



Memo No: AC/058/22-23

Dated: 06-06-2022

Tender Reference Number: AC/058/22-23

Tender ID: 2022_DHE_383828_1

Notice Inviting Tender

Tenders are invited on-line from reputed organization engaged in online software based activities. Interested Bidders are to participate in the bidding process as per specifications mentioned below in the Table.

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Financial bid will be opened only if technical bid is found in order as per specifications.

DATE AND TIME SCHEDULE

Date of Publication of Tender Online through website https://wbtenders.gov.in/	06-06-2022 after 16.00 Hrs.
Date of Document Download Start	06-06-2022 after 16.00 Hrs.
Date of Bid Submission Start	15-06-2022 after 16.00 Hrs.
Date of Bid Submission Closing	22-06-2022 before 12.00 Hrs.
Date of Opening of Technical Bid	24-06-2022 on or after 13.00 Hrs
Date of Opening of Financial Bid	To be notified later
Date of Pre-bid Meeting	14-06-2022 at 12.00 Noon

Finance Officer
Netaji Subhas Open University
DD-26, Sector -1, Salt Lake, Kolkata-700064
Email: sachindrakar@yahoo.in
Mobile No: 9432747119



ANNEXURE - I

TECHNICAL SPECIFICATION

1. The Bidders should have self-owned IT Firm for last 5 years.
2. The Bidders should have good Financial Standing. (Submission of B/S & P/L A/C for 2019-20 & 2020-21.)
3. The Bidders should have yearly turnover of more than Rs. 1,00,00,000/- (One Crore) at least for last 2 years during the period of last 5 years ending as on 31st March, 2021.
4. The Bidders should have experience of Admission work for at least five (5) years with any University.
5. The Bidders should have their Head Quarter & Branch Office located in Kolkata.
6. The Bidders should have legal compliance such as: (1) GST Number, (2) PAN / TAN & (3) AADHAAR (wherever applicable).
7. Only one Tender will be accepted if multiple Tenders are submitted by same enterprise and its sister-concern/allied concern.
8. There should be at least 10 staff in the Office (copy of Salary Register for April, 2022 & May,2022).
9. The Owner/Administrator should have B. Tech Degree and M. Tech or MBA or equivalent Degree along with sufficient experience in the field of Admission and Data preservation.
10. There should be a system to prevent Data from fire, theft and natural calamities.
11. Bidder should deposit Earnest Money of **Rs. 1,00,000/-** (Rupees One Lakh Only) through online vide West Bengal Government e-procurement system "https://wbtenders.gov.in"
EMD will be refunded after selection of bidder without any accrued interest for all unsuccessful bidders through online vide West Bengal Government e-procurement system
<https://wbtenders.gov.in>

The intending applicant Bidders are to submit relevant documents in support of their Credentials as noted above.

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ANNEXURE - II

RATE CHART FOR EACH SERVICES

Sl. No.	Job	RATE PER APPLICANT						TOTAL
		1-8000	8001-20000	20001-30000	30001-40000	40001-50000	50001 & above	
1	2	3	4	5	6	7	8	9(3+4+5+6+7+8)
A	WEB BASED APPLICATION SUBMISSION SYSTEM AS SERVICE & RELATED USERS							
B	USER MODULE FOR FACILITATION OF LEARNER SUPPORT SERVICES							
C	ON-LINE VERIFICATION / PROCESSING OF ADMISSION FORM AS A SERVICE							
D	SUPPORT SERVICES FOR OPERATION OF WEB BASED SERVICES							
	Total (A+B+C+D)							

