NETAJI SUBHAS OPEN UNIVERSITY

DD-26, Sector-I, Salt Lake City, Kolkata 700064

INTRODUCTION OF ONLINE/DIGITAL CONTENT FACILITY

Notice Inviting **Request for Proposal** from Companies offering On-Line Academic and Management Services

IMPORTANT DATES AND DETAILS

Date of EOI Floating	**16 March, 2015**
Last Date of Submission of Proposals	**31st March, 2015.**
Address for Submission of Proposals	**The Registrar** NETAJI SUBHAS OPEN UNIVERSITY DD-26,Sector-I, Salt Lake City, Kolkata 700064

Netaji Subhas Open University (NSOU)

Netaji Subhas Open University (NSOU) is the premier State Open University in India established by W.B. Act (XIX) of 1997 and Recognized by U.G.C and DEC. The University has been experiencing exponential growth in several dimensions --- the number of Study Centres has gone up to as much as about 130, several subjects of studies have been added to its list of courses. The University is engaged in the task of realizing its vision 'to reach the unreached'. Currently the University has attained the status of Mega University, with more than 2,50,000 learners in more than 72 courses.

ONLINE LEARNING

Keeping in view the many advantages of on-line education, i.e., convenience, flexibility, accessibility, better interactivity and support, on-line examinations, etc., the University has decided to offer the benefits of Online learning to all its students starting next admission cycle. Hence, the University is inviting proposals from the Organizations who have proven experience in the field and can extend the services, listed below, to help the University in delivering the Online services to its students.

<u>Scope of Work</u>

The Companies / Service-Providers should be able and will be required to extend all the services mentioned below to all the new students of Post Graduate, vocational and second degree who shall be taking admissions to the courses of the university in 2015 :

- Providing the required Technology Infrastructure for the University (No capital expenditure to University)
- Development, implementation, support and updation of a separate web portal to provide ICT support services to the prospective students and linking the same with the existing official web portal of the university.
- ICT based academic support services delivered to the students on behalf of the University in the form of Multimedia Content Development and Content Provisioning.
- Provisioning and Hosting of the Content on a cloud based Learning Management System (LMS) provided by the service provider
- Provisioning and Hosting of a cloud based student information system .Be it noted, no information related to university including students should be shared with any third party for business or any other purpose without prior permission of the university.
- Provisioning and customization of the existing course contents in English and/or Bengali as required
- Creation and operations of a video content recording infrastructure in the University with at least two video recording studio. The procurement and maintenance clause for hardware used in developing video content recording infrastructure has to be detailed.
- Providing telephonic, email and other modes of support to the students
- Provide support to the University during the conduction of online examinations wherever they are required by creation and operation of a Online Exams infrastructure
- Providing a team at the University to manage the project. The team should be headed by a Project Manager (minimum 10 yearsʼexperience) and assisted by project executives, academicians and subject matter experts as needed.

- Creation of a Call-center for managing and answering students' queries. The infrastructure should be able to record, log and store all inbound calls for future auditing.
- Creation of the SMS and e-mail gateway for inbound and outbound messaging
- Creation of the Mobile learning platform
- The vendor will be required to create the appropriate student counseling and promotional network and undertake marketing and promotional activity for these new courses. The University may decide to phase out the launch of the courses in this model.

OVERVIEW OF THE TECHNOLOGYINFRASTRUCTURE REQUIRED:

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

The vendor 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 assets and services .

ONLINE CONTENT REQUIERMENTS

The Online Content should at minimum include the following:
a) Electronic copy of NSOU provided textual content.
b) Video lectures in English or Bengali.
c) List of reference books and web links.
d) Forums and Web chat.
e) Virtual classrooms.

The quality of the aforesaid contents and the terms and conditions governing the licensing and copyrights of such contents will be determined and reviewed from time to time by a joint committee headed by a University designated official and any changes suggested by the committee will be implemented by the vendor.

SOFTWARE REQUIREMENTS

The broad software requirements are listed below. The vendor will however be required to provide all software that is necessary for provisioning the services envisaged in the proposal. The software should be customized as per university requirements which may change from time to time. The implementation, maintenance, support of software provided by the vendor for provisioning of the services should be completely managed by the vendor.

