

STANDARD BIDDING DOCUMENT

For

Outsourcing Student Life Cycle Management Related Activities

DNIT Amount:

**Up to Rupees 5 Lac for Academic Year 2017-18
(Based on Cost per Student programme wise exam wise)**

Duration of Contract:

Academic Year wise 2017-18 onwards (extendable up to four Academic Years)



**YMCA UNIVERSITY OF SCIENCE AND TECHNOLOGY
FARIDABAD**

SECTOR-06, NH-2, FARIDABAD-121006 (HARYANA)

Quotation/tender document for Outsourcing Student Life Cycle Management Related Activities in the University

Introduction

YMCA University of Science and Technology (YMCAUST), Faridabad, the erstwhile The YMCA Institute of Engineering, Faridabad was established in the year 1969, as a joint venture of the National Council of YMCAs of India, Government of Haryana, and the Central Agencies for Development Aid, Bonn, Germany. It started as an Indo-German project with an objective to impart technical education to the developing India on German pattern. The laboratories and state-of-the-art workshops were setup with the assistance of German expertise. In 1997, State Government of Haryana took complete control of the Institute and later upgraded it to University status in December 2009.

The university is running 4-year B.Tech. degree courses in 06 disciplines, M.Tech. in 08 Disciplines, M.Sc. /MA Programmes in 05 disciplines, M.C.A., MBA, B.Sc.(Physics) and several Doctoral programmes and catering about 3000 students in its campus.

The University has also recently affiliated to itself 18 Engineering colleges and 32 B. Ed. Colleges in the district of Faridabad and Palwal that will lead to increased no. of students in future year by year.

University is looking for outsourcing of Outsourcing Student Life Cycle Management Related Activities for December 2017 and onward examination still the Intergraded University Management System (IUMS) is successfully developed and implemented in university.

Online Technical and Financial bids are invited (<http://etenders.hry.nic.in>) from from IT service providers of national and international repute for Outsourcing of all services relating Student Life Cycle Management of YMCA University of Science and Technology, Faridabad, described in brief along with terms and conditions in following paragraphs:

1. SCOPE OF WORK:

Student life cycle management related activities:

The scope of further activities is as follows:

- i) Provide a framework for first time admission in course. University departments and affiliated colleges will enter new admission details and may modify their details. Framework shall also allow the uploading of documents as required for registration of New Students from University campus/ affiliated colleges. Registration no. should be provided after verification of data by university.
- ii) For eligible students, generation of student login on the University portal and issue of Login Id and password to the students to access their personalized Functionalities through the login on the University portal. Student may apply Re-appear, Re- evaluations and improvement from their login. Student may send their request (For Example:- DMC Issue, Name correction , result issue etc.) from their login.
- iii) Mechanism to provide Information/notices to students, related faculty members and other eligible users through mobile SMSs etc. regarding various activities starting from registration to exam results.
- iv) Mechanism to add and modify new program, new college and new course code details.
- v) Mechanism to add/modify new syllabi or change it, according to department/affiliated college needs.
- vi) Mechanism to download admits card and Report-card to student. These details should be downloaded after confirmation of fee or by the admin approval. Mechanism to generate Cut-list (Student details, name, course, subject etc.) as data provided by affiliated college and department at run time.
- vii) Mechanism to fill the Sessional and Practical marks online. Online marks should be entered by authorized user (A person who has been assigned by admin). They may have authority to change/edit it before approval/lock.
- viii) Computer generated pre-filled application form for examination with facility to choose optional subjects and edit them.
- ix) Mechanism to generate the attendance-chart details of the students during practical and theory examinations as data pre-filled by university department and their affiliated colleges.
- x) Mechanism to generate code for theory exam before evaluation and marks should be entered online on system against generated code. Evaluator should not be able to check their Rollno. In any case, university use other way than read next point
- xi) Mechanism to use the Theory marks as provided by the university after digital/manual evaluation of the answer sheets. It is pertinent to mention that the

