

Guru Gobind Singh Indraprastha University, Delhi

**GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY
SECTOR 16C, DWARKA, NEW DELHI – 110078**

Phone No. 011-25302252
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23rd December, 2013

F.13.2 (1)/IPU/PUR/Computer/Exam/2013-14/

To,

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Sealed tenders are invited from reputed, experienced technologically sound firms/agencies/banks having at least three year experience of Online form processing work. Tender form having terms & Condition, technical aspects and other details of work may be obtained through demand draft of INR 1000/=, in the name of Registrar, Guru Gobind Singh Indraprastha University, Delhi payable at Delhi, from office of the Controller of Examinations (Operations), Guru Gobind Singh Indraprastha University, Delhi. It can also be downloaded from University website www.ipu.ac.in, in this case the demand draft of INR 1000/= is to be submitted separately. Last date for depositing completed tender form in the university 06-January-2014 up to 3-00 p.m. Tenders shall be opened on 06-January-2014 at 4-00 p.m. in the presence of tenderers or their representatives.

Controller of Examinations(Operations)

Guru Gobind Singh Indraprastha University, Delhi

TENDER DOCUMENT

FOR

ONLINE COMMON ENTRANCE TEST FORM PROCESSING

Last Date of Submission –06.01.2014 up to 3 PM

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GENERAL INSTRUCTIONS

Sealed tenders in two bid system are invited for examination work. The technical & financial bids must be sealed in separate envelopes and the two bids are to be sealed in an outer envelope. Separate D.D. for the Earnest Money and tender fee must be submitted along with the technical bid. No application will be considered if submitted without tender fee and EMD.

The tender should be addressed to Controller of Examinations (Operations), Guru Gobind Singh Indraprastha University, Sector 16C, Dwarka, New Delhi - 110078.

General Conditions

1. Duration of contract shall be one year extendable by two years for a total period of maximum 3 years, on an internal review by the University.
2. Tenderer must be capable of executing the project within time.
3. The scope of work includes design and development of software, web hoisting , maintenance, operation, processing and report generation for end to end examinations form processing for common entrance tests and online CET Admit Card hoisting of the University. The hardware, equipment etc. required shall be arranged by the contractor. The firm/agency/bank shall arrange for net connection, web and data server, all hardware etc.
4. The bidder will depute sufficient qualified and experienced man power to maintain utmost secrecy, proper and smooth functioning and successful completion of the work within stipulated time.
5. Data/ documents will be delivered to the authorized person/ manager by the agency. Date of delivery of data will be considered as the date on which last data is provided. Number of days of completion of work will be counted from this date, given in the schedule of completion of work.
6. Bidders are required to read the documents carefully before filling the quotations. At the time of submission, every page duly numbered must be signed by the authorized signatory.
7. Any information provided in support of the bids must be properly annexed, numbered and duly signed.
8. Any ambiguous conditions quoted in the application may lead to summary rejection of the quotation.
9. All bidders may carefully note that the unit of all the works will be finalized at the time of issue of tender document to the qualified bidders and no alteration in the final quotation will be acceptable to the University at any stage.
10. Tenders are invited “by two cover system”. The first cover clearly marked as “Technical Bid”, shall contain the information about the tenderer e.g. experience and past performance in the execution of similar contract, capabilities with respect to technical personnel, equipment and hardware or software facilities, financial status and capacity and any other information considered relevant for “pre-qualification” of the tenderer. The criteria for pre-qualification is a part of the tender document and is laid down to facilitate short listing competent suppliers and not for restricting open competition. The second cover marked as “Financial Bid”, shall contain price quotation, the first cover will be opened first. The tender opening authority shall evaluate the tenderer’s capacity on the basis of criteria specified in the tender document and on this basis prepare a list of qualified tenderer. In respect of ‘pre-qualification’ there shall be no further gradation among the qualified tenderers. The second cover containing price quotations will be opened only of the tenderers found to be qualified to execute the tender.
11. Sealed tenders superscribed “**Tenders for Online Form Filling**” containing COVER A & COVER B as prescribed hereafter should be submitted to Controller of Examinations (Operations), Guru Gobind Singh Indraprastha University, Sector 16C, Dwarka, New Delhi – 110078.
12. The tenderer should send along with the tenders the following supporting documents/ certificates for the following technical criteria in separate cover, here after called “COVER A”
 - a. Earnest Money Deposit Rs.100000/-
 - b. The tenderer may produce the list of those customer organizations for whom they have done online form processing work, including online payments, of this nature for at least 1,00,000 candidates each year in the last three years along with certificates/ order letters from the institutions in support of the same or two orders of 50000 candidates in the last three years.
 - c. The tendering firm should furnish the proof having Own/ hired/ leased data server & web server.
 - d. Tendering firm should have self owned/ developed software. Tendering firm will have to produce information about Data Base Management System/ Software which will be used by the firm in execution of the job and file formats on which the Data-files of the online form will be provided by the firm.
 - e. The tenderer should submit profit & loss account & balance sheet and annual turnover statement of last three years.
 - f. The tenderer should attach the ISO 27001 and CMMi 5 certification in respect of their own firm/agency or of the firm going to manage their IT services.

