

UNIVERSITY OF NORTH BENGAL

Office of the Registrar

Accredited by NAAC with 'A' Grade



সমানো মন্ত্র: সমিতি: সমানী

Notice inviting e-Tender

e-Tender is invited from reputed Recruitment Agency for the Conduct of Entire Process of Selection for Recruitment in Different Posts of North Bengal University. For details please visit <https://wbtenders.gov.in> (Tender ID: 2021_DHE_317231_1)

Advt.no.- 384/R-2021 Date : 19.01.2021

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NOTICE INVITING E-TENDER NIT NO. 384 /R-2021

E-Tender is invited from reputed RECRUITMENT AGENCY for the CONDUCT of ENTIRE PROCESS OF SELECTION FOR RECRUITMENT IN DIFFERENT POSTS under the University Of North Bengal, for details please visit www.wbtenders.gov.in

Date : 19.01.2021

Issued by : The Registrar

Bid Sheet and Key Dates

SL.NO.	INFORMATION	REMARKS / DATE
1.	About the Assignment	Recruitment for conducting entire process of selection for recruitment in different post under the University of North Bengal
2.	Name of the Tender Inviting Authority	The Registrar University of North Bengal
3.	Cost of Bid Document (Tender Fees)	Nil
4.	Earnest Money Deposit (EMD)	3,00,000/- [The bidder who had deposited EMD in the e-Tender NIT no. 363/R-2020 need not to deposit further, if they participate in this tender.]
5.	Proposal validity period	90 days
6.	Date for Release of Request for Proposal	19.01.2021 FROM 4.00 PM
7.	Last date for submission of written queries for clarifications	Within 7 days from the date of issue of tender
8.	Contact Person for queries	Registrar, University of North Bengal Tel no. 0353 2776313 E-mail id : regnbu@nbu.ac.in
9.	Date for responses to the queries	To be communicated
10.	Date for Pre bid Meeting (optional)	Will be communicated as and when required
11.	Last date for submission of bids	01.02.2021 AT 12.30 PM
12.	Addressee and address at which bid is to be submitted	www.wbtenders.gov.in
13.	Opening of Technical Proposal	03.02.2021 AT 12.30 PM
14.	Technical presentation and Demo	05.02.2021 at 11.30 onwards
15.	Opening of Financial proposal	To be communicated after opening of Technical bid.
16.	Work shall be commenced within three 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

1. Qualifying Requirement for bidders:

Technical Qualification:

- (a) The Agency should have minimum 3 years of experience in the field of such work area & should have completed at least three such projects with Govt. of India/ Govt. of WestBengal/PSU/District Courts of the State of West Bengal and the agency should provide certificate of satisfactory services rendered duly issued by the concerned institution/organization.
- (b) The Agency/Firm must have the capability to process applications, and must have experience of registration through online copies of applications and documents as per requirement. The agency must have sufficient experience in conducting OMR written examination in multiple venues on the same day.
- (c) The Agency/Firm must have successfully completed recruitment EXAMINATION OMR based work for Govt. Departments/Central PSUs/State PSUs/State Govt./Statutory Corporation for an order value of Rs. 10 Lakhs or more per order and at least three such orders will have to be executed during last three financial years.
- (d) The agency should have experience in RESULT PROCESSING JOB in any STATE PUBLIC SERVICE COMMISSION, within last three financial year.
- (e) They must have sufficient infrastructure for processing applications on-line through IT infrastructure, competent and technically/professionally qualified manpower of required number for conducting selection process involving minimum 3,000 or more applicants in each case.
- (f) The Recruitment Agency must have sufficient storage space to keep the examination related documents for at least 3 years on behalf of the University in case of conducting selection.
- (g) The Agency must have experience for conducting large public examinations with multiple venues engagement of experts in the concerned fields and in other allied matters including submission of merit list as per Govt. guidelines.
- (h) An Unregistered Partnership firm or Society or consortium shall not be eligible to apply.
- (i) The Agency/ Firm shall, during the entire period of contract place in position a core team consisting minimum three key personnel who are professionally qualified in the respective field and well experienced in recruitment process. The Agency/firm, on being enlisted, shall furnish the details of the core team with their name, designation, qualification and contact no. to NBU in case of assigning any particular project on successful bidding. The core team so engaged shall remain unchanged throughout the period of a particular recruitment project.
- (j) Out sourcing of any job at any stage of recruitment (if assigned to the agency on being enlisted) by the agency without permission of NBU authority is strictly prohibited.
- (k) Co- operative societies for hand delivery of energy bills, security agencies, manpower hiring agencies, self-help group, housekeeping agencies, outsourcing agencies, consortium etc. are not eligible to take part in enlistment.