- Theory answer sheets of the university (evaluated by evaluators) are digitally/OMR scanned by an outsourced Scanning agency. The Theory marks shall be provided by the university to successful bidder in digital form (MS Excel Format etc.) course-wise, semester wise as received from the Scanning Agency. The majority of the Theory marks are digitally/OMR scanned but in some cases (less than 10%) where OMR answer sheets are not used, the successful bidder may have to get the Theory marks punched (as received from evaluators).
- xii) Mechanism/provision to tackle Adhoc marks, Grace marks, Unfair Means Decisions (UMC), Fees Defaulters, Eligibility or other Defaulters/Hold etc. course-wise, semester-wise (provided by university to successful bidder) for result processing.
 - xiii) Mechanism to process results course-wise, semester-wise strictly as per respective/applicable examination schemes, rules and ordinances of university.
 - xiv) Mechanism to provide digital reports of the verified processed results which need to be kept by university and/or required to be uploaded on the university website for students and public – such as Result Gazette, Result Sheet, Pass Percentage, Award Checklist, Error Lists, two copies of Merit List etc. (as per prevailing result processing practices of university).
 - xv) Mechanism to provide relevant soft copy reports course-wise semester-wise required by university after result processing and declaration of results - such as Detailed Marks Card (DMC), Degree, Result Sheet, Result Gazette, two copies of Merit List, two copies of Pass Percentage, Award Checklist etc.
 - xvi) Mechanism to provide relevant reports to the Re-evaluation and Secrecy branches of the university for re-evaluation, resolution of discrepancies/student grievances etc. of the declared results – such as Award Checklist, Super Flush/Extra Awards List in the digital/hard copy formats (as per prevailing result processing practices of university).
 - xvii) Mechanism for re-processing of declared results, inclusion of re-evaluation decisions and correction of student results, re-issue of (duplicate) certificates etc., such as Marks, Student Name, Father Name, Mother Name and other details may be modified/re-processed and/or duplicate certificates may be required for students in case being lost. Relevant reports, such as DMC, Degree, departmental reports in digital/hard copy format will be provided by the successful bidder in the re-processing, re-evaluation, discrepancy resolution cases.
 - xviii) Mechanism to provide other administrative digital/hard copy reports based on the results processing which may be required by university or government in administrative matters.
 - xix) Mechanism for timely processing and declaration of the results as the examination system is strictly Time Bound. The successful bidder is required to provide

digital/soft copy of all the reports (as mentioned in above points) strictly in a date bound fashion for future record purposes.

- xx) The successful bidder (having prior result processing experience) is required to process the results for the December 2017 and onwards exams on urgent basis such that the results of the exams already conducted may be timely declared by university
- xxi) Any other activity that is not included above, but essential for successful completion of registration and examinations result processing activities (student life cycle management) will be in the scope of work.
- xxii) Use of any direct or indirect software, hardware will be the responsibility of the successful bidder and university will not bear any additional financial and legal implications for the same.

2. VOLUME OF WORK:

The following are the key statistics of the semester/annual examination of the YMCA;

- a) Majority of courses are based on semester system (bi-annual) and some courses are on annual pattern.
- b) Approximate number of students appearing in current academic year 2017-18 is 14,000 (i.e. ~6000 Nos. for December-2017 semester exam and ~8000 Nos. for May-June 2018 semester/annual exams) including regular and reappear students.
- c) Approximate number of students appearing in examinations will increase every academic year in future and may progressively reach appx. 14000-18000 per semester/annual exam.

Note:

- i) The above data is only indicative and the numbers may vary depending upon the number of affiliated colleges, scheme revisions, students enrolled etc.
- ii) Any other work that has not been mentioned explicitly but required for successful execution of the project will form part of agreement.
- iii) If the successful bidder is found to have completed the registration and examinations activities mentioned in the Scope of Work satisfactorily for the current academic year, services may be extended up to four (04) years at the same quoted rate per student programme wise exam wise. However, a fresh administrative and financial approval for each academic year will be taken from Vice Chancellor based on increased no. of students.

