synopsis & RC Processing	Workflow tracking for course work completion, synopsis submission, and Research Committee review stages.	A scholar's progress is visible as a single timeline with dates and approving authorities.
Dissertation, Thesis Submission & Plagiarism Check	Pre-submission seminar scheduling, dissertation submission, thesis submission, and integration with a plagiarism-detection tool with a configurable threshold.	A submitted dissertation and thesis cannot proceed until a plagiarism report is attached and falls within the configured threshold.
Viva, Award, Guide Allocation & Progress Tracking	Scheduling and outcome recording for viva voce, degree-award workflow, and guide allocation/reallocation.	A student's/scholar's assigned guide, viva date, and outcome are retrievable from a single scholar record.

Deliverables for this Module

- Configured Research Management module aligned to NLUJA, Assam's LL.M. and Ph.D. ordinance
- Integration with a nominated plagiarism-detection service
- UAT sign-off from the Academic Section / RDC office

8.13 Faculty Portal (10 requirements)

This module shall give faculty members a single self-service interface for teaching, evaluation, and research-related administrative tasks.

Requirement	Detailed Specification	Acceptance Criteria
Attendance & Internal Marks Entry	Screens for faculty to record attendance and internal assessment marks against configured components and weightages.	Internal marks entered are correctly reflected in the Result Processing module's internal-marks component.
Question Paper Upload & Course File Management	Secure upload of question papers with confidentiality controls, and structured storage of course files.	An uploaded question paper is accessible only to authorised examination-setting roles until the configured release point.
Result Analysis, Dashboard, Leave & Research Tracking	Consolidated dashboard for course-wise result analysis, leave application status, and research-output/API-score tracking.	A faculty member's dashboard correctly aggregates course results, leave balance, and logged publications.

Deliverables for this Module

- Configured Faculty Portal
- Faculty user guide
- UAT sign-off from a representative sample of Heads of Department

8.14 Student, Parent & Alumni Portals (23 requirements)

This suite of self-service portals shall be the primary interface for students across their academic lifecycle, and shall give registered parents/guardians and alumni appropriately scoped visibility, subject to consent and NLUJA, Assam's data-sharing policy.

Requirement	Detailed Specification	Acceptance Criteria
Student Portal — Registration, Attendance, Marks & Assignments	Self-service course registration within configured windows and read access to attendance, internal marks, and assignments.	A student views their own attendance percentage and internal marks in real time, matching the underlying module data.
Student Portal — Results, Transcript, Certificate & Fee Access	Self-service access to published results, transcript/certificate requests, fee status, scholarships, and notifications.	A student downloads a digitally signed transcript through the portal without administrative intervention, once eligible.
Parent Portal — Read-Only Visibility & Alerts	Read-only visibility of the ward's attendance, marks, results, and fee status, with automated alerts for overdue payments.	A registered parent account views the ward's data but cannot modify any of it; an overdue fee triggers an alert within the configured window.

Deliverables for this Module

- Configured Student Portal (web and mobile)
- Configured Parent Portal with data-sharing consent workflow
- Student and parent user guides / FAQ
- UAT sign-off from a sample student user group and the Examination Branch

8.15 Reporting & Analytics / Administration Dashboard (10 requirements)

This module shall provide role-based, real-time management information to NLUJA, Assam's senior officers, consolidating data from every other module, together with customizable statutory and regulatory reporting.

Requirement	Detailed Specification	Acceptance Criteria
Role-Based Dashboards	Dashboards for the Vice-Chancellor, Registrar, Controller of Examinations, Finance Officer, Dean, and Heads of Department, each configured to its function.	Logging in as each nominated role displays only the widgets and data authorised for that role.
Configurable MIS Reports, Alerts & KPIs	A report-builder and alerting engine letting authorised staff configure new institutional reports and KPIs without vendor effort.	The Registrar's office independently builds and saves a new report combining data from at least two modules, without a vendor change request.
Statutory and NAAC/NIRF/AISHE Support Reports	Customizable reports for administration and statutory/regulatory reporting, including audit logs and compliance tracking.	A NAAC/NIRF-format data extract is generated directly from the System.

Deliverables for this Module

- Configured Administration Dashboard with agreed KPI set
- Report-builder configuration guide
- UAT sign-off from the Registrar's office

8.16 User & Access Management / Integration & Data Migration (26 requirements)

This module shall implement role-based access control across the System and shall govern the migration of legacy institutional data and integration with the University's other systems (see Sections 14 and 15 for full detail).

Requirement	Detailed Specification	Acceptance Criteria
Role-Based Access (Admin, Faculty, Controller of Examinations, Students, etc.)	Every screen, report, and API endpoint enforces access based on assigned role, with segregation of duties for examination-critical actions.	Attempting to access a screen or record outside an assigned role's permission returns an access-denied response, logged in the audit trail.
Secure Authentication & Audit Trails	Multi-factor authentication for administrative/examination-critical roles; complete, tamper-evident audit trails of all user activity.	An administrative login attempt without the second authentication factor is rejected.
Migration of Legacy Data & API Integration	Migration of existing legacy data; API integration with ERP, LMS, finance, and statutory systems.	A signed reconciliation report confirms migrated record counts match between source and target.

Deliverables for this Module

- Configured User & Access Management module with documented permission matrix
- Legacy data migration and reconciliation reports
- Integration test sign-off for each connected system
- UAT sign-off from NLUJA, Assam's IT team

9. System Architecture Requirements

The System shall follow a layered, service-oriented architecture that separates the presentation layer (portals), the application layer (functional modules), the integration layer (APIs and middleware), the data layer, and the underlying infrastructure. This separation is a mandatory requirement, not a design preference: it is what allows NLUJA, Assam's own IT team to manage configuration and reporting at the application layer without depending on the Bidder for routine changes, consistent with Section 6.3.

9.1 Mandatory Architectural Layers

Layer	Description	Acceptance Criterion
Presentation Layer	All student, faculty, parent, alumni, and administrative portals, delivered as responsive web applications and, where specified, native or hybrid mobile applications.	Presents no direct database access; all data passes through the application/integration layer.
Application Layer	The 16 functional modules described in Section 8, each independently configurable through administrative screens.	A configuration change in one module (e.g., a new examination type) does not require a code deployment.
Integration Layer	RESTful APIs and middleware connecting the application layer to the systems listed in Section 13.	Each external integration can be enabled, disabled, or reconfigured (credentials, endpoints) without touching application-layer code.
Data Layer	A relational database (Section 10.2) holding all institutional data, with a defined backup, replication, and archival policy.	Database schema changes are documented and version-controlled; NLUJA, Assam's IT team can be granted read-only reporting access without risk to production data.
Infrastructure Layer	Compute, storage, and network resources hosting the System, per Section 12 (Infrastructure Requirements).	Infrastructure can scale to the peak-load figures in Section 10.4 without architectural redesign.

9.2 Configurability and Rule-Engine Requirement

The application layer must expose a rule-engine or workflow-configuration toolkit covering, at minimum, examination-type definitions, grading and promotion rules, attendance thresholds, and approval workflows, editable by authorised NLUJA, Assam staff through administrative screens rather than through source-code changes. Bidders shall describe the specific mechanism (e.g., a visual rule builder, a configuration database with an admin UI, or an equivalent) in their technical proposal.

9.3 Multi-Tenancy and Environment Segregation

The Bidder shall provide logically or physically separate Production, User Acceptance Testing (UAT), and Staging/Development environments, each with its own database, so that configuration changes and patches can be tested without affecting live institutional operations. Movement of configuration and code between environments shall follow a documented promotion process agreed during Phase 2 (Section 16.1).

