

**Short-Term Tender for
End to End Entrance Test Management
(Pre-Examination, Computer Based Test and Post Examination)**



गुजरात केन्द्रीय विश्वविद्यालय
CENTRAL UNIVERSITY OF GUJARAT

CENTRAL UNIVERSITY OF GUJARAT

Ref. No.: 02/2017-18

Dated: 14.04.2017

**Last date for receipt of tender document
is 03.05.2017**

1. Disclaimer

This tender document is not an agreement and is not an offer or invitation by Central University of Gujarat, Gandhinagar to any other Party. The purpose of the document is to provide interested bidders with information to assist in formulation of their Proposal. The tender does not purport to contain all the information any bidder may require. The interested bidders should check the accuracy, reliability and completeness of the information in this tender and respond suitably for the proposal.

The University may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in the tender document at any point of time before the submission of the proposal by the bidders.

2. Tender Notification

Sl. No.	Item	Description
1	Cost of Tender Document	Rs. 1,000/- (One Thousand Only) non refundable
2	EMD	Rs. 1,00,000/- (One Lakh Only) Refundable
3	Sale of tender documents from	17/04/2017
4	Last date of submission of tender	03/05/2017
5	Opening of tender on	04/05/2017
6	Tender to be addressed to (To be submitted through Registered/Speed Post only)	The Registrar, Central University of Gujarat, Gandhinagar superscripted as “End to End solution for Entrance Test Management (Pre-Examination, Computer Based Test and Post Examination)”. The Technical & Financial bids are to be submitted in separate sealed covers.
7	Place of opening of tender	Central University of Gujarat Sector – 29, Gandhinagar – 382030
8	Address for communication	Registrar Central University of Gujarat Sector – 29, Gandhinagar – 382030 Phone : Email :

3. Introduction

The Central University of Gujarat (CUG), Gandhinagar is established by an Act of Parliament (Act No. 25 of 2009).

The Objectives of the University are:

1. Dissemination and advancement of knowledge by providing instructional and research facilities in various branches of learning.
2. Making special provisions for integrated courses in humanities, social sciences, science and technology in educational programmes.
3. Taking appropriate measures for promoting innovations in teaching-learning methods and interdisciplinary training and research.
4. Educating and training human resource for the country's development.
5. Establishing academic-industries partnership to promote advancements in science and technology.
6. Paying special attention to the improvement of social and economic conditions and welfare of the people, especially pertaining to their intellectual, academic and cultural development.

MISSION

The mission of CUG is to provide access to quality education and create opportunities for encouraging students to effectively engage with emerging innovations and technological challenges, international competitiveness and leadership in thought as well as in action. CUG is also conscious of the importance of developing entrepreneurial and scholastic abilities for creation of knowledge, wealth and prosperity for the country as well as peace and happiness for human beings.

VISION

The vision of CUG is to establish itself as a centre of excellence with social commitment by integrating modern, scientific and technological knowledge and skills with the basic human ethos and values. The University shall set forth a model in teaching, research and personality development and create skilled human resource with a sense of responsiveness towards society, the country and the world at large.

University proposes to conduct Entrance Test through online mode for UG/PG and Research PhD programs (M.Phil-Ph.D) of the University at, different Centres, shortlisted by the University, across India.

4. Qualifications required from the vendor

01. Should have a minimum of 10 years of actual and direct working experience related to universities examination automation
02. Should have executed university examination automation projects atleast in 10 State / Central govt. universities
03. Should have experience in executing examination automation on “Outsourced” basis atleast in 5 universities
04. Software to be web enabled.
05. Fluency in multiple operating systems
06. Should have basic knowledge of Hardware systems.
07. Should be able to visualize such systems, which will contribute to the improved performance of the University.
08. In general, the vendor selected for providing service should be knowledgeable enough to answer all type of queries as requested by Controller of Examinations regarding computer / computerization / software / hardware / network / internet and training related to Entrance Examination

