

UNIVERSITY OF NORTH BENGAL

Office of the Registrar
'Accredited by NAAC with Grade A'



ENLIGHTENMENT TO PERFECTION

Notice inviting e-Tender

e-Tender is invited from reputed Agency for Implementation of Automation Solution for end to end examination management for UG and PG programmes of North Bengal University. For details please visit <https://wbtenders.gov.in> (Tender ID:2018_DHE_183075_1)

Advt.no.- 90/R-2018 Date : 24.07.2018

Registrar

University of North Bengal



P.O. Raja Rammohunpur
Dist Darjeeling
Pin 734013

Notice Inviting e-Tender- 90/R-18

E-Tender is invited from reputed Agency for Implementation of Automation Solution for end to end examination management for its UG and PG programs and analytics through completely Business process out sourced model and Managed service Model in the University of North Bengal, For details please visit <http://wbtenders.gov.in>

Date: 24.07.2018

Issued by: The Registrar

Disclaimer

1. This RFP document is neither an agreement nor an offer by University of North Bengal (NBU) to the prospective bidders or any other person. The purpose of this RFP is to provide information to the interested parties that may be useful to them in the formulation of their proposal pursuant to this RFP.
2. NBU does not make any representation or warranty to the accuracy, reliability or completeness of the information in this RFP document and it is not possible for NBU to consider particular needs of each party who reads or uses this RFP document. This RFP includes statements which reflect various assumptions and assessments arrived at by NBU in relation to the statement of work. Such assumptions, assessments and statements do not purport to contain all the information that each bidder may require. Each prospective bidder should conduct its own investigations and analyses and check the accuracy, reliability and completeness of the information provided in this RFP document and obtain independent advice from appropriate sources.
3. NBU will not have any liability to any prospective bidder or any other person or firm under any laws (including without limitation the law of contract, tort), the principles of equity, restitution or unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this RFP document, any matter deemed to form part of this RFP document, the award of the Contract, the information and any other information supplied by or on behalf of NBU or their employees, any bidder or otherwise arising in any way from the selection process for the Project. NBU will also not be liable in any manner whether resulting from negligence or otherwise however caused arising from reliance of any bidder upon any statements contained in this RFP.

4. NBU will not be responsible for any delay in receiving the proposals. The issue of this RFP does not imply that NBU is bound to select a bidder or to appoint the selected bidder, as the case may be, for the services and NBU reserves the right to accept/reject any or all of proposals submitted in response to this RFP document at any stage without assigning any reasons whatsoever. NBU also reserves the right to withhold or withdraw / cancel the process at any stage with intimation to all who submitted the proposal to this RFP.
5. The information given is not exhaustive on account of statutory requirements and should not be regarded as a complete or authoritative statement of law. NBU accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.
6. NBU reserves the right to change/ modify/ amend any or all provisions of this RFP document. Such revisions to the RFP / amended RFP will be made available on the website of NBU.

Bid Sheet and Key Dates

S. No.	Information	Remarks/ Date
1	About the Assignment	End to End Confidential Examination Management Services for UG & PG
2	Name of the Tender Inviting Authority	The Registrar, NBU
3	Cost of Bid Document (Tender Fees)	Rs,10,000/-
4	Earnest Money Deposit(EMD)	Rs.200,000/-
5	Proposal validity period	90 days
6	Date for Release of Request for Proposal	24.07.2018
7	Last date for Submission of written queries for clarifications	03.08.2018
8	Contact person for queries	Registrar Tel no. 0353 2776313 E mail id – regnbu@nbu.ac.in
9	Date for responses to the queries	Within 7 days from 03.08.2018
10.	Date for Pre bid Meeting (optional)	Will be communicated as and when required
11.	Last date for Submission of bids	13.08.2018
12.	Addressee and address at which bid is to be submitted	www.wbtenders.gov.in
13.	Opening of Technical Proposals	16.08.2018
14.	Technical Presentation and Demo (optional)	Will be communicated as and when required
15.	Opening of Financial Proposals	To be communicated after opening Technical bid
16.	Work shall be commenced within 3 weeks from the date of issue of work Order	

The Document is non-Transferable. In case a Holiday is declared on the day of the event, the same will be held on the next working day at the same time and same venue.

