Request for Proposal

Setting up of a Fully Integrated Student Life Cycle Management System
For
The Centre for Distance and Online Education
Mahatma Gandhi University
Kottayam, Kerala, India - 686560

Tender Notice - Important Information Schedule Sheet

1.	Name of Work	Procurement of Fully Integrated Student Life Cycle Management System
2.	Name of the Tender Inviting Authority	Mahatma Gandhi University, Priyadarsini Hills P.O, Kottayam, Kerala - 686560
3.	Mode of Tender	e-tender
4.	The link to which bids are to be submitted	www.etenders.kerala.gov.in
5.	Earnest Money Deposit (EMD)	₹ 30,000/-
6.	Tender submission fee	4,500/-
7.	Pre-qualification criteria	Please refer tender documents
8.	Period of supply and Installation	Within 90 days from the date of signing the contract
9.	Mode of submission of Bid	The tender is "Two Bid' 1.Technical and Eligibility criteria. 2.Financial Bid.
10.	Date for Release of Request for Proposal (RFP).	13.02.2024
11.	Last date and Time of submission of tender by online.	27/02/2024 4:00 PM
12.	Date and time of opening the bid	28/02/2024 4:00 PM
13.	Last date and time of submission before which submission for queries for clarifications via email	24/02/2024 4:00 PM
14.	Contact for queries at	1. 0481-2733293,

		+ 918547992325. Email - coe@mgu.ac.in	
15.	Opening of Technical & Eligibility Bid	28/02/2024	4:00 PM

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1. <u>Introduction</u>

In the true essence and spirit, India is witnessing a major transitional shift in its educational policies, heralding a new era of tremendous advancement in the field of higher education. This educational revolution envisions a greater scope for overall student development by capitalising on the digital reach and technological advancements.The New Education Policy (NEP) 2020 was introduced with the aim of transforming the education system in India to meet the needs and requirements of the 21st century. Online learning is the one such aspect capable of achieving all the milestones that National Educational Policy 2020 (NEP 2020) envisions for massive educational transformation in India.

Mahatma Gandhi University, one of the affiliating Universities in Kerala, is a premier educational institution established on the 2nd October 1983 and named after the Father of the Nation, that strives to fulfill the higher educational needs of the society. To expand its array of innovations and to impart quality education without the constraints of space and time, the University established the Centre for Distance and Online Education (CDOE) in 2020 in accordance with UGC regulations for online programmes. The Centre offers online education under the brand name "mguonline".

As part of its effort in widening the scope and range of its online programmes, Mahatma Gandhi University (hereinafter referred to as **"Customer"** or **"University")** invites **Request For Proposal (RFP)** from eligible and experienced education and consulting firms (**hereinafter referred to as "Bidder" or "Service Provider" or "Firm"**) with a comprehensive end-to-end integrated online learning platform that meets all the academic needs and requirements as demanded by the University. This shall ensure utmost user satisfaction, capable of addressing all concerns regarding online education processes and shall be capable of meeting the emerging changes in the NEP 2020 and UGC mandate regarding online learning landscape.

For selecting an eligible and suitable Bidder, the University has decided to go in for an online bid. The Bidder who is interested in participating in this **RFP** must fulfill the technical and eligibility criteria mentioned in the document and should also be in a position to comply with the technical specifications mentioned in this document. For technical and commercial evaluation, **the University will adopt a '2 bid' system (technical and commercial) to finalise the Bidder**. Apart from the above, the Bidder must also agree to all our terms and conditions mentioned under this **RFP**. The University will not accept any

deviations from the terms and conditions specified in the **RFP**. Deviations could result in disqualification of the offer made by the Bidder at the discretion of the University.

The following proposals will be the basis for hiring a firm for the implementation and support of the solution. Once a firm is selected, the contract to be signed with them will be valid for a period of 5 years and is extendable on mutual consent of both parties. Bidder would be responsible to implement the system and ensure desired output is generated from the system. Bidder will not have any obligation to perform transactions on behalf of the University as stakeholders as it will entirely be owned by the University. The University reserves the unequivocal right to terminate this contractual agreement with the bidder in the event that the performance of the service provider is determined to be unsatisfactory or falls below the agreed-upon standards.

2. <u>Invitation of Tender</u>

Mahatma Gandhi University proposes to invite tenders from eligible Bidders to provide fully integrated Learning Management Services, Admission Management Module and Examination and other Student Support Services for its various online Programmes offered through the Centre for Distance and Online Education (CDOE). The Request for Proposal document is neither an offer letter nor a legal contract but an invitation for responses. No contractual obligation on behalf of the University whatsoever shall arise from the Request for Proposal 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 Request for Proposal at any point of time. All responses to this Request for Proposal 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.

The University may modify any/all of the terms of this Request for Proposal and shall be entitled to award the contract to a selected Bidder with/without modification of any conditions contained herein. This Request for Proposal 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 logical sequence and the submission of responses to Request for Proposal should be based on total understanding of the document.

3. <u>Disclaimer</u>

1. This RFP document is neither an agreement nor an offer by Customer to the prospective Bidders or any other person. The purpose of this RFP is to provide information to the interested Bidders that may be useful to them in the formulation of their proposal pursuant to this RFP.