5. Terms and conditions

01. Bidders are to pay the Tender fees of Rs.1,000/- through DD in favour of **“The Registrar, Central University of Gujarat”** payable at **Gandhinagar**. Tender fee is non-refundable and is to be paid along with the submission of tender bid.
02. Bidders are requested to pay the EMD of Rs.1,00,000/- through DD in favour of **“The Registrar, Central University of Gujarat”** payable at **Gandhinagar**.
03. The bids that are not accompanied by the Tender fees / EMD or accompanied by inadequate Tender fees / EMD, shall be considered non-responsive and will be rejected.
04. Bidders should submit an affidavit certified by a notary regarding the firm was not blacklisted by any government organization / institution.
05. Financial bid of those vendors who qualify in technical evaluation will only be opened
06. Rates shall be quoted on per candidate applied for examination (both in figures and words)
07. Prices are to be quoted for the development, supply, installation and commissioning of the software items of the entrance examination process management system.
08. PAN number and Service Tax number of the bidder is to be mentioned in the Tender
09. Details of technical resource available to support the total process management are to be provided.
10. Prices quoted should be valid for a minimum period of six months from the date of quote.
11. Company profile and CVs of important personnel who will form part of the implementation team is to be enclosed along with the tender form.

12. A client list with contact name, phone numbers and details of support provided is to be enclosed along with the tender form. If required, the vendor shall organize a visit of University officials to these locations so as to assess the vendor's capability.
13. Accepted tender is required to execute an agreement on a stamp paper of the value of Rs. 200/-
14. Service Providers will be selected under Quality-and Cost-Based Selection (QCBS).
15. The minimum technical score required to pass / Qualify is : 75 Points
 $[Sf = 100 \times Fm/F]$, in which Sf is the financial score, Fm is the lowest price, and F the price of the proposal under consideration]. The weights given to the technical and Financial Proposals are: T= 0.75 and P = 0.25
16. The University reserves the right to award the work/cancel the award without assigning any reason. In case of differences, if any, decision of the Vice Chancellor, CUG will be final. Initially, the contract will be for one year extendable upto three years at the discretion of the University.

6. Eligibility Criteria

The bidder shall be evaluated based on the Eligibility Criteria mentioned below. The bidder shall fulfill all of the following eligibility criteria independently, as on date of submission of bid.

Sl. No.	Particulars	Documents Required
1	The Bidder should be a Company / Partnership / Proprietary under the relevant acts and in existence in India for atleast 10 years as on 31 st March 2017.	Registration Certificate
2	The Bidder must have in their name, a PAN (Permanent Account Number) with Income Tax authority in India.	Copy of the PAN Card signed by the Authorized Signatory of the Bidder
3	The Bidder must have an average annual turnover of Rs. 10 Crores during the last 3 financial years (2013-14, 2014-15 and 2015-16).	Audited Financial Statements or certificate from Chartered Accountant for Financial years 2013-14, 2014-15 and 2015-16
4	The bidder should be a profit making entity (after paying taxes) for the last 3 financial years (2013-14, 2014-15 and 2015-16).	Audited Financial Statements or certificate from Chartered Accountant for Financial years 2013-14, 2014-15 and 2015-16
5	The Bidder must have the following valid certifications- i. ISO 9001	Copy of certificates

	ii. ISO 27001	
6	The bidder should have executed similar projects like examination management system / university automation system for atleast 5 universities (state universities / central universities) on outsourcing basis	Purchase Order / Agreement / Work Orders
7	The bidder should have executed projects involving implementation of End to End Computer Based Online Examination system for Entrance / Competitive exams for atleast 1000 candidates in single slot for the last three years.	Purchase Order / Agreement / Work Orders / Milestone Completion Certificate / Experience Certificate from the authorized signatories
8	The bidder should have executed atleast one project for End to End Computer Based Online Examination system for Entrance / Competitive exams.	Purchase Order / Agreement / Work Orders / Milestone completion Certificate / experience certificate from the authorized signatories
9	The Bidder must not have been blacklisted for fraudulent practices by any of its clients, Central / State Undertaking / Government / University/ Educational Institution/ Public Service Commissions / State or Central Authorities in India, as on the date of submission of bid.	Self-certification signed by the Authorized Signatory, on the company letter head