10. Technical Specifications

10.1 Deployment and Platform

Requirement	Specification
Architecture	Web-based; Cloud or On-Premises deployment, at NLUJA, Assam's choice, with the Bidder providing a costed option for both in the commercial proposal.
Database	PostgreSQL, MySQL, Oracle, or Microsoft SQL Server; the Bidder shall state its recommended database and justify the choice against the scalability requirements in Section 10.4.
API	RESTful APIs, versioned, with published, current API documentation delivered as part of the Documentation Requirements in Section 29.
Authentication	Support for Single Sign-On (SSO), LDAP, OAuth 2.0, and SAML 2.0, configurable per user group.
Mobile Support	Native or hybrid mobile applications for Android and iOS, covering at minimum the Student and Faculty Portals.
Browser Support	Full functional support on the latest two major versions of Chrome, Edge, Firefox, and Safari.
Multi-Language Support	English as the primary interface language, with Assamese and/or Hindi to be supported for designated public-facing screens, as agreed during SRS sign-off.

10.2 Data, Audit, and Resilience

Requirement	Specification
Audit Trail	Mandatory, tamper-evident, and exportable, covering every create, update, and delete transaction across all modules, with the acting user's identity, timestamp, and before/after values recorded.
Encryption	End-to-end encryption: AES-256 for data at rest; TLS 1.2 or higher for data in transit, across every portal, API, and integration.
Backup & Disaster Recovery	Automated daily backups at minimum, with a documented Disaster Recovery plan defining RPO and RTO targets, no worse than RPO of 24 hours and RTO of 8 hours for production data.
Scalability	Support for a minimum of 50,000 student records with clear, documented headroom for growth, without requiring architectural redesign.
High Availability	A minimum of 99.9% uptime, with specific attention to peak periods such as admissions and result declaration (see Section 20, SLA).

10.3 Performance Benchmarks

The Bidder shall commit, in its technical proposal, to specific, measurable performance benchmarks for the following operations, to be independently verified during load testing (Section 18.3):

- Average page load time under normal load: not to exceed 3 seconds for any student- or faculty-facing screen.
- Concurrent user support: the System must support, at minimum, simultaneous access by 15% of total student strength (per Section 7) without measurable degradation.
- Result publication: the System must publish results for a full examination batch and make them visible on the Student Portal within a Bidder-committed time window, to be stated in the technical proposal and verified during UAT.

10.4 Peak-Load Sizing

Bidders shall size their proposed infrastructure (Section 12) against two defined peak scenarios: (a) online admission and seat-counselling week, and (b) result-declaration day. The technical proposal must state the expected concurrent-user capacity and response-time degradation, if any, under each scenario, based on the baseline figures in Section 7.

11. Security Requirements

Given the confidentiality of examination material and personal student data, security is treated in this RFP as a first-class, independently evaluated requirement rather than a general technical attribute. Bidders must address every item in this section explicitly in their technical proposal. End-to-end encryption, automated regular backup and disaster recovery, and comprehensive audit logging of all transactions, as mandated in the NIQ Technical Requirements, are baseline requirements across the entire System.

11.1 Access Control

Role-Based Access Control (RBAC)

Every user is assigned one or more roles (Section 14), and every screen, report, and API endpoint enforces access based on that role. Acceptance Criterion: Attempting to access a screen or record outside an assigned role's permission returns an access-denied response, logged in the audit trail.

Multi-Factor Authentication (MFA)

Mandatory for all administrative and examination-critical roles (Controller of Examinations, Examination Branch staff, evaluators, system administrators). Acceptance Criterion: An administrative login attempt without the second authentication factor is rejected.

Session Management

Configurable session timeout, forced logout on password change, and a limit on concurrent sessions per user for examination-critical roles. Acceptance Criterion: An idle session for an examination-critical role times out within the configured window.

11.2 Confidentiality of Examination Material

Question papers, answer scripts, and evaluation records must be protected by access controls and encryption at every stage: authoring, storage, transmission to examination centres, scanning, evaluation, and archival. Access to question papers prior to the scheduled examination date shall be restricted to a minimal, named set of roles, each access being individually logged.

11.3 Vulnerability Management and Penetration Testing

The Bidder shall submit the System for Vulnerability Assessment and Penetration Testing (VAPT) by a CERT-In empanelled agency prior to Go-Live, and annually thereafter during the AMC/ATS period (Section 19). Any critical or high-severity finding must be remediated and re-tested before Go-Live is permitted to proceed.

11.4 Data Privacy

The System shall comply with applicable Digital Personal Data Protection Act, 2023 (DPDP Act) in force at the time of implementation, including principles of purpose limitation, data minimization, and consent for data shared with parents/guardians through the Parent Portal. The Bidder shall provide a data-processing and data-residency statement as part of its technical proposal, specifying where student data will be physically hosted.

11.5 Incident Response

The Bidder shall maintain and share with NLUJA, Assam a documented security-incident response plan, including notification timelines to NLUJA, Assam in the event of a suspected data breach, and shall support NLUJA, Assam in any resulting regulatory notification obligations.

12. Infrastructure Requirements

12.1 Deployment Options

Bidders shall submit costed proposals for both of the following deployment options, allowing NLUJA, Assam to make an informed final decision:

- Cloud Deployment: Hosted on a Tier III or higher data centre located within India. The cloud service provider must be empanelled by the Ministry of Electronics and Information Technology (MeitY). The deployment must meet the encryption, backup, and availability requirements of Section 10.2, with a clear data-residency statement.
- On-Premises Deployment: Hosted on infrastructure provided and maintained by NLUJA, Assam at its Guwahati campus, with the Bidder specifying the minimum server, storage, and network specifications required to meet Section 10's performance benchmarks.

12.2 Network and Connectivity

The Bidder shall specify minimum bandwidth requirements for the University's internet connectivity to support the concurrent-user targets in Sections 10.3–10.4, and shall recommend a resilience measure (e.g., a secondary internet link) for examination-critical periods.

12.3 Environment Provisioning

The Bidder shall provision and maintain the Production, UAT, and Staging/Development environments described in Section 9.3, including all licensing costs for third-party software components (database, application server, operating system) required to run the System, itemized separately in the commercial proposal.

12.4 Disaster Recovery Site

Where NLUJA, Assam opts for Cloud Deployment, the Bidder shall propose a geographically separate Disaster Recovery (DR) site meeting the RPO/RTO targets in Section 10.2, with an annual DR drill conducted jointly with NLUJA, Assam's IT team during the AMC/ATS period.

13. Integration Requirements

The System must integrate with the external and internal systems listed below via secure REST APIs. For each integration, the Bidder is responsible for API development or consumption, error handling, and reconciliation reporting, unless otherwise agreed during SRS sign-off.

System	Purpose	Acceptance Criterion
DigiLocker	Issuance of digitally verifiable certificates directly to students' DigiLocker accounts.	A test certificate is successfully pushed to and retrievable from a DigiLocker sandbox/test account.
National Academic Depository (NAD)	Academic document repository submission as required for regulatory compliance.	A test academic record is successfully lodged with NAD's test environment.
Academic Bank of Credits (ABC)	Credit transfer and credit-deposit under the NEP 2020 framework.	A test credit transaction is correctly reflected in a student's ABC account (sandbox).
Payment Gateway	Online fee collection for admission, examination, and revaluation fees.	A test transaction completes end to end with correct reconciliation in the fee ledger.
SMS / Email Gateway	Student and parent notifications and alerts across all modules.	A test notification is delivered and logged with delivery status.
Biometric Devices	Attendance capture in classrooms and examination halls.	A biometric punch on a test device is reflected in the Attendance Management module within a defined latency.
Learning Management System (LMS)	Academic content delivery, where NLUJA, Assam operates or procures an LMS.	Course enrolment data flows correctly between the System and the nominated LMS in a test scenario.
Library & Hostel Management Systems	Student services integration (e.g., library dues, hostel billing) affecting eligibility and convocation clearance.	A student's library-dues status is correctly reflected where it affects eligibility.
HRMS	Faculty and staff data synchronization to avoid duplicate master-data entry.	A faculty record created in HRMS is correctly reflected in the System without manual re-entry.
Finance / ERP	Accounting and fee reconciliation with NLUJA, Assam's finance systems.	Fee transactions reconcile automatically against the finance ledger for a test period.
Digital Signature & Barcode/QR Services	Secure signing of certificates, transcripts, and admit cards; examination and answer-script tracking.	Verified as part of the integration test suite in Phase 5 of implementation (Section 16.1).
Institutional Identity Provider (G Suite / Microsoft 365) — SAML 2.0 / OAuth 2.0 / SSO	SAML 2.0 and OAuth 2.0 integration enabling all portal users (students, faculty, staff) to authenticate via NLUJA, Assam's existing institutional identity provider (G Suite or Microsoft 365). The System shall support Single Sign-On so that a user logged in to the institutional identity provider is not required to re-enter credentials on the System portals.	A test user authenticates to the Student Portal, Faculty Portal, and Examination Branch portal using institutional G Suite or Microsoft 365 credentials via SAML 2.0 or OAuth 2.0, without a separate System-specific password, and is correctly assigned the configured role and access scope.