2. Customer does not make any representation or warranty to the accuracy, reliability or completeness of the information in this RFP document and it is not possible for Customer to consider the particular needs of each party who reads or uses this RFP document. This RFP includes statements which reflect various assumptions and assessments arrived at by the Customer in relation to the statement of work. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. Each prospective Bidder should conduct its own investigations and analysis and check the accuracy, reliability and

completeness of the information provided in this RFP document and obtain independent advice from appropriate sources.

3. The Customer shall bear no responsibility or liability to any prospective Bidder or any other individual or entity under any applicable laws, including but not limited to contract law and tort law, for any information disclosed or provided on behalf of the Customer or their employees during the Bidder selection process outlined in this RFP document. This disclaimer extends to claims based on principles of equity, restitution, unjust enrichment, or any other legal grounds for any loss, expense, or damage that may arise from or be incurred or suffered in connection with the contents of this RFP document. The Customer also disclaims any liability, whether arising from negligence or any other cause, for any losses incurred due to a Bidder's reliance on statements contained in this RFP. Bidders are advised to exercise due diligence and seek professional advice as necessary when relying on information presented in this document.

4. Customer will not be responsible for any delay in receiving the proposals. The issue of this RFP does not imply that Customer is bound to select a Bidder or to appoint the selected Bidder, as the case may be, for the services. Besides, the Customer reserves the right to accept/reject any or all of proposals submitted in response to this RFP document at any stage without assigning any reasons whatsoever. Customer also reserves the right to withhold or withdraw/cancel the process at any stage without giving prior intimation to all who submitted the proposal to this RFP.

5. The information given is not exhaustive on account of statutory requirements and should not be regarded as a complete or authoritative statement of law. Customer accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

6. Customer reserves the right to change/ modify/ amend any or all provisions of this RFP document. Such revisions to the RFP / amended RFP will be made available on the website concerned.

4. General Terms and Conditions

1. The tenders are being invited through the e-tender system of the Government of Kerala. Bidders are requested to apprise themselves of the provisions of e-tender system and submit their respective bids through e-tender system at www.etenders.kerala.gov.in

2. Proposals must be received within the time and date mentioned in the "Tender Notice - Important Information Schedule Sheet". (Page 1).

3. Proposals that are received after the deadline in any form will not be considered and no request for acceptance shall be entertained whatsoever.

4. The University reserves the right to reject any or all the bids without giving any notice or assigning any reason thereof. The decision of competent authority of the Customer in this regard will be final and binding.

5. All the prospective Bidders are requested to read and understand the terms and conditions of the contract as detailed in this RFP document before submitting their bids, as no change or alteration of the terms and conditions is permissible once the bid is submitted.

6. The technical bids shall be opened first and evaluated by the **Tender Evaluation Committee (TEC)**. At the second stage, financial bids of only the technically qualified Bidders will be opened.

7. Any clarification regarding the bid can be requested by e-mail (coe@mgu.ac.in) and this will be entertained 3 days before the last date of submitting the bid. Any e-mail sent thereafter will not be entertained.

8. University reserves the right to extend the deadline for the submission of tenders or bids.

5. <u>Scope of the Work</u>

The student lifecycle management system should cover the entire business continuity of student journey, from admission to graduation, including core functionalities such as student registration, admission, enrollment, learning management, course creation/selection, academic calendar, secure online remotely proctored examinations, intelligent evaluation, academic progress tracking/management, financial management, academic/student auditing with intelligent MIS and decision assistive system with full fledged student support services. The system should be scalable to accommodate global student intake and leverage technology that ensures efficient operations and a seamless user experience. Using scalable cloud-based software models for greater flexibility, accessibility, and ease of maintenance.

1. Programme Management and Content Delivery Capabilities.

2. Role based access control for administrators, instructors and learners. User authentication and authorisation mechanisms. Bulk user import/export capabilities.

3. The system should support the creation, modification, and archiving of courses and programmes throughout the life cycle.

4. Course Offerings and Scheduling.

   The system should allow administrators to define programmes & course offerings, intelligent scheduling, content authoring, locations, communications and notifications. Students should be able to view programmes & course availability, schedules, and prerequisites during registration and during the relevant time periods all applicable business lifecycle related functionalities should be accessible.

5. Fee Payment and Financial management - Fully auditable.

   The system should provide a secure platform for students to pay fees and manage financial transactions from anywhere in the world. (considering global intake). It should support financial aid management, fee component management including scholarships, grants, reimbursements, refunds and student loans.

6. Reporting and analytics tools to track learner progress.

   Robust reporting tools to track learner progress. Customisable dashboards for administrators.

Data analytics for identifying trends and areas of improvement.

7. Integration with other systems,including authentication and user management.

   Compatibility with various e-learning standards (SCORM, xAPI). API support for seamless integration with other systems (HR, CRM, ABC, e-Library, Digi Locker etc.). Single sign-on (SSO) for unified user access.

8. Mobile Apps.

   Responsive design (portal) for mobile devices. Mobile apps for getting convenient access to the student's entire academic life cycle.

9. Scalability to accommodate future growth in user numbers and content.

   Ability to scale with an increasing number of users and content. Design the module to handle a large number of simultaneous users preferably more than 20,000 plus. Optimise performance to ensure a smooth and responsive user experience from admission to examination.