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Note:-

(A) All attested document must be submitted in Hindi or English Language. If the documents are not in Hindi or English, they should be translated Hindi or English & attested by authorized translator. Translated copy along with copy of original document must be submitted.

(B) Tender will be liable for outright rejection if :-

- a. Any rates are disclosed in Cover A.
- b. Any discounts/ special offers are made in cover A.

13. Financial Bid duly filled as per Part-B giving the rates for Quoted assignment in separate sealed cover after called, "COVER B" should also be addressed to the Controller of Examinations (Operations), Guru Gobind Singh Indraprastha University, Sector 16C, Dwarka, New Delhi – 110078. And should be superscribed "**Tenders for Online Form**" Signatory authority of Tenderer should sign each page of Part-B.

14. Both Cover (A & B) should be sealed in the one separate big envelope and send to the Controller of Examinations (Operations), Guru Gobind Singh Indraprastha University, Sector 16C, Dwarka, New Delhi – 110078 up to prescribed date & time. All received tenders will be opened in the presence of tenderers who choose to be present. Cover B will be opened only for those tenderers who satisfy the standard criteria laid down by the University on the details furnished by the tenderer in Cover A.

15. Requirements of examination work (scope of work) have been supplied herewith be treated as part of term & conditions of the contract.

16. Experience of online form filling work including online payment *for tests / examinations of recruitment and/or entrance test* only will be taken into account while verifying eligibility.

17. The University reserves the right to reject or accept any tender without assigning any reason.

18. Conditional Bids will be summarily rejected.

19. Bids received after due date & time shall be summarily rejected.

20. In case of any dispute relating to meaning, scope, manufacturing, operation or effect of this contract or the validity or the breach thereof, University and the contractor shall make every effort to resolve amicably by direct discussion/negotiation.

21. In case the dispute cannot be settled amicably within 30 days of the raising of dispute by either party, either party may seek settlement of the dispute by arbitration in accordance with the provisions of the Arbitration & Conciliation Act, 1996 and the award made in pursuance thereof shall be binding on all the parties. The sole arbitrator shall be appointed by Vice Chancellor, GGS Indraprastha University.

22. The performance under this contract shall not be stopped for any reason whatsoever during the said dispute/proceedings unless the contractor is specifically directed to do so by the University.

23. The venue of arbitration proceedings shall be Delhi/New Delhi. The language of proceedings shall be English. The law governing the substantive issues between the parties shall be the Laws of India. All disputes are subject to Jurisdiction of Delhi Courts only.

24. It is also a term of the contract that if any fee payable to the arbitrator, shall be paid equally by both the parties. It is also a term of the contract that the arbitrator shall be deemed to have entered in the reference on the date he/she issues notice to both the parties calling them to submit their statement of claims and counter statement of claims.

