

National Law University, Odisha

(established by Govt. of Odisha Act IV of 2008)

Dt. 19/03/2021

CORRIGENDUM -- 1

ON

Expression of Interest (Eoi) for Implementation of Campus Management System on Cloud

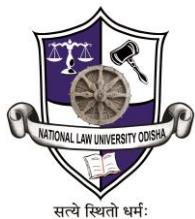
(Eoi No. - NLUO/ICT/003/2021 Dated: 25/02/2021)

Important Note(s):

- 1) Responses to pre-bid clarifications will be published on our website (www.nluo.ac.in and <https://tendersodisha.gov.in/>).
- 2) Bidders are required to submit a signed copy of this corrigendum with bid submission.

This corrigendum document contains responses to clarifications and queries by perspective bidders in respect of various clauses in the above cited tender. These responses must be read-with the above cited tender documents. The amendments mentioned here shall be superseding the similar clause/s wherever appearing in the original (cited) tender document.

Sl. No.	Queries raised in Pre-Bid Meeting	Response from NLUO
1	The firm must have successfully implemented at least 3 similar ERP projects (Either part or full) during the last 3 years in Central University/State Affiating University/IITs/ IIMs/ NITs/NLUOs/any institution or equivalent repute.	The time period of 03 years is to be replaced as 05 years
2	Bidder's Experience in implementation of own education ERP product in Educational Institutions in India during last 3 financial years (FY 16-17 onwards).	The time period of 03 years is to be replaced as 05 years
3	CQCCBS(Combined Quality Cum Cost Based System). In this you have given the technical weightage 60% and financial 40%. The purpose of CQCCBS is filter the technically best vendor.	As per DTCN
4	Messaging: Application for internal messaging - Chat among the users of the customer organization	The subscription (if required) will be in the scope of the bidder, to be finalised in consultation with NLUO and will be reimbursed upon submission of payment receipt.
5	Live-Chat capability. Ability for a prospective student to do live chat with someone in the admission enquiry department.	The subscription (if required) will be in the scope of the bidder, to be finalised in consultation with NLUO and will be reimbursed upon submission of payment receipt.
6	SMS Reply Capture - Similar facility with SMS to perform transactions.	Transactional SMS and the subscription (if required) will be in the scope of the bidder, to be finalised in consultation with NLUO and will be reimbursed upon submission of payment receipt.

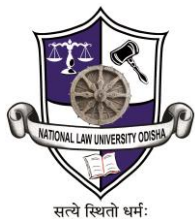


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7	Email Reply Capture - Capability with which users respond to the mails with certain key words and transaction are performed automatically, based on that e- mail response	Use of common email ID is also permitted.
8	Broadcasting: Ability to send messages to entire organization for the message to display on their system login	Messages are to be flashed/displayed in the user's dashboard.
9	Ability to see transactions done each month as a trend to understand usage of the system or the module by a user or department	Needs to display users data and its count.
10	24x7 Help Desk to manage the issues raised by internal users and track to closure.	Dedicated support system must be there during normal working hours and support team should also respond on emergency.
11	Provision to Search anything like applications/ solutions/ users /screens/workflow transactions from a single screen	Search of basic data and information should be available.
12	Interface with Data Mining Tool	Provisions should be there for future requirements.
13	Facilities for free text search	As per DTCN
14	Provide ready to use reports which are required as per NBA/NAAC compliance	BCI/NAAC compliance is to be followed.
15	Support for a comprehensive access and authorization mechanism, including Single sign-on for all system components	Single sign-on for all components of provided ERP.
16	Pre-packaged analytic functions that provide interactive dashboards for faculty, students, etc., Integrate well with source data, support easy reporting with export facility to desktop suites like EXCEL, WORD, Open Office etc. in a suitable format compatible with Institute's other systems is essential.	As per DTCN
17	Should have provision for other systems to integrate with the institute automation system, using web services or similar technology	University is currently using Koha Library Management System and Tally ERP, these need to be integrated.
18	Should have ability to both read from and write to this institute automation system	University is currently using Koha Library Management System and Tally ERP, these need to be integrated.



