

Ref. No. DOS/2020/01

Dated: 07/01/2020

**INVITING THE EXPRESSION OF INTEREST (EOI) TO
PROVIDE INTEGRATED SOLUTION AND MANAGED
SERVICES FOR TECHNOLOGY, CONTENT AND STUDENT
SUPPORT FOR ONLINE PROGRAMMEs UNDER**

Directorate of Online Studies

(GURU NANAK DEV UNIVERSITY, AMRITSAR, PUNJAB)

Introduction

The significance of online education in providing quality education and training in the Indian scenario is highly important. Those having no direct access to classroom learning can only turn to this mode of education. Guru Nanak Dev University has decided to streamline the existing distance education programme, in order to arrange the quality education, by using a specialized service provider to offer technology-enabled learning services, academic & administrative services as well student care services and manage its operations, students, examinations, finances, admissions and other services. To achieve the above objective, availability a customized software platform which includes online admissions management system with payment gateways, customized website, student management system, learning management system (LMS), facilities for digital content development and delivery, online examination services and student support systems are to be implemented.

The University intends to implement the above in cooperation with firms having adequate expertise and experience in the field. Therefore, only qualified organizations having capabilities to manage end-to-end operations are encouraged to submit their proposals/bids.

Eligibility

- Only those organizations/Firms who have successfully completed the implementation of such services in totality (including the creation of IT Infrastructure and Software, Content, Student service infrastructure, Mobile learning platform etc.), for the Indian/Foreign Educational Institute in Distance/Online Education, are eligible. (Note: Participating firm must supply relevant documents about the eligibility of the participant)
- Firms should mandatorily provide the feedback, from (**Format attached as Form VI**) a minimum of 2 Educational Institutes, regarding their technical capabilities and performance, along with technical proposal from Vice-Chancellor / Registrar / Director, Directorate of Open and Distance Learning/ Distance Education/online studies of Universities / Institutes, where the participating firm has worked in the past or is currently under contract, as a mandate before applying for EOI (as per attached Proforma **Form VI**). (NOTE: In the absence of these documents, the EOI proposal will not be considered)
- Organizations that have the track record of managing a variety of programs including but not limited to Humanities, Arts, Science, IT and Management shall be preferred. The organization has to provide the service for all the subjects that are going to be offered by GNDU under online mode.

Scope of work

Modules required

Admission Management System

- Admission Notification and publication on GNDU's Online Programs website.
- Integration of multiple Websites and Portals to offer seamless solution and services to students
- Application generation along with course details, eligibility, fee structure and other relevant information
- Posting the application with a provision for upload of eligibility documents required like Passport size photograph, Official ID, Course Eligibility criteria documents.
- Creating provision for Document verification
- Admission approval or Rejection confirmation (System generated via SMS/ Mail/ App)
- Post-approval course fee payment with a link to payment gateway
- On receipt of the documents by the University, generating the Enrollment No and ID card along with User name & Password (Login id). Communication to be generated by the system to the student through email and SMS.
- Provision for the student to download the ID card issued by the University.

Learning Management System & Academics

- Setting up of a state-of-art video recording studio inside University premises.
- Setting up live lecture facilities
- Creation and providing the Audio-Visual content (audio, videos etc)
- Creation and providing of Textual Content (Tutorials, e-contents, SLMs etc).
- Each student need to provide access to digital learning material through desk/laptop and Mobile App
- Student alert / prompt / reminder communication (via SMS/ Email/APP) for live classes
- Provision for Student and Professor communities through the chat window
- The student should be able to raise the ticket for any issues or concerns.
- Provision for submission of assignments as well as to conduct of quizzes, practice tests

Content Development & Digitization of Learning Content

- The service provider has to provide the online learning support fully in terms of e-tutorial, e-content, video and audio contents, animation, simulation, virtual labs, web resources, self-assessment etc. in all four quadrants as per UGC guidelines (for the syllabus course requirements of GNDU).
- The service provider has to set up a recording studio along with required editing software and trained manpower.
- Record, edit & develop video content with the help of University faculty or academic experts from other University/Institution.
- Digitize SLM books and make them available to students through LMS and mobile app

Pre & Post Exam Management (Without QP Creation & Distribution)

Pre Examination –

- Provision of Assignments for the student to be downloaded through LMS.
- Consolidation of the students list (Regular/ Supplementary / Backlog)
- Examination notification through website /email/SMS
- Examination Form to be uploaded in the portal
- Examination fees payment
- Allocation of Examination centre
- Hall ticket generation
- Provision for download of the hall ticket by the students.