25. The bidder shall be single point of contract with the University and shall be solely responsible for the execution and delivery of the work.

26 The bidder should be a company/ organization/ firm in India and having its operation for atleast last three years .

27. Deficiency in service in terms of uploading application forms, response time or other discrepancies as reported by the University will attract a penalty as decided by the University.

28. The agency selected will be wholly responsible for any dispute regarding acceptance of application, and related formalities and University will not bear any cost(s) in case of dispute etc. The agency will reconcile the accounts with the University accounts division for the settlement of the dues.

29. Mere fulfillment of eligibility criteria does not imply selection of the bidder. The agency/firm/bank fulfilling the eligibility criteria may be asked to present working of the proposed system showcasing their technical competence for the work. Financial bids would be opened only for eligible agencies/firms/banks, whose demonstration is found to be suitable by the University.

Note: The firm/agency/bank should be prepared to demonstrate their solution immediately after the opening of the technical bid. The exact schedule will be informed on 06/01/2013 at the time of opening the technical bid.

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30. University reserves the right to award the job/work in parts or as whole.

31. *Force Majeure*.

For purpose of this clause, '*Force Majeure*' means an event beyond the control of the contractor and not involving the contractor's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the University either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargo.

If a *Force Majeure* situation arises, the contractor shall promptly notify the University in writing of such conditions and cause thereof. Unless otherwise directed by the University in writing, the contractor shall continue to perform its obligations under this contract as far as reasonably practical and shall seek all reasonable alternative means for performance not prevented by *Force Majeure* event.

32. All pages of the tender submitted must be signed by an authorized signatory under the seal of the bidder organization.

33. In case of any clarification the firm/agency/bank may contact office of Controller of Examinations (Operations) on any working day within office hours.

ELIGIBILITY CRITERIA

1. Bidder should be an ISO Certified Company/ Firm in the area of examination processing. The Bidder must have ISO 27001 certification. Valid certificate copy must be enclosed with the technical bid.
2. The Bidder should have CMMi Level 5 certification. Valid certificate copy must be enclosed with the technical bid.
3. The bidder should have at least one of the below:
 - a. One order for similar work of minimum 100000 online forms processing in the last two years.
 - b. Two order for similar work of minimum 50000 online forms processing in the last two years
4. The bidder should have performed similar work for Government Agencies or Bodies / Public Sector Undertaking / University customers for the last three financial years. Relevant order copies / customer certificates to be provided..
5. The Bidder should not have been blacklisted by any Government Agency or body / Public Sector Undertaking / University.
4. Tenderer should have average annual turnover of more than INR. 10.00 crore for last three years. Total INR. 30.00 crore for three years.
5. Should have valid registration with Income Tax, Service Tax, DVAT and TIN Number etc. (attach copies of the original documents)

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EARNEST MONEY

1. Tender shall be accompanied by an earnest money INR. 100000/- without which tenders will not be considered. The amount should be deposited in the form of Bank Draft/ Bankers Cheque of the nationalized Scheduled Bank (drawn) in favor of Registrar, Guru Gobind Singh Indraprastha University,, Delhi, payable at Delhi.
2. Refund of earnest money :- The earnest money of unsuccessful tenderer shall be refunded soon after final acceptance of tender & placing order to successful tenderer.
3. The earnest money / security deposit lying with Department/ office in respect of other tenders awaiting approval or rejected or on account of contracts being completed will not be adjusted towards earnest money/security deposit for the fresh tenders. The earnest money may however, be taken into consideration in case tenders are re-invited.
4. Forfeiture of Earnest Money: The earnest money will be forfeited in the following cases:-
 - a. When tenderer withdraws or modifies the offer after opening of tender but before acceptance of tender.
 - b. When Tenderer does not execute the offer agreement prescribed within the specified time.
 - c. When the tenderer does not deposit the security money after the order is given.
 - d. When he fails to commence the service as per the order within the time prescribed.
 - e. If any term and condition of the contract is breached.
 - f. If authority is not satisfied with the entitled work the fees will not be remitted to the tenderer for the said work. If same situation rises for three times, the security deposit may be forfeited.
 - g. Notice of 15 days time will be given in case of forfeiture of security deposit. The decision of the Tendering Authority in this regard shall be final.

