

INVITATION FOR EXPRESSION OF INTEREST FROM ELIGIBLE ORGANISATIONS
FOR
SETTING UP TECHNICAL, ACADEMIC AND SUPPORT INFRASTRUCTURE FOR
DEVELOPMENT, LAUNCH AND MANAGEMENT OF MOOCs/ONLINE PROGRAMS
FOR
MIZORAM UNIVERSITY, AIZAWL

Introduction

The significance of MOOCs and Online Programs in providing quality yet cost-effective education in Indian scenario is highly important. Those having no direct access to classroom learning can only turn to this mode of education. Mizoram Central University has decided to Initiate development of MOOCs and online certificate & diploma programs, in order to arrange the quality education, by using a specialized software platform to manage its students, academics, examinations, finances, admissions and other ICT enabled academic and administrative support services, in addition to digital learning materials and computer based evaluation process. To achieve the above objective, development of a customized technical and support services, provision for creation, launch and management of MOOCs/online programs are to be implemented. The University intends to implement the above in cooperation with firms having adequate experience in the field.

Scope of work

Sr. 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 University web site for MOOCs/Online programs and maintaining it d. Integration of Mizoram University Websites, MOOCs/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 MOOCs/Online Programs h. Setting up virtual classroom set up for University's MOOCs/Online Programs

2	<p>Content Creation & Set-up</p> <ul style="list-style-type: none"> a. Setting up the content development & recording studio in the university and maintenance/management of its operations on day-to-day basis b. Providing access to digital content through LMS 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. Making the existing video content available to all students f. Customizing the video content as per University's syllabi g. Creation of self-assessment quizzes, practice tests as per video content/lectures and integrating them along with online/video lectures h. Creation of facility for discussion forums among students i. Creation of tracking mechanism of learning by the students j. Providing facility for virtual classes/live lectures by university professors
3	<p>Admission Management Set-up</p> <ul style="list-style-type: none"> a. Automation of the admission management system for MOOCs/Online Programs b. Setting up of the Online Fees Management System 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>Placement Assistance</p> <ul style="list-style-type: none"> a. Offering industry validated placement support for all students b. Facilitating apprenticeship opportunities for interested students c. Arranging On-Job-Training d. Assisting the students in getting placement on successful completion of programs
5	<p>Online Examination Management</p> <ul style="list-style-type: none"> a. Setting up online examination platform for MOOCs/Online programs 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 for MOOCs f. Examination fees payment and reconciliation g. Post Exam Management h. Result consolidation i. Provision to enable the student to download consolidated marks list (CML)
6	<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

	<p>c. Provision for Student and Professor Communities through chat/discussion forums.</p> <p>d. Student should be able to raise the ticket for any issues or concerns.</p>
7	<p>Counseling Facility to Support Admissions</p> <p>a. Setting up online/telephonic counseling and program advising services for interested students</p> <p>b. Result Oriented Program Promotions and Professional Counseling Services using trained counselors.</p>

Overview of Technology Infrastructure Required

The project envisages centralized cloud-hosted core application consisting of an *Online Admission Management System, 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.*

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 inter-operable, 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 LMS
- 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 vendors 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 content development in his response.

Special terms and conditions

- Only those organizations 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 five Government Universities in MOOCs/Online/ICT Enabled Distance Education Space in India (of which at least two must be Affiliating Dual Mode Universities) should submit proposals. *Organizations having implemented systems other than MOOCs/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 Humanities, Arts, Science, IT and Management shall be preferred. Organizations having better experience and proven capability of creation of vernacular content shall have an advantage.
- Organization 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 EOI. EOI from organizations that do not have the necessary experience as detailed above will be not be technically qualified.
- The service provider will be required to demonstrate their solution at Mizoram University as part of the EOI evaluation.
- Service provider will have to submit copies of the agreements that it has currently signed with other Government Universities offering MOOCs/Online/ICT Enabled Distance Education.
- The University will provide the necessary information, schedules, work processes etc, content etc to help them implement the solution.

- The University will provide appropriate space within its campus to the service provider with basic facilities such as electricity, water and telephone at no cost to the service provider. The furnishing and equipment required has to be provided by the service provider.
- At its sole discretion, the University may consider changes in its processes for effective integration of the services envisaged under this project.
- 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.
- The University at its sole discretion will decide on the rollout of the services covered under this EOI, 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.
- The University will continue to hold sole/jointly with service provider the copyright of any content and material provided to the service provider.
- The contract will be valid for the duration of 7 years from the date of agreement and thereafter for a period 5 year each based on mutual consent.

Quotation

Quotation, based on criteria given in form V, shall contain only the price to be quoted, which shall include all taxes (GST) and levies in Indian rupees. It shall not be conditional.

Liquidated damages

University reserves the right to sue the firm for liquidated damages to the extent of actual loss if any incurred by the University, if the University has suffered losses on account of any illegal/unlawful act of the firm.

Dispute Settlement

Agreement on this assignment shall be governed by, construed and interpreted in accordance with the laws of India. Any dispute, difference or claim arising out of or in connection with or in relation with this Agreement which is not resolved amicably shall be decided finally by the appropriate courts in Mizoram. Civil Courts will have no jurisdiction over the subject matter of this agreement.

Selection process

University shall evaluate all proposals based on eligibility and experience of the organizations and only on successful evaluation of proposals/EOI the agreement will be signed.