10. Communication and Collaboration

    Messaging and notification systems. Discussion forums and collaboration spaces. Integration with communication tools (email, chat). Include a messaging or notification system to facilitate communication between applicants and admission staff. Provide automated emails or notifications at various stages of the admission process.

11. Content Security

    Role based access controls to protect sensitive content. Digital rights management for copyrighted material. Secure data transmission and storage practices.

12. Training and Support.

    Comprehensive documentation and user guides. Adequate training shall be given to the allotted personnel from the Customer's end. Hands-on support shall be provided by the Bidder to the select personnel during the teething period till they totally get acquainted with the entire scope of the operations.

13. Feedback and Surveys.

    Tools for collecting feedback from learners. Survey capabilities to assess the effectiveness of courses and the LMS.

6. Learning Management System

Fully integrated Learning management platform should facilitate learning, assessment and community based collaborative learning. The Platform should have an ability to create courses using the TOC capability which makes learning immersive using video, audio, PPTs, and other forms of

content. Learners should be able to share their knowledge and resolve doubts using a suite of collaboration tools. The trainers and the learners can easily communicate using the collaborative features and share their knowledge and clear their doubts quickly.

7. **Grievance Redressal Services**

1. The Bidder must provide a solution to log an issue or grievance raised by the university stakeholders under various categories. Once the issue is placed, the issue shall be addressed and rectified within the mutually agreed service time line.

2. Any technical defect identified must be attended by the Bidder's helpdesk team. The Customer should be able to generate a monthly Service Desk report regarding the issues addressed and rectified.

3. The Bidder shall make available its Technical support- Service Desk 6 days a week with support during working hours (between 9 am to 6 pm), through email, call, reporting tool or web support to University team without any limit on the number of incidents reported.

8. **Grievance Management Services**

1. The Bidder must provide a solution to log an issue or grievance by the university stakeholders under various categories which can be operated by Customer and its appointed administrators.

2. Any technical defect identified must be attended by the Bidder's helpdesk team. A monthly Service Desk report shall be submitted to the Customer.

3. The Bidder shall make available its Technical support- Service Desk 6 days a week with support during working hours (between 9 am to 6 pm), with email, call and web support to the University team without any limit on the number of incidents reported.

9. **User Training**

Training plan will have to be developed by the Bidder in line with the overall project plan. The Bidder needs to provide the training on the system in detail to the Customer officials.

10. **History Data Migration**

Bidder is expected to migrate past semester marks of all active students, who are currently studying regular subjects or still having backlog subjects.

11. **Special Conditions**

1. 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 a later stage. The price and tax should be mentioned separately.

2. The Bidder must submit the required documents supporting their eligibility (technical and others as mentioned in the RFP) and financial information separately as it is a '2 bid' system (Technical and Financial Bid).

3. Bidders shall submit the proposals with all necessary evidence 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 Request for Proposal.

4. Service providers will have to submit copies of the agreements that it has currently signed with other Government Universities, Central or State, offering Online/ICT Enabled Education.

5. At its sole discretion, the University may consider changes in its processes for effective integration of the services envisaged under this project.

6. 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.

7. The University at its sole discretion will decide on the rollout of the services covered under this Request for Proposal, both in respect of the programmes/courses and also the batch of students from which the coverage will commence. However, once the coverage for a particular programme/course commences, it will continue till the expiry of the contract.

8. The contract will be valid for the duration of 05 years from the date of agreement.

9. The applicant will have to demonstrate their solution at the Mahatma Gandhi University as part of the Technical Bid Evaluation upon request if required.

10. All required personnel, technology, infrastructure and materials for satisfactory provision of services are to be provided by the Bidder at their own cost.

11. The Bidder will need to provide training to the University personnel as required by the University.

12. The Bidder may please note that tender once submitted will not be altered after the 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.

13. If any Bidder which is awarded the contract violates any terms and contracts, it shall be black listed and EMD shall be forfeited.

14. 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.

15. The University shall have the rights to alter, modify or delete any terms and conditions at any stage.

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

12. Performance Security

Within 15 days of signing the Agreement/Contract, the Bidder shall furnish performance guarantee money equivalent to 5% of the total order value of the contract. The performance guarantee money shall be accepted in the form of bank guarantee or fixed deposit receipt pledged in favour of the **FINANCE**

OFFICER, MAHATMA GANDHI UNIVERSITY, which shall be valid for full contract completion period and a further period of 90 (ninety) days after the date of completion of the contract. The Performance Security will be discharged by the Customer and returned to the Bidder not later than 90 days following the date of completion of the Bidder's performance obligations.

13. Procedure for Submission of RFP

1. The tender is "Two Bid'' system (Technical Bid and Financial Bid) through e-tendering via https://etenders.kerala.gov.in . The technical bid along with eligibility and pre-qualification criteria should contain all the relevant information and desired enclosures in the prescribed manner as given in this RFP .

2. The financial bid is needed to be submitted separately. It should contain only commercials in the prescribed format along with the Tender Fees and Earnest Money Deposit (EMD).