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SECURITY DEPOSIT & AGREEMENT

1. Firm whose offer is accepted will have to deposit a Security Deposit equal to INR 500000/= in favor of Registrar, Guru Gobind Singh Indraprastha University,, Delhi, payable at Delhi. The forms of security deposit shall be as below and it must be renewed time to time as per University rules, if necessary.

(A) Bank Draft/ Banker Cheque/Bank Guarantee from any nationalized bank.

Note: The EMD of the successful bidder may be adjusted with the Security Deposit at the discretion of the University.

2. Successful tenderer will have to execute an undertaking specifying that the bidder will abide by the terms and conditions specified in the tender document and the order offer and deposit security money within 7 days from the date on which the acceptance of the tender, is communicated to him.

3. The security deposit shall be refunded within six months after completion of the contract as per order or after the expiry of contract on satisfactory completion of the same after the expiry of the period of contract whichever is later and after production of no dues certificate in favor of the tenderer by Controller of Examinations (Operations), Guru Gobind Singh Indraprastha University, Delhi.

4. No interest will be paid on security deposit/ earnest money deposit.

5. In case of breach of any terms and conditions of the contract or on unsatisfactory performance, the amount of security deposit shall be liable forfeited by Registrar, Guru Gobind Singh Indraprastha University, Delhi, and his decision shall be final.

TECHNICAL BID

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S.No	Criteria	Give Detail (with proof)
1	Financial capacity information	Annexure 'I'
2	Details of similar completed works during last 3 years	Annexure 'II'
3	Structural details of the organization	Annexure 'III'
4	Earnest Money Deposit and Tender Fees.	Yes/No
5	ISO certification	
6	Financial/Commercial Bid	Annexure 'IV'
7	Scope of Work	Annexure 'V'

FINANCIAL INFORMATION

Financial Analysis : Details to be furnished duly supported by figures in Balance Sheet/ Profit & Loss Account for the last 3 (three) years and certified by the Chartered Accountant, as submitted by the bidder to the Income-Tax Department (copies to be attached).

FINANCIAL YEAR	ANNUAL TURNOVER (In Rs.)
2012-2013	
2011-2012	
2010-2011	

NOTE:

- A. Copies of audited balance sheets with Profit & Loss account statement for last 3 years are enclosed along with the bid.
- B. PAN No.
- C. Service Tax No.
- D. DVAT No.

Submitted By:

Signature :.....
Name :.....
Designation :.....
Bidder Address :.....

Bidder Seal :.....

ANNEXURE -II

DETAILS OF SIMILAR WORKS EXECUTED

	Name of Work/ Project & Location	Owner of sponsoring organization	Cost of Work (in lakhs/ crores)	Number of Applications	Stipulated date of completion	Actual date of completion	Litigation/ Arbitration pending in progress with details	Name, Designation and Address/telephone number of officer to whom reference may be made	Remarks
1	2	3	4	5	6	7	8	9	10

Submitted By:

Signature :

Name :

Designation :

Bidder Address :

Bidder Seal :

STRUCTURE OF THE ORGANIZATION

- 1. Name and address of bidder :
- 2. Telephone No./Fax No./Email address :
- 3. Legal status (Attach copies of original document defining the legal status).
 - a) An Individual/ Consortium:
 - b) A Proprietary/ Partnership agency:
 - c) A Trust:
 - d) A Limited Company or Corporation:
- 4. Particulars of Registration with various Government bodies & Statutory Tax Authorities (attach attested photocopy)
 - 1. Registration Number:
 - 2. Organization/Place of registration:
 - 3. Date of validity:
- 5. Names and titles of Directors & Officers with designation to be concerned with this work with designation of individuals authorized to act for the organization.
- 6. Were you or your company ever required to suspend the work for a period of more than six months continuously after you commenced the works? If so, give the name of the project and reasons for not completing the work.
- 7. Have you ever left the work awarded to you incomplete? If so, give name of the project and reasons for not completing the work.
- 8. Have you been debarred/black listed for tendering in any organization at any time? If so, give details.
- 9. Number of employee for this project
- 10 Any other information considered necessary but not included above.