Contact No. : 9051162059/9474926154/9831044460



ANNEXURE – III

GENERAL TERMS & CONDITIONS AND INSTRUCTIONS

- 1) The bidders are to participate in the bidding process for the Tender only online at <https://www.wbtenders.gov.in> as per prescribed format (BOQ).
- 2) Price quoted should be excluding GST.
- 3) Price shall be quoted in INR only.
- 4) Any additional cost not mentioned in the offer has to be borne by the bidder.
- 5) Incomplete and Conditional Bids will be summarily rejected without assigning any reasons thereof.
- 6) In case of any dispute, the decision of the University authority shall be final and binding on the bidders.
- 7) Tenders must be submitted in two Separate Bids- (1) Technical Bid covering all the credentials noted above, (2) Financial Bid in the Rate Chart annexed in the Tender Notice. The Technical Bid, if found suitable to meet the specifications noted above, will be followed by Financial Bid.
- 8) Refundable Security Money of Rs. 5,00,000/- (five lakh) only are to be deposited on-line as per above specifications by the Selected Bidder within 15 days from the date of Work Order. The Security Money is refundable on successful completion of execution of the work or termination of assignment.
- 9) The lowest of the Total Column would be the basis of selection.
- 10) The quantum of assignment to be given to the Bidders will be decided upon by the University authority from time to time.
- 11) The rate quoted in the Rate Chart of Financial Bid under Annexure II will be exclusive of GST



- 12) The assignment will be initially for two years and may be renewed further on same terms and conditions on the basis of satisfactory performance.

- 14) However, in all the aforesaid matters the decision of the University will be final.

- 15) The judicature of any legal disputes arising out of the above matters will under the Hon'ble High Court, Calcutta.

- 16) The Authority of NETAJI SUBHAS OPEN UNIVERSITY reserves the right to reject any or the entire bids received without assigning any reason thereof.

- 17) The applicant Bidders / bidders are hereby informed to be present in the office of the Finance Officer, DD 26, Sector – 1, Salt Lake, Kolkata – 700064 on or before 12.00 noon sharp on 14th June, 2022.

- 18) The applicant Bidders to participate in the bidding process are to fill in the following Formats given in the page No. 6, 7, 8 & BOQ.

Finance Officer
Netaji Subhas Open University
DD-26, Sector -1, Salt Lake, Kolkata-700064
Email: sachindrakar@yahoo.in
Mobile No: 9432747119



To
The Finance Officer
Netaji Subhas Open University
DD 26, Sector – 1, Salt Lake
Kolkata – 700064

Ref: Memo No: AC/058/22-23 Dated: 06-06-2022

Sub: Submission of Bid – Technical & Financial with reference to the above.

Sir,

As per guidelines given in the Tender Notice we are quoting the rate in the prescribed BOQ along with the Technical Credentials supported with relevant documents as applicable.

We have read all the terms and conditions given in the Tender Notice and do hereby undertake to obey the rules and regulations of e-Tender.

With regards

Signature with Seal & Date:

Name of Bidder:

Name of Organization:

Mailing Address:

Mobile No of Contact Person:

Email Address of the Organization:



CHECK LIST OF TECHNICAL SPECIFICATION

SL. No.	Particulars	Put y if Yes/N if No Respectively
1	Is self-owned IT Firm for last 5 years.	
2	Are B/S & P/L A/C for 2019-20 & 2020-21 Submitted?	
3	Is yearly turnover more than Rs. 1,00,00,000/- (One Crore) at least for last 2 years during the period of last 5 years ending as on 31 st March, 2021?	
4	Has the Bidder experience of same type of work for at least five (5) years with any University?	
5	Is the Head Quarter & Branch Office located in Kolkata?	
6	Are Legal documents such as: (1) GST Number, (2) PAN / TAN & (3) AADHAAR (wherever applicable) submitted?	
7	Is only one Tender submitted by the Bidder?	
8	Is any other Bid submitted by the same firm or its sister-concern/allied concern?	
9	Are copy of Salary Register for April, 2022 & May,2022 for at least 10 office staff submitted?	
11	Whether the Owner/Administrator's Qualification is B. Tech and M. Tech or MBA or equivalent Degree in technology along with sufficient experience in the field of Admission and Data preservation?	
12	Is there a system to prevent Data from fire, theft and natural calamities?	
13	Is Earnest Money of Rs. 1,00,000/- (Rupees One Lakh Only) deposited?	