Conduct of Online Examinations or Pen and paper examination as per UGC guidelines for Online courses

- Provide online examination software with student registration and authentication through ADHAAR/Passport/Other valid identification.
- The service provider needs to arrange for online or pen and paper examination centres across India
- The service provider needs to conduct examination outside India using the services of a reputed online examination services company
- The centres need to be equipped with CCTVs, Aadhar/Passport/any other valid identification-based student authentication.
- Arrange for local network administrator at each examination centre as well as proctors.
- All processes should be completely secured to maintain security and sanctity of examinations.
- Provide examination login IDs and password before each exam.
- Make sure a defect-free examination experience to examinees.
- Question papers, Pattern of Examination will be decided by the University. Upload of questions will be done by the service provider.
- Evaluation facility (if needed) will be provided by the bidder.
- Provide raw scores after all the exams are completed.

Post Exam Management

- Provision to upload the term (Assignment Marks) by the faculty, if needed.
- Provision to upload the Final examination marks by the University examination section.
- Result consolidation, if needed
- Provision to enable the student to download the consolidated marks list (CML)
- If any facilities are required for the preparation of results by examination section of University, will be provided by the bidder.

Student Care and Grievance Handling Centre

- Set up a dedicated helpline with adequately trained staff for responding to student queries.
- Maintaining a record of student complaints/queries/grievances.
- Set up a query resolution and escalation process.

Mobile Application for Delivery of All Services (Except Term-End Exams)

- A mobile application is to be created to deliver the learning and student support services to students.
- The mobile app should also be able to deliver any student communications to them directly.
- It should be compatible to deliver recorded as well as live lectures.
- Mobile app should also be able to access recorded lectures and textual content in an off-line environment without needing the internet at all time.
- The mobile app should be able to show built-in analytics related to the student's own performance and progress.

Reports & Data Analytics

- The service provider should provide multiple reports as per the needs of the University.
- The service provider shall also make a provision for various data capture and analytics with a view to improving quality indicators during the teaching-learning as well as student support systems.

Overview of Technology Infrastructure Required

The project envisages a centralized cloud-hosted core application consisting of an Online Admission Management System, Learning Management System, Online Examination Management System Student Information System and Student Support Systems. The cloud-based hosting Infrastructure should include necessary servers as required in the data Centre together with other network infrastructure including firewalls, switches and storage. The infrastructure should include UPS and Power Generators to ensure uninterrupted power. The tenderer should select the IT infrastructure and hosting environment that is best suitable for the proposed solution. The infrastructure and hosting should ensure the highest level of security for the data and reliability of the services offered to students.

The tenderer will also be required to provide any infrastructure that is required by the team that will operate in the University Premises. The University will not be providing any IT infrastructure or software.

Software requirements

The broad software requirements are listed below. The tenderer will, however, be required to provide all software that is necessary for provisioning the services envisaged in the proposal.

- The automation should be a web-based solution (having web-based front-end for users and as well as for system administrative functions) having a centralized database, web and application server
- Should support interoperable, portable, and scalable applications, services, interfaces, data formats and protocols.
- The system should work on the latest version of the proposed RDBMS based database systems.
- Integration of the core application with a payment gateway and messaging gateways.
- Implementation of a Learning management system for the students.
- Document management integrated with the admission management system
- Development of web portal for online enquiry, admissions, fees payment
- Mobile application for android platforms to access the LMS

- Offline content viewing facility for the students.

Implementation schedule

The project must be implemented and launched in 2 to 3 months' time from the date of signing the contract ensuring that the system will be operational before the next admission cycle commences. Consequently, the University invites proposals only from experienced bidders, who have implemented such projects earlier. The applicant should be able to provide services in respect of all the courses decided by the University for offering in online mode and the new mode will be implemented to the new admissions as and when the University decides to notify the same.

The bidder has to provide a detailed implementation schedule including Infrastructure and content development in his response.