13.1 Integration Testing

All integrations shall be tested individually and in combination during Phase 5 (Integration Testing) of implementation (Section 16.1), with a signed reconciliation report for each integration confirming that data passed between systems matches at the source and destination.

14. User Roles and Permissions

The System shall implement Role-Based Access Control (RBAC) covering, at minimum, the roles listed below. The Bidder shall provide a detailed permission matrix (screen, action, and data-field level) for each role during SRS sign-off (Section 16.1), and NLUJA, Assam's IT team shall retain administrative capability to create additional roles or adjust permissions without vendor involvement.

Role	Scope of Access
Vice-Chancellor	Institution-wide read access and dashboard visibility; approval authority for select high-level actions (e.g., final result gazette release).
Registrar	Administrative oversight of student lifecycle, convocation, and cross-module reporting.
Controller of Examinations	Full functional access to Examination Management, On-Screen Evaluation, Result Processing, Transcript, and Certificate Management modules.
Examination Branch Staff	Operational data-entry and processing access to examination modules, scoped to assigned functions.
Academic Section Staff	Operational access to Academic Management, Attendance, and Timetable modules, including curriculum configuration.
Heads of Department	Departmental-scope read access and approval authority for department-level academic actions.
Faculty	Access to the Faculty Portal: attendance entry, internal marks, question paper upload, course files.
Evaluators	Restricted, anonymized access to assigned scripts within the On-Screen Evaluation System only.
Students	Access to the Student Portal, scoped strictly to their own records.
Parents/Guardians	Read-only access to the Parent Portal, scoped to their registered ward's records, subject to consent.
Alumni	Access to the Alumni Portal, scoped to their own historical records.
Finance Officer	Access to fee, scholarship, and financial reconciliation data across relevant modules.
System Administrator (IT Section)	Full administrative access for user management, configuration, and audit-log review, without direct production database access.

14.1 Segregation of Duties

The permission matrix must enforce segregation of duties for examination-critical actions — for example, the individual who sets a question paper shall not also be assigned as an evaluator for the same paper, and the individual who enters a result shall not be the sole approver of its publication. The Bidder shall document how the System technically enforces this segregation, not merely as a procedural instruction to users.

14.2 Delegation and Emergency Access

The System shall support temporary delegation of a role's permissions (e.g., during a Controller of Examinations' leave), with the delegation period, delegator, and delegate all recorded in the audit trail, and automatic reversion at the end of the delegation period.

15. Data Migration Requirements

The Bidder shall provide the tools, methodology, and personnel to migrate the following categories of historical data from NLUJA, Assam's existing systems and records, with mandatory validation and reconciliation before the legacy system is decommissioned:

- Student master data and faculty records
- Alumni records and programme/curriculum structures, including historical and superseded curricula
- Academic regulations and ordinances in force for each batch
- Attendance and examination records
- Internal and external marks, and SGPA/CGPA history
- Grade cards, transcripts, degree records, and certificates already issued
- Convocation records

15.1 Migration Methodology

- Data Mapping: The Bidder shall prepare a field-by-field mapping document between each legacy source and the new System's data model, reviewed and approved by NLUJA, Assam's Examination Branch and Academic Section.
- Extraction and Cleansing: Legacy data shall be extracted, de-duplicated, and cleansed of inconsistencies (e.g., mismatched student identifiers) prior to load, with a cleansing exception report shared with NLUJA, Assam.
- Trial Migration and Sign-off: At least one trial migration shall be conducted in the UAT environment (Section 9.3) and independently verified before the final production migration is scheduled.
- Cutover Migration: The final migration shall be scheduled to minimize disruption, with a defined rollback plan should validation fail.

15.2 Data Validation and Reconciliation

Data integrity validation is mandatory and must include record-count reconciliation between source and target, checksum or hash verification for critical fields (e.g., marks, grades), and sample audits by NLUJA, Assam staff covering a statistically meaningful proportion of migrated records, before the legacy system is decommissioned. A signed reconciliation report is a mandatory deliverable under Section 23.

16. Implementation Methodology and Project Phases

Final phase durations will be agreed jointly with the selected Bidder during contract negotiation, based on the final agreed Scope of Work and the signed-off System Requirements Specification (SRS). Consistent with the NIQ's indicative total implementation window of 4 to 6 months, the phase plan below totals approximately 24 to 31 weeks from contract signing to Go-Live, followed by a Go-Live hyper-care period and the ongoing AMC/ATS term.

16.1 Phase Descriptions

Phase	Name	Indicative Duration	Description
1	Requirement Gathering and SRS Sign-off	2–3 weeks	Detailed workshops with the Examination Branch, Academic Section, and IT team, confirming the baseline parameters in Section 7. Output: a signed-off System Requirements Specification.
2	System Design and Architecture Finalization	1–2 weeks	Solution blueprint, data model, and integration design, reviewed against Sections 9 and 10.
3	Development, Configuration, and Customization	8–10 weeks	Module build-out per Section 8, including NLUJA, Assam-specific rule configuration for moot court, clinical courses, and other law-university requirements.
4	Data Migration	Runs in parallel with Phase 3	Legacy record migration and validation per Section 15.
5	Third-Party Integrations and Integration Testing	2–3 weeks	Development and testing of the integrations listed in Section 13, including DigiLocker, NAD, ABC, payment gateway, SMS/email, and biometric devices.
6	UAT, Security Audit (VAPT), and Load Testing	3–4 weeks	User acceptance sign-off per Section 18 and an independent security audit by a CERT-In empanelled agency per Section 11.3.
7	Training and Change Management	2 weeks, overlapping with Phase 6	Role-based training for all stakeholder groups per Section 17.
8	Go-Live and Hyper-care Support	30–60 days post Go-Live	Minimum 30 to 60 days of intensive post-launch support before transition to standard AMC/ATS.
9	Annual Maintenance and Technical Support (AMC/ATS)	Ongoing	Post-warranty support in line with the SLA in Section 20.

16.2 Project Governance

A Joint Project Steering Committee, comprising nominated representatives of NLUJA, Assam (including the Controller of Examinations, a senior Academic Section representative, and the IT head) and the Bidder's project manager, shall meet at a minimum bi-weekly during implementation to review progress against the agreed plan, resolve issues, and approve scope or schedule changes through a formal change-control process.

16.3 Change Control

Any change to the signed-off SRS after Phase 1 shall be documented in a Change Request, assessed by the Bidder for schedule and cost impact, and approved by the Steering Committee before implementation, to protect both parties against uncontrolled scope creep.

17. Training Requirements

The Bidder shall conduct structured, role-based training for all stakeholder groups listed below, delivered through a Train-the-Trainer model designed to build lasting internal capacity within NLUJA, Assam rather than ongoing dependence on the Bidder for routine user support, consistent with the on-site/online training obligation prescribed in the NIQ.

- University Administrators
- Controller of Examinations
- Examination Branch Staff
- Academic Section
- Faculty Members
- Heads of Department
- Students
- Technical Administrators (IT team)

17.1 Training Materials and Delivery

Training shall include role-specific user manuals, video tutorials, administrator configuration guides, and hands-on workshops conducted at NLUJA, Assam's campus. All training materials shall be delivered in editable formats so that NLUJA, Assam can update them as configuration evolves, and shall be handed over as part of the Documentation Requirements in Section 29.