Signature with Seal & Date:



CHECK LIST OF GENERAL TERMS & CONDITIONS AND INSTRUCTIONS

SL. No.	Particulars	Put y if Yes/N if No respectively
1	Is BOQ submitted?	
2	Is price quoted excluding GST?	
3	Is price quoted in INR?	
4	Whether agree to bear any additional cost not mentioned in the Tender Notice?	
5	In case of any dispute, whether agree to obey the final decision of the University authority?	
6	Are you Willing to be present in the bidding process on 03/06/2021?	
7	Are two Separate Bids- (1) Technical Bid, (2) Financial Bid submitted?	
8	Are to all the Formats filled in?	
9	Whether to agree to deposit Refundable Security Money of Rs. 5,00,000/- (five lakh) only within 15 days from the date of Work Order.	

Signature with Seal & Date:

Enclosures:

1. Copy of GST Registration Certificate
2. Copy of PAN
3. Copy of AADHAAR as applicable
4. Copy of Audited Accounts for 2019-20 & 2020-21
5. Copy of Proof of yearly turnover of more than Rs. 1,00,00,000/- (one crore) at least for two years during the period of last 5 years ending as on 31st March, 2021.
6. Copy of Proof of experience of online admission job for at least five (5) years with University.
7. Copy of Proof of place of Head Quarter & Branch Office, if any, located in Kolkata.
8. Proof of Deposit of Earnest Money of **Rs. 1,00,000/-** (Rupees One Lakh Only) through online

Signature with Seal & Date:

ANNEXURE – IV

FACILITIES REQUIRED ON THE BASIS OF THE DETAILS OF JOB

A. WEB BASED APPLICATION SUBMISSION SYSTEM AS SERVICE & RELATED USERS:

REGISTRATION includes Personal Details, Social Details, Disability Details, Qualifying Examination Details, Contact Details, Security Details.

Preview Registration Form: Applicant may preview & modify will be allotted a unique Application ID.

SMS & E-Mail integration: The Application No of the applicant will be sent through SMS to the registered mobile number and through Email to the registered Email ID. The dashboard will include steps Registration, Application Form, Course Selection, Payment of Fee, Enrolment No, Status and print option.

Applicant's Dashboard: Applicant will be allowed to login to the applicant dashboard panel with login credentials, security code etc.

Application Status: Applicants can check their application status at each stage: (a) Registration Status, (b) Application Form Submission, (c) Selected Course, (d) Document Upload, (e) Document Review, (f) Pending Verification, (g) Verified & Approved, (h) Verified & Rejected, (i) Verified & To Be Reviewed, (j) Pending Re-Verification, (k) Fee Payment Status, (l) Enrolment.

Document Review Status: Applicant will be required to confirm certain declarations and send the documents for review by the University which can approve / reject / re-send the application for modification.

APPLICATION FORM: The applicant will fill the Application Form & sub-form. The sub-forms are broadly categorized under the different heads – (a) Select Subject & Learner Support Centre (LSC), (b) Previous Course details completed from this University, (c) Academic Details (Secondary, Higher Secondary, Graduation, Other Degree 1(if yes) and Other Degree 2 (if yes), (c) Guardian Details, (d) Contact Details (Permanent & Communication Address).

Pre Screening Module: The application should consist of prescreening checks based on the minimum aggregate percentage and/or minimum marks percentage in subject(s) for various Categories.

Category wise Check: The application should consist of prescreening forms wherein the criteria checks can be implemented for different Categories like GENERAL, SC/ST, OBCA/OBC-B and PwD.

State of Domicile: The SC/ST/OBC-A/OBC-B category check is further refined & Checks for mandatory subject (if any).

Edit Application Form for Applicant: The applicant is allowed to modify any information before approval.

SELECT COURSE AND LANGUAGE OF SLM: Applicant will be guided to select respective course(s) from available options.

Selection of Language: Applicants should have the option to choose the language of SLM (if two option provided by the University).



UPLOAD DOCUMENTS: The applicant will be able to upload scanned copy of Photograph, Signature and other required documents.

On-line / Off-line Payment

Payment Management Module: After auto calculation of amount, the applicants will be provided with dual Payment option.