Special terms and conditions

- Only those organizations/Firms who have successfully completed the implementation of such services in totality (including the creation of IT Infrastructure and Software, Content, Student service infrastructure, Mobile learning platform etc.), for the Indian/Foreign educational institute in Distance/Online Education, are eligible. (Note: Participating firm must supply relevant documents about the eligibility of the participant)
- Organizations that have the track record of managing a variety of programs including but not limited to Humanities, Arts, Science, IT and Management shall be preferred. The organization has to provide the service for all the subjects that are going to be offered by GNDU under online mode.
- UGC has invited the applications for the approval of online courses, so the bidder should provide all necessarily required items for the same. The university-run the courses only after approval from the UGC.
- UGC has proposed the model for designing of a learning platform (as per attached proforma **Form VII**) and the participating firm will have to submit the compliance report for their established learning platform, **mandatorily**, along with the technical bid (**Form VII**). (NOTE: In absence of this compliance report, **EOI proposal will not be considered**)
- Bidders shall submit the proposals with all necessary pieces of evidence to support the information submitted by them. Failure to furnish all information required in every respect will be at the Tenders risk and may result in rejection of the Tender. Bids from organizations that do not have the necessary experience as detailed above will not be technically qualified and their financial bid will not be opened.
- The applicant will be required to demonstrate their solution at Guru Nanak Dev University as part of the technical bid evaluation.
- The tenderer will have to submit copies of the agreements /Offer letter etc. that it has currently signed with other institutes offering education through Distance/Online mode.
- The University will provide the necessary information, schedule, work processes etc. to help them implement the solution.
- At its sole discretion, the University may consider changes in its processes for effective integration of the services envisaged under this project.
- The payment terms have to be clearly mentioned in the proposal by the tenderer. The University does not have the policy to issue any advance against its agreements.

- The University at its sole discretion will decide on the rollout of the services covered under this application, both in respect of the courses and also the batch if the students from which the coverage will commence. However, once the coverage for a particular course commences, it will continue until the expiry of the contract. The University may at its discretion offer some of the services covered under this contract to its regular and private students and also to the regular and private students of other Universities.
- The University will continue to hold the copyright of any content and material provided to the tenderer and the tenderer may not use this for any other purpose.
- The contract will be valid for the duration of five years from the date of the agreement and thereafter for a period 2 year each based on mutual consent in writing with prior approval of the competent authority.
- The material must be prepared strictly as per the syllabi of Directorate of online studies, Guru Nanak Dev University, Amritsar.
- The copyright and the exclusive Printing and Publishing Rights and all other rights of the books, e-content including audios, videos, SLMs etc. developed and / or supplied to Directorate of online studies, Guru Nanak Dev University, Amritsar by bidders, shall continue to remain with bidders and or authors. All copyright issues related to these titles will be the responsibility of the bidder. UNIVERSITY shall not be held responsible for any violation of copyrights for these contents.

Commercial Proposal

Commercial bid, based on criteria given in **form V**, should be submitted in a separate envelope marked as Financial bid. It shall not be conditional.

Liquidated damages

University reserves the right to sue the firm for liquidated damages to the extent of actual loss if any incurred by the University, apart from forfeiture of earnest Money Deposit, if the University has suffered losses on account of any illegal/unlawful act of the firm.

Dispute Settlement

Agreement on this assignment shall be governed by, construed and interpreted in accordance with the laws of India. Any dispute, difference or claim arising out of or in connection with or in relation with this Agreement which is not resolved amicably shall be decided by sole arbitration of _____ in terms of the law of India, whose decision shall be final & binding. Courts at Amritsar alone shall have jurisdiction over the subject matter of this agreement.

Selection process

A Three-stage selection process is envisaged viz Prequalification, Technical evaluation and evaluation of the financial bid. Each bid shall be submitted in three separate envelopes (prequalification, Technical bid and financial bid). These documents in the above order will be evaluated. Opening of the technical bid will be made only on the successful evaluation of pre-qualification bid, and the financial bid will be opened only on the successful evaluation of the technical bid.

Pre-Qualification & Eligibility

Bids are invited from the category of firms who meet the following eligibility criteria:

- Only those organizations/Firms who have successfully completed the implementation of such services in totality (including the creation of IT Infrastructure and Software, Content, Student service infrastructure, Mobile learning platform etc.), for the Indian/Foreign Educational Institute in Distance/Online Education, are eligible. (Note: Participating firm must supply relevant documents about the eligibility of the participant)
- Firms should mandatorily provide the feedback, from (**Format attached as Form VI**) a minimum of 2 Educational Institutes, regarding their technical capabilities and performance, along with technical proposal from Vice-Chancellor / Registrar / Director, Directorate of Open and Distance Learning/ Distance Education/online studies of Universities / Institutes, where the participating firm has worked in the past or is currently under contract, as a mandate before applying for EOI (as per attached Proforma **Form VI**). (NOTE: In the absence of these documents, the EOI proposal will not be considered)
- Organizations that have the track record of managing a variety of programs including but not limited to Humanities, Arts, Science, IT and Management shall be preferred. The organization has to provide the service for all the subjects that are going to be offered by GNDU under online mode.