17.2 Training Effectiveness Verification

For each stakeholder group, the Bidder shall conduct a post-training assessment (a short practical test or walkthrough) and provide NLUJA, Assam with attendance and assessment records. A group whose assessment indicates insufficient readiness shall receive a supplementary training session before Go-Live for that module.

17.3 Administrator (Train-the-Trainer) Certification

A designated group of NLUJA, Assam IT and Examination Branch staff shall receive deeper, administrator-level training covering configuration, report-building, and first-line troubleshooting, so that this group can subsequently train new staff and handle routine configuration changes independently, consistent with the self-service requirement in Section 6.3.

17.4 Helpdesk and Documentation

The Bidder shall provide comprehensive user manuals and documentation, and shall establish a helpdesk and ticketing system for ongoing support and maintenance, both on-site and remote, as required by the NIQ's Training & Support requirements.

18. Testing and Acceptance Criteria

18.1 Functional Testing

The Bidder shall conduct functional testing of all 16 modules against the signed-off SRS (Section 16.1), with test cases derived directly from the requirement-level acceptance criteria set out in Section 8. A test summary report, including pass/fail status for every test case, shall be shared with NLUJA, Assam before UAT begins.

18.2 User Acceptance Testing (UAT)

User Acceptance Testing shall be conducted with formal, written sign-off from each stakeholder department (Examination Branch, Academic Section, Registrar's office, Finance, and IT). No module shall be considered complete, and no corresponding milestone payment (Section 28) released, without this sign-off.

18.3 Load and Performance Testing

Load and performance testing shall simulate the peak-traffic scenarios defined in Section 10.4 (admissions/counselling week and result-declaration day), using realistic concurrent-user volumes derived from the baseline in Section 7. Results shall be benchmarked against the commitments made in Section 10.3.

18.4 Security Testing

Vulnerability Assessment and Penetration Testing (VAPT) shall be conducted by a CERT-In empanelled agency per Section 11.3, with all critical and high-severity findings remediated and re-tested before Go-Live.

18.5 Regression Testing

Regression testing shall be conducted for every subsequent configuration change or patch, whether during implementation or the AMC/ATS period (Section 19), to confirm that the change has not adversely affected previously validated functionality. The Bidder shall maintain a regression test suite covering, at minimum, the acceptance criteria in Section 8.

18.6 Final Acceptance

Final System Acceptance shall be deemed to occur upon: (a) successful completion of functional, UAT, load, and security testing; (b) resolution of all critical and high-priority defects identified during testing; and (c) formal written acceptance signed by the Controller of Examinations and the Registrar.

19. Warranty, AMC, and Support Services

19.1 Warranty Period

The Bidder shall provide a comprehensive warranty period of not less than 12 months from the date of Final System Acceptance (Section 18.6), covering all defects, bugs, and non-conformances with the signed-off SRS at no additional cost to NLUJA, Assam.

19.2 Annual Maintenance Contract / Annual Technical Support (AMC/ATS)

Following the warranty period, the Bidder shall provide AMC/ATS for a minimum of 3 to 5 years, renewable at NLUJA, Assam's option, covering:

- Bug fixes and patch management within the SLA timelines set out in Section 20
- Periodic security patching and compliance updates, including support for new or amended integrations mandated by regulatory bodies (Section 21)
- Minor enhancement requests within the agreed scope and turnaround timelines
- Annual system health checks, backup and disaster-recovery drills (Section 12.4), and performance reviews
- A defined exit-management and data/source-code handover process at the end of the contract (Section 31)

19.3 Support Channels and Escalation

The Bidder shall provide a helpdesk accessible by phone, email, and a ticketing portal, with a documented escalation matrix (first-line support, second-line technical support, and Bidder project manager) so that unresolved issues are automatically escalated within the SLA timelines in Section 20.

19.4 Enhancement Requests Beyond AMC/ATS Scope

Where NLUJA, Assam requests an enhancement beyond the agreed AMC/ATS scope (for example, a substantial new module or a major architectural change), the Bidder shall provide a written, itemized quotation for NLUJA, Assam's approval before commencing work, rather than treating such requests as included in the standing AMC/ATS fee. Costs for Year 1, Year 2, and Year 3 AMC shall be itemized separately in the Financial Bid (Annexure II).

20. Service Level Agreement (SLA)

The Bidder shall meet, at minimum, the service levels below throughout the warranty period and the AMC/ATS term. Failure to meet these service levels shall attract the service credits or penalties defined in the final contract, in line with Section 22's risk-mitigation approach to vendor performance.

Parameter	Minimum Requirement
System Availability	99.9% or higher, measured monthly, excluding pre-notified maintenance windows
Critical Issue Resolution	Within 4 hours of ticket logging
High-Priority Issue	Within 1 business day
Medium-Priority Issue	Within 3 business days
Minor Issue	Within 7 business days
New Configuration Request	Within 15 business days of formal request
Security Patch Deployment	As per criticality, in line with CERT-In advisory timelines

20.1 Severity Definitions

- Critical: The System, or a critical function such as result publication or admit-card generation during an active examination window, is unavailable to all users.
- High: A core function is significantly impaired for a large user group, with no workaround available.
- Medium: A function is impaired but a workaround exists, or the impact is limited to a small user group.
- Minor: A cosmetic or non-blocking issue with negligible operational impact.

20.2 SLA Reporting

The Bidder shall provide a monthly SLA compliance report to NLUJA, Assam's IT head and Controller of Examinations, covering uptime, ticket volumes by severity, and resolution-time performance against each parameter above, as further detailed in Section 30 (Reporting Requirements).

20.3 Penalty for Delays and Downtime

Delays in implementation milestones (Section 26) and shortfalls against the SLA parameters above shall attract penalties as defined in the final contract, in addition to the service-credit deductions on AMC/ATS fees described in Section 28.1.

21. Compliance Requirements

The System, and the Bidder's delivery of it, shall comply with the regulatory and statutory frameworks below. Bidders shall confirm, item by item, how their proposed solution meets each requirement in their technical proposal.

Framework / Body	Compliance Requirement
NEP 2020	Multidisciplinary curriculum, credit-based structures, Academic Bank of Credits integration (Section 13).
UGC Regulations	Regulations applicable to autonomous universities, including examination, evaluation, and reporting norms.
Bar Council of India Norms	Law-specific curriculum, clinical course, moot court, and internship assessment requirements.
National Academic Depository (NAD)	Lodging of academic records as required (Section 13).
DigiLocker	Digitally verifiable issuance of certificates and transcripts (Section 13).
Academic Bank of Credits (ABC)	Credit transfer and deposit under NEP 2020 (Section 13).
NAAC / NIRF / AISHE	Statutory data extracts, evidence documentation, and data submission required by each body.
Digital Personal Data Protection Act, 2023 (DPDP Act)	Data privacy, consent, and security obligations in force at the time of implementation (Section 11.4).
IT Act, 2000 and Rules	Legal recognition of electronic records and digital signatures used for certificates, transcripts, and admit cards.

21.1 Statutory Reporting

The System must be able to generate, without manual reformatting, the specific data extracts and reports required by each body listed above, in the format each body currently prescribes. Where a prescribed format changes during the AMC/ATS period, the Bidder shall update the corresponding report template as part of standard AMC/ATS support (Section 19.2).

21.2 Accessibility

All public-facing portals (Student, Parent, Alumni) shall meet, at minimum, WCAG 2.1 Level AA accessibility guidelines, to ensure usability for students and other users with disabilities.

22. Risk Management Requirements

The risks below have been identified as material to this procurement. Bidders shall confirm, in their technical proposal, how their proposed solution and delivery approach addresses each mitigation.