List of Abbreviations

S No	Abbreviation	Description
1	NBU	University of North Bengal
2	RFP	Request for proposal.
3	UG	Under Graduate
4	PG	Post Graduate
5	BOQ	Bid of Quantity

1. Program Overview

NBU intends to venture in the field of end to end examination management for its UG and PG programs. NBU is looking for an agency to run the entire examination management processes.

There are about 47 affiliated colleges, where close to 48,000 thousand students take admission for various UG courses and about 3 thousand students take admission to PG courses every year.

2. Instruction to Bidders

2.1. General Instructions

1. Bidders are advised to study the RFP document carefully. Submission of RFP shall be deemed to have been done after careful study and examination of the RFP Document with full understanding of its implications.
2. Tender Paper shall be downloaded from [http:// wbtenders.gov.in](http://wbtenders.gov.in) portal. A sum of **Rs. 10,000/-** shall be deposited to the following mentioned account of the University towards the cost of tender paper failing which tender paper will be treated as cancelled.

Name of the A/c : N.B.U (S/B).
Account Number : 10195736768
IFSC Code : SBIN0002096

3. A sum of Rs. **2,00,000/-** shall be deposited to the above mentioned account of the University through RTGS as earnest money and the copy of receipt challan of RTGS with UTR number shall be accompanied with the technical bid document (Non-Statutory Documents) failing which the tender paper will be treated as cancelled. The earnest money of the unsuccessful bidder (s) will be refunded without interest after one month of the opening of tender paper and the same of the successful bidder (s) will be refunded without interest after six months subject to satisfactory performance and redressal of compliant, if any.
4. The RFP documents is not transferable.
5. NBU reserves the rights to reject any or all the bidders without assigning any reason.
6. Validity of the bid and all offers are 90 days from last date of submission of the bid.

Note: NBU shall not be responsible for delay about non-submission of the documents. All late bids/ incomplete bids would be rejected outright.

2.2. Documents for Submission by Bidder

The bid document prepared by the bidder shall comprise of components mentioned below.

2.2.1. Technical Bid documents

Technical Bid shall consist minimum of the following. Bidder may give more information as per its understanding.

1. Documentary proof of qualifying the eligibility criteria by the firm.
2. Documentary proof of the technical information for technical evaluation.
3. All proposals must be accompanied by **Tender Fee** of Rs. 10,000/- through RTGS" failing which the bid will be rejected.
4. All proposals must be accompanied by an **Earnest Money Deposit (EMD)** of Rs. 2,00,000/- through RTGS", failing which the bid will be rejected.

2.2.2. Commercial Bid document

Commercial Bid as per BOQ.

2.3. Procedure for Submission of the Bid.

1. Selection of the Agency will be made on the basis of both technical and financial bids. Technical bids and financial bids shall be submitted by online only. Offline submission of tender paper will not be accepted.
2. The firm shall have to qualify the eligibility criteria on the basis of documents to be submitted in Technical Bid for further shortlist for implementation.
3. Each copy of the bid should be a complete document with Index & page numbering.
4. The last date of online submission of the tender form is up to **13.08.2018 at 3.00 p.m.** and to be opened on **16.08.2018 at 12.30 p.m.**
5. The Tenderer may remain present at the opening of tender.

Key RFP Terms and Conditions

3.1. Cost of Bidding

1. The bidder shall bear all costs associated with the preparation and submission of its bid, including cost of presentation for the purposes of clarification of the bid, if so desired by the client and client will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

2. The firm is expected to carefully examine all instructions, forms, terms and specifications in the bid document. Failure to furnish all information required in the bid document or submission of a bid not substantially responsive to the bid document in every respect will be at the firm's risk and may result in the rejection of the bid.