7. Technical Evaluation

The proposals from bidders will be evaluated based on evaluation parameters mentioned below. Minimum Technical score required to pass / qualify is 75 points. Central University of Gujarat reserves the right to accept or cancel the tender in full or part thereof.

Sl. No.	Particulars	Range	Points
1	Average Annual turnover of bidder for the period 2013-14, 2014-15 and 2015-16.	> 5 Cr and < 7.5 Cr	3
		>7.5 Cr and < 10 Cr.	4
		>10 Cr	10
2	Similar projects involving implementation of End to End Computer Based Online Examination System for Entrance / Competitive exams, in India during the last 3 years. For the total number of candidates:	1,000 to 1,500 candidates	10
		1,500 to 2,000 candidates	12
		>2,000 Candidates	15
3	The bidder should have conducted End to End Computer Based Online Examinations for Entrance / Competitive exams, simultaneously across atleast 15 cities / towns in India during the last 3 years.	5 – 7 cities / towns	5
		8 – 15 cities / towns	10
		>15 cities / towns	20
4	The total value of the similar End to End Computer Based Online Examination System for Entrance / Competitive exams, implemented by the bidder during the last 3 years.	Rs. 1 Lakh – Rs. 2.5 Lakh	10
		Rs. 2.51 Lakh – Rs. 15 Lakh	12
		Above Rs. 15 Lakh	15
5	Projects executed in state / central universities (excluding joint venture / consortium)	≥ 2 and ≤ 5	10
		> 5 and ≤ 10	20
		> 10	30
6	ISO Certificates	ISO 9001-2008	5
		ISO 27001	5

8. Scope of Work

8.1. Introduction

Central University of Gujarat, Gandhinagar, Gujarat invites Tenders from reputed Software Firms and System Integrators providing solutions and services with proven experience in Designing, Developing, Customizing, Implementing & Maintaining End to End Computer Based Online Examination System. This will also include conducting the examination with the help of bidder's own infrastructure and other resources.

The complexity of the working environment at the site necessitates standardized process flows, online reporting, project monitoring and status updates, project planning and execution, maintaining the details of the students / candidates etc. as a part of this engagement.

The "University" is proposing to conduct the University Level online Common Entrance Tests (CETs) across Pan-India, for selecting suitable candidates for admission into UG, PG, M.Phil and Ph.D programmes.

Note:

- In the Online Entrance Test conducted during June 2016, 2,240 students appeared in 33 centers spread across 25 cities.

The following section describes the indicative activities to be performed by the bidder to conduct the examinations. The bidder has to perform all necessary activities, beyond the points mentioned in this section to ensure confidentiality and to also make sure that the online exams are conducted in a smooth manner.

The "University" wants to implement an automated solution for the entire exam processing cycle right from announcement / notification of the examination to publication of results from the system with minimum human intervention and high security measures.

The bidder will be required to deliver a complete process to conduct the examination from information dissemination to candidates to online registration of applications, downloading of Hall Tickets, conducting online computer based examination, result processing, result announcement and printing etc. The end to end examination process is divided into the categories given below:

