

Tender Document
for
Development, Deployment and Services for
Centralized Online Counselling & Admission
Portal

Maharshi Dayanand University Rohtak

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TENDER NOTICE
MAHARSHI DAYANAND UNIVERSITY, ROHTAK
(A State University established under Haryana Act No. XXV of 1975)
'A' Grade University Accredited by NAAC

Notice Inviting E-Tender

On line bids/tenders are invited only from the Registered firms on prescribed forms through E-tendering for below mentioned work. The tender form “along with conditions of contract” to be fulfilled, can be obtained from the website: <https://mdurohtak.haryanaeprocurement.gov.in>

Sr. No	Name of Work	Appx . cost (Rs in Lac.)	E/Money (In Rs.)	Bid fee + E-Service Fee	Start Date & Time for Bid Preparation & Submission	Expiry Date & Time for Bid preparation & Submission	Date & time for opening of Bid	
							Technical Bid	Financial Bid
1	Development, Deployment and Services for Centralized Online Counselling & Admission Portal	8 lakhs	16000/-	500/-+ 1000/-	15-03-2017 at 12:00 Noon	30.03.2017 up to 02.30 P.M.	30.03.2017 at 03:00 PM	1/4/2017 at 12.00 Noon

For other details and the tender document with terms/ conditions of tenders may visit on website <https://mdurohtak.haryanaeprocurement.gov.in>

For any query may contact on telephone No. 01262-393594

The tender notice is also available on university website www.mdurohtak.ac.in

Registrar

DETAILED NOTICE INVITING TENDER

On line bids/tenders are invited only from the Registered firms on prescribed forms through E-tendering for Providing services for centralized online counselling & admission portal which also includes the developing Online application forms, Pre and Post Examination Processing work & conducting of online counselling using web enabled user friendly software for admission through Common Entrance Examination (CEE) to the following campus situated PG courses in the different universities in the State of Haryana for the academic session 2017-18:

M. Sc. (Chemistry), M. Sc. (Maths), M Sc. (Maths with Computer Sc.), M. Sc. (Physics), M. Sc. (Botany), M. Sc. (Zoology), M. Sc. (Microbiology), M. Sc. (Genetics), M. Sc. (Bio Chemistry), M. Sc. (Bio-Technology), M. Sc. (Environmental Science), M. Sc. (Environmental Biotechnology), M. Sc. (Agricultural Biotechnology) , M. Sc. (Micro- Biotechnology), M. Sc. (Bio-Informatics), M. Sc. (Forensic Science), M. Sc. (Food Technology), M. Sc. (Medical Biotechnology), M. Pharm. (Industrial Pharmacy), M. Pharm. (Pharmaceutics) (Drug Regulatory Affairs), M. Pharm. (Pharmaceutical Chemistry), M. Pharm. (Pharmacognosy), M. Pharm. (Pharmacology) – More courses may be added in this list before commencement of the admission process.

The Maharshi Dayanand University Rohtak will conduct Combined Entrance Exam (CEE) of the applicants for the above mentioned courses in teaching departments of participating State Universities of Haryana. MDU has decided to hire the agency providing services for online counselling & admission as per the scope of work in different categories of Institutes in the State of Haryana for the academic session 2017-18. The tender form “along with conditions of contract” to be fulfilled, can be obtained from the website: <https://mdurohtak.haryanaeprocurement.gov.in>

Sr. No	Name of Work	Appx. cost (Rs in Lac.)	E/Money (In Rs.)	Bid fee + E- Service Fee	Start Date & Time for Bid Preparation &	Expiry Date & Time for Bid preparation &	Date & time for opening of Bid	
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For other details and the tender document with terms/ conditions of tenders may visit on website <https://mdurohtak.haryanaeprocurement.gov.in>

- The payment for the tender document fee and the e-service fee shall be made by eligible bidders online directly through debit cards/ internet banking accounts and the payment for the EMD can be made online directly through RTGS/ NEFT or OTC. Please refer to Online payment guideline available at Single e-Procurement Portal of Govt. of Haryana and also mentioned under tender document.

2. The intending bidders will be mandatorily required to online signup (create user account) on the website <https://haryanaeprocurement.gov.in> to be eligible to participate in the e tender.

Important Note:

- 1) The Applicants/bidders have to complete 'Application / Bid Preparation & Submission' stage on scheduled time as mentioned above. If any Applicant / bidder failed to complete his / her aforesaid stage in the stipulated online time schedule for this stage, his / her Application/bid status will be considered as 'Applications / bids not submitted'.
- 2) Applicant/Bidder must confirm & check his/her Application/bid status after completion of his/her all activities for e-bidding.