3.2. Amendment in Tender Document

1. The bid inviting authority reserves the right to either modify, alter, add or remove any part or full RFP without assigning any reason. The same shall be uploaded in the NBU web site and Govt. portal www.wbtenders.gov.in . Therefore the interested bidders are requested to check the latest corrigendum released by NBU in this respect.
2. The inviting authority may feel necessity to change the submission date and time at their own convenience, therefore it is even more important for the interested bidders to check the NBU web site and the Govt. portal (www.wbtenders.gov.in) regularly to get the updates related to this tendering process.
3. No individual claim in these regards shall be taken in to consideration.

3.3. Key Contract Terms

3.3.1. Arbitration

1. All disputes or differences, whatsoever, arising between the parties out of or relating to the interpretation, meaning and operation or effect of this contract or the breach thereof, shall be resolved through mutual consultation and negotiation.
2. Any dispute not resolved by mutual consultations shall be settled through arbitration by arbitrator duly appointed by the parties as per the Arbitration and reconciliation act in force and amendments from time to time. The award of the said Arbitrator shall be final and binding on both parties. The place of the Arbitration shall be at Siliguri, West Bengal.

3.3.2. Proprietary Rights

All rights, title and interests in and to the Services Environment and any other material used by bidder in the provision of the Services shall exclusively belong to BIDDER or its licensors ("BIDDER Proprietary Material"). Any and all Intellectual Property Rights with respect to the Services and the BIDDER Proprietary Material and all modifications, improvements, enhancements, or derivative works made thereto, shall always belong to BIDDER or its licensors and the Institute shall not be entitled to claim any rights therein. All rights, title and interests in the NBU Data shall always remain with the NBU. However, BIDDER shall have the right and license to use the NBU Data for support, testing and product enhancement purposes with permission from NBU. NBU agrees that BIDDER shall have the right to list the NBU's name in its marketing material and use NBU logo with respect to such listing and for reference purposes. NBU acknowledges that the provision of the Services hereunder by BIDDER shall be on a non-exclusive basis and BIDDER shall be free at all times to provide the services or perform obligations same or similar to the Services and obligations envisaged hereunder to any of its other clients, either existing or future, and nothing herein shall preclude BIDDER from providing such services or performing such obligations to its other clients.

3.3.3. Compensation

In consideration of the Services hereunder, NBU shall pay BIDDER the fees and expenses ("Charges") as specified in Financial Bid and agreed and accepted by both the parties and documented the same in the service agreement. All amounts payable to BIDDER are exclusive of any Taxes. NBU shall be entitled to deduct from applicable payments to BIDDER, any tax on

BIDDER' income deductible at source at the rates applicable as per the provisions of Income Tax Act 1961 and provide BIDDER with evidence or certificate of payment of such tax to the taxing authorities.

BIDDER shall submit invoices to NBU in accordance with the commercial bid. NBU will remit payment to BIDDER preferably within sixty (60) days from the date of receipt of invoice.

3.3.4. Representations and Warranties

Bidder warrants that the Services will be provided in a skilful and workman like manner and in conformity with the scope described in Scope of Work Proposed Functional Scope of this document. Notwithstanding the aforesaid, any Services which are provided by bidder free of charge or are otherwise not chargeable shall be provided on an 'AS IS' basis without any warranties whatsoever. Each Party represents, warrants and covenants to the other that: (i) it is duly organized and validly existing and in good standing under the laws of the state of its incorporation or formation; (ii) it has the full right and authority to enter into and that the Agreement constitutes a legal, valid and binding obligation; and (iii) its execution, delivery and performance of this Agreement does not and will not conflict with, or constitute a breach or default under, its charter of organization, or any contract or other instrument to which it is a party. As set forth in this clause, bidder makes no warranties to NBU, expressed or implied, with respect to any services or deliverables provide hereunder or under scope of work including without limitation and implied warranties of Merchantability or fitness for a particular purpose. All such other warranties are hereby disclaimed by bidder.