Risk	Likely Cause	Mitigation
Reduced institutional autonomy in day-to-day operations	Over-reliance on the Bidder for routine rule and report changes	Contractually mandate a self-service rule and report configuration toolkit (Section 6.3); require staff training (Section 17.3) and admin-level system access.
Delays in examination-rule changes	Central-team dependency for customization	Configuration-layer capability retained by NLUJA, Assam and a defined SLA for change requests (Section 20).
Data migration errors	Incomplete or inconsistent legacy records	Mandatory validation and reconciliation reports before the legacy system is decommissioned (Section 15.2).
Peak-load slowdowns during result declaration	Traffic spikes on a fixed-capacity platform	Load testing (Section 18.3), auto-scaling infrastructure (Section 12), and the 99.9% uptime SLA (Section 20).
Integration failures with statutory systems	API gaps with DigiLocker, NAD, or ABC	Early integration testing in Phase 5 of implementation (Section 16.1).
Vendor lock-in at contract end	Proprietary data formats or absence of source-code escrow	Source-code escrow and a clearly defined data-export and exit-management clause in the contract (Section 31).
Key-personnel attrition on the Bidder's side	Loss of institutional knowledge mid-implementation	Contractual requirement for a documented knowledge-transfer process and a minimum notice period for replacing key project personnel.
Undetected security vulnerabilities at Go-Live	Insufficient security testing prior to launch	Mandatory CERT-In empanelled VAPT before Go-Live and annually thereafter (Sections 11.3, 18.4).

22.1 Ongoing Risk Review

Risk status shall be a standing agenda item at the Joint Project Steering Committee meetings described in Section 16.2, with new risks logged, owned, and tracked to closure throughout implementation and the AMC/ATS term.

23. Deliverables

The following constitute the complete set of deliverables under this contract. Each deliverable is linked to the section of this RFP that defines its detailed requirements, and to the milestone-based payment schedule in Section 28.

- Fully implemented Academic and Examination Management System covering all 16 modules described in Section 8
- Modules configured to NLUJA, Assam's statutes, ordinances, and examination rules, as confirmed during SRS sign-off (Section 16.1)
- Migrated historical data with validation and reconciliation reports (Section 15.2)
- Working integrations with all approved third-party systems (Section 13), each with a signed reconciliation report
- Completed UAT sign-off records from every stakeholder department (Section 18.2) and the VAPT report (Section 18.4)
- Training completion records for all stakeholder groups, including attendance and post-training assessment documentation (Section 17.2)
- Complete technical and user documentation: manuals, SOPs, API documentation, and video tutorials (Section 29)
- Go-live support and post-implementation stabilization (hyper-care period) per Section 16.1, Phase 8
- Annual Maintenance and Technical Support (AMC/ATS) services for the contracted term (Section 19)
- A future upgrade roadmap covering regulatory and compliance updates from NEP, UGC, and the Bar Council of India (Section 21)
- Source-code escrow deposit and exit-management documentation (Section 31)

24. Bidder Eligibility Criteria

Only Bidders meeting all of the following minimum eligibility criteria shall be considered for technical evaluation. NLUJA, Assam reserves the right to seek documentary proof of any claim made against these criteria and to reject a bid where such proof is not satisfactorily provided.

24.1 Technical Eligibility

Criteria	Requirement	Supporting Documents
Legal Status / Experience	Minimum 5 years' experience in software development; the Bidder shall be a company registered in India under the Companies Act, 2013 (or predecessor legislation), or a registered partnership/LLP, in continuous operation for at least 5 years as of the bid submission date.	Incorporation/Registration Certificate; work orders
Domain Experience	Demonstrated experience in academic/examination management systems.	Work orders / completion certificates
Relevant Project Experience	At least 3 similar completed projects for universities/educational institutions in India within the preceding 5 years, of which at least 1 should preferably be for an autonomous university or an institution with an independent examination system.	Completion certificates / client certificates
Team Strength and Composition	Availability of a project team including, at minimum, a project manager, solution architect, database administrator, security specialist, and role-specific developers, each meeting minimum experience thresholds specified in the detailed eligibility annexure (Annexure V).	Team CVs and experience certificates
Certifications	The Bidder, or its proposed hosting partner, shall hold a current ISO/IEC 27001 (Information Security Management) certification; ISO 9001 (Quality Management) certification is desirable.	Valid certification copies

24.2 Financial Eligibility

Criteria	Requirement	Supporting Documents
Average Annual Turnover	Average annual turnover during the last 3 financial years, as per CVC guidelines issued from time to time and as specified in the commercial bid document.	Audited financial statements
Audited Financial Statements	Audited financial statements for the preceding 3 years to be submitted.	Balance Sheet / Profit & Loss Account

24.3 Statutory Requirements

- GST Registration
- PAN
- Not currently blacklisted or debarred by any Central or State Government department, university, or public sector undertaking
- Any other applicable statutory compliance

24.4 Litigation and Integrity

The Bidder shall declare any material litigation, arbitration, or regulatory action within the preceding 5 years that could affect its ability to perform this contract, using the self-declaration format at Annexure IX.

24.5 Documentary Proof Required

Bidders shall submit, along with their Technical Bid: certificates of incorporation; audited financial statements for the preceding 3 years; client completion certificates or purchase orders for the reference implementations claimed; copies of the certifications claimed; and a signed self-declaration regarding blacklisting, debarment, and litigation status (Annexure IX). Detailed formats are provided at Annexure V.

24.6 Consortium Bids

Where permitted by the final procurement notice, a consortium of no more than two entities (a Lead Bidder and one sub-contracted partner) may bid jointly, provided the Lead Bidder independently meets the financial-standing and relevant-experience criteria above, and a joint-liability undertaking is submitted.

25. Bid Submission Requirements (Two-Bid System)

25.1 Two-Bid System

Bid Type	Contents
Technical Bid	Covering letter, credentials, methodology, compliance statement, technical architecture, experience, statutory documents, eligibility documentation (Section 24), and responses to Sections 1 through 26 and 28 through 35 of this RFP.
Financial Bid	Detailed price quotation in the format at Annexure II, covering Sections 27–28 of this RFP only.

25.2 Submission Format

Envelope	Superscription
Envelope – 1	“Technical Bid – RFP for Academic and Examination Management System”
Envelope – 2	“Financial Bid – RFP for Academic and Examination Management System”
Outer Envelope	“Proposal for Design, Development, Implementation, Customization, Deployment, and Maintenance of an Integrated End-to-End Academic and Examination Management Software System – RFP No. NLUJAA/ACAD-ADMIN/F/MISC/2024-25/510”

A non-refundable Court Fee Stamp of Rs. 8.25/- must be affixed to the covering letter as applicable. Incomplete proposals, conditional proposals, or proposals received after the due date and time shall be summarily rejected.

25.3 Address for Submission

The Registrar, National Law University and Judicial Academy, Assam, Hajo Road, Amingaon, Kamrup (Rural), Guwahati – 781031, Assam.

25.4 Pre-Bid Meeting and Clarifications

A pre-bid meeting shall be held on the date specified in the procurement notice, at which prospective Bidders may seek clarification on this RFP. Written queries received before the stated deadline shall be answered through a consolidated corrigendum published to all prospective Bidders, ensuring no Bidder receives an information advantage.

25.5 Bid Validity

Bids shall remain valid for a period of 120 days from the bid submission deadline. NLUJA, Assam may request an extension of bid validity, which Bidders may accept without modifying their bid.

26. Earnest Money Deposit, Tender Fee, and Performance Security

26.1 Earnest Money Deposit (EMD) and Tender Fee

Particulars	Details
EMD Amount	₹ 50,000/-
Tender Fee Amount	₹ 1,000/-
Mode of Payment	Demand Draft / Bank Guarantee, in favour of NLUJA, Assam, payable at Guwahati
Exemption	MSME exemption as per applicable Government rules
Refund	Refundable to unsuccessful Bidders; forfeitable in the event of withdrawal of a bid during its validity period or failure to accept a contract award

26.2 Performance Security

Particulars	Details
Amount	5%–10% of the contract value, to be specified in the letter of award
Validity	Through the contract period plus the maintenance (AMC/ATS) period
Form	Performance Bank Guarantee, in the format at Annexure VIII

27. Evaluation Methodology

Bids meeting the eligibility criteria in Section 24 shall be evaluated using a two-stage Quality and Cost Based Selection (QCBS) methodology: technical evaluation followed by financial evaluation of technically qualified bids only.