3. PRICING SCHEDULE:

Pricing for current academic year 2017-18 (semester/annual) examination and onwards examinations based upon the 'Volume of Work' mentioned in point No.2(b) above:

Table 1

Sr. No.	Job Description	Costper student (Rs.)
1.	Registration of students as per scope of work	
2.	Full Result Processing activities & reporting for Regular, Reappear, Improvement, Additional students and re-evaluation work with respect to mentioned scope of work (– as per Student basis Programme-wise exam-wise.	
3.	Mobile SMSs (Short message services) to the students and faculties related to activities during student life cycle (Appx. 1,00,000 SMSs per exam)	
4.	Installation (Hosting) charges, if any (please specify)	
5.	Data backup charges, if any	
6.	Any other cost (One time or recurring)	
7.	Total Cost per Student (Rs.)	

Note:

- i) PER STUDENT PROGRAMME-WISE EXAM-WISE COST:- It must include all the necessary iterations for a student of a Programme in a single exam (fresh or re-appear or additional or improvement or re-evaluation–will not be considered separate). For example, the per student cost must also include cost of re-evaluation settlement, Corrections, Grand Totaling due to resolution of previous semester reappear/correction/ result etc., all such iterations for a student in a single exam of a Programme duration. Only passed out students who are re-appearing/applying for improvement will be considered as separate.
- ii) Rates must be clearly quoted **INCLUSIVE OF ALL THE TAXES**.
- iii) Total cost per student (Sr. No. 7 in Table 1) and will be the criteria for selection and **NO** individual activities will be considered separately.

4. PAYMENT TERMS

- i) The payment shall be in Indian Rupees and shall be paid on financial terms and conditions finally negotiated with successful agency, without error and delays.
- ii) The EMD of successful tenderer will be kept as security towards performance warranty during contract period and no interest is payable thereon.
- iii) There will be not any advance payment. The release of payments will be linked to clearly specified milestones (Programme-wise exam-wise deliverables – as mentioned at point 1 “Scope of Work”) of result processing activities duly verified by the concerned branches (especially Academic Section and COE office) i.e. full payment after successful completion of each semester/annual exam in one go.
- iv) As a general policy, the University tries to make payment within one month from the date of completion of the job and satisfaction of the Inspection Committee/concerned officials. No advance payment or payment against documents negotiated through Bank shall be made.
- v) Charges not mentioned in the quotation/tender shall not be paid.
- vi) The University shall not be liable for making any payment of claims made by the employees of the firm (successful bidder) selected for the purpose.

5. BIDDER'S ELIGIBILITY CONDITIONS:

- (i) The bidder should have prior experience of software development/Application development/ web development/ software development of similar nature for Centre Government /State government organizations with completion/satisfaction certificates for a minimum period of 2 years as on date. However, preference will be given to those having experience in developing software for Student life cycle management related activities/result processing activities with State Government Affiliating universities/institution with a completion certificate for at least two examinations- Proof of completion of projects undertaken and experience to be enclosed.
- (ii) The individual signing the tender or other document, in connection with the tender must certify as to whether he or she has signed as:-
 - (a). A “Sole Proprietor” of the firm or constituted attorney of such sole proprietor.
 - (b). A Partner of the firm, if it be partnership , in which case he must have authority to refer to arbitration disputes concerning the business partnership either by virtue of the partnership agreement or a power of attorney. In the alternative all the partners should sign the tender.
 - (c). Authorized Signatory of Public Ltd. Co. or Pvt. Ltd. Co.

6. BIDDING PROCESS:

- a. The Interested Bidders shall submit Technical and financial proposal/bid online

(www.etenders.hry.nic.in) for the Outsourcing of all services relating to Examinations Result Processing activities at YMCA University of Science and Technology, Faridabad. The proposal will be treated as the basis for award of the contract to be executed with the selected firm.

