

# PANJAB UNIVERSITY, CHANDIGARH

## **Expression of Interest (EoI) for Cloud-Based Online Admission Management Services [Software as a Service (SaaS)-Managed Services] for the session 2017-2018**

EOI No.: 992/R&S  
EOI Date: 31/01/2017

Panjab University is looking for a web based comprehensive and integrated 'Online Admission Management Services [Software as a Service (SaaS) -Managed Services]' to automate the University's admission process and its related operations and functionality that runs on a cloud infrastructure. The system should be equipped with modern technologies such as Cloud Services, Online Payment Gateway, Mobile App, and Auto SMS/Email integration. The system should provide secure, accurate and timely information to all users at all levels for better information and decision making.

The objective of the initiative is to provide support to the University and admission seeking candidates by providing a faster, transparent and easy way of keeping records and use them for reference and further processing. The objective is also to bring in transparency, accountability and efficiency in various processes followed at university level.

In this context, Panjab University intends to short-list firm(s) for the implementation and maintenance of 'Online Admission Management Services [Software as a Service (SaaS) - Managed Services]' that is to hosted on a Cloud.

### **Terms of Reference (ToR)**

1. Only those firms which have the experience of successfully implementing Cloud-Based Online Admission Management Services [Software as a Service (SaaS)-Managed Services] for Central and/or State Government funded higher educational institutions for at least last three years and having an average annual turnover of Rs. 100 Millions in the last three financial years shall be eligible for participation in EoI. Audited Balance Sheets and Profit and Loss accounts to be provided for last three financial years i.e. 2013-14, 2014-15, 2015-16.
2. List of institutes/organizations to be provided, where Cloud-Based Online Admission Management Services [Software as a Service (SaaS)-Managed Services] have been successfully implemented by that firm. The firm must provide the following details of current /previous clients:
  - a. Name of the company /organization /office
  - b. Contract Period and volume of work like value, areas covered and man power deployed.
  - c. Copy of contract/agreement/experience and satisfactory work completion certificate

3. The presentation by the firm shall focus on the following scope of work:
  - a. **Online Application Forms Management:**

This sub-system shall manage online submission of applicant's data and processing of online applications. It shall capture relevant data and details of applicants for admissions. It is to be noted that there will be multiple online applications forms catering to multiple teaching programmes. It should include option of online payment gateways for any fees/registration payment. It may also include any other minor activity related to admission.
  - b. **Online Admission Processing:**

The sub-system shall manage key admission activities such as processing of applicants through various admission stages including processing of various admission logic/process steps and ranking logic (category wise/merit wise). The rules and eligibility criteria are available in the PU Handbook of Information 2017 which will be available at: <http://admissions.puchd.ac.in/handbookofinformation.php>.
  - c. **Online Counseling Management and Allied Work:**

This module shall support centralized online counseling along with Live Counseling Display. Live display shall include details of seat vacancies that are updated on real-time basis based on the seats that get filled during counseling. It should also include payment of admission fee through payment gateway. This module shall also support generation of list of admitted candidates including waiting list, SMS and e-mail communication of call letters to applicants, seat allotment or any other related activity.
  - d. **Setting up of Helpdesk Centers and Tele-call Centre:**

The purpose of a helpdesk is to troubleshoot problems or provide guidance to applicants about filling of application form and handling queries via e-mail. The purpose of 24x7 Tele-call-center is to help & guide the applicants to undergo the process of online admission and counseling. The firm shall provide Toll-free number for Tele-call center.
  - e. Detailed Scope of work is given in **Annexure – I** at the end of this document.
4. Proposed plan of work must be provided in view of the scope of work given above.
5. Technical profile of the firm including the present technical / professional manpower to be provided.
6. Financial profile of the firm must be provided.