27.1 Technical Evaluation

Evaluation Parameter	Weight	Basis of Scoring
Understanding of Scope of Work and Proposed Approach	20%	Depth of understanding of Sections 6 through 8, and the specific approach proposed for the self-service configuration and rule-engine requirement in Section 6.3.
Technical Architecture and Security	20%	Compliance with Sections 9, 10, and 11, including performance benchmarks and security certifications.
Relevant Experience and Past Performance	20%	Depth and relevance of reference implementations claimed under Section 24, verified through client references.
Implementation Methodology and Team	15%	Realism and completeness of the plan against Section 16, and the qualifications of the proposed team.
Training, Support, and SLA Commitment	15%	Quality of the training approach (Section 17) and the Bidder's commitment against the SLA parameters in Section 20.
Presentation and Proof of Concept / Demonstration	10%	Quality of a live product demonstration and responses to NLUJA, Assam's scenario-based questions, where required.

A minimum technical qualifying score of 70 out of 100 shall apply. Financial bids of Bidders scoring below this threshold shall not be opened.

27.2 Financial Evaluation and Combined Scoring

Financial bids of technically qualified Bidders shall be opened and evaluated on total cost of ownership over the contract term (implementation cost plus the full AMC/ATS period costed under Section 28), not on implementation cost alone. Selection shall be based on the Combined Score, computed as: $\text{Combined Score} = (\text{Technical Score} \times 0.70) + (\text{Financial Score} \times 0.30)$, where the Financial Score is calculated on a lowest-bid-normalized basis. The Bidder with the highest Combined Score shall be recommended for award, subject to NLUJA, Assam's final approval process.

27.3 Client References and Site Visits

NLUJA, Assam reserves the right to contact reference clients directly and, at its discretion, to conduct a site visit to an existing implementation before finalizing the technical evaluation.

28. Payment Terms

Payment shall be made on a milestone basis, subject to satisfactory completion and certification by the University. No payment shall be released against a module for which UAT sign-off (Section 18.2) has not been obtained.

Milestone	Payment (% of Implementation Cost)	Condition Precedent
Contract Signing / Mobilization	10%	Signed contract and submission of Performance Bank Guarantee (Section 26.2).
SRS Sign-off	10%	Written SRS sign-off by NLUJA, Assam's Steering Committee (Section 16.2).
Core Module Configuration Complete	25%	Demonstration and NLUJA, Assam sign-off of configured modules in the UAT environment.
Data Migration and Integrations Complete	15%	Signed reconciliation reports (Section 15.2) and integration test sign-off (Section 13.1).
UAT, VAPT, and Training Complete	15%	UAT sign-off from all stakeholder departments (Section 18.2), VAPT closure report (Section 18.4), and training completion records (Section 17.2).
Go-Live (Initial Release)	5%	Formal Final System Acceptance certificate (Section 18.6).
Post-Result Stability Payment	10%	Written confirmation from the Registrar that the System operated without any critical or high-severity defect for 60 consecutive calendar days following the first post-Go-Live semester-end result publication cycle. This tranche may be withheld or reduced proportionally if critical defects are reported during the 60-day window.
Successful Completion of Hyper-care	10%	Written confirmation that the System met the SLA in Section 20 throughout the hyper-care period.

28.1 AMC/ATS Payment

AMC/ATS fees (Section 19) shall be invoiced annually in advance, in equal quarterly instalments, and shall be subject to a service-credit deduction where the Bidder fails to meet the SLA parameters in Section 20 for the relevant quarter, at a rate to be defined in the final contract.

28.2 Taxes and Statutory Deductions

All quoted prices shall be inclusive of applicable Goods and Services Tax (GST), clearly itemized. NLUJA, Assam shall deduct applicable Tax Deducted at Source (TDS) as per prevailing Indian tax law, and shall provide TDS certificates in the ordinary course.

29. Documentation Requirements

The Bidder shall deliver the following documentation, in editable formats, as part of the contracted deliverables in Section 23. All documentation shall be updated to reflect any configuration change made during implementation or the AMC/ATS period.

Document	Content Requirement
System Requirements Specification (SRS)	Detailed, jointly signed-off elaboration of every requirement in Section 8, forming the basis for functional testing (Section 18.1).
Solution Architecture Document	Detailed description of the architecture in Section 9, including data model, integration design, and infrastructure topology.
API Documentation	Complete, current reference for every API exposed or consumed under Section 13, sufficient for NLUJA, Assam's IT team or a future vendor to integrate against it.
Administrator Configuration Guide	Step-by-step guide to every self-service configuration capability described in Sections 6.3 and 9.2.
User Manuals (per role)	Role-specific manuals corresponding to each role in Section 14.
Standard Operating Procedures (SOPs)	Operational SOPs for examination-critical processes (question-paper handling, script custody, result publication) reflecting the controls in Section 11.2.
Training Materials	Slide decks, exercises, and video tutorials used in the training described in Section 17.
Test Plans and Test Reports	Functional, UAT, load, and security test documentation per Section 18.
Data Migration Mapping and Validation Reports	Per Section 15.
SLA and AMC/ATS Compliance Reports	Recurring reports per Sections 20.2 and 30.
Disaster Recovery Plan and Drill Reports	Per Section 12.4.

30. Reporting Requirements

In addition to the operational and statutory reports generated by the System itself (Section 21.1), the Bidder shall provide the following recurring management reports to NLUJA, Assam throughout implementation and the AMC/ATS term.

Report	Frequency / Trigger	Content
Weekly Implementation Status Report	During Phases 1–8 (Section 16.1)	Progress against plan, risks and issues, and upcoming milestones.
Monthly SLA Compliance Report	Throughout warranty and AMC/ATS	Uptime, ticket volumes by severity, and resolution-time performance against Section 20.
Quarterly AMC/ATS Service Review Report	Throughout AMC/ATS	Summary of enhancements delivered, patches applied, and upcoming compliance changes (Section 21).
Annual Security and DR Review Report	Annually during AMC/ATS	VAPT findings and remediation status (Section 11.3), and disaster-recovery drill results (Section 12.4).
Incident Report	Within a defined window of any Critical or High severity incident (Section 20.1)	Root cause, impact, resolution, and preventive action.

30.1 Reporting Channel

All recurring reports shall be submitted in writing to NLUJA, Assam's IT head and the Controller of Examinations, and shall be tabled at the Joint Project Steering Committee (Section 16.2) or its AMC/ATS-phase successor review body.

31. Exit Management and Knowledge Transfer

This section applies at the end of the contract term, on termination for any reason, or on non-renewal of the AMC/ATS arrangement, and is intended to protect NLUJA, Assam against the vendor lock-in risk identified in Section 22.

31.1 Source Code and Configuration Escrow

The Bidder shall deposit the complete, current source code, build scripts, and configuration of the System with a mutually agreed escrow agent, updated at each major release, to be released to NLUJA, Assam upon defined trigger events (contract termination, Bidder insolvency, or sustained material SLA breach). Full ownership of the software, source code, and data shall vest with NLUJA, Assam. The escrow arrangement in this clause is a business continuity mechanism only and does not derogate from NLUJA, Assam's title to the software.

31.2 Data Export

At the end of the contract, the Bidder shall provide a complete export of all institutional data in a documented, non-proprietary format, together with the data dictionary needed to interpret it, at no additional cost beyond what is stated in the contract.

31.3 Transition Support

The Bidder shall provide a defined period of transition support (indicatively 3 to 6 months, to be specified in the final contract) to assist NLUJA, Assam or an incoming vendor with knowledge transfer, including walkthroughs of the architecture, configuration, and known issues, and reasonable responses to transition-related queries.

31.4 Continuity of Service During Transition

The Bidder shall continue to meet the SLA in Section 20 throughout any transition period, and shall not withhold access, data, or support as leverage in a commercial dispute, except as permitted by the dispute-resolution provisions of the final contract.