Interested bidders can read the instructions related to e-tender system from the website <https://haryanaeprocurement.gov.in>. or can contact

M/s Nextenders (India)

Pvt. Ltd. O/o. DS&D

Haryana,

SCO – 09, IInd

Floor, Sector –

16, Panchkula –

134108

E - mail: Chandigarh@nextenders.com

Help Desk: 0172 – 2582008-09, 2618292 and 1800-180-2097 (Toll Free Number)

Timing –

Monday to Friday (10:00 am. to 6:00 pm) & Saturday (11:00 am to 2:00Pm) for Training workshop

Technical Support Assistance will be available over telephone

Note: Contact our helpdesk on or before prior to 4 hours of the scheduled closing date & time of respective e-tendering event. Also, for queries related to ePayment of EMD kindly contact the help desk at least 2 days prior to closing date & time of event.

GENERAL INFORMATION AND THE INSTRUCTIONS TO BIDDERS

1. The bidder is required to submit the charges per student basis for providing all kind of services mentioned in the scope of work. Charges per student must be exclusive of taxes applicable.
2. The Bidder must have working experience in handling turnkey projects (e.g. Creation of Database with necessary software, Merit panel preparation, On-Line counseling, etc.) for admission in any Govt. / Semi Govt. organization for last three years 2013-14, 2014-15, 2015-16. Bidder shall furnish documentary evidence in the first instance itself to support and fulfilling the qualifying requirements.
3. The bidder should have a minimum turnover of Rs. 4 crore in last three consecutive financial years 2013-14, 2014-15 and 2015-16. In support of these criteria bidders shall furnish self-attested copies of Audited Accounts/ Balance Sheets.
4. The bidder must be a registered firm.
5. The bidder should not have been blacklisted by any Govt. / Semi Govt. organization in the last five years
6. The firm shall provide all relevant records required i.e., Income Tax Return Certificate/ PAN, Commercial Tax Clearance/ VAT certificate, Service Tax and other taxes whichever are applicable.
7. Bid offer shall remain valid for a period not less than 90 days after the deadline date specified for submission.
8. All duties, taxes and other levies including the transportation expenses are payable by the bidder and shall be included in the total price.
9. The bidder should have its own/hired functional data center with dedicated bandwidth to host the website. Web portal developed should be hosted on a dedicated server for independent functioning by the firm.
10. The successful bidder must complete the customization and demonstrate at least 2 successful trial runs of the On-line Counselling software within 4 weeks from the date of receipt of the work order from MDU. Failure to adhere to this deadline will result in summary termination of the purchase order and award of work to another Service Provider and will be governed by the Penalty clause as mentioned in the tender document.
11. Processing in all modules of scope of work will be carried out by the service provider in the presence of the co-ordination as well as ICT Committee.
12. The On-line Counselling software must be user-friendly and free from glitches.
13. During the different rounds of the counselling, the programmer of the service provider must remain present in the control room at the MDU office premises.

- 14.** The successful bidder/Service Provider shall transfer the complete Master Database relating to the On-line Counselling to MDU after the process is completed.
 - 15.** The EMD of unsuccessful bidders shall be returned without interest after award of contract to the successful bidder. The EMD stands forfeited in case the firm withdraws its bid after submission of tender document.
 - 16.** Reference, information and certificates from the respective clients certifying technical and execution capability should be signed and the contact numbers of all such clients should be mentioned. The University may also independently seek information regarding the performance from the clients and visit at bidder cost.
 - 17.** The bidder is advised to attach any additional information, which is felt necessary with regard to prove its capabilities in all respects to successfully complete the envisaged work. The bidder is however, advised not to attach superfluous information. No further information will be entertained after tender document is submitted.
 - 18.** Also a signed copy of all the pages by the authorized signatory of the uploaded DNIT and supporting documents have to be produced at the time of technical bid opening.
 - 19.** Even though firm may satisfy the qualifying criteria, it is liable to disqualification if it has record of poor performance or not able to understand the scope of work or black listed earlier by any University in any earlier projects.
 - 20.** Amendment of Tender Document: At any time before the deadline for submission of tender, MDU may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective firm, modify the Tender document by amending, modifying and/or supplementing the same. All prospective firms shall be notified of any amendments on e-tender website and MDU web site and all such amendments shall be binding on them without any further act or deed on MDU's part. The prospective firms are advised to periodically browse e- tender website and university website www.mdurohtak.ac.in to find out any further corrigendum / addendum / notice published with respect to this tender. In the event of any amendment, MDU reserves the right to extend the deadline for the submission of the bids, in order to allow prospective bidders a reasonable time to be taken for the amendment into account while preparing their bids.
 - 21.** Technical bids shall be opened on the prescribed dates in the committee room adjacent to the Registrar Office, MDU Rohtak. If bids opening day is a government holiday, then the bids shall be opened on next working day at the same time. Maximum two representatives of each bidder may participate at the time of opening of the technical bids. Those whose bids are accepted may be asked to give presentation, if desired by the committee. The date and the time for presentation will be intimated through mail.
 - 22.** The successful firm shall have to submit a Performance Guarantee (PG) of an amount equal to the 5% of the total ordered value to the firm in the form of FDR/TDR/Bank
- Tender for Development, Deployment and Services for Centralized Online Counselling & Admission Portal

