

MAHARSHI DAYANAND UNIVERSITY, ROHTAK
DIRECTORATE OF DISTANCE EDUCATION

TENDER NOTICE

Tenders are invited for creating network of state-of-art computer and communication facilities for supporting the delivery of the programs under Directorate of Distance Education (DDE) through online mode of learning.

The online mode of learning shall be from the process of issuance of admission notice to declaration of result and online delivery of everything required by the students and the Study Centres. These processes shall be divided into multiple phases.

Interested parties may submit sealed tender both technical and financial separately on or before 3.3.2009 up to 1.00 p.m. in the office of the Director, Directorate of Distance Education, Maharshi Dayanand University, Rohtak The tenders will be opened on same day at 2.00 pm in the office of Director, Directorate of Distance Education, Maharshi Dayanand University, Rohtak in the presence of the parties if any. The parties are required to make a detailed presentation for about 20-30 minutes in order to prove their capabilities for the execution of the job.

The rate shall have to be quoted by ensuring that all statutory compliances, requirement taxes and payments are to be borne exclusively by the service provider. Rates should be quoted separately for Annual and Semester Schemes in the form of Rs/per eligible student admitted per semester and per year.

Pre-qualifications criteria and other terms and conditions etc can be downloaded from the University Website : www.mdurohtak.com/dde

DIRECTOR(DDE)

MAHARSHI DAYANAND UNIVERSITY, ROHTAK

DIRECTORATE OF DISTANCE EDUCATION

ELIGIBILITY CRITERIA AND TERMS AND CONDITIONS

Tenders are invited from experienced Organization / Institution / Group for managing the online programs offered by the University using the modern technology as per the qualitative requirements given below:

1. Experience of running the programs in collaboration with the recognized Indian University / Universities for atleast 2 years
2. Experience of managing the prospectus development, admission, processing of application forms, management and day-to-day co-ordination with student and associates for their issues and grievances, assignments in a semester, preparation and distribution of the study material, co-ordination with University for academic and administrative activities, managing resource people / organization and other academic activities using the technology
3. Experience of managing more than 10,000 students per annum at national level in last two years
4. Team of experienced qualified professional
5. Own dynamic interactive website
6. Team of developers having the experience of management of website
7. Have infrastructure required for running the program in Internet Mode
8. Experience of developing the web content
9. Experience of management of online students and associates including queries, application form, process relating to enrollment number, online study material as per the online content standard, online examination process etc
10. Experience of conducting Online Examination
11. Group turnover of over Rs. 2.5 Crores annually
12. Balance Sheet / Annual Report for previous two years
13. Capability for creating internet access point on all India basis
14. Capability to create online learner help desk 24x7
15. Capability to establish 24 seat 24x7 Call Center at MDU Rohtak
16. Capability to establish 8 seat front desk support system from 8 a m to 8 p m in the DDE MDU Rohtak for seven days a week.
17. Experience of handling call center operations and online payment gateway services
18. Have tie up with at least one nationalize and one private bank all over India for payment gateway services
19. Experience of doing similar work for at least one state government/state/private/autonomous University.

The tender along with the detailed company / organization profile, brochures, management team details, investment envisaged, business plans, details of experience of handling similar set of activities, submit sealed tender both technical and financial on or before 3.3.2009 up to 1.00 p.m. in the office of the Director, Directorate of Distance Education, Maharshi Dayanand University, Rohtak The payment to the service providers shall be on the per student basis or as per the terms mutually agreed upon.

DIRECTORATE OF DISTANCE EDUCATION MAHARSHI DAYANAND UNIVERSITY, ROHTAK

OTHER TERMS AND CONDITIONS FOR THE SUBMISSION OF TENDERS FOR MANAGING THE ONLINE PROGRAMS OFFERED BY THE UNIVERSITY USING THE MODERN TECHNOLOGY AS PER THE QUALITATIVE REQUIREMENTS FOR THE DIRECTORATE OF DISTANCE EDUCATION, MAHARSHI DAYANAND UNIVERSITY FOR A PERIOD OF THREE YEARS W.E.F JULY 2009 TO JULY 2012