7. Provide information about availability of primary and secondary data centre to be used by the firm, as per National Data Sharing and Accessibility Policy (NDSAP) of GoI.
8. Based on the presentation of all eligible prospective parties, the Technical Committee shall evaluate all such EoIs on the basis of status of previously completed cloud-based Online Admission Management Services [Software as a Service (SaaS)-Managed Services] projects by the prospective firms, their CMMI Level certification, CERT-IN certification of Data Centre(s) and overall Technical/Financial soundness of the firm.
9. The firms shortlisted, based on the above parameters, shall be asked to submit the Request for Proposal (RFP) **and must quote the one-time consolidated price including all taxes for the entire admission management services per candidate basis who has paid online application fee. PU will initiate the process of release of 50% of the payment on the last date of online receiving of application form. And the remaining amount will be released after the completion of the entire admission process satisfactorily for the session 2017-18.**
10. Since the admission process of the university is very sensitive and time bound and any discrepancy / laxity etc. may lead to serious consequences including litigation for the university, hence, university envisages that only serious firms shall participate in this process. In order to safeguard the interest of the university, RFP of those firms would be considered which shall be accompanied with bank guarantee of 10% of value of work order. In case of any litigation, the jurisdiction of court lies in Chandigarh.
11. PU will not provide any Hardware / Software / Manpower / stay arrangement to support team of the firm.
12. The prospective firms, interested to participate in EoI shall inform about their participation in advance (at least two days before the presentation) only at [coi@pu.ac.in](mailto:coi@pu.ac.in) so as to make the necessary arrangements for presentation.
13. The firm should enclose a detailed profile of the firm as per **Annexure-II** and proposed plan of work in view of the scope of work as per **Annexure-I**.
14. The document to be submitted just before the presentation should be a complete document with Index and Page numbering and should be bound as a volume.
15. The Date, Time and Venue of the Presentation is as given below:

**Presentation Date & Time:**     *Saturday, February 18, 2017     at 10.00 a.m.*

**Venue of Presentation:**     *Office of the Vice-Chancellor  
Vice-Chancellor Committee Room  
Sector-14, Panjab University, Chandigarh*

### Basic Features of Online Application Form Management

Sr.	Feature Details
1.	Provision for on line submission of Application Forms, and preparation of database for the eligible candidates for admission to teaching departments for the session 2017-2018.
2.	Ability to integrate applicant data captured from various sources. e.g.: PU Website, other databases etc.
3.	Configurable application form. Support for Data Validation, Multiple Languages and other attributes required by the University
4.	Provision to capture scanned image copies of: Photographs, Signatures, Thumb Impressions, Mark sheet, Certificates etc. Uploading PDF documents like Challan, Mark sheets etc. also supported
5.	Support for Online payment. Seamless integration with all major payment gateways
6.	Ability to generate unique login ID, Password and application ID as per the University's naming nomenclature, for an applicant.
7.	Ability to log-in to any submitted application for viewing/printing the summary of details filled in and to manage password if required)/provision for correction by applicant after proper authentication. User-friendly interfaces to view and print the filled in applications and related uploaded documents
8.	Provision of an interface for admission office (of the department) that allows making any correction in the application form already filled by the applicant.
9.	Powerful search engine for searching and listing of application (using basic and advanced search criteria. Option to download such selected data in bulk)
10.	Ability to configure enquiry cycle to connect applicants with the admissions office throughout the admission process i.e. from submission to selection
11.	Provision to configure customized Admit Card for the applicants
12.	Provision to manage applicant information and track their closure cycle
13.	Ability to identify and download reason for transaction failure, payment failure records, along with the corresponding cause and act accordingly.

### Additional Features of Online Application Form Management

Sr.	Feature Details
1.	Ability to send scheduled and spontaneous notifications (SMS,E-mail) to applicants based on their stage in the application process
2.	Ability to Scrutinize and identify an appropriate photographs and certificates
3.	Ability to let the applicant fill up the application form in single as well as multiple sessions.