Guarantee by a nationalized bank or other banks of national repute in favour of Finance Officer, Maharshi Dayanand University Rohtak payable at Rohtak within 15 days (fifteen days) from the date of issue of work order /letter of Intent (LOI). The performance security will be refunded only after 180 days from the successful execution of the work. The performance security deposit shall be forfeited in case any terms and conditions of the agreement etc. to be signed at the time before the release of the purchase order to the successful bidder are infringed or the bidder fails to complete work in time.

- 23.** 100% Payment shall be made after the successful completion of the work. Payment shall be released on receipt of the original bills in triplicate complete in all respect
- 24.** All disputes arising shall be subject to the jurisdiction of appropriate court of Judicial Magistrate, Rohtak alone and shall be governed by the Law of India.

SCOPE OF WORK FOR THE PROJECT TO DEVELOP AND PROVIDE SERVICE FOR CENTRALIZED ONLINE COUNSELLING & ADMISSION PORTAL

On line bids/tenders are invited only from the Registered firms on prescribed forms through E-tendering for Providing services for centralized online counselling & admission portal which also includes the developing Online application forms, Pre Examination Processing work & conducting of online counselling using web enabled user friendly software for admission through Common Entrance Examination (CEE) to the following campus situated PG courses in the different universities in the State of Haryana for the academic session 2017-18:

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The MDU will conduct the CEE of the applicants for above mentioned courses running in teaching departments of participating State Universities of Haryana. Following are the functional requirements categorized in separate modules:

Integrated Web Portal

1. Development of CMS based dynamic web portal for: (i) on-line submission of application forms, (ii) on-line issuance of test admit cards, (iii) publication of examination notifications, rules and procedures, (iv) publication of results related to MDUCEE-2017, (v) counseling etc.
2. The portal should closely be integrated with the back-end application system for automated publication of test admit cards, result publication, etc.
3. Content creation and administration should be done by users of specific roles having adequate privileges.
4. The portal should maintain profile of all the students/candidates in comprehensive manner.
5. The portal should also be integrated with payment gateway services for on-line & Offline Payments payment of application and counselling fee.
6. Online payment should support payment through net banking, debit cards, & Credit Cards.
7. Service Charges for online payment, if any, shall be borne by the candidate.

Student / Candidate Profiling

Tender for Development, Deployment and Services for Centralized Online Counselling & Admission Portal

The system should have provision for maintaining candidates profile with photo and credentials. This will enable students to upload their detail and credentials only once, to apply for more than one exam.

On-line Application Submission

1. On-line Application form fields should be linked with candidate profiles, so that the fields can be auto-filled for registered candidates.
2. Once, the on-line application form is filled and submitted by the candidate, the system should generate a PDF document of the form.
3. At each level of application submission, the system should automatically create hash value of application form content and store it in secured repository with time stamping. The system should also maintain logs for each alteration after first submission of application.

Test Admit Card Generation

1. To provide the Attendance chart (as per format to be specified by the university) and the cut list of the candidates for the conduct of MDUCEE-2017.
2. Once the test centers are allocated, the system through on-line portal service should generate roll numbers as per predefined rule sets.
3. The system should publish Test Admit Cards along with photo on the web portal, where candidates can download and print the same.
4. The system should also send alerts through email and SMS to all the concerned candidates for all crucial events. All costs incurred on this account will be borne by the bidder.

Result preparation & Declaration

1. The bidder will evaluate the OMR answer sheets and prepare result of the entrance test.
2. The system will create a hash value of result and store same in secured repository.
3. After hashing, the system will automatically publish result on Web Portal and send auto generated emails/SMS to respective candidates.
4. The software shall prepare merit list of eligible candidates (institute wise/ department wise/ category wise etc. as per requirement of the university) for CEE and display on web portal and University website. Preparation of portal facility (Software/Hardware/Licenses etc.) so that applicant can see their rank position as well as get a print copy of merit rank, will be the responsibility of the bidder.
5. Supply of merit lists in hard and soft copy to MDU, Rohtak.