8.2. Preliminary Activities

- a. To design, develop, maintain and operate a separate exam portal for applying for entrance test and to conduct computer based test. Application fee should be collected through online payment gateway (Net Banking / Credit Card / Debit Card).
- b. Design the necessary software to
 - i. Collect application details through online
 - ii. To enable the candidates to register themselves for the examination and give them a provision to upload Photo, Signature, Documents / Certificates etc.
 - iii. should also have option to extend the registration date as per requirements of the University
 - iv. Fee related validations example in case of category (open or reserved) to be built in from the backend.
 - v. To make a provision for the candidate to give his / her option regarding the examination Center and Venue and to allocate the Venue nearest to his correspondence address.
 - vi. Check the status of the application
 - vii. Facilitate the candidate to print the Hall Ticket
- c. To send SMS and email alerts regarding examination notification / schedule etc. to the candidates already registered on the portals of various / different directorates
- d. Examination Centers:
 - i. Identification of Venues, invigilators and other supervisors as per no. of candidates registered in a given Venue
 - ii. Prepare a physical layout of the examination Venues as per the strength of the candidates.
 - iii. To design and develop alternate systems in case internet connectivity is not stable, including networking and servers at the examination Venues.
 - iv. To ensure that all Venues have the required suitable Hardware, Software, Internet and secure LAN connectivity for conducting the online examination. There should be a redundant network line to support in case of any network failure.
 - v. No other application shall be made available other than the Test Delivery application in each candidate's computer system on the day of examination.
 - vi. Preparation of examination Venues such as cleaning the computer system, conducting mock tests one day prior to the date of examination, checking network infrastructure, arranging resources such as UPS, Generator Sets, Biometric Devices, CCTVs (minimum of 2 CCTVs per examination room) along with CCTV at the entrance, lobby, Web Cams to ensure monitoring of candidates at all times. There should be Control room with CCTV connectivity

- with all the Centres at Gandhinagar or a place where the vendor has facilities, for monitoring examination process by the University.
- vii. The server shall have the capability to start the examination for all candidates, monitor the status of each candidate (whether logged in, examination started, idle/active, disconnected, submitted, etc.), award additional time for candidates based on the instruction of the “University” and close the examination.
 - viii. Continuous technical support for carrying out modifications and updates as required by the University. Adequate technical staff has to be deputed with University from date of work order to finalization of merit list and completion of admissions.
 - ix. The vendor should make necessary alternate provision for any kind of unavoidable exigency such as fire, complete Center outage etc. at the examination Venue on the day of examination.
 - x. The loss of time for each candidate in case of any infrastructural issues such as network or client system going down should be reported to the “University” with proper reports / proofs.
 - xi. The server MUST maintain an audit trail of every operation on the server. All server- side audit trails are also the property of the “University” and shall be handed over to them at the end of the examination.
 - xii. Vendor should be able to share logs (success and failure) during entire life cycle of student starting registration till admission.
 - xiii. Provide facilities such as drinking water, Toilets/wash room, Lighting system, fans/AC, etc. at exam Venue.
 - xiv. Display of seating arrangements/plan at the Center’s entrance.
 - xv. There must be adequate spacing (of at least 2 ft.) between two adjacent seats, in addition the vendor must arrange for providing partitions of appropriate size between the adjacent seats.
 - xvi. To ensure availability of proper security, frisking at the examination Centers. The instruction sheets and other relevant documents would be provided by the vendor.
 - xvii. The database shall be handed over to the University in two copies in external drives of appropriate capacity. The database shall be in open server architecture and should be fully searchable. An interface for searching the database on all fields shall be provided which will display information in a format required by the University.
 - xviii. The Agency shall provide detailing the progress of work and other details as may be required by the University with sufficient time given to the agency for the same.
 - xix. Complete data to be stored in an accessible form starting date of online application process to 31st March 2018 for any pre/post examinations enquiry. Complete data in the form of CDs should be handed over to the Central University of Gujarat at each completed stage i.e. when complete application process is over, when examinations are over, or as deemed fit/asked for by the University.