4.	Scrutinize applications and perform actions to change the status of the application like Approve/Reject/On Hold/Send for Correction etc.
5.	View Audit log of actions performed by the Candidates or Administrator on a submitted application
6.	Ability to set Start dates and End dates for online applications for Candidates on Application Submit, Edit and Login actions
7.	Ability to configure dynamic tab and tab content (HTML and/or PDF Formats and/or Form Listing) to be displayed on Application summary
8.	View details of payment failure applications. Update / Re-activate payment failure application
9.	Provision to generate customized analytics in graphical format. Example: Applicant Count based on City, Category, etc.
10.	Provision to download Images/Signature/Payment reconciliation details in Bulk of the applicants
11.	Provision to validate the email ID/SMS number of the applicants using One time Password(OTP) Verification link
12.	Should have integrated with some of the top payment gateways like Tech Pro, Bill Desk, EBS, Easy2Pay,PayU, Citrus, Axis Bank, HDFC Bank, SBI
13.	Provision to view application forms on mobile platform in a seamless manner

<b>Basic Features of Online Admission Processing</b>	
<b>Sr.</b>	<b>Feature Details</b>
1.	Support for generating criteria based raking for students. e.g. Ranking based on Admission category, Social Status, Admission Quota, Overall Merit etc.  Option of creating a custom Rank Logic to formulate & generate a merit list /rank list based on parameters like entrance exam marks, past academic records, weightages etc
2.	Configuring Admission Quotas: Ability to define sanctioned intake per admission quota for a course per academic year and admit students accordingly
3.	Ability to configure enquiry cycle to connect applicants with the admissions office throughout the admission process i.e. from submission to selection
4.	Ability to configure the Admission Procedure / process as per university's requirement (see PU Handbook of Information)
5.	Automated generation and dispatch of multiple letters to the applicants depending on the stage in admission process. Ex: Provisional Admission Letter, Final Admission Letter etc.
6.	Provision to collect admission fees, prospectus charges, etc.
7.	Provision to configure and set up Payment challan and fees receipts as per university requirements

8.	Real Time Analytics for Admissions Team & Management: Admission Dashboards, Analytical Charts for daily admission trend, admission step wise status reports, Summary analysis as of date
9.	Provision for generating Fee receipts instantly for the students after any collection, Also supported by Bulk receipt & duplicate Fees receipts generation
10.	Provision for configuration of separation process and categorize them accordingly like suspension, withdrawal, course completion with standard workflows with letter generation and notification

<b>Additional Features of Online Admission Processing</b>	
<b>Sr.</b>	<b>Feature Details</b>
1	Grant scholarship or fee waiver in applicable cases during Admission process
2	Ability to configure notifications (SMS/Email) for different Admission events
3	Pull and process application as per rank of the applicants or as per the merit list generated of the short listed applicants
4	Capture Admission Process & related work flow as different steps of Admission
5	Option to verify all admission actions via proper audit log and workflow history which is maintained for every applicant throughout the life cycle
6	Allocation of additional services to students during admission process such as Hostel services, etc.
7	Provision to capture additional information(not present in application form) of the applicants during different stages of Admission process
8	Provision to correct & sync data automatically in the application form based on actual validation & scrutiny of the same during the admission process
9	Option to sync applicants data and store them as student personal information after final admission thereby saving lots of time in maintain student information records
10	Provision to collect fees for applicants in advance and adjust in accordingly with actual fee structure/fee plan defined for the student as per his course and category
11	Provision for managing refunds for the students who are withdrawing from the course
12	Provision for performing "Bulk Actions" like Bulk Application Processing and Rejection
13	Provision for adjusting fees of students in a dynamic manner during batch/course change

14	Restricting admission of a student based on certain parameters like fee not submitted or any field of the application form in a dynamic manner
15	Ability to view analysis of pending dues
16	Ability to automatically disable Student login id on separation by defining the schedule for applicable Custom Hooks.