On-line Counseling and Selection

The critical variables to be considered for enabling the dynamic reporting by the software are:

1. Institute as well as discipline wise intake.
2. Priority in Choice filling institute wise as well as discipline wise.
3. Category wise distribution of intakes.

4. Controls are to be incorporated in the web-enabled software through different categories of users e.g. Administrator, Operator, Institute, Applicant having different user-rights for cross verification of data.
5. There will be at least three rounds of online counselling and the candidates must be given opportunities of seat upgradation.

The On-line Counseling software should be capable of

1. Login for Registration- Registering on-line about 40000 candidates within time specified.
2. Payment Provision & Confirmation of Registration.
3. Provision of Mock counseling.
4. Choice Filling & Choice Modification at any time before the last date prescribed for online counseling.
5. Auto Saving of Entered Choices.
6. Accepting and integrating the data relating to the CEE-2017 conducted by MDU
7. Processing for allotment of seats in conformity with the seat-matrix;
8. Generating on-line the First List of selected candidates based on (a) their MDUCEE rank, (b) their category (whether BC, SC etc.), (c) their preferences for universities/institutes along with courses.
9. Payment Provision for counselling and seat Allotment & Confirmation of Payment
10. On-line Generation of Allotment Letter.
11. Generating on-line the letter intimating the details of the selected candidates to the respective Universities.
12. The system should also send alerts through email and SMS to all the concerned candidates for all crucial events. All costs incurred on this account will be borne by the bidder.
13. Facilitating Universities to enter on-line, the details of candidates who have appeared for Certificate Verification and paid the Program Fees.
14. Generating such other reports relating to On-line Counseling as prescribed by MDU.
15. On-line Confirmation of the Admission by the UTD's.
16. Auto upgradation, as per requirement, for next round of Counseling
17. Due to dropouts, it may be necessary for MDU to draw up a second list/third list of selected candidates and the On-line Counseling software should be capable of monitoring the dropouts and developing the second and third lists. A candidate who does not get his/her certificates verified and Payment of Program Fees done within the time prescribed will be deemed to be a 'dropout'.
18. Preparation of Vacancy Seat Matrix for next phase of Seat allotment.
19. Supply of two hard copies of the list of admitted candidates institute wise and category

wise along-with soft copies thereof.

20. Recompilation of the application fee/ brochure fee/ counseling fee of the candidates.

Help Desk/Tele-call center:

1. For guiding the applicants, help-desks should be maintained by providing manpower, telephone and Internet connection facility by the bidder.
2. There should be help-desks to help the aspirants uninterrupted at least one each in each university.
3. Design, development and maintenance of on-line grievance redressal system for candidates/ Institutions.
4. Maintain a 24 hours telecall center to help the applicants undergoing on-line process.
5. The tele-call center should have 5 supporting lines which are to be manned by duly trained personnel.
6. No extra Cost is payable on this account.
7. Help Line numbers have to be submitted to the MDU prior to the start of admission process.

RTI & Legal Issue:

The successful bidder will be responsible for all RTI and Legal issues related to on-line admission cum counselling process and data/report management.

EVALUATION CRITERIA

Technical Evaluation-

1. Detailed technical evaluation shall be carried out and other conditions in the tender document to determine the substantial responsiveness of each tender. For this clause, the substantially responsive bid is one that conforms to all the eligibility and terms and condition of the tender without any material deviation.
2. The technical evaluation committee, if desire, may call the responsive tenderers for discussion or presentation to facilitate and assess their understanding of the scope of work and its execution. However, the committee shall have sole discretion to call for discussion/presentation.

Financial Evaluation

1. The financial bid shall be opened of only those tenderers who have been found to be technically eligible as enumerated under above clause. The financial bids shall be opened in presence of representatives of technically eligible tenderers, who may like to be present. The university shall inform the date, place and time for opening of financial bid.
2. **Evaluation and Comparison of Bids-** The committee shall evaluate in detail and compare the substantially responsive bids and comparison of bids shall be on the price of the services offered.

