



नालन्दा खुला विश्वविद्यालय  
**Nalanda Open University**

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Ref. No. \_\_\_\_\_

Date : \_\_\_\_\_

**INVITING QUOTATIONS FOR ONLINE ADMISSION &  
STUDENT INFORMATION SYSTEM SOFTWARE  
TENDER No. 05/2015-16**

Sealed tenders are invited from reputed Firms/Companies having VAT/LST, Service Tax Registration, PAN number and other criteria as mentioned in our tender document for supply and installation of **“Online Admission & Student Information System Software.”**

Important information related to installation of online admission and student information system software and tender form with details may be downloaded from University website [www.nalandaopenuniversity.com](http://www.nalandaopenuniversity.com); [www.nou.ac.in](http://www.nou.ac.in) or collected from the office of Registrar(Exam), Nalanda Open University, 3<sup>rd</sup> Floor, Biscomaun Bhawan, Patna – 800 001 during office hours. Last date for submission of tender is 18<sup>th</sup> April, 2016 till 4.00 pm.

The technical bid will be opened on 18<sup>th</sup> April, 2016 at 5.00 PM in presence of tenderers or their authorized representatives and the financial bid will be opened on 20<sup>th</sup> April, 2016 at 5.00 pm in presence of qualified tenders.

Registrar(E)

**Nalanda Open University**  
**TENDER NOTICE FOR COMMISSIONING ONLINE ADMISSION AND**  
**STUDENT INFORMATION SYSTEM**

Nalanda Open University invites Technical & Financial bid for Online Admission & Student Information System with integration to existing Admission software of the University. The vendor should ensure that all the legacy data of existing system related to students must be imported to the new system of the University. The Technical Specifications and Schedule of Requirements/Specifications and Technical details are appended herewith.

***Submission of Tender Document :***

- (i) Place: Office of the Registrar(E), Nalanda Open University, 3<sup>rd</sup> Floor, Biscomaun Bhawan, Patna-800001
- (ii) Time and Date of Submission : **On or before 18<sup>th</sup> April, 2016**
- (iii) Time and Date of Technical Bid opening : **18<sup>th</sup> April, 2016 at 5.00 PM**
- (iv) Time and Date of Financial Bid opening : **20<sup>th</sup> April, 2016 at 5.00 PM**  
(*only of qualified technical bidder*)

NOU will not be responsible, for submission / delivery of quotation at wrong places other than the place mentioned above.

**○ *Pre-qualifications :***

Following are the qualifications of the bidder for participating in the bid process:

1. The bidder shall be a Registered Company in India with valid VAT/ LST, Service Tax Registration and PAN number allotted by the respective authorities. Supporting documents should be submitted.
2. The bidder should have been certified enterprise-wide at ISO 9001:2008 or above. Supporting documents should be submitted.
3. The bidder should have Annual Turnover of at least 10 Crore or above in the last three Financial Years. Copies of Profit & Loss Account and Balance Sheet in respect of each of the last three years must be attached along with turnover certificate from C.A.
4. Copies of Profit & Loss Account and Balance Sheet in respect of each of the last three years must be attached.
5. The bidder should be a national level I.T. Organization with experience in the field of ERP software conceptualization, design, development, deployment, customization and maintenance in Universities/ educational institution for at least last two years as on 31st March, 2015. Company Registration document should be submitted.

6. The bidder must have successfully implemented similar software projects in Universities (Preferably in Open University)/Institutions and the details of such job shall be furnished with copy of work order and certificate from the clients indicating successful implementation of the package
7. The bidder shall not have been black listed by any State or Central Government in India or abroad.

**Online Admission and Student Information System Software Module**

System is expected to automate the following process of the University mentioned in the sub module.

**Online Admission and Student Information System**

<b><i>Modules Name</i></b>	<b><i>Sub Modules</i></b>
Online Admission and	Student Master Database
Student Information System	Updation / Import of short listed Student Data into database along with
	Course Admitted
	Personal Detail
	Qualification's
	Category (Gen/SC/ST etc.) With Gender
	Integrated Fee Collection
	Fee Structure
	Fee Collection Details
	Fine Collection Details
	Fees Refund or Fees Settlement
	Student Fees transfer
	Various MIS related Reports
	Online/offline filling up the forms
	Applicant database information-Consolidated List
	Option for uploading applicants credentials
	Uploading of Photograph
	Online payment
	payment integration through third party payment gateway
	offline payment through challan generation
	Verification of Admission Criteria
	Application of Program/Batch based on the choices given by the student and Transfer
	Admission letter generation with student's photograph
	Student Application Data (On Line/Off Line)
	Downloading/Printing of applicants information
	SMS & Email Integration