- xx. The agency must adhere to all instructions given by University from time to time while performing the said task.
- e. Question Paper Setting and Delivery
- i. The “University” will hand over the question papers to the vendor in a secured manner.
 - ii. Templates as per examinations to be conducted (compulsory, optional sections etc.)
 - iii. Numerical answer type questions for which the answer is a signed real number with a specified number of maximum digits.
 - iv. Multiple choice type questions with single correct answer or multiple correct answers.
 - v. The entire responsibility of secrecy and confidentiality will lie with the bidder once the question paper is handed over electronically.
 - vi. Leakage of question paper shall be considered as serious default on the part of bidder and will be liable for all consequences including criminal proceedings.
 - vii. The Question Paper Authoring software must allow for creating multiple versions of a question paper by jumbling the questions and the choices for a question.
- f. Test Delivery Application Requirements: The Online Examination Test Software should include the following features:
- i. Secured Login
 - ii. Display of details of candidate (including a photograph) upon login for verification by the candidate.
 - iii. Display of instructions to candidates upon login and before start of examination. The candidate must be able to retrieve instructions at any time during the examination as well. The software must obtain concurrence of the candidate having read the instructions before start of examination.
 - iv. Start and closure of the examination at scheduled time (candidates must not be able to start their examination even if they login before the scheduled time).
 - v. Display of remaining time available.
 - vi. Display of candidate details on the screen (including a photograph if available) during the examination.
 - vii. Viewing the complete question paper or a section in the case of sectional papers.
 - viii. Display of a selected question with choices of answers for multiple choice type questions.
 - ix. Display of a selected question and a virtual numeric keypad for numerical answer type questions.
 - x. Marking/unmarking a question (answered or unanswered) for review.

- xii. Display of status of questions using different colors and symbols for all questions of the paper.
 - xiii. Switching between sections to be allowed.
 - xiv. Disabling of exit from test software for the period of examination, i.e., the candidate cannot exit at any point of time during the entire duration of the test.
 - xv. A provision to be made to allot extra time for physically disabled candidates as per the instructions from the University Entrance Cell.
- g. The service provider should have a data center fully equipped to handle the expected volume of work.
 - h. In case of diagram or picture based questions, the vendor is expected to optimize the image (diagram, picture etc.) so as to avoid delays in downloading the same during examination.
 - i. There should be a help desk/call center support available /accessible during working days and office hours and public holidays to the candidates and 24*7 during the examination schedule, for helping them in getting necessary information / technical support or clarifications regarding the entrance examination.
 - j. To ensure confidentiality throughout the process of online examination.
 - k. The examination conducted would be multidisciplinary / multiple subject as per scheme of examination. Hence the test delivery system should handle this aspect of multidisciplinary / multiple subjects as well.
 - l. The solution should be an end to end web-based application based on multi-tier architecture.
 - m. The examination portal should be browser, platform independent
 - n. The bidder will provide a single Point of Contact (SPOC) who will be interacting with the University Entrance Cell.

9. Annexure

Annexure - I

Technical Bid

Sl. No.	Particulars	Details
1	Name of the firm	
2	Year of Establishment	
3	Present Office address	
4	Phone No. Fax No. Mobile No. Email	
5	Name and address of Director / Partners / Owner	
6	Type of ownership of the firm (Ltd. / Pvt. Ltd. / Partnership / Proprietary)	
7	PAN Number Service Tax Number	
8	Registration certificate of Company / Firm	
9	Average Financial turnover during the FY 2013-2016	
10	Name of the person authorized to sign on this tender	
11	Non-Black Listed Certificate from Notary	

Signature with Name, Address and Seal

Annexure - II

Financial Bid

Sl. No.	Particular	Per Student per entrance exam Cost (In Figures)
1	Examination Charges per student per entrance exam for a period of 1 year without Question Paper Setting (Design, Develop Customize, Implement & Maintain an end to end entrance examination System for a period of 1 year)	
2	Others (if any)	

Note: The above mentioned prices should be inclusive of taxes as on date.

Place:

Date:

Signature

Name and Address of the Bidder with Seal