- a. Off-line Mode of Payment: In the off-line mode applicant will have the option to take a print out of the Bank Challan and deposit the course fee at any of the designated branches of the Bank concerned Bank.
- b. On-line Mode of Payment – The Applicant will have the option to pay the admission / course fee through Gateway Provider (PGP).
- c. The applicant dashboard will provide applicants with the option to print Online Fee Payment Confirmation Receipt.

SMS Module is to be Integrated with On-line Payment System to Send Successful Payment Confirmation at the Registered Mobile Number

OTHER FEATURES FOR APPLICATION SUBMISSION MODULE:

To Retrieve Application Password / Forgot Password for Applicant.

To have SMS Integration with On-line Admission Application System to Retrieve Password at the Registered Mobile Number.

To have E-mail Module Integration with On-line Admission Application System to Retrieve Password at Registered E-mail Id.

To have Retrieve Application No Module for Applicant. Print Application Form Module for Applicant: The system must provide applicant with option to Print Application Form containing course details.

To have Module for Applicants to Print Provisional Enrolment Certificate / SLM Receipt. SLM Paper.

To have Receipt Management Module for Applicant.

To have Session Year Management Module in Application Number.

The Application Number must be unique and act as a key identifier. It should be reflected in all the modules and Reports.

Bar Code Management Module: Application Form, Payment Confirmation Receipt, SLM Paper Receipt etc. must have Bar Code (containing the Application Number).

To have Subject Management Module

To have Study Centre wise Seat Capacity Management Module.

To have Module for Real Time Data Integration with Bank for Off-line Payment.

ADMINISTRATIVE USER MODULE FOR APPLICATION SUBMISSION MODULE:

To supervise/ monitor/ manage whole admission process admin module with the following facilities for the University authority:

Data Updater I.e. Data Entry Operator:

Profile for Data Updater/ Data Entry Operator required in the admission module to verify application. The following features will be available:

Dashboard Module: The dashboard will display subject wise summarized total count based on the type of user.

- i. number of applications received,
- ii. number of applications where candidate has uploaded document,
- iii. number of pending applications,

- iv. number of approved applications,
- v. number of rejected applications,
- vi. number of applications sent for review,
- vii. number of applications in re-review,
- viii. number of applications on hold,
- ix. number of paid applications,
- x. number of enrollment generated

To have the facility to Verify Student List Report Generation System

To have Document Screening Module. On selecting a particular applicant, from the applicant List Generation screen user will be able to view summarized information related to the applicant along with all the documents uploaded by the applicant. User will have the following option: -

- xi. Approve
- xii. Review
- xiii. Reject
- xiv. Hold

Verification Log Management Module: The system will provide a detailed log against individual application mentioning the

- xv. Verification Status,
- xvi. Remarks,
- xvii. Verified by, and
- xviii. Verified On Date and Time

To have Digital Application Form Generation Module.

OTHER ESSENTIAL SERVICES:

i) **Domain Name Registration:**

ii) **Server space and database:**

ii) **Maintenance of the website**

iv) **SSL Certificate:** The premium domain validation should be installed and maintained.

v) **Storage and active period of the services.**

vi) **Bandwidth:** The bandwidth should be allocated more than 5TB per month for the server where admission application and or other application will be hosted.

B. USER MODULE FOR FACILITATION OF LEARNER SUPPORT SERVICES:

The web based online admission system as service should have the provision to provide facilities before, during and after admission to the following administrative user:

- i. Learner Support Centre i.e. Coordinator of Learner Support Centre
- ii. Administrator i.e. Vice Chancellor
- iii. Regional Centre i.e. Regional Directors
- iv. Finance i.e. Finance Officer
- v. General i.e. Controller Department, Study Centre Dept. etc.
- vi. Data Updater i.e. Data Entry Operator
- vii. School of Studies i.e. Director of School of Studies
- viii. Subject i.e. Subject Coordinators (Faculty member of the subject)
- ix. Profile for Publication Department (view mode):

Admin i.e. Admission Administrator / Registrar (Transactional mode): To have report about actual number of students

Profile Higher Administration needs to be created in the admission module. In this online platform, they may access various report related to actual number of students, District and Course wise distribution of learners, LSC (and or RC) and Subject Wise number of admitted learners, Detailed List of Learner Support Centre along with co-ordinators and courses offered details, Subject, gender and category wise, LSC and Subject wise fees collected.