3. The bids shall be opened at the date and time specified. Further details can be had from the Centre for Distance and Online Education, Mahatma Gandhi University on all working days during working hours (10 A.M to 5 P.M). Ph.No. 0481-2733293, + 91 8547992325 or can e-mail at coe@mgu.ac.in . The Bidders are advised to submit their bid well in advance to avoid any kind of network problems. The Customer will not bear any responsibility for any kind of delay occurring from the Bidder's side. The undersigned reserves the right to reject any or all the tender without assigning any reason whatsoever.

14. Eligibility and Pre-qualification Criteria

There is pre-qualification criteria for the Bidders to be eligible for this RFP. Responses not meeting the minimum pre-qualification criteria will be rejected as soon as such proposals are received and will not be considered for Technical Evaluation. Specific requirements for eligibility criteria are given under Sl.No.17 of the RFP.

15. Technical Bid Documents Required

Technical Bid shall consist of the following. Bidder may give more information as per its understanding.

1. Cover Letter (as per Form 1) (page 25)
2. Documentary proof of eligibility and Pre-qualification criteria by the firm.(Sl.No.17)
3. Functional and Technical Requirements with supporting documents (Sl.No.19)
4. Bidder Details sheet (as per Form 2.) duly filled in, signed and complete in all respects (page 26).
5. All proposals must be accompanied by the applicable Tender Fee paid via online failing which the bid will be rejected.
6. All proposals must be accompanied by the applicable Earnest Money Deposit (EMD) failing which the bid will be rejected.
7. Detailed work breakdown structure and post implementation Support plan as per Form 3 (page 26).
8. Project experience of similar scope of services having been implemented as per Form 4 (page 27)

16. Commercial Bid Documents

Considering the nature and character of service or solution the Bidder shall submit the commercial document with the split up highlighting each fee category with its respective amount. Specify the purpose of each fee, such as the one time installation fee for initial setup costs or the students' per head

fee for ongoing services. In consideration of the services provided herein, the Customer shall pay the Bidder the fees and expenses ("Charges") as specified in the commercial bid. All amounts payable to the Bidder are exclusive of any taxes. The Customer is entitled to deduct from applicable payments to the Bidder any tax on the Bidder's income deductible at the sources at the rates applicable as per the provisions of the Income Tax Act, 1961 or any similar taxation laws, and provide the Bidder with evidence or a certificate of payment of such tax to the taxing authorities.

17. Eligibility and Pre-qualification Details to be Submitted

The pre-qualification criteria for the Bidders to be eligible for this RFP process are specified below.

Sl.No.	Pre-qualification Criteria	Y/N	Supporting Document
1.	The firm should be an Indian registered Bidder engaged in the job of design/development and consulting for a minimum of 10 years in India as on the date of RFP. Consortium of companies/ firms is not allowed.		Certificate of Incorporation
2.	The Bidder shall be a registered Bidder in India with valid Service Tax Registration, GST Registration and PAN number allotted by the respective authorities.		Service Tax registration certificate, GST Registration Certificate and PAN number.
3.	The Bidder/firm should have Primary Data Centre with back-up Secondary Data Centre for data Security as per the Government of India, National Data Sharing and Accessibility Policy (NDSAP) guidelines in this regard. Both the data centre should be located in India. The data centre must be tier-3 data centre or above certified and must be ISO/IEC 27001 security certified & Amp; MeiTY empanelled.The Bidder must provision BCP site & Amp; DR for ensuring the continuous availability of the solution. The BCP and DR should be in two different seismic zones.		Cert-in certification, ISO/IEC 27001 certificate and self-declaration signed by the Authorised Signatory
4.	The Bidder should have been certified enterprise-wide at ISO 9001 and 27001		Attested copy of valid (as on bidding date) ISO certificate
5.	The firm should be CMMi 3 (Both services (SVC) and software development (DEV))		Signed Copies of Certificates
6.	The Bidder should own the copyright of the source code of the solution. The Bidder should follow a product release		Certificate of the Copyright to be

	cycle.		submitted
7.	Bidder's must have at least 5 years of Experience in education ERP segment as on 31st of January 2024.		Contract Copy or Work Order or Experience Certificate
8.	Have successfully completed implementation of such services in totality, i.e a fully integrated student learning management system with the specifications mentioned in the tender, for at least three Government, State or Central, Universities in Online/ICT Enabled Online Education Space in India with successful outcomes.		Attested copy of the agreement that the Bidder signed.
9.	The Bidder should not have been black listed in relation to the product for which this tender has been placed, by any State/Central Govt. Organisations/PSU. The Bidder must submit a declaration in this regard regard, self-attested on the Bidder's letterhead stating that, " the Service Provider/Bidder 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"		Attach the declaration
10.	Documentary evidence in support of being a Bidder registered under Companies Act 2013		Attach supporting Documents
11.	Mention setup and customisation time required by the Bidder once the purchase order is released.		

18. Functional & Technical Requirements

Given below are the detailed functional and technical requirements that are required as part of the proposed system. Bidders are expected to indicate the availability of each of these requirements in their product.

18.1 Programme Management and Content Delivery Capabilities

Sl No	Functionality	Available (Y/N)	Remarks
1.	Students should be able to browse the available programmes and select their desired programme/course offerings.		
2.	The system should facilitate admission, programme/course registration and manage prerequisites and conflicts regarding the scheduling of classes, examinations etc.		