PENALTY CLAUSE:

(A) Financial Penalties for deficiencies in services during the period of the tender and its subsequent extensions:

1. Partial execution will not be considered as delivery in full unless specified in the work order.
 - a) First time offence: If orders are not executed as per the schedule provided by the MDU - one day delay at any stage of online counselling as mentioned in the work order – Caution to be sent along with the copy of the order.
 - b) Second time offence - one day delay occurring at any subsequent stage of online counselling as mentioned in the caution notice as provided in clause (a) above - 2% of the total value of the order or Rs 20,000/- (Rs. Twenty Thousand only) whichever is less will be deducted from the billed amount.
 - c) Third time or each subsequent offence - one day delay occurring at any subsequent stage of online counselling - 5% of the total value of the order or Rs.50,000/- (Rs. Fifty Thousand only) whichever is less will be deducted from the billed amount.:
 - d) For firms who fail to execute the full order on five occasions within the tender period and its extensions- the whole Performance Bank Guarantee will be forfeited and the bidder and its principals will be debarred from participation in tenders of MDU for the next five years.
2. The names of the defaulting parties will be put up on the MDU website.
3. The successful bidder shall bear all the cost/ expenses of the litigation if any, due to deficiencies related to on-line admission cum counselling process and data/report management.

(B) Non-Execution within Stipulated Period.

If Bidder fails to execute within the stipulated period, the Tender inviting authority is at liberty to make alternative arrangements of services for which orders have been placed and the supplier will be imposed penalty apart from forfeiture of Performance Bank Guarantee. The excess expenditure over and above contracted prices incurred by the Tender inviting authority in making such arrangements due to the default will be recovered from the bidder.

Agreement:

The successful bidder shall sign an agreement immediately after the acceptance of the tender for timely execution of the work and other terms and conditions.

Note: The tentative schedule of going Live of Online application Portal for CEE is 1st week of May 2017. The tentative timing of Online Counselling Portal for CEE-2017 going live is 2nd Week of June 2017.

PROFORMA FOR TECHNICAL BID (PART - I)

Tender for Development, Deployment and Services for Centralized Online Counselling & Admission Portal

S.No.	Description of work	Name of courses	Compliance Yes/No
1.	Providing services for centralized online counselling & admission portal: Developing Online application forms, Pre and post Examination Processing work, Evaluation of OMR Sheets, Result Preparation & conducting of online counselling using web enabled user friendly software for admission through Common Entrance Examination (CEE) to the campus situated PG courses in the different universities in the State of Haryana for the academic session 2017-18. Details as per scope of work.	As per Scope of Work	

PROFORMA FOR TECHNICAL BID (PART - II)**Bidder Information**

S.No.	Particulars	To be filled in by the tenderer
1	Name of the Bidder	
2	Details of EMD amount	
3	Date of establishment of the firm	
4	Detailed office address of the firm with Office Telephone Number, Fax Number and Mobile Number and name of the contact person	
5.	Whether the firm is registered under company act, partnership or proprietorship.(Copies of all certificates of registration to be enclosed)	
6	PAN/TAN Number(copy to be enclosed)	
7	Sales Tax/VAT Registration Number (copy to be enclosed)	
8	Attested copies of the return for last month/quarter as the case may be submitted towards central and state sales tax/ VAT/ service tax if applicable(copy to be enclosed)	
9	Attested copies of IT returns for the last three years filled by bidder	
10	Whether the firm is blacklisted by any Government Department or any criminal case is registered against the firm or its owner/ partners anywhere in India. (If no, an affidavit is to be attached in this regard.)	
11	Attested copy of Audited accounts turn over details for the last three years	
12	Experience in dealing with Govt. Departments attach copies of supply orders placed on the agency	
13	Whether bid document of all pages of the terms and conditions duly signed, in token of acceptance of the same, is attached.	
14	Whether bidder profile is attached?	

Place :

Signature of the Bidder

Date:

Office Seal

PROFORMA FOR FINANCIAL BID (Part - II)

Name of the Firm:

Tender for Development, Deployment and Services for Centralized Online Counselling & Admission Portal

S. No.	Description of work	Name of courses	Charges per student basis exclusive taxes applicable
1.	Providing services for centralized online counselling & admission portal: Developing Online application forms, Pre and post Examination Processing work, Evaluation of OMR Sheets, Result Preparation & conducting of online counselling using web enabled user friendly software for admission through Common Entrance Examination (CEE) to the campus situated PG courses in the different universities in the State of Haryana for the academic session 2017-18. Details as per scope of work.	As per Scope of Work	

1. We agree to provide the services in accordance with technical specification on charges per student basis exclusive taxes within 3 weeks of the issue of work order.
2. We also agree and abide with the terms and conditions stipulated in the bid document.

(Signature/Seal of the Bidder)