1. SERVICES REQUIRED:
 - a. Issuance of Admission Notice along with all the relevant details regarding programmes and examination.
 - b. Online admission through Study Centres
 - c. Online payment gateways
 - d. Online verification of documents for eligibility etc.
 - e. Online submission of admission forms and the relevant documents by the students and the Study Centres
 - f. Online delivery of Study Material and other relevant information
 - g. Online delivery of Roll Numbers and details of the examination centres
 - h. Online delivery of examination details
 - i. Online receipt of assignments of the students
 - j. Online creation of statistics for the students and the study centres
 - k. Online delivery of results and the marks sheets to the students
 - l. Online resolution of students' grievances
 - m. Video conferencing
 - n. Front desk and back desk support to the students and Study Centres
 - o. Creation of 24 seat call centre for 24x7 at DDE, MDU Rohtak
 - p. To establish 8 seat front desk support system from 8 a m to 8 p m in the DDE MDU Rohtak for seven days a week.
 - q. Electronic support services through email, SMS, online chatting etc.
 - r. Creation of Intranet among the Study Centers and the University
 - s. Preparation of detailed statistics for DDE, MDU as per the requirements
 - t. Managing DDE website
 - u. Feeding and processing of various data pertaining to DDE, MDU Rohtak
 - v. Generation of Roll Number slips, preparation of results, preparation of award lists etc for the students of DDE, MDU Rohtak
 - w. Any other activity that facilitate the working of DDE programmes
 - x. Preparation of Video Advertising and helping in Promoting the programmes of DDE through On Line Support

2. **Execution of Work:** The establishment of infrastructure and creation of facilities have to be completed within 45 days from the date of issue of orders by the Directorate of Distance Education at the own expense of the Service Provider. University shall provide the required space in the DDE Building or any other building of the University. All other facilities are to be created by the service provider

3. The University reserves the right to call the tenderers for negotiations based on the rates quoted in tenders, if deemed necessary.
4. The university reserves the right to distribute the work among various agencies depending on the need.
5. Keeping all the specifications and terms and conditions in view, the service provider is requested to quote the rate in the format given in the tender schedule. Competitive rates are to be quoted in rupees per eligible student admitted per semester **as an all inclusive rate.**
6. **The rates quoted should be inclusive of all taxes and valid for three years from July 2009 to July 2012**
7. The bills will be settled within three months from the last date of admission of the students including admission with late fee etc. The bills shall be prepared in duplicate in favour of the Director, DDE and submitted along with an advance stamped receipt for the amount of each bill. Inclusive of all taxes. should be mentioned in each bill.
8. **In case of any defect in the execution of the work, upto 25% of the amount will be deducted from the amount payable as penalty.**
9. The tenderer should submit the duly filled in tender form (Technical and Financial), in a sealed cover along with a D.D. for Rs.5,00,000/- from any bank towards EMD drawn in favour of the Director, Maharshi Dayanand University, Rohtak by putting the sealed tender in the tender box kept in Director's room upto 2.00 PM on 31.12.2008. Tenders sent by post will not be accepted. The D.Ds will be returned to the unsuccessful bidders within a week after opening the sealed tenders. Bank guarantee will not be accepted towards E.M.D. The University will not accept any responsibility for postal delay in obtaining tender schedules from the University.
10. In case of successful bidder, the EMD amount will be returned only after the execution of the work to the satisfaction of the Director, DDE as per the agreed terms and conditions and after the expiry of the agreement. **EMD amount will be forfeited in case of violation of the terms and conditions leading to cancellation of order besides any other action as deem fit by the University.**
11. Tenders will be received upto 1.00 PM on 3-3-2009 and will be opened at 2:00 PM on the same day in the presence of the tenderers or their authorised representatives if present at that time.
12. The tenderer should furnish the following information along with tender, failing which the tender is liable to be rejected.
 - a. Letter of Application on the Company Letter Head
 - b. Articles of Association and Memorandum of Association for Companies, registration certificate

- c. Full contact details of persons including mobile numbers, phone numbers, emails, websites, complete postal address
 - d. Company's Management Structure with details of key personnels
 - e. CST No. along with attested copy of registration certificate.
 - f. Income tax clearance certificate/PAN No.
 - g. VAT number, VAT registration certificate and VAT clearance certificate
 - h. Experience proofs
 - i. CVs of available staff with applicant / each constituent member of JV/consortium
 - j. List of Software Requirements and their availability
 - k. List of Current Projects on hand
 - l. Specialized Domains in which operating
 - m. Proof of every item in the eligibility criteria
 - n. Detailed Presentation after the opening of the Technical Bids on Power Point justifying your selection as service provider.
13. The University reserves the right either to accept or reject the tenders without assigning any reason. The decision taken by the university in this regard shall be final.
14. The successful tenderer is required to enter into an agreement with the University with all terms and conditions on Rs.100/- Non Judicial stamp paper.
15. For disputes if any the courts at Rohtak shall have jurisdiction to try/settle the matter.