3.	Full fledged programme creation and definition, topic definition, Role based multi level collaboration, verification and approval including report layout generation should be automated as per the learning taxonomies and regulations applicable.		
4.	Curriculum definition and scope management. Goals and Objectives definition.This should support the process of designing, implementing, and overseeing educational curricula within the organisation adhering to the global/national/organisational frameworks. It involves the planning, development, evaluation, and improvement of the curriculum to ensure that it meets the educational goals and objectives of the institution and aligns with the needs of the students and the broader community. Administrators and faculty members should be able to define and manage programme curricula as per the relevant applicable frameworks		
5.	Curriculum Implementation: Once the curriculum is designed, it needs to be put into action throughout the business continuity. Curriculum should be available in a structured and organised manner to tag associated resources across the programmes or courses.		
6.	Scope for continuous Improvement, based on the evaluation feedback, adjustments and improvements are to be made on the curriculum to enhance its relevance, quality, and alignment with educational objectives and trends without impacting the BPC.		
7.	Content management (tagging rating and reusing (video,e-materials, texts, questions and documents) - Auto selection of content to various programmes/courses sharing the same topic with multiple learning approaches as per the student learning gap and stream)		
8	Version control for course updates.		
9	Question bank generation related to the topic contents.		
10	Define Result generation criteria.		
11	Define Assessment and Evaluation methods.		
12	Define Degree or Certification.		

18.2 <u>Admission Process Management</u>

Sl. No	Functionality	Available (Y/N)	Remarks
1	Create configurable admission application forms with support for data validation and programme specific criteria filters.		
2	Provision for applicants to upload scanned documents like mark sheets, photographs and related academic and personal documents etc.		
	Provision for the manual tiered verification of the uploaded academic and personal documents.		
3	Support for Online payment. Seamless integration with all major payment gateways. Provision for Multi-Currency payments.(considering global intake).		
4	Configure Admission Quotas: Ability to define sanctioned intake per admission quota for a course per academic year and admit students accordingly.		
5	Configure the workflow-based Admission Procedure / process as per Institute's requirement. System should capture and process details at each level of the admission process.		
6	Provision to dynamically restrict admission at each process workflow in case of non-adherence to predefined rules/criteria.		
7	Provision to automatically admit students based on various criteria. Allotted students should get admitted sequentially as per the existing rules.		
8	Create and send automated notifications to the applicants at any stage during the admission process.		
9	Configure and set up Payment Challan, integration of multiple fee heads and fees receipts as per university requirements.		
10	Configure & dynamically generate customised roll number / registration number / provisional roll number/login ids details for the selected Students.		
11	Institute Admin should be able to view real Time Analytics like Admission Dashboards, Daily admission trend, Seat details etc. - MIS.		
12	Generating Fee receipts instantly for the students after any collection, Bulk generation of receipt & duplicate Fees receipts generation should also be supported. Financial audit-trail should be maintained.		
13	Send notifications (SMS/Email) for different events.		
14	Verify all admission actions via proper audit log and workflow history for each applicant.		

18.3 <u>Student Enrollment/Registration</u>

Sl.No	Functionality	Available (Y/N)	Remarks
1.	Assign a single unique account to a bona fide student, that can be used for his entire online academic activities with the University.		
2.	The enrolled student should be able to see the academic calendar along with his programme/course details dynamically.		

18.4 <u>Examination Affairs</u>

Sl No	Functionality	Available (Y/N)	Remarks
Registration			
1.	Time table scheduling with prerequisite check		
2.	Provision for registration to the examination/course		
3.	Provision to manage examination fees		
4.	System should provide role based login for university.		
5.	System should provide login (multiple) for centres.		
6.	System should provide the capability to update the student profile information.		
7.	Provision for generation of student examination roll number upon university approval, as per university rules. Provision to generate exam date sheets (nominal roll/hall ticket) automatically based on the shifts and examination window.		
8.	Provision for payment reconciliation.		
9.	Provision to capture internal and external marks (role based).		
10.	Provision for online registration for backlog and repeat candidates.		
	Provision to define student eligibility check (Fees Payment, Last qualifying		

11.	exam results and Permissible Backlog criteria)		
12.	Custom Report Generation required - Configurable report generation method Reports Required: ● Centre/batch wise list of registered candidates ● Correction of registration ● List of registered candidates – session wise, course wise, centre wise Configurable list generation etc..		
13.	Provision to conduct mock-examination prior to the examination.		
14.	System should enable the correction of registration details as per the discretion of the officer concerned including fee regularisation.		
15.	Notification and Email notifications at various steps of registration		
Pre Exam Activities			
16.	Customisable assessments, quizzes and exams. Automated grading and feedback. Support for different question types. (MCQs, short answers, essays etc.). It should support a variety of assessment formats, including multiple-choice, essays, and practical exams.		
17.	The software should allow administrators to create various types of assessments, including multiple-choice questions, essay questions, true/false, matching, and more as per the framework/regulations.		
18.	Ensure that the software is compatible with various devices and operating systems, allowing test-takers to access assessments from desktops, laptops, tablets, and smartphones.		
19.	The system should allow auto evaluation of MCQs, MSQs etc where answer keys can be pre-configured by the question paper setters.		
20.	The system should allow multiple evaluators/roles to register and evaluate the subjective answers submitted by the students. The evaluators should have a dedicated portal to evaluate the answers and once submitted, the verified marks should proceed further for processing of results.		
Exam Day Management & Evaluation			
21.	Provision to conduct online examinations with remote proctoring feature		
22.	System should enable capabilities to support online examinations with state of art secure remote proctoring features.		
23.	System should validate the student by capturing multiple photos before commencement of examination.		