Beside above mentioned facilities following provision should be available for the admin user:

To have all Student List Report Generation System.

To have District Wise Total Count Report –

- i. Number of applications received,
- ii. Number of paid applications,
- iii. Number of enrollment generated in each district.

To have Regional Centre (Zone) wise Total Count Report:

- iv. Number of applications received,
- v. Number of paid applications,
- vi. Number of enrollment generated in each zone.

To have Learner Support Centre wise Total Count Report: LSC wise total count report will display subject wise Real-time Count of: -

- vii. Number of applications received,
- viii. Number of paid applications,
- ix. Number of enrollment generated in each zone.

To have Subject Wise Total Count Report:

- x. Number of applications received,
- xi. Number of paid applications,
- xii. Number of enrollment generated in each Learner Support Centre.

To have Fee Collection Report.



Subject wise Count Report: The subject wise count report will display report under four subgroups:

- xiii. **Subject wise Apply Count Report.**
- xiv. **Subject wise Valid Count Report.**
- xv. **Subject wise Enrolled Count Report.**
- xvi. **Subject and language wise Enrolled Count Report:**

To View Applicant Detail and Print Application Form.

To have Print Application Status:

Module to Mangle News & Announcement Publication: Some Features in the News Module are:

- xvii. User having privilege - ADD and EDIT News & Announcement - General News & other users.
News for Learner Support Centre
Notice can be marked as NEW
- xviii. Notice can be marked as INACTIVE
- xix. User can provide link to any internal / external website
- xx. Search News based on Learner Support Centre,

To have ADD NEW User/Edit Existing User Module.

To have Digital Application Form Generation Module.

To Verify Student List Report Generation System.

To have Document Screening Module with-

- xvii. Approve
- xix. Review
- xx. Reject
- xxi. Hold

To Verification Log Management Module -

- xxii. Verification Status,
- xxi. Remarks,
- xxii. Verified by, and
- xxiii. Verified On Date and Time

To Digital Application Form Generation Module

To have SMS Module Integration with On-line Verification System.

To have User Panel for Bank.

To have Learner Support Centre Profile (view mode).

To have all Student List Report Generation System.

To View Applicant Detail and Print Form for Learner Support Centre.

To have the facility to have Print Application Status.

To have Additional Profile Information for Learner Support Center (LSC).

To have Subject Wise Count Report: Administrator i.e. Vice-Chancellor (view mode):

Vice-Chancellor profile needs to be created in the admission module.



All Student List Report Generation

To create Regional Centre i.e. Regional Directors in the system.

To create Finance i.e. Finance Officer login system.

To create General i.e. Controller Department, Study Centre Dept. should include

District and Course wise distribution of learners.

LSC (and or RC) and Subject Wise number of admitted learners.

Detailed List of Learner Support Centre.

Subject, gender and category wise number of admitted learners.

To have Subject Coordinators (Faculty member of the subject).

OTHER MODULES FOR USER:

1. **Profile Update.**
2. **Forgot Password for User.**
3. **SMS Integration with On-line User Login System to send OTP at the Registered Mobile Number to Reset Password: Security Module.**
4. **Different Roles for Different Type of User:** Each type of user will have their own pre-defined roles and views.
5. **Excel Format:** All user will be able to download respective report in excel format.
6. **Dashboard Module:** Each type of user will have their pre-defined dashboard. The dashboard should display Total Registered Candidates and subject wise summarized total count based on the type of user.
 - a. number of applications received (based on completion of course details),
 - b. number of applications where candidate has uploaded document,
 - c. number of pending applications,
 - d. number of approved applications,
 - e. number of rejected applications,
 - f. number of applications sent for review,
 - g. number of applications in re-review,
 - h. number of applications on hold,
 - i. number of paid applications,
 - j. number of enrollment generated

The dashboard will also contain the latest news and notification based on the type of user.