The pre-qualification proposal should comprise the following.

- Compliance sheet duly filled in with documents mentioned therein (Form I of Annexure-III)
- Particulars of the bidder (Form II of Annexure-III)
- Duly signed original copy of Feedback with minimum 02 educational institutes (Form VI of Annexure-III)

Technical Proposal shall contain:

A detailed description of how the bidder will provide the required service requested, clearly articulating in detail as to how the bidder's technical solution meets the requirement. Any additional service beyond the scope of this request for proposal may be included separately as a distinct attachment to the proposal. It shall also contain,

- Overview of the proposed solution which meets the requirement of the University.
- Details of the solution, technology and deployment architecture, Security, Network architecture.
- Escalation mechanism
- Project team structure, size and deployment plan, (including numbers)
- Reporting and Review Methods
- Operation and Maintenance
- Bidders experience in this area.
- Duly signed original copy of compliance report for learning platform (as per Form VII of Annexure III)

Commercial Proposal

Commercial Bids of only technically qualified bidders will be opened. The ratio of fee sharing shall be quoted in the financial bid. The bid shall not be conditional.

The liabilities including Taxes or any other fee chargeable will be payable by the bidder.

The successful bidder will be notified in writing or by fax or E-mail. The notification of award will constitute the formation of the contract. EMD of unsuccessful bidders will be returned upon confirmation of a contract.

Commercial and Bidding terms.

- Bidder is responsible for all costs in connection with participation of the bidding process including, but not limited to, costs incurred in conduct of any diligent activities, participation in meeting/discussions/presentations, preparation of proposals or any additional information required by the University for or during the bidding, evaluation and negotiating any agreement.
- University makes no explicit or implicit commitments that this bid will result in a business transaction with anyone. This is only an invitation for an offer by any interested party.
- Cost of Application is **Rs. 5000/- (Rs. Five Thousand only) [Non-refundable]**
- EMD amount is **Rs. 50000/- (Rs. Fifty thousand only)**
- Submission of application fee of Rs. 5000 and EMD Rs. 50,000 as DD drawn in favour of the Registrar, Guru Nanak Dev University, and payable at Amritsar is mandatory. **No exemption from EMD submission is allowed. Submission of EMD is mandatory. Bank guarantee for EMD will not be accepted.** Proposal without application fee and EMD will be rejected.
- Original and all copies of the bid shall be typed or printed without overwriting except with signature of the bidder or authorized person signing the bid and signed by the bidder or a person only authorized to bind the Bidder to the contract. Supporting document of authorization to be attached to the bid.
- The last date of receiving the proposal addressed to Registrar, Guru Nanak Dev University, Amritsar is
- Failure to meet any or all of the bidding requirements express or implied or knowledge of the University about collusion among bidders makes a bidder liable to disqualification.

Instructions

Envelope1. Should contain two printed copies of the response to pre-qualification requirements, nothing else, either explicitly or implicitly. Printed copies will always be considered as the proposal for evaluation.

Envelope2. Technical proposal prepared in accordance with the requirement published by the University in detail and it shall not contain any commercial information.

Envelope3. Commercial proposal

- Proposals must be direct, concise and complete with all required information. It shall conform to the format if prescribed and shall be written in English.
- All services have to be provided by the bidder only, the proposal submitted by multiple providers/consortium is not acceptable.
- It shall be submitted to **The Registrar, Guru Nanak Dev University, Amritsar** on or before the date and time prescribed in three separate envelopes contained in a single envelope addressed to the designated officer superscribing bid for 'Expression of interest to provide integrated solution and managed services for technology, content and student

support for online programmes under Directorate of Online Studies, GNDU, Amritsar (Punjab)'.