24.	System should record student's video at defined intervals throughout the conduct of an examination and video feeds be sent to proctors for human proctoring		
25.	System should be enabled with automated proctoring capabilities to detect multiple faces/no face in front of the system, any device in the vicinity, noise in the surrounding and should raise alerts for the student and for proctors to take actions.		
26.	System should conduct a secured examination on windows/ubuntu/Mac.		
27.	System should enable recording attendance of students and generate absentee reports.		
28.	The system should allow auto evaluation of MCQs, MSQs etc where answer keys can be pre configured by the question paper setters.		
29.	The system should allow multiple evaluators to register and evaluate the subjective answers submitted by the students.		
30.	Scoring and Grading: The software should automatically score and grade assessments, providing immediate/controlled feedback to both test-takers and administrators.		
31.	The evaluators should have a dedicated portal to evaluate the answers and once submitted, the marks should be furthered for processing of results.		
32.	The system should be seamlessly integrated with the examination platform and result processing platform.		
Result Processing & Degree generation			
33.	Processing of results (mark based system & grade based system) to arrive at final normalised/graced marks and grade. Includes WGP/CCPA/SGPA/CGPA calculation etc.		
34.	System should enable auto population of marks.		
35.	System should enable collation of total marks across exam categories in every subject.		
36.	System should enable reconciliation and finalisation of Marks after errors elimination.		
37.	System should enable application of grace marks/moderations based on university rules.		
38.	System should enable generation of final/consolidated mark list (Regular and Backlog cases)		
39.	System should enable grading/marks based on the schemes defined and promote students based on final grade/result. Processing of results to arrive at final regular/normalised/graced marks, percentage of marks or grade that		

	includes the SGPA / CGPA calculation as per the regulation demands.The system should provide tools for creating and managing assessments, based on grading and marks criteria and conversion of marks into grades and vice versa.		
40.	System should enable Result publishing – student wise,batch wise including analytics.		
41.	Custom Report Generation required - Configurable report generation method.		
42.	Creation of backlogs for failed subjects.Capable of generating new parameters as per the programme specific result generation criteria.(Mark/Grade)		
43.	System should enable students to raise Revaluation/ Re-Totaling requests and subsequent processing.		
44.	Generation of Mark/Grade Sheets, Tabulation of Result (TR), Transcripts, Migration Certificates, Provisional Certificates, Position Certificates etc. Digital Certificates – Generation of Degree Certificates, Grade Cards or Statement of Marks that can be digitally verified and shared digitally using secure methods.		
45.	Provision to upload generated certificates & marksheets on centralised repositories such as the National Academic Depository (NAD) as mandated by the Government.		
46.	Capable of generating the pdf of the answer script of a course along with its answer key.		
47.	Provision for engaging in post-result correction.		

18.5 Question Bank Management

SI No	Functionality	Available (Y/N)	Remarks
1	Minimum Three Tier Security mechanism to ensure no leakage of Questions		
3	Allocating Subjects to QP setters and Moderators for setting and reviewing Questions/Question Papers		
4	Enabling upload of Questions/Question Papers for subjects of various programmes as per the applicable taxonomies.		
5	Enabling review of Questions/Question Papers by the Moderators		
6	Categorisation: Organise questions based on subjects, topics, difficulty levels, or any other relevant criteria.		
7	Import Formats: Support various file formats for importing questions from external sources. Export Options: Allow exporting question sets in standard formats for use in different assessment platforms.		
8	LMS Integration: Possible to integrate with Learning Management Systems (LMS) or assessment platforms for seamless use.		

	API Support: Provide APIs for integration with third-party tools and platforms.		
9	Collaborative Editing: Enable multiple users to collaborate on question creation and editing.		
10	Sealing/ finalizing the Question Papers		
11	Electronically delivering the Questions / QuestionPaper to various exam centers/students in a secured manner		
12	Exam Day /Shift/Schedule wise delivery of Question Papers		
13	Auto Selection of Question papers from a set of Question Papers /Questions		

19.Technical Requirements

SI No	Feature/ Requirement	Available (Y/N)	Remarks
System			
1.	Solution shall be capable of hosting in a cloud environment .		
2.	System should have an uptime not less than 98% excluding planned downtime.		
Performance			
3.	Simultaneous batch runs or processing should not impact online performance.		
4.	Bidders should have the capability to monitor the usage of the system to ensure optimal performance and support growth. The bidder should also possess the ability to rapidly scale up in response to the monitoring data, ensuring efficient and effective scalability as needed.		
Maintainability			
5.	The bidder should be responsible for conducting timely application and ecosystem upgrades/patches.		
6.	The Bidder should make a standardised process available by which layouts, configurations and data can be copied from and to the acceptance and product environment.		
7.	The Bidder shall have separate environments for testing, training and production		
8.	All major releases should be communicated by the Bidder and all updates for the same to be made available to the Customer.		
9.	The Bidder shall provide release notes with each upgrade, patch, and bug fix.		
Security			
10.	Bidders shall ensure the System and underlying infrastructure is secure and capable of appropriately protecting data for the duration of the contract.		

