CENTRAL UNIVERSITY OF RAJASTHAN

Central Universities Common Entrance Test (CUCET-2016)

CURAJ/CUCET/16/01 Date: 28.01.2016

TENDER NOTICE

Central University of Rajasthan, on behalf of a consortium of Central Universities participating in CUCET-2016, invites Open Tender from experienced & reputed companies for development of software for online registration, printing and logistics of Test papers, conduct of exams & declaration of results for candidates appearing in CUCET-2016.

Details of the tender document as per Annexures A to G are attached herewith.

The sealed tenders separately containing both technical and commercial bids may be submitted in one envelop on the following address: -

THE COORDINATOR, CUCET-2016
CENTRAL UNIVERSITY OF RAJASTHAN
NH-8, BANDARSINDARI, TEHSIL KISHANGARH
DISTRICT AJMER, RAJASTHAN, PIN - 305817

Prof. R.T. Pardasani
Coordinator CUCET-2016

Important Dates of CUCET-2016

Details	Date
Issue of Tender Notification in National Dailies	28.01.2016
Date of Submission of Tender	15.02.2016
Date of Opening of Tender (Technical Presentation at 11.00 hrs., Opening of Technical Bids at 14.00 hrs. & Commercial bids at 16.00 hrs.)	15.02.2016
Date of Allotment of Work /Issue of LoI	18.02.2016
Date of Signing of Contract and Depositing of Bank Guarantee	22.02.2016
Designing of CUCET 2016 URL Portal and hosting it on Internet	29.02.2016
Date of Demonstration of Online Application	02.03.2016
Date of Activation of CUCET-2016 Website & Online Application form for all Programs	07.03.2016

Important: AGENCIES WHO CAN adhere to our timelines NEED ONLY submit their Bids.

CUCET-2016

SCOPE OF WORK

Work-1: Designing & Maintenance of CUCET-2016 URL, Information Brochure and Online Applications

1. Designing "CUCET-2016" portal & hosting it on Internet.
2. Maintaining "CUCET-2016" URL for complete work starting from 25 February 2016 till at least 31 Oct 2016 (extendable by 1 month i.e. 30 Nov 2016).
3. Design of Online application forms in consultation with the coordinating university and their processing. The Online Application module must have features like save as you go, application viewing, editing & printing, multi-browser support, payment gateway support (net-banking, credit/debit card) and offline payment through challan, 24 x 7 help-desk to respond to telephonic and email queries, and generation of personalized admit cards(with photo), attendance sheets(with photos), in the format prescribed.
4. The Application Module should also provide Admin Access for on-line continuous viewing of data in numerical and graphical format to monitor the receipt of applications (University-wise, centre-wise, subject/program-wise, fees paid/unpaid, etc.), data sheets giving information on number of candidates appearing programme-wise, centre-wise, session-wise etc, as desired by the Coordinating University.
5. The agency has to provide detailed reports on daily and weekly basis as on demand as desired by the coordinating University. In addition, the agency would also provide data to the coordinating University daily in Excel format.
6. Post-examination, the portal must have provision for;
    6.1. Consolidation of test marks and uploading of score cards for all candidates participating in the CUCET-2016.
    6.2. Submission of consolidated lists, university-wise and course-wise with complete details of scores, university preference and course preference, category wise (SC/ST/OBC/GENERAL) and PWD/Other candidates (as per GoI rules on reservation) to different Participating Universities, in specified formats.
    6.3. Portal should remain open for applicants for a specific period decided upon by the coordinating University so as to enable them to upload /update their academic score.
7. Continuous technical support for carrying out modifications and updates as required by the Coordinating University. At least one technical person has to be deputed with coordinating University from date of work order to finalization of merit list and completion of admissions.
8. To ensure on time communication to candidates, SMS/Email alerts should be sent during various stages of registration, application examination, results, merit lists, etc & counseling and any other work assigned by organizing university.

Work -2: Printing of Test Material, Processing of OMR Sheets, Data Rectification and Result Generation Processing
(Complete secrecy very high degree to be maintained at all stages of this work)

1. **Printing of Test Material:**

   Printing* (all types of MCQ question papers, Carbonless OMR sheets in duplicate, attendance sheets, Test Centre guidelines, etc.)
   For all UG/PG/PhD Programmes:
   1.1.   Question Booklet
   1.1.1.1 Part A MCQs: 25 questions on language, general knowledge and analytical skills
   1.1.1.2 Part B MCQs: 75 on subject domain - about 20 pages (10 leaves, back to back) or as per requirement of question paper.
   1.2   Answer Booklet: Part A and Part B on a single side of OMR Sheet
   Note : Some question papers may have multiple sections in subject domain i.e. 1.1.1.2 above, with choice of answering 1/2/3 or more sections. Such papers and corresponding OMR sheets shall have to be prepared accordingly.
   1.3   All the questions papers must be sealed properly, clearly mentioning on cover their question paper code.
   1.4   Packing of examination material should be done subject-wise, centre-wise, city-wise and university-wise, packed in different trunks and should be delivered to the various Test Centres across the Country as decided by the Coordinating University **05 days prior** to the examination day.
   1.5   For all Test Centre's an additional 5% of all Question Booklets and OMR sheets over and above the registered candidates with valid choice of examination must be supplied.

2. **Processing of OMR Sheets:**

   2.1 Receiving of OMR answer sheets, attendance sheets and Centre Reports in multiple packets from all Test Centre's across the Country by CU Observers at coordinating university HQ, i.e. CURAJ. Issuing of acknowledgement to all CUO's after receiving of packets.

   2.2. Counting of total OMR sheets, storage and safe custody by agency officials on behalf of CUCET-2016 on the direction of Coordinating University.

   2.3 Scanning of OMR answer sheets and attendance sheets. The images be scanned @ rate of 60 ppm and be processed on 2 thresholds i.e. 150 and 170 dpi.

   2.4 Manual data entry shall be done only with prior permission of the Coordinating University with proper reasoning.

   2.5 After scanning, the answer sheets shall be handed over to the university duly packed as directed with their scan number and a soft and hard copy of matching of scanned numbers and answer sheet's unique serial number for storage and retrieval.

   2.6 The scanning activity shall be completed within mutually agreed timelines from the date of last receipt of answer sheets by the Agency to meet the result declaration date.

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   * **It is desirable that the online service provider should have their own printing press for complete secrecy of process.**

3. **Data Rectification:**

3.1 After completion of scanning process, identification of major discrepancy in the scanned data such as Roll Number mismatch, Test Papers Code error, Question Booklet number mismatch, Attendance sheet mismatch, combination marking mismatch (PCB, PCM, etc.), present in attendance sheet but OMR sheet not found cases, etc.

3.2 Extraction of final data after data rectification and start of result generation process.

3.3 A duly signed summary of total candidates issued Admit Card, appeared, abstained and evaluated must be provided to the University Centre-wise, Test paper-wise in hard and soft copy form.

3.4 A soft copy of all complete answer sheets combined on the basis of unique serial number shall be provided in signed DVDs in duplicate to the University. An interface will be provided for enabling search on answer sheets number and roll number and display of combined, complete answer sheets.

4. **Result Generation Processing:**

4.1 Uploading of answer keys on CUCET–2016 Portal and invitation of objections from candidates. The agency shall assist the Coordinating University in receiving objections, processing, informing the candidates about the result of their objections, and purifying evaluation as required.

4.2 Verification and rectification of all Test Questions Papers. Answer Keys along with shuffling patterns for the version papers after overcoming the objections of candidates. Approvals must be taken by the CUCET Coordinator/team.

4.3 Finalization of answer keys and initiation of score preparation process with rectified data using the answer keys.

4.4 Scores to be generated for all candidates who have appeared for CUCET–2016 examinations. The Roll No. of the candidate must be matched to correct name and category details of the candidate so as to process the final merit list.

4.5 Checking of CUCET-2016 score result by CUCET officials using random evaluation of OMR sheets.

4.6 Uploading of final score card of all candidates appeared in CUCET-2016 on CUCET Portal on a stipulated date & time.

4.7 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.

4.8 The Agency shall provide MIS reports to the University 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.

4.9 A verifiable audit trail of all activities undertaken shall be maintained by the Agency which may be inspected by the University anytime.

GENERAL NOTES:

1. CDs of all Question Papers would be handed over only to the authorized personnel of printing press with proper authorization letter and ID details in password encrypted format. The password of the CD would be communicated separately, directly to the Printing Press manager or any other person authorized by him and NO one else.
2. All the questions papers must be sealed properly, clearly mentioning on cover their question paper code.
3. Complete data to be stored in an accessible form for at-least for a period of 1 year from starting date of online application process to 31st March 2017 for any pre/post examinations enquiry. Complete data in the form of CDs should be handed over to the Central University of Rajasthan at each completed stage i.e. when complete application process is over, when examinations are over, or as deemed fit/asked for by the Central University of Rajasthan.
4. There will be a variety of test instruments (all counted as a whole) depending on the programs.
5. Only paid candidates would be counted for the purpose of payment for scope of work 1 and students with valid choice of examination would be counted for the payment for scope of work 2 as per valid choice(s) permitted in the admit card.
6. In case of any deviation while performing the work, or any breach of contract, performance security may be forfeited & penalty/liquidated damage, as decided by CUCET-2016 Coordinating University and/or National Steering Committee, will be levied.
7. The agency has to adhere all instructions given by National Coordinator – 2016, while performing the said work.

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Technical: **Hardware / Software, Operating System etc.**

1. The system should be hosted on a level 3 data center/cloud with a high uptime.
2. Solution should have ability to support pooling multiple database connections when the load on the application increases.
3. Should support automatic the backup/replication process for all the applications and database
4. Backup should support all application software, configuration, database etc.
5. System should be able to provide interface with third party service provider website/payment gateway.
6. Application should have the ability to support latest versions of browsers e.g.. Microsoft Internet Explorer, Netscape etc.
7. Solution should be able to support integrated certificate server, SSL with 128 bit encryption mechanism or more.
8. The system should provide comprehensive audit trail features.
9. The System should allow generation of transaction list with user-stamped, date and time for various transactions.
10. The System should allow generation of activity reports to highlight all the transactions being processed.
11. The System should provide tracking of the client's IP & Network Interface address.
12. The system should support to download hall tickets
13. Application should facilitate definition of user-defined log files for tracking sessions.
14. The System to facilitate export of reports & inquiries into different formats like Word, Excel, PDF, Text & CSV etc.
15. Provision should be available for generating & printing of bulk reports.
16. The system should allow users to print reports.
17. The system should support printout of submitted online application form in PDF format.
18. The system should support communication by email and SMS on successful payment and submission of application, examination date/venue, result, merit list & counseling.
19. The system should support high session (load) management in the peak days approximately 2000 users per minute.
20. The system should support "download the score card facility" till the completion of counseling.
21. After completion of the CUCET 2016, the soft copy applications course-wise in PDF form should be handover to the PUs in CS/DVD.
22. The Dash Board must provide to check the number of applications course-wise, program-wise and university-wise or any kind of report decided by committee.
23. The system should have the provision to take care of discontinuous internet connectivity; i.e system should save after each entry in the online application, so that if the connection breaks, candidate can continue from the last entry he/she had been while filling the application.

24. In offline payment case the SMS or E-mail has to be generated to the students after reconciliation from bank.

25. The system should support deactivation of offline payment applications after stipulated time given by the students if they are unable to deposit the fee.
26. The system should support the deduction of fee category wise SC/ST/OBC/PH.
27. The system should support to payment gate way to clear the online failure payments.
28. The system should support edit option to check the filled application before submit the application.
29. The system should support to change the control information (number of courses and universities) throughout the application or till the completion of payment.
30. The system should support reconciliation daily in both online as well as offline mode.
31. The system should have a mechanism to work in critical situations like power failures and high traffic at gateways.

CUCET-2016

Eligibility Criteria, Broad Terms & Conditions for Tender Documents: Online Applications and Pre & Post Examination Activity: CUCET - 2016

1. The service provider should be a registered Company under Indian Companies Act for more than 10 years.
2. The service provider must have VAT Registration Number (Registration Number of the Firm/Company) TIN, PAN of Firm/Company and Service Tax Registration Number. Apart from the above the service provider must have valid EPF Registration Number and ESI Registration Number.
3. The service provider should possess ISO-9001 and ISO-27001 certifications.
4. The service provider should have experience of conducting end-to-end Entrance Exam process in the Education / Government sector to cover activities like computer based application processing, payment gateway, admit card upload, question paper setting & exam administration and result processing.
5. The service provider should have handled similar activities of developing online application form and processing on an all India basis for at least 2 Government or UGC/Govt. educational Institution having 100,000+ applications in a single project in a single year in last 3 years, as on 31-12-2015.
6. The service provider should have handled similar activities of conducting tests for Education / Govt. sector for over 100,000 candidates in a single sitting in more than 25 cities, at least once in last 3 years. This is only to judge the service provider's transportable skills & experience to handle a similar project in India.
7. Company average turnover in last 3 financial years from testing and assessment work alone should not be less than Rs. 20 crores per year, in the last 3 years. Companies in the field of software or other businesses should declare a separate statement duly Certified by CA mentioning their turnover from Assessment work over the last 3 financial years; and only the relevant numbers from testing & assessment work will be considered for evaluation.
8. The bidder should have on his pay role at least 100 employees in India for the proper execution of the contracts.
9. The bidder should have on his pay role at least fifty technical employees in India for the proper execution of the contracts.
10. The bidder must have the adequate and required experience of similar works as mentioned in the scope of the work in the Bid Document. Experience must be mentioned clearly.
11. The bidder should have sufficient number of trained supervisory staff to supervise the works as in RFP.
12. The bidder should also mention any other relevant and important information which is directly or indirectly connected with the proper execution of the contract.

13. Agency should have remote service delivery infrastructure to ensure immediate response and faster resolution. Agency should have 24*7 telephonic and email support for resolution of problems and to reply to all queries of the students without any delay.

14. Agencies quoting should clearly indicate their set-up and facilities for printing of the question papers and their packing / forwarding in a secure environment, secured press for printing question papers. OMR scanning with 99.99% correct report be needed.

15. The agency should maintain the highest degree of confidentiality.

16. Admit Cards be generated with photo, signature of candidate & barcode which be verified at the time of examination.

17. Specifications for scanning of the OMR sheets:

    17.1. Each OMR sheet should be read twice by two different OMR readers at different levels of intensity along with barcode.

    17.2. Each OMR sheet should be read once by Image Scanner.

        17.3. Scanned text data in the form of CSV (Comma Separated Values) & excel format and image data in the form JPEG has to be handed over to the coordinating University.

18. Specifications for processing of results

        18.1. The mismatches between two scans should have to be resolved before processing.

        18.2. Random checking of data against the OMR sheets has to be carried out with expert members to assess the correctness of the data as decided by coordinating University.

        18.3. Evaluation of OMR sheets has to be carried out subject wise using the key supplied by the University to assign the marks.

        18.4. Random checking of marks assigned to OMR sheets has to be verified with the key by expert members to assess the evaluation has been carried out correctly.

        18.5. Finally, ranking has to be carried out as per the criteria prescribed by the University.

        18.6. Random (including top 10) checking of ranks has to be carried out to assess the ranking has been carried out correctly.

19. Reports required to be generated University-wise, programme-wise and in other formats as desired by the coordinating university and to be handed over to the coordinating University.

20. A self-declaration as per Annexure – E be submitted along with Technical Bid regarding Blacklisting/Debarring for taking part in Tender.

21. Only those who meet the above criteria should submit their quotes for the work. The evaluation of bids will be performed, as specified in Annexure- F.

22. Work described under *i.e.* Work-1 (Annexure – A) and Work-2 (Annexure – B) will be treated as one composite work and accordingly the bids should be submitted separately as "Technical" and "Commercial". Please follow the steps given as under:

    22.1 Technical bids should be submitted in a separate envelope, sealed and marked "Technical bids for ....(Name of the work)".

    22.2 Financial bids should be submitted in a separate envelope, sealed and marked in a similar manner.

    22.3 Both bids are to be put in a single sealed envelope super-scribed as "Tender for (Name of the work)" and submitted.

    Note: Price should be quoted in Indian Rupees only.