- (l) The average annual turnover of the agency should not be less than INR 1,00,00,000/- (One Core) per annum for the last 3 years in the relevant recruitment OMR examination field. Document require to be audited (if require, as per relevant Act/ Statute) financial position including copies of the Balance sheet, Profit & Loss Account for last 3 financial years
- (m) The agency should not have been blacklisted or debarred for the last 3 years.
- (n) The Agency must possess sufficient OMR Scanners and other equipments.
- (o) The agency must have registered office in West Bengal (Trade license copy required) with adequate permanent manpower and infrastructure facilities to handle such recruitment process ;
- (p) The server (shared or cloud-based), if used by the agency for online application processing, should submit third party SSL Certificate for the server.
- (q) The agency should be ISO 9001:2008 and ISO 27001 certified.
- (r) Certificates of Trade License, GST, P. TAX, ESI, EPF, PAN, I.TAX Acknowledgement of last 3 financial year.
- (s) Valid document of up-to-date payment of Professional Tax and GST.
- (t) Partnership deed in case the tenderer is a partnership firm, OR Certified copy of Memorandum of Association and Certificate of Incorporation in case the tenderer is a company, OR Statement indicating that the tenderer is a proprietorship firm
- (u) The agency should provide Bank Solvency Certificate.

2. Scope of work :

- i. Designing News Paper advertisement lay out.
- ii. Design the format of applications, as approved by the NBU, for online submission of applications by the candidates. The process of scrutiny of the documents through online system to be developed by the bidder, as per the guidelines given by the NBU.
- iii. Receiving of applications online with payment gateway for fees.
- iv. Preparation of list of eligible/selected candidates or any other categorized group.
- v. Prepare the list of the eligible candidates and categorise them for the written test through OMR and to provide the same to the NBU.
- vi. Send SMS (DAVP Rates) and E-mails to the applicants/candidates intimating them of their successful submission of the application forms.
- vii. Generate the system for the applicant for downloading the Admit Cards/Roll Nos. for appearing in the Written Test with clear mentioning the date, time and venue of the written test.
- viii, Respond to relevant queries received from the applicants over e-mail before closing date.
- ix. Identification, finalization and booking of the suitable Test centres as per the requirement of the NBU, considering the seat availability, connectivity and with facilities of toilets for both male and female candidates thereof.

- x. Deployment of enough trained man powers at every Test centre to conduct OMR based examination.
- xi. Manual frisking of the candidates at each Test Centre before entering in the examination hall with separate arrangement for male and female candidates.
- xii. Monitoring of the entire written examination through central command centre to be located in the NBU.
- xiii. Provision for a 12 Hours Help Desk for necessary information to the applications.
- xiv. Transfer of Raw data to NBU for future report generation.
- xv. Setting of Question Paper (MCQ type), printing and delivery at Test centre.
- xvi. The OMR sheets on 105 GSM A4 size white Maplitho paper are to be designed and supplied by the successful tenderer, along with admit cards in duplicate and window envelopes, after necessary approval of NBU authority
- xvii. Conducting written examination of the eligible candidates
- xviii. To make available all relevant stationary material including OMR answer Sheets, envelopes, tags etc. as may be required for conducting Written Examination through OMR.
- xix. After completion of the written test, the OMR sheets should be sealed, packed and labelled, and be collected from each test centre for keeping it in the strong room of the NBU.
- xx. Designing OMR sheets in synchronization with the question papers, as approved by the NBU, scanning of all OMR sheets, after the examination is over, in the place and date approved by the NBU, save the file in the jpg. format, store the same in the USB drive and hand over it to the NBU along with the scanned OMR sheets.
- xxi. Process the results with the answer keys provided by the NBU and hand over the hard and soft copies of the same to the NBU.
- xxii. Prepare the result/Merit list of the qualified candidates, category wise, for Interview.
- xxiii. To obtain security audit of the software designed for the present purpose of recruitment from the accredited Government agencies.
- xxiv. Hand over the dossier of selected candidates for interview to the NBU in hard as well as soft copies in PDF format viz. details of the registered candidates mentioning respective Roll numbers, marks secured details of passed candidates, category wise, merit position, name of examination centers etc.
- xxv. Data of entire Recruitment Process shall be handed over to the NBU, as and when required by the NBU
- xxvi. Any other criteria or terms of reference or final details regarding the work to be executed can be finalized at the time of signing of contract.
- xxvii. Coordinate with Recruitment Cell officials for which one Nodal Officer shall be appointed by the Agency with complete authority to take on the Spot decisions for smooth conducting the entire recruitment process.

