Memo No: AC/044/20-21   Date: 21-09-2020

Sealed Tenders are invited from reputed vendors to quote their rate for service engagement in relation to Enrolment of students admitted and other related activities as detailed below subject to the fulfilment of our terms and conditions. The service activities will have to be carried out under the supervision of the Registrar Department. The tenders are to be submitted following (a) scope of activities, (b) Technical Bid and (c) Financial Bid

Last date for submission of Tender: 28/09/2020 up to 4 PM.

Place of Submission: Finance Department, 4th Floor, Netaji Subhas Open
                University   DD-26, Sector-I, Salt Lake, Kolkata -700064

Contact No: 9831044460, 8335818635

Copies of Documents to be submitted: GST No., PAN, TAN, Trade Licence, P. Tax and IT
                acknowledgement for last two years.

Tenders will have to be submitted in two Parts i.e. (i) Technical Bid and (ii) Financial Bid in separate sealed covers indicating (a) Type of bid (i.e. Technical Bid or Financial Bid), (b) Name of the Bidder, (c)Tender No. & Date etc. Both these covers will have to be put together in a separate single sealed cover mentioning (a) Name of the Bidder and (b) Tender No. & Date etc.

While filling in the Tender the applicant Bidder has to resort to the following Guidelines:

A Submission of Tender: The Bidder is to fill & sign the Annexure No: I

B. Technical Bid: The bidder is to submit the Tender in the Format given in Annexure –II

C. Financial Bid: The bidder is to submit the Tender in the Format given in Annexure –III

D. The Bidder is to fill in the Check List given in Annexure – IV

E. University has reserved the right to cancel / withdraw the tender notice at any time without assigning any reason.

F. The sum of total of all items would only be taken into consideration to have the value of LOWEST QUOTATION and the Bidders is to quote all the items. Partial bidding will not be considered.

ANNEXURE – I: Submission of Tender

To
The Finance Officer
Netaji Subhas Open University
DD 26, Sector – I
Kolkata – 700064

Sub: Submission of Bid – Technical & Financial vide No: Memo No: AC/044/20-21
dated 21-09-2020

Sir,

In response to your tender notification, we are submitting you the tender in the prescribed Format – Annexure I, II, III & IV for your kind consideration after going through the scope of service activities and terms and conditions –Technical and Financial.

With regards

Signature of Authorized Signatory with seal

Name of Signatory:

Name of the organisation:

Address:

Email:

Mobile Number:

Date:

ANNEXURE – II: FORMAT FOR SUBMISSION OF TECHNICAL BID

SL. No.	Particulars	Put Y if Yes/N if No
1	The Bidder should have experience in dynamic web based application development and web hosting.	
2	The Bidder should have experience in payment gateway integration with web based application	
3	The Bidder should have experience in large size student data base (containing 2 lakhs or more individual record set) management capacity	
4	The Bidder should have infrastructure for bulk high-speed printing	
5	The Bidder should have capacity to provide logistic support service in 700064 pin code area.	
6	The Bidder should have experience in working with latest website authentication technology.	
7	The Bidder must have turnover of Rs. 20,00,000/- in previous two years	
8	The Bidder should be located within Kolkata pin code area	
9	The Bidder should have at least 4 years' experience of providing IT/ITES related services to a University based in West Bengal	
10	The Bidder should have experience in handling information management system including online admission and periodical readmission system of open University will be given weightage. Preference will be given to firms / companies having at least 3 years' experience in handling large Student Database in Open University system/ Distance Education Directorate of HEI	

Signature with seal

ANNEXURE – III FORMAT FOR SUBMISSION OF FINANCIAL BID

Sl. No.	Job	PER STUDENT WISE YEARLY RATE SLAB					
		1-10000	10001-20000	20001-30000	30001-40000	40001-50000	50001 & above
A	Preparation of Registration Database						
B	Providing Web Based Service for Maintenance of Registration Database						
C	Maintenance of Registration Database						
	Total (A+B+C)						

Signature with seal

ANNEXURE – IV CHECK LIST

SL. No.	Particulars	Put Y if Yes/N if No, respectively
1	ANNEXURE – I: Submission of Tender	
2	ANNEXURE – II: FORMAT FOR SUBMISSION OF TECHNICAL BID	
3	ANNEXURE – III FORMAT FOR SUBMISSION OF FINANCIAL BID	
4	Copy of PAN and/TAN of bidding authority are to be submitted.	
5	Copy of Trade License	
6	Copy of Challan for payment of Professional Tax	
7	Copy of Credential for providing similar type of Service previously rendered.	
8	Proof of turnover of Rs. 20,00,000/- in previous two years-2017-18, 18-19 (P/L)	
9	IT acknowledgement for last two years.	

Signature with seal

SCOPE OF ACTIVITIES REGARDING SERVICE ENGAGEMENT

I. <u>**Preparation of Registration Database:**</u>
A. Preparation of Registration Database based on Online admission database without truncating any data field (online admission database along with picture, signature and other scanned documents will be provided by Registrar Department).
B. Generation of Enrolment number for each student record in Registration Database based on predefined logic.
C. Preparation and printing of Study Centre wise and subject wise "ENROLLMENT CERTIFICATE CUM IDENTITY CARD" on University provided stationary as per sample copy (A4, 120 gsm approx.).
D. Preparation and printing of Study Centre wise, subject wise check list (on continuous stationery paper) and certificate distribution list (on continuous stationery paper).
E. Study Centre wise and subject wise packaging of printed enrolment certificates, check list and certificate distribution list.
F. Agency have to provide all required stationary (if not mentioned categorically) and logistic support between vendor office and University HQ.