	Exam event and schedule creation by COE
	Invigilator list
	Date Sheet Generation.
	Setting Plan
	Attendance / Absentee list generation.
	Marks Entry System by faculty Member with approval from HOD
	Result Entry System and Processing
	(A) Percentile
	(B) Grading System
	(C) CGPA or SGPA
	Tabulation of Grade Sheet.
	Printing of Grade Sheet, Marks Sheets, Transcript and Various MIS reports.
	Publication of Results on the Web/ Kiosk after approval.
	Application for review by the examinee (Retotaling) or photocopy of Answer copy
	Amended result publication (if any)
	Notice for convocation and convocation event creation
	online application for convocation registration
	Online and Offline convocation fees payment
	student list for Convocation
	Form Submission for failed students (Annual exam & Second Exam)
	Medal List Generation
	Migration and Provisional Certificate and Original Certificate
	Duplicate Admit Card & Fee Receipt
	Verification of the Degree/Marksheet issued by the University
	Admission cancellation on request
	Letter/Information sent for pending exam result
	Any other work as per the need of the University

○ **Requirement of Features :**

Fully web-based software which should be accessible from anywhere in the

world. The proposed system should be capable of hosting on any cloud environment as decided by the University.

The system should also ensure that in case Internet connectivity is affected, major functions of the university should not get disrupted and can be accessed through LAN.

○ **Security :**

- Secure single sign login
- Role and responsibility based access
- Ability to define access levels to the level of menus/sub-menus screens
- Data level access depending upon the role
- Password encryption
- Scalability
- Easy to make changes during maintenance phase
- Easy to add new features/ functional areas

○ **Activities in scope :**

- Gap Analysis
- Customization and Implementation training of the software.
- Comprehensive training of concerned staff members and Officers/Administrator
- Facilitating backlog Data entry
- Backup and restoration guidelines for system and data
- Technical Architecture

The Campus Automation Solution must translate the existing business processes and procedures through fit/gap analysis to conform to the standard processes delivered with the application. The application should be state-of-art technology to improve the delivery of services through workflow and web-enabled access. The application should:

- Be completely compatible with Operating System of different flavors
- Be fully web-enabled,
- Be capable of supporting decentralized as well as centralized processing,
- Provide user oriented self-service capabilities,
- Have a robust set of communication and reporting tools,

○ **Import/Export Data :**

- University will provide data in the specified format for legacy data
- Extract data in various formats.
- Import and Export to the archived files.
- Produce reports on all areas of data that can be exported to standard office

suites.

- Facilitate the cut-copy-paste function from the application to standard office suites.

In case University wants to have a manual data entry in the system, it can ask for assistance from the successful bidder in terms of manpower in additional cost as mutually agreed.

○ ***The application should :***

- Provide a Data Archival utility as a part of the standard offering.
- Facilitate the query and reporting on archived data.

○ ***The application should :***

- Record changes in data in every field with user ID and time stamp, with ability to record reasons in some cases.
- Enable which fields or tables are to be audited through a delivered tool

Only authorized users should have access to the system. As such, the system should therefore have the ability for the specification of who will have access to which functions. Where appropriate, further discrimination at the data level (e.g. Respective departments may only have access/update to data Related to their own departments) is required. In this regard, the capability to support multi-role differentiation based on a single user sign-on will be essential.

○ ***The proposed system(s) must support a comprehensive access and authorization mechanism, including;***

- Single sign-on for all system components
- Support for a central authentication scheme
- Ability to define multiple level authorities, comprehensive set of user roles and permission lists, and flexible segmentation of data
- Ability to manage access to authorized functions based on the roles represented in the account
- Ability to manage access to different segments of data depending on the role

○ ***Single and minimal data entry :***

Data should be entered and validated at source only once and be used throughout the system(s). There should be provisions to facilitate and minimize data input (e.g. use of intelligent default values, inheritance from previous entries, etc.) System must have 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.

○ **Interfacing provisions / Interoperability with other key systems**

The proposed system should have the ability:

- To interface with external systems, either through import/export facilities or batch programs.
- Support for callable functions to access internal data or invoke internal functions should also be available, via services that conform to industry standards.
- Support for bar-coded, bio-metric, Internet Banking and/or smart card based inputs.

To minimize the need/impact of customization, the proposed system should, wherever appropriate, support;

- Flexible customization capabilities
- Flexible data structures with user-definable fields
- Callable functions to access data/functions with application conforming to industry standards
- Ability to extend/change existing pages without much impact on the application
- Ability to add/modify the existing workflows.

○ **Payment Terms:**

*For Software*

- 75% of the payment will be released after successful installation and training of University officers and issue of completion certificate by the concerned department.
- 25 % of the payment will be released after 6 months of successful running of the system.

○ **Submission Guideline :**

- All the pages of tender document should be signed by the bidder to indicate that the bidder accepts all terms and conditions mentioned. This should be submitted along with technical bid .
- All supporting documents regarding eligibility criteria should be attached in "Technical Bid" document. These documents along with "Technical Bid Format" should be sealed in a separate envelop.
- Financial bid should be strictly in the format specified in Annexure I. This financial bid should be sealed in a separate envelop.
- Both technical and finance bids should be sealed in a single envelop and subscribe "***The Registrar (E), Nalanda Open University, 2nd/3rd Floor, Biscomaun Bhawan, Gandhi Maidan, Patna, Bihar 800001***"
- An EMD of **Rs 25,000** should be submitted in favor of "***The Registrar,***

**Nalanda Open University**". This should be kept along with technical bid documents. EMD of the unsuccessful bidder may be returned within 90 days.

○ **Other Terms and Conditions :**

- The ERP software is to be installed in a LAN based server which will be accessed at various locations of the University establishment through LAN/Internet.
- Minimum Specifications of the server needed for installing the Online Admission and Student Information System software is to be mentioned clearly in the Quotation/tender document positively.

The tender committee has the rights to accept or reject any tender on the basis of its merit without assigning any reasons to the concerned firm.

○ **Warranty Clause :**

The software should have a mandatory warranty of Three Years post successful installation.

The successful bidder will provide onsite warranty including support and maintenance **free for 36 months** from date of completion of implementation of software. Subsequent engagement for support and maintenance shall be on an Annual Maintenance Contract (AMC) between bidder and the University after 36 months.

During the warranty period, a qualified technical resource person shall visit the Institute on-call basis and supervise the functioning of the software, continue technical support and help the users in getting themselves familiar with the software and entering data – current and past. In case of any problem in the software the bidder will have to attend the complaint call within 24 hours and rectify the problem.

**Annexure I**

**Price Bid Format**

<b>SI No.</b>	<b>Description</b>	<b>Amount (Rs.)</b>
1.	Software Development cost (Including Installation, Training, warranty & maintenance for 3 year)  (Specify Front End/Back End _____)  Module & submodules (As described earlier)  Applicable Taxes	A   B
	<b>GRAND TOTAL for Mandatory Modules</b>	A + B
2.	Rate of Annual Maintenance after the expiry of free maintenance period	



TOTAL IN WORDS \_\_\_\_\_

\*No further cost over and above the quoted price will be paid by the university under any circumstances.

**Annexure II**

**Technical Bid Format**

<b><i>Sl. No.</i></b>	<b><i>DESCRIPTION</i></b>	<b><i>DETAILS</i></b>
1.	NAME OF THE FIRM	
2.	CONTACT DETAILS (Head Office & Branch Office Addresses, Phone, e-mail ID)	
3.	AUTHORIZED CONTACT PERSON (Name, e-mail ID, Phone No.)	
4.	ISO Certification Details	
5.	CST/VAT/Service Tax Registration/PAN Copy Attached (Yes/No)	
6.	Balance Sheet and Profit & Loss Account for Last three years Attached (YES/NO)	
7.	Contact Details of Office and service Centre	
8.	Experience of Software conceptualization, design, development, deployment, customization and maintenance (At least last two years as on 31 <sup>st</sup> March, 2015 (Yes/No)	
9.	Experience of similar works in Universities/Institute (Order Copies Attached) (Yes/No)	
10.	Confirmation that the company has never ever been blacklisted (Declaration on Company letterhead) (YES/NO)	
11.	Technical Architecture Diagram Attached (YES/NO)	
12.	Implementation Timeline Attached (YES/NO)	
13.	Product Brochure Attached (YES/NO)	
14.	Technology Used – Front End	
15.	Technology Used – Back End	

16.	Proposal Validity of 90 days ( YES/NO)	
17.	STQC Certificate ( Yes/No)	

**Annexure III : References**

(University may contact any one or all of the following references regarding evaluation of current software solution running at the reference site as mentioned in Point 5 of eligibility criteria)

<i>Sl No</i>	<i>Name &amp; Address of the Institution</i>	<i>Status (Central Univ/State Univ/IIT/NIT/IIM/ Autonomous / Open Universities etc)</i>	<i>Details of contact person with official designation, department, phone number &amp; email ID</i>
1			
2			
3			

- Address should be clearly specified.
- Contact person should be preferably the project-in-charge of the reference institute and/or having full knowledge of the existing status of the project.
- E-mail IDs should be preferably the official IDs and preferably belong to the institute mail domain.