3. TERMS AND CONDITIONS

- a. The onus of secured printing and its strict confidentiality lies with the agency / firm.
- b. The Agency / Firm shall, during the entire period of contract, place in position a core team
- c. Outsourcing of any job at any stage of recruitment by the agency without permission of NBU authority is strictly prohibited.
- d. A sum of Rs. 3,00,000/- only shall be deposited to the under noted 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 (Statutory Documents) failing which the tender paper will be treated as cancelled. Earnest Money of unsuccessful tenderer will be refunded within one month from the date of opening of Tender and that of successful tenderers will be refunded after successful completion of work and redress of complaints, if any. **[The bidder who had deposited EMD in the Tender NIT no. 363/R-2020 need not to deposit further, if they participate in this tender.]**

Name of the A/c : N.B.U (S/B).

Account Number : 10195736768

IFSC Code : SBIN0002096

- e. NBU, may, at any point of time without assigning any reason whatsoever, cancel the contract without any liability by giving 30 days' notice.
- f. The disputes, if any, arising during the enlistment period shall be under the jurisdiction of Circuit Bench, Jalpaiguri of the Calcutta High Court.

4. Termination of contract :

The contract may be terminated anytime within the currency period of the contract by NBU at its sole discretion for any of the following factors & for such cancellation, NBU will under no circumstance be liable for any financial repercussion to the Agency.

- a) Breach of any terms and conditions of contract.
- b) Any unlawful act of the Agency on any third party on behalf of the Agency entailing any damage/loss to the property/material of NBU or any inconvenience to the NBU.

The decision of the Hon'ble Vice Chancellor, North Bengal University to this effect, shall be final & binding on the Agency.

5. Security Measure:

The agency should fulfill and undertake adequate legal security measure for undertaking the job and completing the process of recruitment. The onus of any legal complication due to deviation / breach of security measure will rest on the agency.

6. Adherence to Acts, Rules & Regulations :

The agency shall strictly adhere to all rules and regulations as laid down by the University of North Bengal in respect of execution of the contract.

7. Penal Clause:

5% of the value of contract, subject to a maximum of 10% of the contract value shall be deducted per day from the bill for delay per day, in producing targeted result. Service Tax and applicable Cess will be levied on all penalties and deductions.

8. Expense regarding preparation/submission of tender :

NBU will not be responsible for any cost or expense incurred by the Tenderer in connection with preparation or submission of the tenders.

10. Force Majeure

In the event of the agency /NBU being prevented from fulfilling its obligation or part thereof arising out of this contract due to any Force Majeure event like acts of God (flood, earthquake etc.) or war, civil commotion, strike, etc., the affected party shall forthwith but in no case later than 24 hrs. from the commencement of such event, intimate the other party as to the commencement of such event and continue to intimate after every 7 days during continuance of such event. The affected party shall, upon cessation of such event, promptly inform the other party and shall commence its obligation in part or in full arising out of this contract, which was kept suspended due to such events of "Force Majeure".

11. Employee/staff of the Agency and confidentiality:

The agency must maintain at least 50 number of employees to ensure smooth operation and timely completion of the process. Name, Address & Contact No. of every employee / personnel deployed for each work should be served beforehand to this office for security measure. Personal call during work should be restricted and employees of the agency would not be allowed conversation with outsiders on personal mobile during the working period.

The agency shall maintain absolute confidentiality and sanctity in respect of all the information relating to the selection/recruitment process. No information should be sent to any party without specific clearance from NBU. This will not include information to intending candidates under 'Help Desk Service' for online applications.

12. Rates to be fully inclusive of all expenditure :

The successful tenderer must have cleared all duties and otherwise complied with all rules and regulations of the Central & the State Government.

NBU shall not be liable to pay any money to the agency at all in way of operation of this contract, except for specific charges quoted by him/them and all other charges/costs should be borne by the Agency.