- Separate proposals shall be made out for as mentioned in the requirement and shall be unconditional in all respect.
- Withdrawal of proposal between the last day for the submission of the bid and the date of expiration of the validity period specified by the bidder on the proposal will result in forfeiture of entire EMD.
- The successful bidder shall not sublet the contract.
- Failure to provide services/carry out contract, after it has been awarded, will result in forfeiture of entire EMD

Schedule of the tender process

- Date of issue - 07/01/2020
- Due date of Submission - 28/01/2020
- Evaluation - 29/01/2020 at 2.30 P.M.

Name & address of the authority - Guru Nanak Dev University.

Designation & Address of the - Registrar

Tender inviting officer

Place of opening of the proposal - Office of Dean Academic Affairs, GNDU, Asr

General Terms and Conditions

- The main envelope should be super-scribed: “Expression of interest to provide an integrated solution and managed services for technology, content and student support for online programmes under Directorate of Online Studies, GNDU, Amritsar (Punjab)” and hard copy should be sent to The Registrar, Guru Nanak Dev University, G.T. Road, Amritsar (Punjab) - 143005
- The non-refundable application fee must be submitted in the form of D.D. drawn in favour of the Registrar, Guru Nanak Dev University, and payable at Amritsar
- Proposals must accompany a copy of the “General terms and conditions, Annexure I & II of this document signed and stamped on each page indicating that the bidder agrees to these.
- The last date of submission of tender along with a requisite fee, EMD and all documents is **28/01/2020**. The EMD must be drawn as DD drawn in favour of the Registrar, Guru Nanak Dev University, and payable at Amritsar.
- Proposals not in conformity with the above instructions and/or without application fee and EMD will be rejected.
- EMD of a participant will be forfeited if the bidder withdraws or amends its proposal or impairs or derogates from the proposal in any respect within the validity period of the contract. Further, if the successful bidder fails to execute the agreement within the specified period, its EMD will be forfeited.
- All the three covers shall be securely sealed (and submitted in another single cover)
- The proposal shall be valid for a period of 3 months and thereafter until it is withdrawn by the bidder. In case of discrepancy between amounts mentioned in words and in figures, the amount in words shall prevail.
- Commercial proposal submitted by a bidder not qualified in pre-qualification or technical evaluations will be returned unopened.
- All costs incurred due to delay of any sort shall be borne by the bidder
- The delivery schedule, payment terms & Warranty/Guarantee if any, etc. must be clearly indicated in the technical bid.
- The applicant will be required to demonstrate their solution at the Guru Nanak Dev University as part of the Technical Bid Evaluation.
- The financial bid of only technically qualified bidders will be opened and the decision of the Vice-Chancellor in this regard will be final and binding in relation to technical qualification of bidders.
- Guru Nanak Dev University will not be making any investments in setting up of infrastructure and all such investments will need to be borne by the successful bidder.
- All required personnel, technology, infrastructure and materials for satisfactory provision of services are to be provided by the bidder at their own cost.
- The bidder will need to provide training to Guru Nanak Dev University personnel as required by Guru Nanak Dev University. Any expenditure arising, on account of providing training to university personnel shall be borne by the bidder.
- The University reserves the right to sue the bidder/the awardee for liquidated damages to the extent of actual loss, if any, suffered by the University on account of any illegal/unlawful act of the bidder/awardee.

- Firm/Vendor will require prior approval from University/Directorate before uploading/publishing any content on the web portal or mobile app for students.
- University reserves the right to accept or reject proposals from one or all of the participants.
- The awardee has to provide the services as per the ordinances laid down by the UGC for online courses vide letter no. F.No. 1-19/2016 (CPP-II/DEB-I) dated 4th July 2018. If any amendments are notified by UGC at a later stage, the same will be applicable on this contract.
- The University has applied to UGC for approval of online courses and will start the courses only after approval of the same.
- University will provide the list of courses to run.
- The awardee will be responsible for payment of TDS/GST or any other taxes levied by state and / or Central Govt., as per rules.
- University will decide fees/funds, eligibility, scheme, syllabus and ordinances for online courses.
- University reserves the right to cancel any item or whole tender and to increase or decrease the quantity or configuration of items without specifying any reason.
- Any corrigendum related to EOI notice will be uploaded only on University website www.gndu.ac.in and no separate information will be published on newspaper. Interested firms are required to visit the University website regularly.

Registrar

AGREEMENT

Articles of agreement executed on this theday of one thousand nine hundred and.....between the Guru Nanak Dev university (hereinafter referred to as “the University”) of the one part and Shri.
.....
..... (Name and address of tenderer) (Hereinafter referred to as “the bounden” of the other part).