Submitted By:

Signature :

Name :

Designation :

Agency Address :

Agency Seal :

FORMAT FOR THE SUBMISSION OF THE FINANCIALS BID*

1. Charges (inclusive of all taxes / processing charges etc.) per candidate for online form filling and processing (A): INR _____

2. Charges (inclusive of all taxes / processing charges etc.) per candidate for online admit card hosting and delivery(for Two Lac (2,00,000) candidates (approx.) (B) : INR _____

Submitted By:

Signature :

Name :

Designation :

Agency Address :

Agency Seal :

***For the evaluation of the financial bid the tender evaluation would be done on the basis of NET as
NET = (100000) x (A) + (B)**

SCOPE OF WORK

ANNEXURE - V

A. Application Hosting

- (i) Application hosting to be done on own server of the bidder.
- (ii) Application would contain approximately 25 – 28 fields (Exact detail to be provided by Examinations Division) to be filled by the applicants after the selection of the agency.
- (iii) Back-up server to be maintained.
- (iv) Response time to be less than 3 second
- (v) Generation of acknowledgement of form submission against unique form I.D. (the format of the I.D. to be 7xxxxx starting from 700001 and sequentially generated)
- (vi) Separate applications may have to be designed by the organization for CET's with different eligibility criteria / nomenclature.

B. Online Admit Card Downloading Facility

The organization should provide online admit card downloading facility on the basis of data provided by the University (both for online and offline applications). The Admit card would contain the candidate details, centre details, photograph and signature of the candidate and other details (including the format) to be provided to the agency selected for work.

* The financial bid should be for approximately 2,00,000 (Two Lacs) Candidates.

C. Data Management

- (i) The data items as specified in the sample (To be provided by Examinations Division) are to be incorporated for form submission.
- (ii) The CET codes are as per the list attached (To be provided by Examinations Division).
- (iii) The photograph and signature are to be incorporated as scanned images.
- (iv) No applications are to be accepted after the last date and time of form submission as per the Admission Brochure.
- (v) Different admission Brochures / CETs may have different last date / time.
- (vi) E-mail information may also be kept of the applicant for the online application form.
- (vii) Complete applications to be defined as an Application that fulfils the following criteria
 - (a) All the mandatory fields (to be provided) are to be filled by the applicants along with uploading of photograph and signature.
 - (b) Payment has been received.
- (viii) Records to be submitted to Examinations Division on Transaction Day (T) + 3. Payments for online forms to be transferred to the University accounts within T + 3 days, in the account specified by the accounts division. In case, the agency selected is a bank, the payment to be transferred to a savings account opened in the name of the designated authority of the University, in the bank.
- (ix) Irrespective of whichever is the last date /time for application form filling, the last lot of data to be provided to the Examination Division within 24 hours of the last date / time of form submission.
- (x) Acknowledgement should be serially and unique and should be generated after payment by applicant.
- (xi) The applicant should be allowed to take a print-out of application form for records after the payment.
- (xii) Data to be provided in soft copy (M.S. – Access database & images in .JPG format in separate files, the file names should be as: "P" followed by unique I.D. for photographs & "S" followed by unique I.D. for signatures) and hard copy (as close as possible in format to the offline form) as required by the University.

D. Fee Transaction

- (i) Only online payment to be taken
- (ii) Completed Forms' fee to be transferred incrementally.
- (iii) To provide payment gateway.
- (iv) Transfer of Application fee directly to GGSIPU Account (to be provided). Company's share will be transferred only after completion of the job on the basis of actual number of record submitted to examinations division and submission of demand note.
- (v) Reconciliation of fee with number of form uploaded with the Accounts branch.
- (vi) CET Code wise / Date wise details to be provided.