3.3.5. Confidential information

Each Party (the "Receiving Party") acknowledges and agrees to maintain the confidentiality of Confidential Information (as hereafter defined) provided by the other Party (the "Disclosing Party") hereunder. The Receiving Party shall not disclose or disseminate the Disclosing Party's Confidential Information to any person other than those employees, agents, contractors, subcontractors and licensees of the Receiving Party, or its affiliates, who have a need to know it in order to assist the Receiving Party in performing its obligations, or to permit the Receiving Party to exercise its rights under the Agreement but the bidder shall ensure that confidential information passed out by it shall not be divulged to anyone else without the permission of the authorized signatory of the University .

3.3.6. Force Majeure

Neither Party shall be liable for any failure or delay in the performance of its obligations under this Agreement to the extent such failure or delay is caused by any reason beyond its reasonable control, such as fire, flood, earthquake, elements of nature or acts of God, acts of state, strikes, acts of war, terrorism, riots, civil disorders, rebellions or revolutions; quarantines, embargoes and other similar governmental action (a "Force Majeure Event"). The affected Party will immediately notify the other by reasonable detail of the Force Majeure Event. If a Force Majeure Event continues for more than 30 days, either Party may, by a written notice to the other Party, terminate this Agreement, without liability.

3.3.7. Language of RFP

The RFP prepared by the firm and all correspondence and documents relating to the RFP exchanged by the bidder and the Client, shall be written in the English language, provided that any printed literature furnished by the firm may be written in another language so long as accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.

3.4. Non-Disclosure

The firm and their personnel shall not, either during the term or after expiry of this contract, disclose any proprietary or confidential information relating to the services, contract, terms, prices or the client's business or operations details without the prior written consent of the client.

4. Eligibility and Pre-Qualification Criteria-

The minimum pre-qualification criteria for the bidders to be eligible for this bid process are specified below. Responses not meeting the minimum pre-qualification criteria will be rejected as soon as such proposals are received, and will not be considered for Technical evaluation.

1. The firm must have at least **FIVE YEARS** of experience in executing examination services for universities and other academic bodies.
2. The firm should be a registered company under prevailing rules and will provide essential registration numbers like GST, TAN, PAN, Trade License etc.
3. The firm should have an average annual turnover of more than **INR 5 Crore** in last 3 financial years (2015-16; 2016-17; 2017-18).
4. The firm must produce a solvency certificate from any nationalized bank in support of their financial stability.
5. Any firm, declared insolvent and / or black listed in connection with confidential examination work is not allowed to participate in this tender.
6. The firm should be extremely competent in handling such work with great security.
7. The firm should have sufficient experience of doing confidential work of such nature for minimum one lakh students, especially at Universities in West Bengal.
8. The firm must have done similar work (i.e., Pre Examination Process Part A, Pre Examination Process Part B and Post Examination Process) for 3 universities in West Bengal for at least 2 consecutive semesters / year in last 5 years. Capability and Experience documents should be uploaded.
9. The firm should have provision to encrypt data and the corresponding image should be printed on the mark sheet / grade card.
10. The firm must have customized software to monitor the progress of evaluation process.
11. The firm should have a registered office in India with proper infrastructure, facilities, confidential data centre and manpower. The authorized person of the University reserves the right to inspect the premises, infrastructure and necessary arrangements for maintaining the secrecy finalizing the work order and / or afterwards to ascertain the terms and conditions of the tender documents.
12. The firm will abide by all the conditions / terms declared in the tender by executing a memorandum of understanding through authorized representative between firm and the University on a non-judicial stamp paper of Rs. 100/-
13. Outsourcing of any part of the job is strictly prohibited.
14. The firm will submit rates which will be part of the memorandum of understanding (Agreement) along with term of the tender.