Whereas in response to the notification no dated the bounden has submitted to the University an expression of interest for thespecified therein subject of the terms and conditions contained in the said proposal. And M/s agreed to follow all terms and conditions as mentioned in notice and agreed during technical meeting dated.....

Whereas the bounden has also deposited with the university a sum of Rs.as earnest money for execution of an agreement undertaking the due fulfillment of the contract in case his proposal is accepted by the university.

Now these presents witness and it is hereby mutually agreed as following: -

- In case the proposal submitted by the bounden is accepted by the University and the contract foris awarded to the bounden. The bounden shall within..... of acceptance of his proposal execute an agreement with the University incorporating all the terms and conditions under which the university accepts his proposal.
- In case the bounden fails to execute the agreement as aforesaid incorporating the terms and conditions governing the contract ,the University shall have power and authority to recover from the bounden any loss or damage caused to the University by such breach as may be determined by the university by appropriating the earnest money deposited by the bounden and if the earnest money is found to be inadequate the deficit amount may be recovered from the bounden and his properties movable and immovable in the manner hereinafter contained.
- All sums found due to the University under or by virtue of this agreement shall be recoverable from the bounden and his properties movable and immovable under the provisions of the recovery act for the time being in force as though such sums are arrears of fund revenue and such other manner as the university may deem fit.
- In witness there of Shri. (Name and designation) for and on behalf of the Registrar, Guru Nanak Dev University Shri..... the bounden have hereunto set their hands the day and year shown against their respective signatures.

Singed by Shri. (date).....

In the presence of witnesses:

.....

..... Signed by Shri.....
(date).....

In the presence of witnesses:

.....

.....

Compliance sheet for Pre-Qualification

Sl. No.	Requirement	Required	Provided	Page no. of enclosure
1	Application/Tender sheet	DD		
2	Particulars of Bidders (Form II)			
3	EMD	DD		
4	Sales turn over	Audited B.S/ PL or certificate from statutory auditor		
5	Technical Capability	Agreement copy or supply order or certificate related to providing the services to educational institute as proof of eligibility		
6	Duly signed original copy of feedback from minimum of 02 educational institutes. (as per FORM VI of Annexure III)	Feedback proforma, duly signed by The Vice-Chancellor/Regisrar/Director, Directorate of Online Studies/Open & Distance Learning/DDE, from minimum of 02 educational institutes, where the participant has rendered his services in the past or is currently under agreement.		
7	Legal entity	Copy of certificate of incorporation + copy of GST registration etc. + copy of Income tax paid		
8	Black listing	Certificate - Self-certified letter		

Sl. No	Information sought	Details furnished
1	Name and address of the company	
2	Whether Public Limited A /Pvt. Limited etc.	
3	Year of incorporation	
4	Date of Registration	
5	RoC Ref. No:	
6	Details of company registration	
7	Details of service tax registration with app. Authority	
8	Name, Address, Email, Phone no's of contact person	

Letter of proposal

To

The Registrar
Guru Nanak Dev University
Amritsar

Sub: Submission of Tech bid

Dear Sir,

We, the undersigned offer to provide, our proposal for ‘Expression of interest to provide integrated solution and managed services for technology, content and student support for online programmes under Directorate of Online Studies, GNDU, Amritsar (Punjab)’ as requested by Guru Nanak Dev University. We are hereby submitting our proposal including the technical bid and the financial bid sealed in separate envelope along with application fee and EMD.

We hereby declare that all the information and statement made in this technical bid are true and accept that any misrepresentation contained therein, may lead to our disqualification.

We undertake, if our proposal is accepted, to initiate the implementation of the service requested and its completion within the time frame indicated in the request document.

We agree to abide by all the terms and conditions of the request for proposal and we would hold the terms of our bid valid for 60 days as required.

We understand you are not bound to accept any proposal you receive.