32. General Terms and Conditions of Bidding

32.1 Data Security and Confidentiality

- Data ownership shall remain with NLUJA, Assam at all times.
- The Bidder shall be bound by strict confidentiality regarding all NLUJA, Assam data and institutional information.
- No third-party data sharing shall occur without NLUJA, Assam's prior written approval.
- The Bidder shall process all personal data collected through the System in accordance with the Digital Personal Data Protection Act, 2023 (DPDP Act), and shall not retain, use, or disclose such data beyond what is necessary for the performance of this contract.

32.2 Intellectual Property Rights

- Full ownership of the software, source code, and data shall vest with NLUJA, Assam. The source code escrow arrangement under Section 31.1 is a business continuity safeguard and does not derogate from this IP ownership. NLUJA, Assam retains full, unencumbered title to all software at all times; the escrow agent holds the code exclusively as a safeguard accessible upon the trigger events defined in Section 31.1 (Bidder insolvency, contract termination, or sustained material SLA breach).
- The Vendor shall provide complete source code and documentation as part of the deliverables.

32.3 Termination Clause

- The contract may be terminated for breach, delay, or non-performance by the Bidder.
- A notice period shall be specified in the final agreement.

32.4 Force Majeure

Neither party shall be liable for a failure to perform its obligations under the resulting contract to the extent that such failure arises from a force majeure event beyond that party's reasonable control, provided the affected party gives prompt notice and takes reasonable steps to mitigate the impact.

32.5 Dispute Resolution and Governing Law

Particulars	Details
Arbitration	As per the Arbitration and Conciliation Act, 1996, following good-faith negotiation between the parties' nominated representatives
Jurisdiction / Seat	Guwahati, Assam
Governing Law	Laws of India

32.6 Conflict of Interest

A Bidder shall disclose any actual or potential conflict of interest, including any relationship with NLUJA, Assam officials involved in this procurement, and NLUJA, Assam reserves the right to disqualify a Bidder where an undisclosed conflict is later discovered.

32.7 Right to Amend, Clarify, Accept, or Reject

NLUJA, Assam reserves the right to issue corrigenda or clarifications to this RFP at any time before the bid submission deadline, to extend the bid submission deadline, and to cancel this procurement process at any stage without assigning reasons and without liability to any Bidder for costs incurred in proposal preparation. NLUJA, Assam further reserves the right to accept or reject any or all proposals without assigning any reason.

32.8 Indemnification

The Bidder shall indemnify, defend, and hold harmless NLUJA, Assam, its officers, employees, and agents against all losses, liabilities, claims, damages, and expenses (including reasonable legal costs) arising from:

- Any claim that the System, or any component thereof, infringes the intellectual property rights of a third party, including claims relating to patents, copyrights, trademarks, or trade secrets embodied in the delivered software or documentation;
- Any data breach, unauthorized disclosure, or loss of personal or institutional data attributable to the Bidder's systems, actions, or omissions, including obligations arising under the Digital Personal Data Protection Act, 2023 (DPDP Act); and
- Any third-party claims arising from the Bidder's performance or non-performance of its obligations under the resulting contract, including claims relating to sub-contractors or partners engaged by the Bidder.

NLUJA, Assam shall notify the Bidder promptly upon becoming aware of any such claim and shall provide reasonable cooperation in the defense, at the Bidder's cost. This clause shall survive the expiry or termination of the resulting contract.

32.9 Change Request (CR) Management

The following provisions govern what constitutes a Change Request (CR) under this contract, the baseline scope of work included without additional charge, and the formal process for raising, assessing, and approving changes that fall outside that baseline.

32.9.1 Prototype Acceptance and Scope of Baseline Work

All changes and iterations required from contract award until formal acceptance of the prototype by NLUJA, Assam shall be treated as part of the base Scope of Work and shall not qualify as a Change Request. The Bidder is deemed to have priced this iterative development risk into its Financial Bid.

With respect to the applicability of changes envisaged after prototype acceptance, the following is clarified:

- All changes including bug fixes, generation of different reports for the Examination Software using available data, error resolutions, configuration adjustments, performance tuning, mitigation of security observations arising from annual or periodical audits, and changes required to accommodate patches and upgrades necessary for the continued operation of the System shall not qualify as a Change Request and shall be carried out by the Bidder without additional charge.
- Any scope change that does not fall under the categories in clause (a) above shall also be carried out by the Bidder during the implementation and/or O&M phase without additional charge, unless it meets the criteria for a formal CR as defined in clause 32.9.2 below.
- The functional requirements in this RFP are indicative and not exhaustive. The Bidder, by submitting a proposal, is deemed to have understood and agreed that requirements may be refined or expanded at the sole discretion of NLUJA's and will be finalized during the Software Requirement Specification, As-Is / To-Be analysis, requirement analysis, and personalization phases up to and including Go-Live. Non-compliance may invite forfeiture of the Performance Bank Guarantee and any other consequences under this RFP.
- All implementation, customization, and configuration work must meet the requirements for security, performance, and ease of use for operations, administration, and management as specified in Sections 10 and 11.

32.9.2 Formal Change Request Process

A Change Request is a written request to alter the agreed signed-off SRS scope, timeline, or architecture after Go-Live, or to add functionality not contemplated in the SRS. The following process applies to all formal CRs:

- CR Initiation: Either party may initiate a CR by submitting a written CR Form to the Joint Project Steering Committee (Section 16.2), describing the proposed change, its business justification, and urgency classification (Critical / High / Normal).
- Impact Assessment: The Bidder shall assess the CR for schedule, cost, and technical impact within 5 business days of receipt (Critical) or 10 business days (High / Normal), and return a written Impact Assessment to the Steering Committee.
- Approval: The Steering Committee shall review the Impact Assessment and either approve, reject, or refer the CR for further analysis within 7 business days. No CR shall be implemented without written Steering Committee approval.
- Pricing: Approved CRs shall be priced based on the effort rates agreed in the Financial Bid or, where no rate applies, at mutually agreed rates benchmarked against prevailing government/market rates. Pricing must be agreed in writing before implementation commences.
- Documentation: Each approved and implemented CR shall be recorded in the CR Register maintained by the Bidder, which shall be tabled at every Steering Committee meeting and form part of the SRS revision history.

32.10 Manpower Requirements for Software Maintenance

The Bidder shall depute dedicated, named technical personnel for the full duration of the AMC/ATS period (Section 19) to ensure continuity of support and System maintenance. The following minimum team composition is required:

- Project / Technical Lead (1 person): Overall accountability for System health, SLA compliance, and NLUJA, Assam's escalations. Must be reachable on all business days and available on-site at NLUJA, Assam as required. Minimum 5 years' experience with the technology stack underlying the System.
- Backend Developers (minimum 2 persons): Responsible for bug fixes, patches, database maintenance, API integrations, and performance tuning. Minimum 3 years' experience each.
- Frontend / UI Developer (1 person): Responsible for portal updates, UI/UX fixes, and accessibility compliance. Minimum 2 years' experience.
- Database Administrator (1 person): Responsible for database performance, backup integrity, data migration tasks, and query optimization. Minimum 3 years' experience with the database platform used.
- Support / Helpdesk Engineer (1 person): First-line support for users, incident logging, and SLA tracking as defined in Section 20. Must be reachable during all business days within the SLA response windows.

All personnel deployed must have direct working knowledge of the System and must not be shared with other projects during examination or result-processing periods (as notified by NLUJA, Assam at least 30 days in advance).

Any change in key personnel (Project / Technical Lead, DBA) requires prior written intimation to NLUJA at least 30 calendar days before the effective date, with the proposed replacement's profile for review. NLUJA, Assam reserves the right to reject a proposed replacement who does not meet the minimum qualifications and to request a suitable alternative within 15 days. Unilateral replacement without approval shall constitute a breach and may attract SLA penalties under Section 20.

The Bidder shall maintain and keep current an escalation matrix (Support Engineer → Technical Lead → Bidder's Senior Management) and submit any changes to NLUJA within 5 business days.

32.11 Dashboard Reporting Requirements

The System shall provide a role-based, real-time dashboard framework accessible from within the System interface to all designated user roles. Dashboards shall be configurable by the System Administrator without vendor intervention and shall present actionable, current data drawn directly from the live System database.