- b. The bid document can be downloaded either from University website <http://www.ymcaust.ac.in>/or from e-tendering portal www.etenders.hry.nic.in.
- c. Both the Technical and the Financial Proposals/Bids shall have to be uploaded in www.etenders.hry.nic.in the manner prescribed hereinafter. Hard copy of DD for Cost of Tender and DD/BG for EMD along with the copy of technical documents may be sent to the office of the Dy. Registrar (Purchase), YMCA University of Science and Technology, Faridabad on or before the last date of submission of the online bid.
- d. The University reserves the right to accept or reject any bid, to annul the bidding process and to reject all bids at any point of time prior to the award of the contract and in doing so, would neither incur any liability to the affected Bidder or Bidders nor any obligation to inform the affected Bidder or Bidders.
- e. The University expects that the interested Bidders shall provide professional, objective and impartial advice/service and, at all times, hold the University interests paramount, without any consideration for future work, and strictly avoid conflicts with other assignments or their own corporate interests.
- f. All legal matters to be addressed by and between the university and the awardee bidder shall be under the jurisdiction of the Court at Faridabad, Haryana.

7. DOCUMENTS TO BE UPLOADED AT E-PORTAL

1. Technical bid submission schedule

Following documents in *.pdf format shall be uploaded along with technical bids by the bidders during the technical bid submission schedule:

- (a). Scanned copy of the Demand Draft for the cost of Bid document in Rupees favouring "Registrar, YMCA University of Science and Technology, Faridabad"
- (b). Scanned copy of the Demand Draft for the Earnest money deposit (EMD) in Rupees favouring of "Registrar, YMCA University of Science and Technology, Faridabad"
- (c). Scanned copy of the original Firm Registration
- (d). Scanned copy of the Sales Tax Registration/ clearance, PAN, TIN No., Service Tax registration certificate(s)
- (e). Scanned copies of the supply orders in support of eligibility claims
- (f). Scanned copies of the other relevant documents (refer each clause of Terms and Conditions) to meet the eligibility criteria.

2. Financial bid submission schedule

Financial bid shall be opened only for the technically eligible bidders.

Following documents in *.pdf format shall be uploaded along with technical bids by the bidders during the technical bid submission schedule:

(a) Item rates in the BOQ (Bill of Quantities) including all charges i.e. F.O.R. YMCA University of Science and Technology.

8. TERMS AND CONDITIONS

1. Tenure of contract may be up to 04 (four) years for which the rates (per student programme-wise exam-wise) will be unaltered. However, tenure of contract may be extended or reduced without assigning any reason by the university.
2. The ownership of the marks, database, complete student record (digital and physical) and other data of this entire project shall be vested with YMCA University. The successful bidder shall provide the same to university in desired format as mutually decided.
3. The infrastructure, software etc. shall be maintained by the successful bidder for the duration of the contract and it shall be responsible for maintenance of database, student records etc. till the satisfactory hand-over of the entire data to university after expiry of the contract. The university shall not provide any Infrastructure, hardware and software etc. for the purpose.
4. During the tenure of contract, the successful bidder shall be responsible for implementing any policy/administrative changes in result processing activities which may affect result processing conditions/scenarios, without any extra cost/charges.
5. The firm selected for the purpose shall maintain complete confidentiality of all the operations relating to result processing activities.
6. In case, the firm fails to accomplish the jobs within the specified period, the firm shall be liable to pay the University the compensation amount equivalent to 2% (two percent) of the total amount of the contract. Penalty shall be recovered from the invoice of the firm or their property or the firm shall deposit the penalty in cash if no other means is possible. Appeal against these orders shall, however, lie with the Vice-Chancellor YMCAUST, Faridabad whose decision shall be final.
7. In case, the firm selected for the purpose fails to execute the order on the rates, terms and conditions to be contained in the order, culminating into termination of contract, the firm shall be liable to such action as blacklisting, debarring from having any business with this University, forfeiture of earnest money/security that might have been deposited to the University.
8. The firm selected for the purpose shall not use any pirated software. The University shall not be responsible for any liability arising out of use of pirated software, if any.