II. <u>**Providing Web Based Service for Maintenance of Registration Database:**</u>
A. Web based service to be provided for online prayer receiving facility from individual enrolled learners for correction in registration information/ registration database
    a. The web service will be credential restricted and/or SMS OTP authenticated).
    b. Central /Region wise online prayer verification and prayer receiving facility for University authority.
    c. Integration of online rectification fee collection facility from respective learners on the basis of prayer status using University existing payment gateway service provider.
    d. **After confirmation of receipt of payment correction notification circulation through SMS and/or email to respective learner and University authority.**
    e. Date wise, programme wise correction history retrieving facility.
B. Online Enrolled learner's details retrieving facility using enrolment number only for University authority.
C. Role based Administrative Module.
D. User Management Module – Based on role user to have option various options.
E. Settings Module- User to have the option to change password and/or manage profile.
F. Security Module – The system should provide security against unauthorised login.
G. Online prayer verification facility for University authority and Online learner's details retrieving facility should be restricted and password protected. Both the services should be available at different user level.
H. The online prayer receiving service as mentioned in point II.A, will be taken for the registration database up to eight years for each admission year as per discretion of the University.

III. <u>**Maintenance of Registration Database:**</u>
A. Keeping registration database up to date, correction of record set and maintenance of database as per **Registrar Department instructions and or as per approved paid online prayer.**
B. Printing/reprinting corrected "ENROLLMENT CERTIFICATE CUM IDENTITY CARD" on provided stationary as and when requested by the **Registrar Department and or as per approved paid online prayer**.

C. Agency have to provide all required stationary (if not mentioned categorically) and logistic support between vendor office and University HQ.

D. Preparation of statistical report from registration database as and when requested by the **Registrar Department.**

TERM AND CONDITIONS:

1. Date and time span for all above mentioned job will be fixed by the **Registrar Department** and **deviation from that will not be allowed**.

2. **Preservation of data field and properties** as per Online Admission Database is mandatory. During preparation of Registration database from Online Admission database or in any other phases of database maintenance data field truncation will not be accepted.

3. Preservation of colour, file name, file extension, pixel, aspect ratio, resolution and other vector index for picture and signature of the student is mandatory.

4. The concerned agency will be bound to provide backup of the updated database along with picture and signature **keeping conformity with clause 1, 2 and 3** at the interval of **three (3) months** from the delivery date of Online Admission Database.

5. **Registrar, NSOU** may ask to hand over on termination of contract or otherwise the entire database along with picture and signature **keeping conformity with clause 1, 2 and 3** at any point of time and the concerned agency will be bound to provide the same within one working day. The concerned agency will destroy all confidential information associated with actual records as soon as the database is handed over and agency will notify the same in writing.

6. The agency concerned will be allowed to share apart from the Department of Registrar the Registration database only with the Controller of Examinations, Examination Department, NSOU **on prior permission of the Registrar**, NSOU. Sharing or disclosing or any non-permitted use of data which belongs to NSOU with other than the Registrar, NSOU itself and Controller of Examinations, Examination Department, NSOU will be treated as breaches of contract by the concerned agency which may lead to termination of contract and legal action against the agency for breach of contract.

7. The agency cannot disclose company name/ brand name/logo/ any other related information for advertising/ promotional purpose in the web service platform implemented for NSOU or by any other means.

8. The agency will not contact directly or indirectly with the enrolled learners of NSOU without prior written permission of Registrar, NSOU

9. The agency concerned will not be allowed to generate any information from any data belongs to University without written permission of Registrar, NSOU.

10. The agency concerned will use the database only for the sole purpose of the University as and when required in writing. The concerned agency will develop, implement, maintain and use appropriate administrative, technical and physical safeguards to:
    a. Prevent the NSOU's data from fire, theft, hardware/software failure, natural calamities, etc.
    b. Preserve the integrity and confidentiality of the NSOU data
    c. Prevent the database against non-permitted use by violating or disclosing the identity

11. The concerned agency will document and keep these safeguards current and report the same to the Registrar, NSOU from time to time.

12. Agency have to do the said job strictly confidentially and the sharing of any data/information to third parties without the consent of the NSOU authority is strictly prohibited.

13. **In case of termination of contract, agency have to hand over the entire database along with picture, signature and all other related documents keeping conformity with clause 1, 2 and 3 at any point of time and agency will be bound to provide the same within one working**

day. Further, agency will destroy all confidential information associated with actual records as soon as the database is handed over and agency will notify the same in writing.

14. The Bidder having experience in handling information management system including online admission and periodical readmission system of open University will be given weightage. Preference will be given to firms / companies having at least 3 years' experience in handling large Student Database in Open University system/ Distance Education Directorate of HEI

15. Employee strength (Technical Hands) (enclose copy of appointment letters)

16. Credential (copy of job order from state University/ Other Higher Educational Institute)

Finance Officer,
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Email: sachindrakar@yahoo.in