11.	The logging database must NOT be accessible to unauthorised users.		
12.	The Bidder should guarantee that communications over the network will be encrypted		
13.	The Bidder shall carry out security updates properly and efficiently.		
14.	The scope of the security requirements shall cover all the service related infrastructure components and resources (server side hardware and software, physical and logical) and processes used in the provisioning and management of the System.		
15.	The Bidder shall ensure that adequate IT security resources are available to co- ordinate information security across the cloud environment.		
16.	The customer shall retain all rights to the data stored in its provisioned instance/storage, whether created by the customer or its end-users.		
17.	Bidders shall propose a security management and governance framework to ensure that the System is able to meet security best practices.		
Compatibility			
18.	The System should be supported on current and future versions of common web browsers used in India such as Safari, Edge, Firefox and Google Chrome.		
19.	If new browser versions are released, they should also be supported within a reasonable period of time The same applies to relevant browser plug-ins.		
Business Continuity and Disaster Recovery			
20.	Bidder should have a primary and back-up center in India		
21.	The Bidder should take care of and is responsible for backups of all data (the database) in the System		
22.	The Bidder should ensure that Loss of Data is prevented when Data is exchanged.		
23.	The system should offer the possibility to restore to the last working day in case of a System crash		
24.	There shall be a procedure available for recovering data after any System crash or interruption.		
25.	The Bidder shall develop a Business Continuity Plan/ Disaster Recovery (BCP/ DR) that addresses various aspects to enable the System to maintain business continuity and disaster recovery.		
26.	The Bidder shall plan, coordinate and conduct exercises to test the BCP/ DR and share a detailed report to the Customer		
27.	The Bidder shall regularly maintain the BCP/ DR documents		
Profile based Access Management			

28.	The System shall support multiple profiles owned by the Customer to support different roles and responsibilities, as per the statutory positions in hierarchy.		
29.	Provision for a user to change his/her password. Admin should be able to force password change if required.		
30.	Each account shall have different access control mechanisms (configurable) to allow activation of different System functions/services.		
31.	Access to System administrative functions shall be tightly controlled, monitored and accounted for.		
32.	Access rights of the System should be granted based on role needs and will be reviewed periodically by the Customer. Any accounts that are not needed shall be deleted by the Administrator (from Customer side) after review and authorisation.		
33.	The Bidder shall have a proper approval process and tracking mechanism for all access to the System and information to ensure proper usage and accountability.		
34.	Based on the IP range the System access may be restricted for any profile of user or individual user.		
35.	Security measures to restrict and control the users, developers and operators access to the System shall be put in place.		
SMS /Email Integration			
36.	Support for SMS/Email/APP notifications for various actions, such as fee due reminders, absenteeism, and other configurable parameters, should be generated automatically.		
37.	Email Reply - Capability with which users can respond to mails with certain keywords and transactions are performed in System, based on that email response.		
38.	SMS Reply - Capability with which users can respond to SMS with certain keywords and transactions are performed in the System, based on that SMS response.		
39	Provision for Social network platform integrations such as facebook, whatsapp, chatbot etc.		
Audit Trail			
39.	The System should record changes in data in every field with user ID and time stamp.		
40.	The Bidder should be able to provide an audit report on a certain field/table as requested by the Customer.		
Archiving			
41.	The application should provide a Data Archival utility on a cloud model as a part of the standard offering		
Single and Minimal Data Entry			

42.	Data should be entered and validated at source only once and be used throughout the system(s)		
43.	There should be provisions to facilitate and minimize data input (e.g. use of intelligent default values, inheritance from previous entries, etc.) facility to strictly avoid any duplication of data. Search/match facility required that can help restrict the entry of duplicate data by providing interactive alert messages		
Reporting and Data Extraction			
44.	Interface with Data Mining Tool		
45.	Facilities for free text search		
46.	Have ad hoc reporting capability that is user friendly and easy to use		
47.	Configurable reports. Defaults templates to be provided for standard reports based on industry best practices		
48.	Provision to export reports in excel file or as a pdf document or delimiter separated text file.		
49.	System should have the capability to schedule reports and send through email/sms.		
50.	System should facilitate the user to create their own reports based on the data captured in the System.		
51.	Provide good interfacing mechanism		
52.	Powerful analytics with good dashboards		
Self-Service Portals			
53.	System shall provide self-service portals to all the stakeholders. Stakeholders should have a view of data depending on the user access provided.		
54.	Provision to add menu items in the self-services pages for relevant users so that they can quickly launch them.		
55.	Ability to create scalar and vector widgets (data analytics)		
56.	Ability to create a new User Interface for a parent, student, or a faculty with relevant information only.		
57.	Students/Parents/Faculties should be able to login to the self-services portal using their user-ID and password and see transactions/updates related to them, and receive notifications from university		
Technology Tools			
58.	Help Manual for the system should be made available online with videos with powerful search and filter capabilities to get quick help on any system information		
59.	Should have a capability to upload data in bulk for shorter implementation cycle		
60.	Provision to Search anything like applications /solutions /users/screens/workflow transactions from a single screen.		
61.	All pending actions and notifications to be shown in one place like a worklist. Where actions can be taken like "approve" or "reject", and this should be		

