

Invitation for Expression of Interest from Eligible Service Providers/Firms

FOR

**Setting up Technical for Learning Management System, Online Admission, Online Examination,
Academic Support Services, Self Learning Materials, E-Learning Materials**

FOR

**Centre for Distance and Online Education (CDOE)
Sambalpur University
Jyoti Vihar, Sambalpur
Odisha – 768019**

SAMBALPUR UNIVERSITY

The Sambalpur University Act was passed by the Odisha Legislature on 10th December, 1966 to fulfill long cherished dream of the people of Western Odisha for establishment of a University. The University started functioning from 1st January, 1967 with Prof. Parsuram Mishra as the first Vice-Chancellor. The University was inaugurated on 4th January, 1967 by Hon'ble Chancellor A.N. Khosla. The University started functioning in 1967 in a rented private building at Dhanupali, Sambalpur and in Government building at Ainthapali, Sambalpur from 1968 to 1972. In the year 1973 the University was shifted to the present campus named Jyoti Vihar at Burla.

Online learning is unarguably the greatest revolution in contemporary education. Online education has grown over the last few years and has experienced mainstream acceptance. This trend is not only growing in popularity, but it may also soon be the main way that learners attend school, get trained in their jobs, and participate in ongoing training to keep their knowledge and update the skills that are relevant in today's fast-paced business world. The future of online degree education looks promising, and opens up education to a larger section of the population than ever before. Online courses are in huge demand in industry as well as in academia. Centre for Distance and Online Education (CDOE) Sambalpur University aspires to take part in the Digital -India Scheme of the Government of India, and also to start online courses to benefit large number of aspirants while strengthening its student's base.

In the light of the University Grants Commission (Open and Distance Learning and Online Educations) Regulations, 2020, CDOE-Sambalpur University has decided to offer academic courses/degrees to its learners through ODL and Online mode from the academic session 2021-22. The programs will be BBA, M.Com, MCA, MBA and M.A-Education, initially, and a few Under Graduate and Post Graduate Programmes subsequently. In this context, Sambalpur University has decided to invite bids from online vendors to seek help in technology, content creation and delivery, Self Learning Material, Learning Management Systems, Student Admission, Examination, Student Administration, the end to end infrastructure for both – the University to deliver the sessions and for the students to receive the content i.e., entire student and faculty experience and end to end sales and marketing support.

OBJECTIVES OF THE EXPRESSION OF INTEREST

Sambalpur University invites proposals from experienced and eligible entities (herein after referred to as “Respondent” or “Bidder” or “Vendor” or “SP” or “Service Provider”) to participate in the competitive bidding for providing ODL & Online Learning services. The University, for this purpose invites proposal from bidders. The “**Expression of Interest**” document is now being issued to enable vendors to submit their responses to the University. For commercial evaluation, the University will adopt ‘2 bid’ process to finalise the L1 vendor. The Bidder who is interested in participating in this **Expression of Interest** must fulfil the eligibility criteria mentioned in the document and should also be in a position to comply the technical specification. Apart from the above, the bidder must also agree to all our terms and conditions mentioned under this **Expression of Interest**. The University may not accept any deviations from the terms and conditions specified in the tender. Deviations could result in disqualification of the offer made by the vendor at the discretion of the University.

INVITATION OF TENDER

Sambalpur University proposes to invite tenders from the eligible bidders to provide ODL & Online Self Learning Material, Learning Management Services, E-Learning Material, Admission Management, and Examination Support Services for the BBA, M.Com, MCA, MBA and M.A-Education offered through the Centre for Distance and Online Education (CDOE), Sambalpur University. A Bidder submitting the proposal in response to this Expression of Interest shall herein after be referred to as “Bidder” interchangeably. The Expression of Interest document is neither an offer letter nor a legal contract but an invitation for offers / responses. No contractual obligation on behalf of University whatsoever shall arise from the Expression of Interest process unless and until a formal contract is signed and executed by duly authorised officers of the University and the bidder. The University reserves the right to cancel the Expression of Interest at any point of time. All responses to this Expression of Interest will become the property of the university.

The University further reserves the right to accept or reject the total proposal or part thereof based on its own evaluation of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar credentials of the bidder. When the university makes any such rejection, the university will not be bound to give any

reason and /or justification in this regard to the bidder. All offers of the bidders shall be unconditional and once accepted whether with or without modifications by the University shall be binding between the University and such Bidder.