Yours sincerely

Authorized signatory

Name and title of the signatory

Name of firm

Address

Location

Date

Compliance sheet for Technical Proposal

Sl. No.	Requirement	Documents Required	Compliance	Page no. of enclosure
1	Covering letter	Form III		
2	Sales turnover	Extracts of BS & P & L or		
3	Experience in similar Projects (1)	Completion Certificate / Award Letter/ Agreement		
4	<ul style="list-style-type: none"> • Solution proposed content generation • electronic copy of notes vides lectures • forums web chats • virtual class room • Offline mobile app • student support system • Admission Module • Examination module • Online counselling & Guidance <p>Additional Services</p> <ul style="list-style-type: none"> • Digital Marketing of programs • Admission <p>Counselling of Students</p> <ul style="list-style-type: none"> • Internships and placement assistance 	<p>Solution proposed and its components</p> <ul style="list-style-type: none"> • Scalability • Security • User bone • Ease of implementation • Technologies used • Challenges likely to be encountered • How to deal with challenges 		
5	Training	A note on training (model & approach)		
6	Deviations	Suggest & justify any modification or improvement to the scope of work being proposed of you		

To
The Registrar
Guru Nanak Dev University
Amritsar (Punjab)

Sub: Financial Proposal Submission

Dear Sir,

We, the undersigned, offer to provide the services in accordance with your request and our proposal (Tech & fin). The charges for providing all services are mentioned in terms of percentage of fee to be charged from the fee collected from students.

Sr. No.	Activities/Scope of Work	*Percentage of fee/funds for students under directorate of Online Studies
1	<p>Infrastructure Set-up</p> <ul style="list-style-type: none"> a) Cloud based Data Centre set-up & Maintenance b) Setting up a state of art video recording studio inside the University premises (Under Directorate of online Studies) c) Setting up the Learning Management System and Managing it on day-to-day basis d) Setting up the Directorate University web site and its maintenance e) Setting up the Mobile learning platform and maintaining/upgrading it f) Setting up new admission and fees payment gateway and managing it on day-to-day basis or using the existing portal/payment gateway as being utilized by the University 	<p>Please mention the composite percentage of fee charged for providing all services mentioned in scope of work. NO CAPEX or OPEX for this project shall be borne by GNDU.</p> <p>Percentage of Fee to GNDU _____</p>
2	<p>Content Creation & Set-up</p> <ul style="list-style-type: none"> a) Providing access to digital content through LMS and Mobile App b) Recording, editing, finishing, uploading and managing of video content c) Making the existing video content available to all students d) Customizing the video content as per University's syllabi e) Creation of self-assessment quizzes, practice tests as per video content/lectures and integrating them along with online/video lectures f) Creation of facility for discussion forums among students g) Creation of tracking mechanism of learning by the students h) Providing facility for virtual classes/live lectures by university professors 	<p>Percentage of Fee to Service Provider: _____</p>
3	<p>Admission Management Set-up (Using of existing University setup of directorate of Open & Distance Learning or setting up of new setup with following facilities.)</p>	

	<ul style="list-style-type: none"> a) Automation of the admission management system b) Setting up of the Online Fees Management System c) Setting up of the Payment Gateway d) Online scrutiny of admissions, report generation and fee reconciliation. 	
4	<p>Student Support & Grievance Handling</p> <ul style="list-style-type: none"> a) Setting up dedicated call Centre based support infrastructure, phone numbers, email IDs, online ticketing/grievance handling system, support team b) Providing continuous call Centre based support to students through call, email, online ticketing/grievance handling system 	
5	<p>Examination Services</p> <ul style="list-style-type: none"> a) Providing Integrated Online Examination Platform b) Conducting Formative (Continuous Assessment) Examinations c) Conduct of Term End Online Examination (Summative Assessments) in secured and Proctored Environment in India and Abroad 	
6	<p>Additional Services:</p> <p>Digital marketing & Student Admissions Counselling (Only for Online Programs)</p> <ul style="list-style-type: none"> d) Digital Marketing of Online Programs across India e) Result Oriented Professional Counselling Services <p>Apprenticeships & Placement Assistance (For Online Programs)</p> <p>Offering industry validated placement linked online skilling program</p> <ul style="list-style-type: none"> a) Arranging On-Job-Apprenticeship Training with the help of manpower services providers b) Assisting the students in getting placement on successful completion of <p>Note: if any other services are needed for effective implementation of online programme offered under directorate of Online Studies, GNDU, the same will be provided by the awardee</p>	
7	<p>Any other (Please mention)</p> <p>One time (Integration, installation etc.)</p> <p>AMC Charges</p>	

Terms

- The awardee will be responsible for payment of TDS/GST or any other taxes levied by state and/ or Central Govt., as per rules.
- University will decide Fee/Funds for courses.
- Prices may be quoted only on fee sharing basis (as mentioned in column no. 3 *Percentage of fee/funds for students under Directorate of Online Studies)
- University shall not invest in any hardware or software from its side.