<b>Basic Features of Online Counseling Management and Allied Work</b>	
<b>Sr.</b>	<b>Feature Details</b>
1.	Provision for conducting online counseling and actually conducting the same (department wise), issuance of confirmation slip mentioning all particulars of the intending candidates, supply of detail list in excel sheet stating all particulars of the selected candidates (department wise) along with soft copy of application form (along with uploaded documents) to individual departments.
2.	Provision for conducting centralized admission process & common counseling for multiple departments
3.	Provision for conducting decentralized admission process per course per department/center
4.	Support for online counseling management with option for the students/applicants to register, apply for department and course choices & preferences and submit registration fees online
5.	In the online counseling process a configurable option for the applicants to lock the course-department offered to them/ apply for course-college upgrades/withdraw seat
6.	Support for multiple rounds of online counseling based on the acceptance of the offer by the candidates, the withdrawal count and seat upgrade requests by candidates
7.	Admission counseling display board with real-time seat allocation trends and vacancy details available for large pool of audiences of Applicants waiting for their turn, as well as for the admission team & management of the institution
8.	Provision for students to see their allocated department / course
9.	SMS and e-mail communication capability to connect to students

<b>Basic Features of Help Desk</b>	
<b>Sr.</b>	<b>Feature Details</b>
1.	For guiding the applicants, Vendor will maintain four help-desks in PU by providing with 2 duly trained manpower for each helpdesk.
2.	Each help desk should be furnished with one computer with Internet facility, a printer, a scanner and other infrastructure which will be provided by the firm.

<b>Basic Features of a Tele-call centre</b>	
<b>Sr.</b>	<b>Feature Details</b>
1.	Maintain a 24x7 Tele-call-center to help & guide the applicants to undergo the process of online admission and counseling. Only BSNL service should be availed.
2.	The Tele-call center should be based in Chandigarh.

**Note:**

1. *The scope of work given above is only tentative and there can be changes with regard to the addition / deletion of any process(s) even at the last moment. The selected firm shall have to exclude / include any process(s)/ activity(s) which may be required to be deleted / inducted even at the last moment on mutually agreed basis.*
2. *'Managed Services' model implies that the vendor will deploy manpower to implement, manage and maintain the Cloud-Based Online Admission Management Services.*



## Annexure – II

### Detailed Profile Sheet of the Firm:

Sr.	Item	Description		
1.	Name of the Firm			
2.	Registered Office address with Telephone Number and E-mail			
3.	Correspondence Address			
4.	Details of Contact person (Name, Designation, Telephone & E-mail			
5.	Year & Place of incorporation of the Firm	Relevant Certificate at <b>Annexure-I</b>		
6.	Details of PAN	Relevant Certificate at <b>Annexure-II</b>		
7.	Number of Branch Offices in India		Relevant detail at <b>Annexure-III</b>	
8.	Turnover of the firm of last 3 financial years along with audited Balance Sheets & Profit & Loss accounts as proof at <b>Annexure-IV</b>	<b>Year</b>	<b>Amount</b>	<b>Average of 3 years</b>
		2013-14		
		2014-15		
		2015-16		
9.	Number of years of experience of successfully implementing Cloud-Based Online Admission Management Services [SaaS-Managed Services] for Central and/or State Government funded higher educational institutions			Documentary proof at <b>Annexure-V</b>
10.	Number of Central and/or State Government funded higher educational institutions where Cloud-Based Online Admission Management Services [SaaS-Managed Services] have been successfully implemented			Documentary proof at <b>Annexure-VI</b>
11.	1) Are both the Data centers (primary and secondary) owned by the firm? 2) Is only one of the Data centers primary and secondary) owned? 3) Are both the Data centers (primary and secondary) hired?	(Yes/No)  (Yes/No)  (Yes/No)	Documentary proof at <b>Annexure-VII</b>	
12.	CMMI Level Certification of the firm (maturity level rating of the firm)	Level 5/Level 4/Level-3		Relevant Certificate at <b>Annexure-VIII</b>
13.	Number of employees in the firm involved in software design, development, implementation, testing and support for Cloud-Based Online Admission Management Services			Documentary proof at <b>Annexure-IX</b>
14.	Total number of student users, in one Institute, where the solution for Cloud-Based Online Admission Management Services has been implemented.			Documentary proof at <b>Annexure-X</b>

**UNDERTAKING:** I undertake that information furnished above is true and correct.

Authorized signatory with Name & Stamp