C. ON-LINE VERIFICATION / PROCESSING OF ADMISSION FORM AS A SERVICE:

Support service for verification/re-verification of application forms through online form processing platform required.

Documents to be Processed: Following are the list of documents which will be required be processed: -

Photograph, Signature, Identity Proof Document (Voter/ PAN/Aadhaar), Age Proof Document, Class XII Marksheet, Class X Pass Certificate / Marksheet, UG and or PG Marksheet/ Certificate, Caste Certificate (wherever applicable), PwD Certificate (wherever applicable), BPL Certificate (wherever applicable), Defence & Security Force Certificate (wherever applicable), Applicant Occupation / Employment Certificate (wherever applicable) only for Government Service, Semi Government Service and Private Service.

Out of the eleven documents above, six documents are to be processed for every applicant and other five documents are conditional.

1. **Basis of Processing:** The basis of processing can be broadly classified as follows: -
Legibility / Visibility of the Document Uploaded, Name Matching, Correctness of the Document, Eligibility / Criteria Verification, Aggregate Calculation, Subject Marks Calculation, Validity of the Board/Institution/University/College/Document Issuing Authority.
2. Validity of experience and year of experience.
Processing of Individual Document Uploaded by Applicant, Signature Processing, Identity Document Processing, Age Proof Document Processing, Marksheet/Certificate (X, XII, UG, PG, etc.) Processing, Caste Certificate Processing, Pwd Certificate Processing, BPL Certificate Processing, Defence & Security Force Certificate Processing.
3. Applicant Occupation / Employment Certificate Processing.
4. **Application Form Status and Stages of Document Processing,** Application Form Status, Send Document for Review, Application Rejected, Application Approved, Re-review Application and Documents.
5. **Digital Application Form Generation.**

D. SUPPORT SERVICES FOR OPERATION OF WEB BASED SERVICES:

The web based online admission system, extended system services of admission system and other existing online system of the University needs to be operational throughout the year for all stake holder. Following services with the specification as detailed below are required:

- i) **Domain Name Registration.**
- ii) **Server space and database:** Web server and database server should have the capacity to cater 5,00,000 number of application/learner each session and should have the workload capacity to cater more than 20,000 transactions per second.
- iii) **Maintenance of the website.**
- iv) **SSL Certificate.**
- v) **Storage and active period of the services** for one cycle.
- vi) **Bandwidth:** The bandwidth should be allocated more than 5TB per month.
- vii) **Bulk SMS for SMS Campaign.**
- viii) **Compiling and Updating Off-line/ On-line Payment and Send SMS for Successful Payment Confirmation at the Registered Mobile Number.**
- ix) **Compiling and Updating Enrolment Number and Send SMS for Provisional Enrolment Certificate and Receipt of SLM at the Registered Mobile Number.**
- x) **Compiling Report/ information.**
- xi) **Starting / Closing of online web based service(s).**
- xii) **Providing data Backup.**

E. TERM AND CONDITIONS:

The service provider has to maintain following term and condition:

1. Date and time span.
2. **Preservation of data integrity and properties of image files as received through online web based system.**
3. Preservation of colour, file name, file extension, pixel, aspect ratio, resolution and other vector index for picture and signature of the student.
4. The concerned agency will be bound to provide backup of the updated database along with picture, signature and all other documents.
5. **Registrar, NSOU** may ask to hand over on termination of contract or otherwise the entire database along with picture and signature.
6. The agency concerned will not be allowed to share any data/ any information of the University with any Department of the University/ with any external agency.
7. The agency cannot disclose company name/ brand name/logo/ any other related information.
8. The agency will not contact directly or indirectly with the applicants / enrolled learners/ user of the system.
9. The agency concerned will not be allowed to generate any information from any data belongs to University.
10. The agency concerned will use the database only for the sole purpose of the University.
 - 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 5 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 of West Bengal)
17. The bidder should have its own, fully operational, office at Kolkata with plenty employee strength.
18. The concerned agency will have to provide all stationary/ logistic support service if required. University will not bear any cost related.