The following role-specific dashboards are required as a minimum:

- Vice-Chancellor Dashboard: Institution-wide academic and examination health KPIs - overall student strength, current semester enrolment, pending results, pending certificate issuance, SLA breach alerts, and NAAC-relevant metrics.
- Registrar Dashboard: Programme-wise registration status, pending approvals (admission, registration, condonation, repeat registrations), document issuance queue, and upcoming examination calendar.
- Controller of Examinations Dashboard: Examination schedule status, hall ticket generation progress, on-screen evaluation progress by paper and evaluator, result processing status, and result publication readiness checklist.
- Examination Branch Staff Dashboard: Pending data-entry tasks, hall-ticket exceptions, script receipt and scanning status, and day-wise examination incident log.
- IQAC Dashboard: NAAC-aligned academic metrics, feedback completion rates, course outcome attainment data, and student grievance resolution status.
- Faculty / HOD Dashboard: Course-wise attendance summary, ICA marks entry status, student performance distribution, and evaluation deadlines.
- Student Dashboard: Semester-wise grades and CGPA, attendance percentage per course, fee payment status, pending document requests, and examination schedule.

All dashboards shall support:

- Configurable date-range filters (current semester, academic year, custom range).
- One-click export to PDF and Excel for any displayed data set.
- Scheduled automated reports delivered by email to configured recipients at configurable frequencies (daily, weekly, monthly, or event-triggered).
- Drill-down from summary KPI to underlying transaction records with a single click.
- Mobile-responsive rendering consistent with Section 10.1.

Dashboard configurations, access permissions, and report schedules shall be documented in the SRS and handed over in full as part of the Go-Live deliverables (Section 18.6) and the Exit Management package (Section 31).

33. Important Dates

Particulars	Date / Time
Date of Publication of NIQ	18/05/2026
Last Date and Time for Submission of Bids	08/06/2026, up to 1:30 PM
Date of Opening of Technical Bids	08/07/2026
Date of Opening of Financial Bids	15/10/2026

34. Contact Details

Particulars	Details
Contact Person	The Registrar
Address	National Law University and Judicial Academy, Assam, Hajo Road, Amingaon, Kamrup (Rural), Guwahati – 781031, Assam
Phone	+91-361-2738891
Email	registrar@nluassam.ac.in
Website	www.nluassam.ac.in

35. Conclusion and Recommendations

This RFP sets out a balanced assessment of standardized ERP platforms alongside a fully specified, 16-module Scope of Work tailored to NLUJA, Assam's status as an autonomous law university, issued under the commercial and procedural framework of NIQ No. NLUJAA/ACAD-ADMIN/F/MISC/2024-25/510. NLUJA, Assam's recommended path forward is to:

- Validate and finalize the bracketed baseline parameters in Section 7 with the Examination Branch and Academic Section before or immediately after contract signing.
- Invite Bidders capable of meeting the eligibility, technical, security, and SLA requirements set out in this RFP, and evaluate them using the QCBS methodology in Section 27.
- Prioritize Bidders offering strong self-service configuration and reporting tools, to keep institutional autonomy intact, per Section 6.3.
- Adopt the phased implementation plan in Section 16, with Go-Live targeted before the start of an academic or examination cycle to minimize disruption.
- Secure a minimum 3 to 5 year AMC/ATS commitment with a clear exit-management clause (Section 31) to avoid future vendor lock-in.

Registrar

National Law University and Judicial Academy, Assam
Guwahati, Assam

Annexures

The following annexures form an integral part of this RFP.

Annexure I — Checklist of Documents to be Submitted

Sl. No.	Document — Submitted (Yes/No)
1	Covering letter on Bidder's letterhead
2	Technical Bid
3	Financial Bid (separately sealed)
4	Court Fee Stamp of Rs. 8.25/- affixed
5	EMD document (₹50,000/-)
6	Tender Fee document (₹1,000/-)
7	Certificate of Incorporation/Registration
8	GST Registration Certificate
9	PAN Copy
10	Audited financial statements for last 3 years
11	Work orders/completion certificates of similar projects (minimum 3)
12	Technical architecture and methodology note
13	Compliance statement (Annexure III)
14	ISO/IEC 27001 certification (and ISO 9001, if held)
15	Self-declaration regarding blacklisting and litigation (Annexure IX)
16	Any other supporting documents

Annexure II — Format for Financial Bid

Sl. No.	Component — Amount (₹)
1	Design and Development
2	Customization
3	Implementation and Deployment (quote applicable sub-items below)
3 (a)	Cloud Mode - Implementation, configuration, and Year 1 hosting on a MeitY-empanelled cloud service provider (specify provider: AWS / Microsoft Azure / NIC Cloud / Other). Recurring annual hosting charges for Year 2 onwards to be quoted under a separate line note.
3 (b)	On-Premises Mode - Implementation and configuration on infrastructure provided by NLUJA, Assam (server hardware, OS, and network costs borne by NLUJA, Assam; bidder to state any infrastructure prerequisites).
4	Data Migration
5	Training
6	Maintenance / AMC (Year 1)
7	Maintenance / AMC (Year 2)
8	Maintenance / AMC (Year 3)
9	Maintenance / AMC (Year 4) — if applicable
10	Maintenance / AMC (Year 5) — if applicable
11	Taxes, if any
12	Grand Total

Annexure III — Technical Compliance Statement

Sl. No.	Requirement — Compliance (Yes/No) / Remarks
1	Admission & Student Lifecycle Management Module
2	Academic Management Module
3	Attendance Management Module
4	Timetable Management Module
5	Examination Management Module (Core)
6	On-Screen Evaluation System
7	Result Processing Module
8	Grade Sheet, Transcript & Certificate Management
9	Convocation Management Module
10	Alumni & Exit Management Module
11	Student Feedback Management System
12	Research Management (Ph.D.) Module
13	Faculty Portal
14	Student, Parent & Alumni Portals
15	Reporting & Analytics / Administration Dashboard
16	User & Access Management / Integration & Data Migration
17	System Architecture Requirements
18	Technical Requirements / Specifications
19	Security Requirements
20	Training & Support

Annexure IV — Bidder's Profile

Sl. No.	Particulars — Details
1	Name of the Firm/Company
2	Registered Address
3	Name of Authorized Signatory
4	Contact Number
5	Email Address
6	Year of Incorporation
7	GST No.
8	PAN
9	ISO/IEC 27001 Certification No. (and validity)
10	Number of Similar Projects Completed
11	Average Annual Turnover (Last 3 Years)

Annexure V — Detailed Eligibility Documentation Formats

Detailed formats for submission of documentary proof against the eligibility criteria in Section 24, including the minimum experience thresholds for each proposed team role, shall be issued as a separate annexure at the time of formal publication of this RFP.

Annexure VI — Permission Matrix Template

A detailed, blank permission matrix template (screen, action, and data-field level, for each role listed in Section 14) shall be issued as a separate annexure, to be completed by the Bidder as part of the technical proposal and finalized during SRS sign-off.

Annexure VII — Integration Specification Sheets

Individual specification sheets for each system listed in Section 13 (DigiLocker, NAD, ABC, payment gateway, SMS/email gateway, biometric devices, LMS, Library/Hostel Management, HRMS, Finance/ERP, Digital Signature and Barcode/QR services) shall be issued as a separate annexure, detailing the expected API contract, data fields, and test environment access for each integration.

Annexure VIII — Performance Bank Guarantee Format

The standard format for the Performance Bank Guarantee referred to in Section 26.2 shall be issued as a separate annexure at the time of formal publication of this RFP.

Annexure IX — Self-Declaration Regarding Blacklisting and Litigation

A signed self-declaration format, by which the Bidder confirms it is not currently blacklisted or debarred by any Central or State Government department, university, or public sector undertaking, and discloses any material litigation, arbitration, or regulatory action within the preceding 5 years, shall be issued as a separate annexure and is a mandatory submission under Section 24.5.