- The University shall not be responsible for any suit for demands on account of infringement of copyright and other laws by the firm selected for the purpose.
9. The University shall not provide any residential accommodation on the Campus to the staff of the firm selected for the purpose.
 10. The following terms and conditions must be spelt out in the offer clearly:
 - i. Rates (as per pricing schedule Point No.3).
 - iii. Payment terms.
 - iv. Delivery period.
 - v. Guarantee/Warranty period, if any
 - vi. Post-processing service.
 - vii. Installation charges, if any.
 - viii. Validity period of the quotation.
 11. Charges not mentioned in the quotation/tender shall not be paid.
 12. The offer must be valid for a period of at least three months from the date of opening of quotation/tender.
 13. The firm selected for the purpose shall enter into a binding agreement with the University for Execution of the work/project for the period of contract.
 14. The acceptance of the quotation/tender shall rest with the e-Governance Monitoring (ERP) Committee, and the Committee does not bind itself to accept the lowest quotation and reserves the right to reject any or all items of quotation/tender without assigning any reason thereof. The Committee also reserves the right to accept quotation/tender in part i.e. any item or any quantity and to reject it for the rest.
 15. Scope of work, qualifying criteria of the bidders and period of contract may be amended by university, if required.
 16. It is the University's policy to make all purchases from the manufacturers or exclusive distributors or authorized dealers/agents/service providers. If you are manufacturer/exclusive distributors/authorized dealer/agents/service provider, proof thereof may be supplied along with the quotation/tender failing which the same shall be liable to be rejected without assigning any reason.
 17. The bidder shall append a certificate with the quotation/tender that the firm has not been debarred/blacklisted for any reason/period by DGS&D, DS&D (Haryana) or any other Central/State Govt. Dept./University/PSU etc. If so, particulars of the same may be furnished. Concealment of facts shall not only lead to cancellation of the supply order, but may also warrant legal action.
 18. TDS shall be deducted at source in accordance with the Income Tax Act/Rules in force from time to time.
 19. In Case, any family member of the bidder is serving in the University, then the bidder must record a certificate to that effect on the offer, failing which the quotation/tender shall be rejected out rightly.

20. In Case, any other information/clarification is required, Controller of Examinations may be contacted at Telephone No. 0129-2310112, 2310114 on any working day (Monday to Friday) during office hours (9.00 a.m. to 5.00 p.m.)
21. The bidder shall provide all the measures to save the data from any sort of loss/corruption and in case of any such activities, shall provide the recovery and the original data without imposing any additional cost on the University.
22. During the tenure of contract and after 5 year, the successful bidder shall be responsible for data backup. A penalty @ 50% of each examination and legal action will be imposed in case of data loss.
23. Penalty of an amount not exceeding the total value of the project will be imposed on vender in case of breach of trust/ leakage/ misappropriation of data and in case of violations of terms and conditions of agreement as decided by the university besides forfeiter of security and legal action.
24. Any feature not mentioned in the scope of work in this bid document shall be covered by the Bidder for inclusion during system requirement specification process/Warranty as per need without any additional cost.
25. Bidder shall visit university after the award of work/purchase order (PO) and interact with different category of users – employees and faculty at different levels, students to obtain data, rules, regulations, schemes, syllabus, reports and study the working of the university at various levels. Only then the software implementation shall start.
26. Software must be web enabled and should be thoroughly tested against different security threats and attacks including injection and malware attacks. Certain client nodes will be required to be secured with MAC / IP locking as decided by the university. Users of the software will use Login/Password and there should be facility of changing/reset passwords by user/administrator. The passwords will be stored in encrypted form in database.
27. Certain user screens will be on the Internet to allow faculty /staff /students / parents access from outside the university LAN. It may be with limited access only. Accordingly secure procedures (OTP etc.) should be incorporated by the Bidder in the system for software access and its security. All such transactions shall have the log and tracking facilities to identify the source of corruption if any and will be executed through proper login procedures.
28. Database will be mirrored and backed up on regular intervals. All backups /recovery procedures are to be documented and submitted by the Bidder.
29. Bidder should have prior demonstrable experience of implementing similar project for automation. During technical evaluation of bids, bidders may be asked to demonstrate actual live working of previous experience of similar software systems. Bidders shall have to make suitable arrangements on their own for this demonstration.