The automation should be web-based solution (having web-based front-end for users and as well as for system administrative functions) having centralized database, web and application server

a) Should support interoperable, portable, and scalable applications, services, interfaces, data formats and protocols
b) The system should work on the latest version of the proposed RDBMS based database systems
c) Integration of the core application with a secured payment gateway and messaging gateways
d) Implementation of an Learning Management System for the students
e) Document management integrated with the admission management system
f) Development of web portal for online enquiry, admissions, fees payment.
g) Mobile application for android (latest version) /other popular mobile platforms to access the LMS.
h) Offline content viewing facility for the students

IMPLEMENTATION

The project must be implemented and launched in 12 weeks'time to ensure that the system will be operational before the next admission cycle commences. Consequently, the University invites proposals only from experienced vendors who have implemented such projects earlier and have the necessary software, content and other components ready. The University reserves the right to decide the fees for these courses. The vendor should be able to provide all the aforesaid services for the courses decided by the university during the admission session of July 2015.

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

The agreement will be for a *minimum period of five years* and this may be further renewed on mutual consent.

ELIGIBILITY OF VENDORS

Only those organizations that have already successfully completed implementation of such a solution, in totality (including creation of IT Infrastructure, Creation of Content, Creation of call center and student service infrastructure, Creation of Mobile learning platform etc in PPP model),for the Online Programs of at least two government universities in India (of which at least one must be an Open University) should submit proposals. Organizations that have the track record of managing a variety of Online programs including but not limited to Humanities, Arts, Science, IT and Management, in Bengali, shall be preferred. Organizations having better experience shall have an advantage. Organizations shall submit the proposals with all necessary evidences to support the information submitted by them. Failure to furnish all information required in every respect will be at the organization's risk and may result in rejection

of the proposal. Bids from organizations that do not have the necessary experience as detailed above will be rejected by the University.

SUBMISSION OF PROPOSALS
The University, at its address, must receive proposals, not later than the date specified in the Invitation. In the event of the specified date for the submission of proposals being declared as a holiday for the University, the same will be received until the next working day.

The University may, at its discretion, extend this deadline for submission of proposals, in which case all rights and obligations of the University and Companies subject to the deadline will thereafter be subject to the deadline as extended.

UNIVERSITY RESPONSIBILITIES
The University will provide the syllabus, structure and all academic support that is required by the vendor for creation and provisioning of the online content and services to students. The vendor may however be required to engage the services of academic experts in respect of new courses that are launched under this agreement (not part of the current university programs).

The University will provide appropriate space within its campus to the vendor with basic utilities at no cost to the vendor. The furnishing and equipment required has to be provided by the vendor.

The University will also make necessary changes in its processes for effective integration of the activities envisaged under this project. The University will provide necessary support to the vendor for promotion of the new programs. However, in case of any dispute the decision of the University will be final and has to be abided by the vendor concerned.

COMMERCIAL OFFER
The University will not make any payments to the vendor other than a share fixed for a period of five years of the total fee collected from students of the University who join from the July 2015 academic session for the said courses. The examination fee will not be shared with the vendor. In cases where the examination is conducted online (or partially Online), the revenue share will be mutually agreed upon. The vendor must mention, in clear terms, the fee-sharing proposal under two categories:
1. Programs that are currently being offered by the University
2. New Programs that would be offered in the future wherein the vendor will also be responsible for marketing, promotion and engaging academic expertise required

The revenue share that will be paid to the vendor will be inclusive of all taxes.

The University will not bear any costs other than those that are explicitly mentioned in this document. Please ensure that there are no hidden costs.

The payment terms has to be clearly mentioned in the proposal by the vendor. The University does not have a policy to issue any advance against its purchase orders / agreements.

Annexure 1:   Bidder Details/Profile

Parameter	Details
Name of the Company	
Address of Registered Office / Head Office	
Phone Number (with STD Code)	
Fax Number & E-mail id	
Constitution (Public Ltd Co., / Pvt Ltd Co./ Partnership/ Proprietary Concern etc)	
Date of Establishment	
Name of Chief Executive	
Name of Contact Person and Phone No	
Line of Activity	
Date from which the bidder is experienced in similar type of activity	
Products Developed / Serviced (Attach details)	
Envisaged role of the Company	

Annexure 2: Previous Project Details

For each of the projects, please provide a profile based on the following template.

Sr. No.	Information Sought	Details / Page No
Customer Information		
1	Customer Name	
2	Name of the contact person from the client organization who can act as a reference with contact coordinates	
	Name	
	Designation	
	Address	
	Phone Number	
	Mobile Number	
	Email ID	
Project Details		
3	Project Title	
4	Start Date / End Date	
5	Current Status (In Progress / Completed)	
6	Number of staff deployed on this project (	
Value of the Project		
7	Order value of the project (in rupees lakhs)	
8	Narrative description of project: (Highlight the components / services involved in the project that are of similar nature to the project for which this tender is floated	i.
9	Description of the key areas where significant contributions are made for the success of the project	
10	Order/Agreement Copies & received from Client should be attached with this statement	