15. (i) In the event of any serious mistake(s) or deviation from given data resulting in discarding the entire procedure, the University shall be entitled to impose a penalty on the firm on account of such loss caused due to the mistake(s). The decision of the University in such case(s) shall be final.
- (ii) If the firm is found guilty of leakage of any information, they shall have to recoup all losses suffered by the University on account of firm's negligence.
16. Any mistake(s) in packing or delivery shall also attract penalty as decided by the University.
17. The firm will maintain absolute Secrecy understanding the fact that, this clause is Basic to the entire agreement.
18. After printing and before packing of the Question Papers, a thorough check must be done.
19. Any dispute which may arise between the parties hereto in respect of the AGREEMENT shall be referred to the Vice Chancellor of the University whose decision shall be final and irrevocable.
20. The payment towards the work will be made in part intermittently during the work but the final payment will be cleared on completion of examination and on submission of final bill by the firm. The payment as per terms of the agreement will be paid to the firm by crossed cheque or through RTGS.
21. **The rate should be quoted on per student per semester / examination basis (for approx 50,000 students).**

Necessary credentials mentioned in Sl.No. 3, 4, 8, 10, 11 with supporting documents of the same must be uploaded. The credentials not supported by valid documents will not be considered at the time of decision making.

Acceptance of the lowest quoted rate is not mandatory. The University authority reserves the right to select the firm based on proven credentials.

5. General Terms & Conditions

- Contract will be for 3 years and reviewed / renewed thereafter as per terms and conditions acceptable to the University authority.
- This is strictly confidential examination work and hence the selected party must maintain the confidentiality without compromising the essence of the job.
- Any problem, as may arise from time to time should be discussed with the Controller of Examinations.
- The order will be terminated if it is found that the firm has provided false or fabricated information during submission of tender document or later on.
- The order will be terminated for any sorts of malpractices detected at any point of time and a penal measure will be taken against the firm.
- Examinations will be governed as per rules and regulations of the University as framed from time to time.
- An agreement will be signed between both parties i.e., the University and selected firm.
- Incomplete tender, if any, as decided by the competent authority will be rejected.
- Detailed offer with credentials are to be submitted ONLINE ONLY by due date and time.

6. Relevant Project Experience (To be filed up by the bidder and submitted separately)

General Information	
Client for which the project was executed and brief description	
Name and description of the project	
Duration of the project (start date, completion date, current status)	
Scope of services	
Total value (cost) of the project	
Copy of Work Order/ Experience Certificate	

7. Scope of Work

Confidential Examination Services for UG & PG students of NBU

1. Pre Examination : Part-A

- a) Development of online registration for students.
- b) Design and develop of Online Examination Forms containing details of the students along with subject/papers they are supposed to appear in the examinations.
- c) Uploading Online Examination Form.
- d) Allocation of centers to the students as per direction of the University.
- e) Generation of Roll No. and uploading of admit cards after verification by College / University by using college domain.
- f) Generation of DR sheets, Allotment Charts and delivery of the same to the college domain (online mode).
- g) Generation of Question Paper as required, subject wise / centre wise.
- h) Preparation and printing of HDPE Envelopes for collection of used Answer Books after the examination.

Pre Examination : Part-B

- a) Type-setting, Proof reading, Editing of Question Papers (manuscript will be provided by University).
- b) Printing of Question papers / Question Booklets (tri-lingual) in 70 GSM maplitho paper.
- c) Printing of Answer Books using 70 GSM maplitho paper.
- d) Answer Books (size A4) should be thread stitched.
- e) Printing of OMR readable answer sheets, when required.
- f) Packaging of Question Papers, Subject wise / Session wise / Examination Centre wise.
- g) Packaging of Answer Books.
- h) Delivery of Answer Books to all Examination Centers.

- i) Delivery of packed Question Papers to all examination centers.