Eligibility

EOI are invited from category of firms who meet the following eligibility criteria:

- A. Successfully completed implementation of such services, in totality in more than five government universities/MOOCs/Online/ICT Enabled Distance Education departments or open universities, of which at least two must be affiliating dual mode university. A completion certificate or services agreement of projects of similar nature should be produced with the EOI.
- B. Must be an Indian company registered under the Indian Companies Act 1956 with Service tax or Income tax registration as required by the statutes. (Details to be submitted with the EOI).
- C. Turnover for the last two years from projects of similar nature which should be at least 2 crore per annum on an average.

The EOI should comprise the following.

- Compliance sheet duly filled in with documents mentioned therein (Form I of annexure III)
- Particulars of the organization (form II of annexure III)

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.

Proposal

EOI of only technically qualified organizations will be entertained. The price quoted shall include all taxes and levies, in Indian rupees. The proposal shall not be conditional.

Successful service provider will be notified in writing or by fax or E-mail. The notification of award will constitute the formation of the contract.

Terms & Conditions

- Service provider is responsible for all costs in connection with participation of the EOI process including, but not limited to, costs incurred in conduct of any diligent activities, participation in meeting/discussions/presentations, preparation of proposals or any

- additional information required by the University for or during the EOI submission, evaluation and negotiating any agreement.
- University makes no explicit or implicit commitments that this proposal will result in a business transaction with anyone. This is only an invitation for an EOI by any interested party.
 - Original and all copies of the EOI shall be typed or printed without overwriting except with signature of the service provider or authorized person signing the proposal and signed by the service provider or a person only authorized to bind the service provider to the contract. Supporting document of authorization to be attached to the EOI.
 - Last date of EOI submission will be 18.01.2018, 4.00pm
 - Failure to meet any or all of the EOI requirements express or implied or knowledge of the University about collusion among organizations makes a service provider liable to disqualification.
 - Proposals must be direct, concise and complete with all required information. It shall conform to the format if prescribed and shall be written in English.
 - All services have to be provided by the service provider only, proposal submitted by multiple providers/consortium are not acceptable.
 - It shall be submitted to **The Registrar, Mizoram University, P.O. Box 190, Tanhril, Aizawl-796004, Mizoram** on or before the date and time prescribed super scribing EOI for MOOCs/Online programs.
 - Withdrawal of proposal between the last day for the submission of the EOI and the date of expiration of the validity period specified by the service provider on the proposal will result in disqualification.
 - The successful service provider shall not sublet the contract.

Schedule of EOI process

- | | |
|--------------------------|--------------|
| • Date of issue | -08.01.2018 |
| • Due date of Submission | -22.01.2018 |
| • Evaluation | -23.01.2018 |
| • Negotiation | -02.02.2018 |
| • Letter of Award | - 08.02.2018 |
| • Signing of agreement | -20.02.2018 |

Other information

Name & address of the authority	-	Mizoram University, Aizawl.
Designation & Address of the - EOI inviting officer	-	Registrar
Place of evaluation of proposal	-	Office of the Registrar, Mizoram University

(On company letter head)

Letter of proposal

To
The Registrar
Mizoram University
Aizawl -796004

Sub: Submission of proposal for setting up Technical, Academic and Student Support
infrastructure for MOOCs/Online Programs

Dear Sir,

We, the undersigned offer to provide, our proposal for setting up technical, academic and commercial infrastructure for MOOCs/Online Programs requested by Mizoram University. We are hereby submitting our proposal including the EOI and the Quotation.

We hereby declare that all the information and statement made in this proposal are true and accept that any misrepresentation contained in it may lead to our disqualification.

We undertake, if our proposal is accepted, to initiate the implementation of the service requested and its completion within the time frame indicated in the request document.

We agree to abide by all the terms and conditions of the request for proposal and we would hold the terms of our EOI valid for 60 days as required.

We understand you are not bound to accept any proposal you receive.

Yours sincerely

(Authorized signatory)

Name and title of the signatory

Name of firm

Address

Location

Date

Compliance sheet for Technical Proposal

Sl.No.	Requirement	Documents Required	Compliance Y/N	Page no. of enclosure
1	Covering letter	As per annex		
2	Sales turnover	Extracts of BS &P&L or		
3	Experience in similar Projects (1)	Completion Certificate/copy of agreement		
4	Experience in similar Projects (2)	Completion Certificate/copy of agreement		
5	Experience in similar Projects (3)	Completion Certificate/copy of agreement		
6	<ul style="list-style-type: none"> • Solution proposed for content generation • forums web chats • virtual class room • Offline mobile app • student support system • Admission Module • Examination module • Additional services if any 	Solution proposed and its components <ul style="list-style-type: none"> • Scalability • Security • Ease of implementation • Technologies used 		
7	Additional Services	Suggest & justify any improvement to the scope of work being proposed of you		

(On company letter head)

To
The Registrar
Mizoram University
Aizawl-796004, Mizoram

Subject: Submission of proposal for setting up Technical, Academic and Student Support infrastructure for MOOCs/Online Programs

Dear Sir,

We, the undersigned, offer to provide the services for setting up Technical, Academic and Commercial infrastructure for MOOCs/Online Programs in accordance with your request and our proposal.

Service category	Commercial Criteria	Service Provider's Quote
Option -2	<u>No capital cost to Mizoram Central University</u> and only per student usage charges for setting up Technical, Academic and Student Support infrastructure for MOOCs/Online Programs, including responsibility of managing day-to-day operations of entire solution.	

The offer in this EOI is valid for 60 Days. We understand that the actual payment would be made as per the existing tax, rates during the time of payment

We declare that the quotation is for the entire scope of the work requested for. We agree to furnish any other further information/documentary proof in this region before evaluation of our EOI in case required by the University.

Yours sincerely

Authorized signatory

Name and title of the signatory

Name of firm

Address

Location

Date