The offer in this bid is valid for 60 Days from the date of opening the bid.

We understand that the actual payment would be made as per the existing tax, rates during the time of payment

We declare that the bid price is for the entire scope of the work requested for. We agree to furnish any other further information/documentary proof in this region before evaluation of our bid in case required by the University.

Yours sincerely

Authorized signatory

Name and title of the signatory

Name of firm

Address

Location

Date

Feedback Proforma

Name of University / Institute:	
Date of Signing of Agreement / MoU for providing different technical services for Distance / Online Courses under University / Institute	
Duration of Agreement / MoU for providing different technical services for Distance / Online Courses under University / Institute	
Brief details of services provided by the firm	
Comment on Technical Capabilities of the firm	
Comments on Student Feedback regarding Academic and Administrative Support rendered by the firm	
Comments on overall Administration and Performance of the firm	
Observations (if any)	

Duly Signed by

Vice-Chancellor/Registrar/Director (Directorate of Online Studies/Distance Education)

Compliance Report

Assessment point for Learning Platform

1) User Friendliness

Indicative terms of reference

- a) *Ease of use/proper navigation/attractive presentations in UI*
- b) *Availability of Interfaces/ delivery mechanisms – web, mobile, desktop, instant messaging, video conferencing, audio graphic systems etc.*
- c) *Availability of proper internet connection in case of web-based interfaces.*
- d) *Representation of content – text/graphical, exercises, tutorials, examples, case studies etc.*
- e) *Proper help availability (instructions for use)*

2) Content Storage and Management provisions

Indicative terms of reference:

- a) *Production of contents*
- b) *Video-Audio Storage mechanism (name of cloud service provider)*
- c) *Ease of access to content*
- d) *Reliability and availability of content at all times.*

3) Synchronous Interaction provisions

4) Asynchronous Interaction provisions

5) Learner engagement provisions

6) Quality of Videos

Indicative terms of reference:

- a) *Based on content developed in-house*
- b) *Readiness, for all courses in case of certificate/diploma programmes, for all courses in '1' year in case of UG/PG programmes, PG diploma based on duration; availability in standard '4' quadrants.*
- c) *Quality from the video, audio, learning perspectives*

7) Discussion forums

Indicative terms of reference:

- a) *Participation*
- b) *Coverage*
- c) *Response time*
- d) *Quality of solutions, accuracy, validity*

8) Peer group interaction provisions

9) Learning Communities/Research forums

Indicative terms of reference

- a) *Collaboration of internal/external communities*
- b) *Collaboration methodology*

10) Adaptive learning provisions

11) Provision for grouping the learners with different mentors

- a) *One mentor to be assigned for 250 learners as per the regulations*

- 12) Dashboard options for all the stakeholders**
- 13) Proctored examination methodology**
- 14) Examination support – formative & summative**
Indicative terms of reference:
 - a) *Online question bank management, paper setting, valuations*
 - b) *Online student registrations and exam scheduling*
 - c) *Online generation of grades based on continuous evaluation*
 - d) *Learner authentication*
- 15) Examination support – Multiple choice and Long/Short answers**
- 16) Provisions for Online assignment creation, submission & grading**
- 17) Availability of tool to keep students informed about activities, performance etc.**
- 18) Plagiarism check provisions**
- 19) Methodology for online payment gateway**
- 20) Flexibility**
Indicative terms of reference:
 - a) *Browsers supported, main site having responsive design*
- 21) Does the platform support the standard four quadrant approach followed by SWAYAM**
- 22) Provision of online award of certificates/degrees**
- 23) Proposed methodology to train the faculty to effectively Design, Develop and Deliver MOOCs**
- 24) Security features from transparency & credibility perspective**
Indicative terms of reference
 - a) *At all levels including IP tracking of the learner*
- 25) Scalability**
Indicative terms of reference
 - a) *Maximum users, Number of users able to log in simultaneously*
- 26) Proposed methodology to ensure that the faculty engages with the student, motivates them and assesses them**
- 27) Proposed methodology to create an appropriate organizational setup in the HEI for maintaining and running the platform**
- 28) Proposed methodology to ensure the quality of online courses**

Tentative list of Courses to be offered w.e.f session 2020-21 under Directorate of Online Studies, Guru Nanak Dev University, Amritsar

- 1.MBA
2. Post graduate Diploma in Business Management (PGDBM)
3. M.A. (Punjabi)