2. Post Examination :

- a) Collection of the used answer books of the theoretical examinations from the examination centers.
- b) Coding of the used Answer Books.
- c) Data entry (double entry) of the code-slips of the Examinees.
- d) Labeling the packets of answer books with proper bar-coded serial number.
- e) Packaging of Coded answer books along with marks award sheets/slips.
- f) Preparation of Master database of Examiners of all subjects.
- g) Schedule for delivery of coded answer books to be fixed in consultation with the Controller of Examinations as per his/her convenience.
- h) Delivery of packets containing coded answer books to the Examiners at the locations as desired by the Examiners such as College premises/University within the jurisdiction of Darjeeling, Jalpaiguri, Kalimpong, Alipurduar district and the Colleges of Uttar-Dinajpur up to Islampur Sub-division.
- i) Use of Computer based Application to track delivery and receipt of used answer books to and from the Examiners along with access of the same by Vice Chancellor and Controller of Examinations.
- j) Follow-up with the Examiners to find out progress of the evaluation and if required, to make alternate arrangement so that unevaluated answer books can be evaluated through another Examiner in consultation with the Controller of Examinations/the Vice-Chancellor.
- k) The entire process should be monitored through customized software for evaluation.
- l) Collecting all the evaluated answer books (of theory papers) along with marks award slips sealed in plastic cover/envelopes from examiners after evaluation.
- m) Arrange delivery and collection of coded answer books multiple times in order to meet the deadline of publication of results.
- n) Arrange online payment for examiners, if required.
- o) Collection of Practical marks from University.
- p) Data Entry of all the filled in marks award sheets/slips.
- q) Once marks are collated component-wise/subject-wise, the same to be processed to submit reports for missing marks, abnormal marks or any other discrepancies.
- r) After preparation of results, the same should be checked manually on sample basis to ensure correctness of the processing software.
- s) Preparation of various reports and statistics for declaration of results.
- t) Uploading results on the Web as desired by the University within the announced time-frame. University will strive to declare results within 45 days from the date of last examination held.
- u) Printing of Mark-sheets and Certificates to the University .
- v) Packaging of Mark-sheets College-wise for delivery as per the requirement of the University.
- w) Delivery of Mark-Sheets.

- x) Processing of review forms online and keeping record thereof. Verification of review forms by college / university through college domain.
- y) Re-evaluation of answer books (under review) through Examiner.
- z) Publication of Review results on-line and printing of mark sheets
- zz) Submission copies of examination data to the University.

8. Other Terms & Conditions:

- a) The agency will entrust competent persons who will liaison between the University, Affiliated Colleges and Agency in smooth conduction of the examination process.
- b) Outsourcing of any part of the Job is strictly prohibited.
- c) No consortium is allowed.
- d) Agency has to create an infrastructure in University Campus to carry out the Job.
- e) Any firm declared insolvent and / or black listed in connection with confidential examination work is not allowed to participate in the RFP.

Agency may have to do additional jobs on examinations not essentially listed above.

Registrar

Annexure-I

Proforma For Technical Bid

SL. NO.	Description	Details
01.	Name of Bidder with full address, Corporate Office/Head Office etc. website, E-mail ID, Telephone	
02.	Status (Whether Government/PSU/Private/Others)	
03.	Date & Year of Establishment / incorporation of firm	
04.	PAN No.	
	GST No.	
	Service Tax No	
	Trade License No. & date	
	TAN No.	
	P. Tax No.	
05.	Certificate from Chartered Accountant/Cost Accountant with reference to the turnover during the last three financial years. Ref. Clause no. 4(3) of the bid	FY 2015-2016 = INR
		FY 2016-2017 = INR
		FY 2017-2018 = INR
06.	Number of years of experience in Confidential examination service for universities and other academic bodies . Ref. Clause no. 1 & 8 of the bid document	
07.	Name of the Authorized Person	
	Designation	
	Mobile No	
	E-mail	

Date:

Signature of Authorized Representative

Designation: