



तेजपुरविश्वविद्यालय/ TEZPUR UNIVERSITY

(केंद्रीयविश्वविद्यालय/A Central University)

कुलसचिवकाकार्यालय/OFFICE OF THE REGISTRAR

तेजपुर-784028 :: असम/ TEZPUR-784028 :: ASSAM

NOTICE INVITING BID

TU/GeM/BoQ-Bid (128)/2022-23/ 3550 Date 10-02-2023

Bids in 02 Bid System (Technical and Financial) are invited on **GeM** from reputed manufacturers/authorized dealers for the Annual maintenance of Software Academic Software and Services for Admission and Counselling for Tezpur University Entrance Examination Cell of Tezpur University.

Please read the Bid document carefully before participating. It shall be deemed that submission of bid by the bidder has been done after their careful study and examination of the Bid terms with full understanding to its implications. Any lack of information shall not in any way relieve the bidder of its responsibility to fulfill its obligations under the Bid.

The University will reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for, or in executing, the Purchase Order. Fraudulent Practice means a misrepresentation of facts in order to influence a procurement process and includes collusive practice among bidders (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive Tezpur University of the benefits of free and fair competition. Corrupt Practice means offering, giving, receiving or soliciting of anything of value, pressurizing to influence the action of a public official in the process of this purchase execution.

For any queries/doubt please contact the Stores & Purchase Section (e-mail: snp@tezu.ernet.in) or in the email id mentioned in the GeM Bid.

General terms and condition

1. The bidder should be a registered vendor/agency for last seven (07) years, with proof of trade license.
2. The bidder should have ready to use/cater registration and admission portal for use in central/state universities with at least three years of prior experience in the development and services of admission software as substantiated by proof of work order and satisfactory completion certificate.
3. The bidder should be ready to demonstrate the service portal and software features in technical presentation.
4. The bidder should have turnover >1 Crore from software development for last three years. In this regard, Audited balance sheet for last three years to be submitted.
5. The bidder should never have been blacklisted or debarred by any organization/department.

Scope of work:

1. Development and maintenance of Academic software and services/solutions pertaining to admission of various programmes for 2023-24 (Year-I). Subsequently, next two academic years (Year-II & Year-III) for service and maintenance under AMC subject to satisfactory performance.
2. Providing software for submission of Online applications by the candidates for all programmes (54 in number) PG + Ph.D. as well as for UG/PG through TUEE/CUET, as the case may be.

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3. Providing payment module for application fee and admission fee collection (through ATM /Debit /Credit Card, Bank transfer)
4. Online generation and printing of candidate lists, attendance sheet and admit cards as per University's specifications.
5. Preparation / Importing/Sharing Merit list based on TUEE-2023/CUET.
6. Department wise, Programme and Category wise Online counselling/admission.
7. Post admission data management (storing/retrieval/porting admitted students' detailed data for usage in academic section)

GENERAL TERMS & CONDITIONS:

1. **Rates:** Rates quoted should be on **FOR Tezpur University, Napam, Tezpur, Door Delivery Basis**, for indigenous items and **CIP Tezpur University, Napam, Tezpur or Delivered Duty Paid**, for imported item. Failure to comply with this term may lead to rejection of the quotation.
 - a) **Quotations should be accompanied** i) **Bidders who are MSME/NSIC registered** needs to furnish a "Bid Security Declaration" (format enclosed at Annexure – I) **in lieu of EMD** accepting that if they withdraw or modify their bids during period of validity etc., they will be suspended for a period of Three (03) years from participating in any future bid invited/published by Tezpur University. **Bidders who are MSME/NSIC registered seeking exemption from payment of EMD are to submit valid documents in support of their claim. Bidders seeking exemption are asked to clearly mention the category under which exemption is claimed. The category of exemption under MSME/NSIC will be strictly adhered to.** ii) **The original copies of the Bid Security Declaration should be deposited/submitted/reach the office of the undersigned before opening of the Bids in an envelope superscribed as "Quotation/Participation Fee and EMD for TU/GEM/BOQ-BID/(128)/2022-23/...3550.....DT-10-02-2023" addressed to the Assistant Registrar-GA, Tezpur University.** iii) **The Document Checklist (format enclosed at Annexure – II) must precede all other uploaded documents. Failure to do so may result in rejection of the bid.**
2. Bidders/Tenderers are to ensure that they are GST compliant and that their quoted tax structure/rates are as per GST law. The rates should be exclusive of taxes and applicable tax percentage should be clearly indicated. Financial/Price Bid format where taxes cannot be mentioned separately, in such cases, the percentage of taxes applicable should be mentioned in the Technical Bid document.
3. **Validity of Quotation:** Quoted rates must be valid for at least **180 days** from the last date of submission of quotation.
4. Applicable levies, surcharge and discounts should be clearly indicated item wise.
5. The rates should be quoted along with supporting documents of specifications and technical features and list of users, wherever applicable.
6. **Literature a must:** All the quotations must be supported by technical leaflet/literature and the specifications mentioned in the quotation must be reflected/ supported by such technical leaflet/ literature. The model and specifications quoted should **invariably be highlighted** in the leaflet/literature for easy reference.
7. **After Sales Service Guidelines:** In case of imported goods, bidders should clearly state the detailed address, contact number and email ids of 'after sales service centre' preferably in Tezpur/Guwahati, India or any place in Assam without which their offers shall be liable for rejection. Service against any complaint must be provided within 24hours.

Handwritten signature: P. K. Chakrabarti
AP (GA) / IC



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8. **Dealership Certificate:** Dealers or Agents quoting on behalf of Manufacturer must upload valid dealership certificate.
9. **Quality Certificates:** Valid certificate to prove that the products are genuine and of international standard, as mentioned below, must be uploaded: (a) Manufacturer's certificate; (b) ISO/ISI certificate.
10. **Genuine Pricing:** Vendor is to ensure that quoted price is not more than the price offered to any other customer in India to whom this item has been sold, particularly to Universities/IITs/Institutes and other Government Organization.
11. **Payment:** 100% payment after successful delivery, installation and commissioning (if required in the scope of supply) and acceptance by the user.
12. **PENALTY FOR DELAYED DELIVERY:** The date of delivery should be strictly adhered to. In the event of delayed delivery, installation & commissioning, the vendor shall be liable for a penalty deduction as per prevailing rule.
13. The University is exempted from paying Custom and Excise duty.
14. Irresponsive/incomplete quote will be rejected.
15. **Conditional tenders not acceptable:** All the terms and conditions mentioned herein must be strictly adhered to by all the vendors. Conditional tenders shall not be accepted on any ground and shall be rejected straightway. Printed conditions mentioned in the tender bids submitted by vendors will not be binding on Tezpur University.
16. **Enquiry during the course of evaluation not allowed:** No enquiry shall be made by the bidder(s) during the course of evaluation of the tender till final decision is conveyed to the successful bidder(s). However, the Purchase Committee or its authorized representative (Tezpur University) can make any enquiry/seek clarification from the bidders. In such a situation, the agency shall extend full co-operation. The bidders may also be asked to arrange demonstration of the offered items, in a short period notice, as such the bidders have to be ready for the same.

Termination for default: Default is said to have occurred

- a. If the equipment or any of its component is found having poor workmanship, faulty designs, poor performance and bad quality of materials used.
- b. If the supplier fails to deliver any or all of the services within the time period(s) specified in the purchase order or any extension thereof granted by Tezpur University.
- c. If the supplier fails to perform any other obligation(s) under the contract.

17. **Selection criteria:**

i. Evaluation Criteria:

To ensure that each bidder has the necessary qualifications and resources to full fill its obligations under the contract, the following criteria shall be evaluated. The Eligibility, Financial, Experience & Support criteria should be passed before the technical criteria. Technical criteria will be evaluated and ranked by the award of ACCEPT and/or REJECT. Only the ACCEPTED vendors will be considered for price bid. In case a joint venture makes a bid, any one of the members of the joint venture need to be qualified for each of the criteria mentioned below.

ii. Eligibility Criteria:

- a. The bidder or the OEM should not be blacklisted by Tezpur University or any other Educational /R&D/ PSU/ Govt organizations. A certificate or undertaking to this effect must be submitted.

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iii. Technical Criteria

Technical bids will be evaluated and ranked by the award Accepted & Rejected. The price bids of Accepted vendors would then be considered by the concerned Purchase Committee of the institute

Delivery Period

18. The delivery should be completed with **30 Days** of the award of BID without any deviation.

19. Payment mode:

1. 75% of the approved amount will be paid after completion of first phase of admission of all the programmes. Balance amount will be released after execution of the work order completely.
2. On acceptance of the terms and conditions, an agreement shall have to be signed in a Non-Judicial Stamp paper of Rs. 100/- with the University.
3. The Selected bidder have to submit a Performance Bank Guarantee for Rs.1,00,000/- (Rupees one lakh) only favouring Registrar, Tezpur University.

Indemnity Condition:

1. In case of any failure in providing software and disruption in services or breach in terms and conditions during the contact period, the PBG shall be enchased as may be decided by the University.
2. Leakage of any confidential information at any point of time will call for legal action/compensation.

The party will contact Controller of Examinations, Tezpur University, or Director, TUEE-23 for any information.