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19	As per the eligibility criteria mentioned, the details are only for CSP bidders. Please confirm if the only the bidders who themselves are CSPs are allowed to participate in this bid. Or a bidder who has is an authorized partner of a CSP [MSP] will be allowed to participate?	As per DTCN
20	Allow Consortium Partner of this specific scope of work.	As per DTCN
21	Self-attested audited balance sheet of the agency has been requested for proof and CA certificate can be provided as proof for turnover from Educational Sector.	Payment /transaction receipt in terms of bank statement or any other valid proof is required to justify the turnover from Educational Sector.
22	Implementation Phase: <ul style="list-style-type: none">• Implementation /establishment of approved modules• Mapping of requirements with the proposed system.• Configuration of the system to meet the institute requirements• Collection of master data and loading the same in the system• Setting up of needed MIS reports and dashboards.	Bidder has to port data of NLUO as per the requirement of system and upload the same.
23	Support Phase: Understanding additional requirements and change requests.	It is required to make necessary changes (if any) in the existing module as and when requirement arises by NLUO.
24	Module wise Solution Development/ Configuration and Implementation Cycle with time line should be given as per the Requirements/ Specification which includes Customization, testing, data migration, users training, go live and final implementation."	Approximately 2200 student of last ten years (2009-2020) is to be migrated.
25	Complete Documentation and User Manuals are to be provided.	Online/offline.
26	Subscription fees will be applicable completion of Phase-III (as stated above). The same will be paid on a Half Yearly basis at the end of each Six months against the Bills raised by the vendor from time to time.	As per DTCN



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27	Manpower services is not chargeable during implementation period. i.e. till training of users, may be charged during maintenance/ support period if onsite manpower resource is asked by the University for more than one week's period at a stretch.	As per DTCN
28	Development and Customization: It will be mandatory that development and customization / Configuration and Implementation of solution should be done in consultation with ICT Department and respective department s of the University.	As per DTCN
29	Training: In house training at premises of NLUO on the use of the system will be provided by the supplier at least for basic day-today operations.	As per DTCN and guidelines of Govt. from time to time(with mutual consent)
30	Attendance – By incorporating master data from Academic Program module, this module should be able to capture daily attendance through Bio-metric / Smart Cards as well as manual entry.	As per DTCN
31	Examination, Assessment & Evaluation – This module should cover all activities of examinations and assessment. Various pre-conduct, conduct, and post-conduct activities, entire process of evaluation of all courses.	Need to include entire life cycles of internal exams(Semester exam., Quiz etc.) starting from day to attendance, preparation of examination schedule, class room allotment till publication of results, as per DTCN.
32	Registration for Exam/Revaluation, Exam schedule, Examination hall Ticket generation, Appointment of vigilance squad, External examiners	Staff of NLUO will operate the system after successful implementation.
33	Grade Sheet with built in security Printing	Grade Sheets need to be generated in downloadable and printable format.
34	<ul style="list-style-type: none">• Software Installation Management to keep track of software installations in laptop/desktop clients• PM (Preventive Maintenance) Management• Incorporation of images of the assets/ inventory along with the assets date• Asset breakdown, Service/ Repair management, Call Escalation	Basically it includes manual entry of inventory for record.



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35	Generate bar code and affix it on the Assets/inventory viz furniture, fixtures, laboratory Instruments, IT equipment	System has to generate printable barcodes in usable format.
36	5. Detailed Technical Requirements: Import / Export Data	University will provide all data in available format. Bidder will convert them in usable format and upload in the system. Future data entry will be done by NLUO in system template.
37	Database backup at NLUO Data Centre	System has to take dump of databases and push it to NLUO's Server/Cloud for disaster recovery.
38	Interfacing provisions / Interoperability with other key systems - Support for callable functions to access internal data or invoke internal functions should also be available, via services that conform to industry standards.	University is currently using Koha Library Management System and Tally ERP, these need to be integrated.
39	Support for bar-coded, bio-metric, Internet Banking and/or smart card based inputs.	System must support the mentioned technology in terms of input and output.
40	Any extra clauses to be a part of the final agreement.	Is to be decided mutually after award of contract.

Any queries raised by interested vendors / service providers being absent in the Pre-Bid Meeting are not entertained as the said meeting was scheduled to clarify all queries in person.

Sd/-
Registrar (I/C)