13. Terms of payment :

The agency will submit bills enclosing copies of relevant documents as required to the office of the Registrar for onward transmission to the Finance Department for Payment.

NBU pays agency's bills through ECS. For this, the successful tenderer shall furnish the following information immediately after receipt of intimation in this regard:-

- i) Bank Account No. of the agency
- ii) Type of Account - Savings/Current/Cash Credit
- iii) Name of the Bank with IFS Code No.

iv) Name of the branch with Code No. and address

v) MICR No.

Accordingly, the successful agency would be required to open their BankAccount within the ECS Zone prescribed by the RBI, if not already done, to ensure receipt of payment of bills from NBU.

14. Compliance of relevant Acts, Ordinances etc.:

The agency shall be required to comply with all relevant acts and laws including the Minimum Wages Act, 1948, Employee Liability Act, 1938, Industrial Dispute Act, 1947 and the Contract Labour (Regulation & Abolition) Act, 1970 and statutory amendment & the modification thereof or any other laws relating thereto and the rules made thereunder from time to time.

It will be the duty of the Agency to abide by all the provisions of the Acts, Ordinances, Rules, Regulations, By-laws procedures as are lawfully necessary for any execution of the works. The agency will be fully responsible for any delay, damage, etc. and shall keep NBU indemnified against all penalties and liabilities of any kind for non-compliance or infringement of any kind, for non-compliance or infringement of any such Act, Ordinance, Rules, Regulations, By-laws and Procedures etc.

The agency shall indemnify NBU against payment to be made or for the observance of the laws aforesaid without prejudice to his right to claim indemnity from his Sub-agency etc.

The Regulation aforesaid shall be deemed to be a part of this contract and any breach thereof shall be deemed to be breach of this contract.

15. Dispute:

In the event of any dispute, question or difference arising during the contractual period or during any other time, as any matter connected with or arising out of the contract, the decision of the Vice-Chancellor, North Bengal University shall be final and binding upon all parties.

All disputes will be subject to the jurisdiction of Circuit Bench, Jalpaiguri of the Calcutta High Court only.

16. Formal work Order :

Formal work order will be placed to the successful tenderer after receiving confirmation as to the deposit of the Security money.

17. EVALUATION OF THE BIDS-

Technical Evaluation- Technical Bid will be assigned a maximum of 100 points. Bidders with Technical score of 70 and above will be eligible for the opening of the financial bid. All other financial bids will not be opened

Technical Evaluation		
Evaluation Area	Criteria	Scoring Matrix
Legal Structure	Company Legal Structure	Limited Company / Private Limited Company – 5 Marks Partnership / Proprietary – 2 Marks
Bidder's Financial Capability	Average Annual turnover of Bidder during last two financial years	More than 3.5 Crores : 5 Marks More than 3 Crores and less than 2 crores – 2 Marks
Certification	Valid ISO 27001 or ISO 9001 certificate as on the date submission or CMMI	<ul style="list-style-type: none"> • ISO 27001 & ISO 9001 & CMMI :5 Marks • ISO 9001 & ISO 27001 : 2 Marks
Manpower	Number of regular Employees	Above 30 Employees : 5 Marks Less than 30 Employees : 2 Marks
Work Experience	Number of E-governance projects any state / Central government	<ul style="list-style-type: none"> • More than 5 Projects : 5 Marks • Less than 3 Projects : 2 Marks
Primary Data Center with Secondary DC site to be managed by the bidder / group of companies for data security	Primary Data Center with Secondary DC site to be managed by the bidder / group of companies for data security	<ul style="list-style-type: none"> • Tier III DC Infrastructure with Secondary DC owned by the bidder / group of companies with Cert-in-Certified infrastructure-5 marks • Tier III DC infrastructure with Secondary DC owned by the bidder / group of companies – 3 marks • Tier III DC infrastructure with Secondary DC outsourced by the bidder / group of companies – 1 Marks
Technical Presentation	Bidder's Presentation and Demonstration	Presentation, Demonstration, Implementation Plan : 70 Marks

Financial Evaluation- The financial bid shall be opened of only those bidders who have been found to be technically eligible. The financial bids will be opened in presence of representatives of technically eligible bidders, who may like to be present. The authority shall inform the date, place and time for opening of financial bid.

Sd/-
Registrar
University of North Bengal