The University may modify any / all of the terms of this Expression of Interest and shall be entitled to award the contract to a selected bidder with / without modification of any conditions contained herein. This Expression of Interest document is structured in such a way that the Bidders fully understand and acquaint themselves with the requirements of the University. While this section is a Preface to the entire document, the following sections are meaningfully segregated for better understanding of the document. The section headings or any other headings do not have any contractual sequence and the submission of responses to Expression of Interest should be based on total understanding of the document. The Document may be obtained from the CDOE, Sambalpur University or can be downloaded from University's Website <http://cdoe.suniv.ac.in>

SCOPE OF THE WORK

1. For Self Learning Material/ Learning Management System/E-Learning Material

- i) Development of Content in Printable and Digitized mode for UG and PG programs for the Centre for Distance and Online Education, Sambalpur University
- ii) The complete project is based on units as per semester system and must be completed in 24 weeks from the date of signing the contract. However, the first semester content should be complete and ready for 05 (five) subjects within 10 weeks from the date of signing the contract so as to enable smooth operation before the next admission cycle commences. Consequently, the University invites proposals only from experienced bidders who have handled such projects earlier and have the necessary content and other components ready. The bidder should be able to provide services in respect of all the courses/programs decided/ to be decided by the CDOE, Sambalpur University.
- iii) The content shall be in English, Hindi and Odia as per the requirement of the subject
- iv) Content shall be unit based, each unit will comprise of approximately 20,000 words and will have approximately 40-50 pages

- v) Each unit will have Objectives, Introduction, Chapter wise content, Check your progress, Critic, Let us sum up, Key words, Questions for Review and suggested reading/s, etc., as desired for Self Learning Material.
- vi) The complete unit wise syllabus shall be provided to the eligible bidder post signing of the contract.

2. For Admission Management, Examination Management and Academic Support

Sl. No.	Activities
1	<p>Infrastructure Set-up</p> <ul style="list-style-type: none"> a. Cloud based Data Centre set-up & Maintenance b. Setting up the Admissions Management System, Student Management System integrated with Learning Management System and Managing it on day-to-day basis c. Setting up the CDOE, Sambalpur University web site for Online programs and maintaining it d. Integration of Sambalpur University Websites, Online Programs website and Portals e. Setting up the Mobile learning platform and maintaining/upgrading it f. Setting up the admission and fees payment gateway and managing it on day-to-day basis g. Setting up the messaging platform (SMS/Email) for the University's Online Programs h. Setting up virtual classroom set up for CDOE, Sambalpur University's Online Programs
2	<p>Content Creation & Set-up</p> <ul style="list-style-type: none"> a. Setting up the E-Learning Material & recording studio in the university and maintenance/management of its operations on day-to-day basis b. Providing access to digital content through Learning Management System and Mobile App c. Recording, editing, finishing, uploading and managing of video content using University faculty. d. Digitization of raw content provided by university faculty e. Customizing the video content as per University's syllabi and making available to all students f. Creation of self-assessment quizzes, practice tests as per video content/lectures and integrating them along with online/video lectures g. Creation of facility for discussion forums among students h. Creation of tracking mechanism of learning by the students i. Providing facility for virtual classes/live lectures by University Faculty Members
3	<p>Admission Management Set-up</p> <ul style="list-style-type: none"> a. Automation of the admission management system for Online Programs b. Setting up of the Online Fees Management System

	<ul style="list-style-type: none"> c. Setting up of the Payment Gateway d. Online scrutiny of admissions, report generation and fee reconciliation. e. Setting up the entrance exam process for the courses
4	<p>Online Examination Management</p> <ul style="list-style-type: none"> a. Setting up online examination platform for Online programs with objective and subjective question b. Digitization of question bank provided by University c. Consolidation of the students list (Regular/ Supplementary / Back log) d. Examination notification through website /email/SMS e. Self-enrollment for examinations f. Examination fees payment and reconciliation g. Post Exam Management h. Result consolidation i. Provision to enable the student to download consolidated marks list j. Proctored Examination
5	<p>Student Support</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 c. Provision for Student and Professor Communities through chat/discussion forums. d. Student should be able to raise the ticket for any issues or concerns.
6	<p>Counselling Facility to Support Admissions</p> <ul style="list-style-type: none"> a. Setting up online/telephonic counselling and program advising services for interested students b. Result Oriented Program Promotions and Professional Counselling Services using trained counsellors.

Overview of Technology Infrastructure Required

The project envisages centralized cloud-hosted core application consisting of an Online Admission Management System, Self Learning Material, Learning Management System and Student Information System. The 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 service provider 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 service provider will also be required to set a recording studio along with 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 other than high speed internet to meet the desired bandwidth requirements.

Software requirements

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

- 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.
- 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 to access the Learning Management System
- Offline content viewing facility for the students.

Implementation Schedule

The project must be implemented and launched in 8 weeks 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 Tenderers who have implemented such projects earlier and have the necessary software, content and other components ready. The service provider should be able to provide services in respect of all the courses decided by the university and the new mode will be implemented to the new admissions as and when the University decides to notify the same.

The service provider has to provide a detailed implementation schedule including Infrastructure and E-Learning Material in his response.

Terms and Conditions

A. General Terms and Conditions

1. The bidder must be a registered company under the company act. The firm should have acquired ISO : 27001 certification as per Information Security Management Systems (ISMS) standards.
2. The Bidder should have acquired ISO : 9001 : 2015 Certificate that specifies the international standards and requirements for a quality management system (QMS).

3. The bidder must have valid GST Registration Certificate, PAN and latest Income Tax return certificate .
4. The bidder will be allowed to bid in Indian rupees only. The quoted amount should include GST and no additional cost will be entertained at later stage. The price and tax should be mentioned separately.
5. The EMD is currently exempted from the bidders. However, the bid security declaration must be submitted mentioning that 2 % of total project value submitted within 15 days of awarding the work order to the selected bidder.
6. The bidder must submit the Documents supporting eligibility criteria and financial information in separate envelopes with the main envelope. The financial information should be given as per ***Annexure – II.***
7. Only those bidders that have successfully completed implementation of such services in totality (including creation of IT Infrastructure and Software, Content, Student service infrastructure, Mobile learning platform etc), for the at least three government universities in Online/ICT Enabled Distance Education Space in India (of which at least one must be Central Universities) should submit proposals. Organization having implemented systems other than Online/ICT Enabled Distance Education are not eligible. Organizations that have the track record of managing a variety of programs including but not limited to Business Administration, Computer Applications, Arts, and Commerce shall be preferred. Organizations having better experience and proven capability of creation of vernacular content shall have an advantage.
8. Bidders 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 Service provider's risk and may result in rejection of the Expression of Interest. Expression of Interest from organizations that do not have the necessary experience as detailed above will be not be technically qualified.
9. Service provider will have to submit copies of the agreements that it has currently signed with other Government Universities offering Online/ICT Enabled Distance Education.
10. The CDOE, Sambalpur University will provide the necessary information, schedules, work processes etc, content etc to help them implement the solution.
11. The University will provide appropriate space within its campus to the service provider with basic facilities such as electricity and water at no cost to the service provider. The furnishing and equipment required has to be provided by the service provider.
12. At its sole discretion, the University may consider changes in its processes for effective integration of the services envisaged under this project.

13. The payment terms have to be clearly mentioned in the proposal by the service provider. The University does not have a policy to issue any advance against its agreements.
14. The University at its sole discretion will decide on the rollout of the services covered under this Expression of Interest, both in respect of the courses and also the batch of students from which the coverage will commence. However, once the coverage for a particular course commences, it will continue till the expiry of the contract. The University may also at its discretion, offer some of the services covered under this contract to its regular students and other students, if needed.
15. The University will continue to hold sole /jointly with service provider the copyright of any content and material provided to the service provider.
16. The contract will be valid for the duration of 03(three) years from the date of agreement
17. The applicant will be required to demonstrate their solution at the Sambalpur University as part of the Technical Bid Evaluation.
18. Sambalpur University will not be making any investments in setting up infrastructure and all such investments need to be borne by the successful bidder.
19. All required personnel, technology, infrastructure and materials for satisfactory provision of services are to be provided by the bidder at their own cost.
20. The bidder will need to provide training to SU personnel as required by Sambalpur University.
21. The bidder may please note that tender once submitted will not be altered after expiry of the deadline. Complete tender document should not have any scope of ambiguity, cutting or overwriting for inadvertent error if any, the bidder must strike through erroneous figure/word and legibly write the correct figure/word and it must be authenticated with dated signature of the bidder.
22. If any bidder which is awarded the contract violates any terms and contracts, it shall be black listed and EMD shall be forfeited.
23. 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/the awardee.
24. The University shall have the rights to alter, modify or delete any terms and condition at any stage.

25. The University authority reserves the right to cancel the tender without assigning any reason thereof.

Arbitration

1. All disputes or differences, whatsoever, arising between the parties out of or relating to the interpretation, meaning and operation or effect of this contract or the breach thereof, shall be resolved through mutual consultation and negotiation.
2. Arbitration cost will be borne jointly by both the parties to the Contract.

Proprietary Rights

All rights, title and interests in the Centre for Distance and Online Education, Sambalpur University content/ data shall always remain with the Centre for Distance and Online Education, Sambalpur University.

B. Eligibility Criteria

1. The bidder should not have been black listed by any State/Central Govt. Organizations/ PSU. The bidder must submit a declaration in this regard. Self-attested on company letter head stating that The Service Provider/Bidder/Vendor has not been blacklisted by any Central Government/ State Government/ PSU/ Government Bodies/Autonomous Bodies/Private Sector nor should have any litigation enquiry pending with regards to the works executed by it as of date of bid submission
2. The bidder should have minimum of 5 years experience as on 31st July 2021 in executing specified in the Scope of Work of this tender document in State and Central Govt. University.
3. The bidder should have successfully executed at least 03 (Three) similar ICT enabled Service Projects Offering University Learning Management System, Content, Student Support Services and online examinations, as specified in the Scope of Work of this Tender document in the State/Central Government Universities. Bidder should provide a minimum of three client references where similar services of this stature have been provided.
(Annexure–1 should be filled up for necessary verifications).
4. The bidder should have executed setting up LMS for any State/Central Government Universities continuously for five consecutive years.
5. The firm should possess Multi Lingual Competence in the Scope of Work specified in this Tender Document.
6. No Consortium will be allowed. The bidder must meet all above eligibility criteria by itself.

The response to tender without submission of proof of above points will summarily be rejected without further communication.

Proposal shall contain:

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

- Overview of the proposed solution which meets the requirement of the University.
- Details of 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.

SUBMISSION OF REQUIRED DOCUMENTS IN SUPPORT OF ELIGIBILITY

The technical bid for this assignment should be along with the following mandatory documents:

Sl. No.	Documents Need to be Submitted	Relevant Details	
		Y	N
1	Documentary evidence in support of being a Company registered under Companies Act		
2	Documentary evidence in support of experience of working with at least 03(three) Govt. Universities		
3	Agreement copies as evidence in support of having providing the similar services in referring to the Expression of Interest for at least 02 Universities for 5 years continuously.		
4	PAN Card- Details should be submitted with proper attestation		
5	GST Registration Number- Details should be submitted with proper attestation		
6	TIN- Details should be submitted with proper attestation		
7	Documentary evidence in support of having quality certification such as ISO 9001 and ISO 27000		
8	Declaration for EMD		
9	Mention setup time required by the vendor once the purchase order is releaseddays	

Experience on Working with Universities having Similar Project

Sl. No.	Name of the University	Contact details of Officer-in-charge	Supporting Document List	Associated Since year

***Contact Details of Officer-in-charge:** Name, Designation, Phone No and E-mail ID of in-charge officer of respective client

***Supporting Documents:** Documentary proof like work orders, completion certificates, service certificates etc. Should be enclosed during tender submission

FINANCIAL BID

Setting up Technical for Learning Management System, Admission, Examination, Academic Support Services, Self Learning Materials, E-Learning Materials for Centre for Distance and Online Education (CDOE), Sambalpur University

Service category	Commercial Criteria	Service Provider's Quote
Category-1	No capital cost to Sambalpur University and only per student usage charges(As percentage of fee) for setting up Technical, Academic and Student Support infrastructure for Online Programs, including responsibility of managing day-to-day operations of entire solution	(mention percentage to be charged) (with or without GST)

Service category	Commercial Criteria	Service Provider's Quote
Category-2	No capital cost to Sambalpur University and only per student usage charges(As percentage of fee) for Admission and Examination Support Services	(mention percentage to be charged) (with or without GST)

Service category	Commercial Criteria	Service Provider's Quote
Category-3	Development of Self Learning Material, Learning Management System and E-Learning Material as per guidelines UGC Notification dated 04 September 2020. Video Recording for 1 Subject (4 Modules/Units), Post Production Edit of recorded videos (20 hour) , Self-Learning material development (Approximately 250 pages)	Cost per Subject (with or without GST)

Authorized signatory

Name and title of the signatory

Name of Service Provider/ Firm

Address

Date