30. (i) Software/setup must be made available for use by the university within 30 days of the award of tender. (ii) The work related to registration and pre/post-examination related activities must be completed as per the schedule declared by the university from time to time and result preparation must be completed within 30 days from the last date of examination or period extended by the University on the written request of the Bidder submitted before expiry of completion period.
31. In case of late completion of work mentioned in point 30 above, an amount @0.5% per week of the quoted price shall be deducted. The maximum deduction will be 10%. An appeal against these orders shall, however, lie with the Vice-Chancellor whose decision shall be final.
32. The rates in the bid should include all applicable Discounts/Taxes/Duties.
33. The bidder preferably should have IT Services/ infrastructure at Delhi/ NCR.
34. All data will be in approach of the University. The data would have to be handed over to University on the direction of the University. The sole ownership of the data shall lie with the University.
35. Terms and conditions printed on Quotation/Invoice of the firm, if any, shall not be binding on the university , except those mentioned specifically on the supply order, and acceptance of the order shall be construed as the firm's agreement to all the terms and conditions contained in the order.
36. CONFIDENTIALITY: Information relating to evaluation of Proposals and recommendations concerning awards shall not be disclosed to any Bidder or to any other person person(s) not officially concerned with the process or even under RTI Act until such time the winning bidder has been notified.
37. FORCE MAJEURE: In the event of any unforeseen circumstances directly interfering with the supply of goods/work/service arising during the currency of the contract, such as war, hostilities, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts, or acts of God, the Contractor/bidder shall, within a week from the commencement thereof, notify the same in writing to the Purchaser with reasonable evidence thereof. Either party shall have the option to terminate the contract on expiry of 90 days of commencement of such force majeure by giving 14 days' notice to the other party in writing. In case of such termination, no damages shall be claimed by either party against the other, except those which had occurred under any other clause of this contract prior to such termination.
38. CODE OF ETHICS: The University, as well as the Bidder / Contractors / Manufacturers /Authorized Supplier under the contract shall observe the highest standard of ethics including laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988", during the procurement or execution of such contracts. If the

tenderers /contractors are found in Bid pooling or against law against fraud and corruption then their firms may be black listed.

39. RESOLUTION OF DISPUTES/ARBITRATION: In case of any difference/dispute between the University and the contractor/bidder arising relating to the contract, the parties shall make every effort to resolve the same amicably by mutual consultations. If the Parties fail to resolve within 21 days of its occurrence, then either party may seek to refer the dispute for sole arbitration by any person to be nominated by the Vice Chancellor, YMCAUST, Faridabad. The award of the arbitrator so appointed shall be final and binding on both the parties. However, during the arbitration proceedings the parties shall not delay or postpone the performance of their respective obligations pursuant to the contract. The courts of place from where the notification of award is issued shall alone have the jurisdiction to decide any dispute, court jurisdiction shall be Faridabad.
40. An MoU may be agreed upon and signed by both the parties (YMCAUST, Faridabad and the successful bidder) on a non-judicial stamp-paper of Rs. 100/- regarding the terms and conditions mentioned in this tender document along with any other additional condition(s) if any, before releasing the purchase/work order.

9. KEY DATES SCHEDULE

S. No.	Item	Date & time schedule & general remarks
1	Bid Reference	YMCAUST/COE/671/02
2	Cost of Tender document	Rs. 500/-
3	Earnest money deposit	Rs. 10000/- (Ten Thousand only)
4	Estimated Tender amount	Rs. 5 Lacs for outsourcing student life cycle maintenance related activities for academic year 2017-2018(Dec 17 & May 18) semester/annual examinations.
5	Last date and Time for Bid submission	Thursday, 23 th August, 2017 at 12:00 midnight.
6	Date of Tender opening (Technical bid)	Friday, 24 th August, 2017 at 10:00 a.m.
7	Date & Time of Financial Bid opening	After the evaluation of Technical bids
8	Validity of Tender	90 days
9	Venue of Bid Opening	Purchase Section/COE office, YMCA University of Science and Technology, Sector-6, Faridabad-121006

Dy. Registrar- Head (Store & Purchase)/ AR (exams)