**Assistant Registrar-GA, i/c
Tezpur University**



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Technical Specifications cum Compliance Report
(To be submitted on Company's/Firm's Letterhead Signed and Sealed)

Item	Description
AMC of Academic Software Services for Admission	<ol style="list-style-type: none">1. Creation and maintenance of TUEE (Tezpur University Entrance Examination) dynamic home page and an administrative control panel for entrance examination and admission related activities of the University2. Online application form should contain detailed information of the applicants required for admission (specifications will be provided by the University)3. Demo of the application form as per the requirement of Tezpur University must be given on or before 3rd March, 2023(tentative).4. Online admission portal along with the application form must be ready for uploading on the website by 15th March, 2023(tentative).5. The online application forms will have to be made available on the TU website in three phases:<ol style="list-style-type: none">(a) All programmes including Ph.D. (except MBA) for 2023: 15th March to 30th of April 2023(b) MBA programme for 2024: From 1st November, 2023 to 31st March, 2024(c) Ph.D. Spring Semester for 2024: From 16th October to 15th November 20236. <u>This work order will be valid from the date of issue of this offer till the admission process of MBA programme for the session 2023-2024 is over</u>7. There should be a provision to check the eligibility criteria by a candidate after selection of the programme before proceeding for filling up the form.8. The software should seamlessly integrate with online fee payment gateway and validation of payment of application fee. Unique registration number should be created, once payment is successful. Multiple registration can be allowed for a candidate opting for more than one programme. Duplication of registration for one individual in a programme must be avoided.9. An applicant should be able to view and take print out of the submitted form and application payment receipt and admit card

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multiple times (preferably, in pdf format).

10. Special provision should also be made for submission of the online application and payment gateway for application fee for the following category of candidates during their admission process:
 - M.Sc. in MBBT (to be admitted through entrance test GAT-B)
 - Certificate in Chinese (for Army/ITBP candidates)
 - B.Tech. programmes (selected through CSAB) and
 - Candidates nominated by the AICTE under Prime Minister Special Scholarship scheme
 - Foreign students
 - Supernumerary and any other category specified by the University
11. The online application forms of all programmes shall also be made available for special admission against the vacant seats of the reserved category as per the rules of the University at the end of July 2023, or as the case arises.
12. The software must have the provision for confirmation of registration of a candidate during registration through e-mail and SMS. Option of bulk mailing/SMS/WhatsApp to the candidates must be kept. Unsuccessful registration/payment may also be communicated promptly.
13. The software should have provision for withdrawal of admission. Facility to be extended to generate weekly/monthly statements in excel format for this purpose.
14. The software must have facilities for uploading signature, photograph, and relevant certificates of the applicants with online resizing facility in the designated format (.jpg/.tif/.pdf)
15. Counselling along with verification of the documents of the selected candidates and admission will take place in the respective departments in a decentralized manner. The party will be required to extend its software to all the departments for additional data entry of the selected candidates. Concerned Departments should be able to generate/retrieve Admission Record from the software for the admitted candidates.
16. The software should support the importing of admitted students' data to the existing database of the University.
17. The online admission portal should provide other supports such as interactive model questions (optional), transmission of entrance test related information and documents, application status inquiry etc. to

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	<p>the applicants.</p> <p>18. The party will maintain the online portal in secured cloud server or a dedicated server for the entire duration of the contract.</p> <p>19. The selected party is to provide a technical person on the University campus at least two weeks prior to and after opening of the online admission form and whenever is required, from the time of receiving applications to counselling and admission of candidates.</p> <p>20. The selected party will be required to provide round the clock helpline support to the applicants as regards technical difficulties faced by them.</p> <p>21. Prospectus will be required to be placed on the portal which should be in <u>HTML and</u> pdf format. A candidate applying for a specific programme is to get information related to the department offering that programme only, apart from the general information.</p> <p>22. At the end/closure of the admission process, the admission related data are to be handed over to the University in a specific format (CSV/Excel)</p> <p>23. The software must have the provision for branch/category sliding facility.</p> <p>24. The software must have the realtime monitoring facility from 'Admin' login.</p>
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Handwritten signature: P. K. Das
AR(CAD)/K



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Annexure-I

(To be submitted on Company's/Firm's Letterhead signed and sealed)

Bid-Security Declaration Form

Date: _____

Bid No. _____

To (insert complete name and address of the purchaser)

I/We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Security Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of three year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

(a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or

(b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or reuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed: (insert signature of person whose name and capacity are shown) in the capacity of (insert legal capacity of person signing the Bid Securing Declaration).

Name: (insert complete name of person signing he Bid Securing Declaration)

Duly authorized to sign the bid for an on behalf of: (insert complete name of Bidder)

Dated on _____ day of _____ (insert date of signing)

Corporate Seal (where appropriate)

(Note: In case of a Joint Venture, the Bid Securing Declaration must be in the name of all partners to the Joint Venture that submits the bid).



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Annexure-II

DOCUMENT CHECKLIST

(to be mandatorily filled-in and submitted by the bidder along with the NIB/NIQ)

(Vendors may use **additional sheets** in the same format, if required)

Sl. No.	Name of the document required to be submitted as per in the NIB/NIQ	Page no. of the Document submitted (all uploaded/submitted documents must be in serial order with page numbers)	Remarks by the vendor, if any
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

The underlying points must be noted carefully:

- b) Uploading of repeated documents against the same NIQ/NIB and bids/quotations submitted without the filled-in **Document Checklist** shall summarily be rejected.
- c) The **Document Checklist** must precede all other uploaded documents.
- d) All documents submitted on GEM/CPPP portal must be in serial order and **be marked mandatorily** with page numbers.