	possible through a mobile as well.		
62.	Ability to see transactions done each month as a trend to understand usage of the system or the solution by a user or department		
63.	Broadcasting: Ability to send messages to entire organization for the message to display on their system login		
64.	Application for internal messaging – Provision for the users to chat with the members of the institute/University.		
65.	System should allow simple UI changes in home Screens as per University's requirement. Like University- Logo, banner, Labels etc		
66.	Cloud Storage: Ability to store files in cloud drive so that it can be retrieved anytime later from anywhere		
67.	Decision support system: Application should prompt the user with historical information before performing key transactions		
Training Environment			
68.	Should have provision for users to practice transactions before using the actual production system		
69.	Data set up in production should be available in a training environment so that training is a proper simulation.		

20. <u>Cost of Bidding</u>

1. The Bidder shall bear all costs associated with the preparation and submission of its bid, including cost of presentation for the purposes of clarification of the bid, if so desired by the client and client will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
2. The firm is expected to carefully examine all instructions, forms, terms and specifications in the bid document. Failure to furnish all information required in the bid document or submission of a bid not substantially responsive to the bid document in every respect will be at the firm's risk and may result in the rejection of the bid.

21. <u>Arbitration</u>

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, Mahatma Gandhi University data shall always remain with the Centre for Distance and Online Education, Mahatma Gandhi University.

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

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.

22. Technical and Financial Evaluation

a) Evaluation criteria will be based on evaluation of the Bidder meeting the technical qualification (including eligibility criteria) and subsequently evaluation of financial bids. The evaluation shall consist of following phases:

i) Phase I – Evaluation of Technical bid and Eligibility.

ii) Phase II - Evaluation of Financial bid following QCBS Method (Quality and Cost Based Selection).

b) It is mandatory for the Bidder to qualify all the technical qualifications (including eligibility criteria) to be technically qualified and for being considered for opening of their Financial Bid and evaluation thereof.

Phase I - Evaluation of Technical Bid:

● Detailed technical evaluation shall be carried out and other conditions in the tender document to determine the substantial responsiveness of each bid. For this clause, the substantially responsive bid is one that conforms to all the eligibility and terms and conditions of the tender.

● The evaluation committee may call the responsive Bidder(s) who comply with all terms and conditions of the tender for discussion and presentation, if required, to facilitate and assess their understanding of the scope of work and its execution.

Phase II - Evaluation of financial bids:

The financial bid shall be opened of only those Bidders who have been found to be technically eligible.

The financial bids shall be opened in the presence of representatives of technically eligible Bidders, who may like to be present. The Customer shall inform the date, place and time for opening of financial bid.

P.S.: In the event that two or more Bidders/firms with the same final score, the Bidder with more marks in technical evaluation shall be considered.

Forms

Form 1

Dear Sir/ Madam,

Subject: Submission of the Eligibility and Technical bid for "Integrated Student Academic Life Cycle Management System".

We, the undersigned, offer to provide the services to Customer for "Integrated Student Academic Life Cycle Management System" in response to your RFP dated……..

We are hereby submitting our Proposal, which includes the Eligibility and Technical bid and the Commercial bid separately in the slots concerned. We hereby declare that all the information and statements made in this Eligibility and Technical bid are true to the best of our knowledge and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake to initiate the services related to the assignment as specified in the Contract issued to us in case we get selected for the award of the Contract. We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for 90 days as stipulated in the RFP document. We understand you are not bound to accept any Proposal you receive.

Yours sincerely,
For [Name of the Bidder]

Authorised Signature [In full]

Name and Title of Signatory:
Name of Bidder Firm:
Address:
Location: Date:

[Seal and Signature of Authorised Person with Date & Place]

Form 2

1. **Bidder Details**

Details Required	Provide the relevant information with proper documentary evidence
Name of Bidder	
Registered office Address Telephone Number(s) and Fax Number	
Constitution of Bidder	
Type of Bidder's organization (Government /Semi-Government / Private)	
Year of Establishment	
Registration Number under Indian Bidder Act, 1956	

Authorised Signature [In full]
Name of Signatory:
Date:

[Seal and Signature of Authorized Person with Date & Place]

Form 3:

Detailed work breakdown structure

Bidder should provide the timelines of the complete project with scope of work. Duration of activities shall be indicated in the form of a table below.

SI No	Activity	Calendar Weeks												
		1	2	3	4	5	6	7	8	9	10	11	12	n
1.														
2.														
n														

Form 4.
Project experience of similar scope of services having been implemented

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

Client for which the project was Executed.	
Name and description of the project.	
Duration of the project (start date, completion date, current status).	
Scope of services	
Total value (cost) of the project	
Copy of Work Order/ Experience Certificate	