23. Subjected to satisfactory performance in CUCET-2016 as decided in the Coordinating University and with mutual consent, the contract shall be extendable for further two years i.e. 2017 & 2018 on year-to-year basis on all same Terms and Conditions as prescribed   in this Tender document.

24. All Technical bids must contain the following:
    24.1. Earnest Money Deposit of Rs. 100,000.00 (1.0 Lac) only
    24.2. Tender fee of Rs. 1,000/-
    The above should be paid by way of crossed Demand Draft drawn on any Nationalized Bank in favour of "CUCET" 2016 and payable at Kishangarh, District Ajmer, Rajasthan.

25. If the technical bids do not meet the requirements of the University, the commercial bids will not be opened and their Earnest Money Deposit will be returned within 15 days of entrusting the work to the selected agency, except the agency next in the order of merit, whose EMD will be returned 2 weeks after the commencement of the work.

26 Performance security equivalent to 10% of the agreement value in the form of DD/Bank Guarantee/FDR from any nationalized or scheduled bank by the successful vendor at the time of contract would be deposited in favour of "CUCET" and payable at Kishangarh/Madanganj, Distt. Ajmer, Rajasthan. It would be refundable within 60 days from the completion of entire work to the satisfaction of the Technical Committee as well as Conduct Committee after the website is deactivated.

27 Payment Mode:
    27.1   10% payment on submission of detailed working plan in satisfaction to the technical committee and after successful completion of registration process.
    27.2   40 % payment to be made when entrance tests are over/completed successfully and upon declaration of CUCET-2016 results and after issue of score cards in desired format.

28 Remaining Final Payment - 50% on completion to the complete work to the entire satisfaction of the Central University of Rajasthan and after website related matters are over in all respects.

28. The coordinating University of CUCET-2016, *i.e.* Central University of Rajasthan, reserves all the rights to not award contract for one or more or any work, without assigning any reason/reasons. The decisions taken by the Chairman, Steering Committee of CUCET-2016 would be final and binding on all the bidders and no suit can be filled in any court of law.

29. The Technical proposal should contain the following:
    29.1   Table of contents
    29.2   Minimum eligibility criteria with supporting documents.
    29.3   Compliance with functional requirements
    29.4   Compliance with technical requirements
    29.5   Detailed plans, where applicable, of the site / facilities etc.
       29.6 Client list with full details.

Important: AGENCIES WHO CAN adhere to our timelines NEED ONLY submit their Bids.

DECLARATION REGARDING BLACKLISTING / DEBARRING FOR
TAKING PART IN TENDER

(To be executed &Attested by Public Notary / Executive Magistrate on Rs. 50/- non judicial Stamp paper by the bidder)

I / We _____ Manufacture / Partner(s)/ Authorized Distributor /agent of M/S. _____ hereby declare that the firm/company namely M/s._____has not been blacklisted or debarred in the past by Union / State Government or organization from taking part in Government tenders in India.

Or

I / We _____ Manufacture / Partner(s)/ Authorized Distributor / agent of M/s. _____hereby declare that the   Firm   /   company   namely M/s._____was blacklisted or debarred by Union / State Government or any Organization from taking part in Government tenders for a period of _____ years w.e.f. _____ to _____. The period is over on _____and now the firm/company is entitled to take part in Government tenders.

In case the above information found false I / we are fully aware that the tender / contract will be rejected / cancelled by the Central University of Rajasthan, and EMD / SD shall be forfeited.

In addition to the above, Central University of Rajasthan, will not be responsible to pay the bills for any completed / partially completed work.

Name_____

Address _____

_____

Attested:

(Public Notary / Executive Magistrate)

Evaluation and Eligibility Criteria – CUCET 2015

	Major Evaluation Area	Criteria	Assessment matrix	Maximum Marks
1	**People & Processes**	On field assessment specific project delivery personnel	200 exam delivery personnel & above with credentials for deployment experience: **10 marks** 50 to 100 exam delivery personnel with credential for deployment experience: **5 marks** Less than 50 exam delivery personnel with credential for deployment experience: **1 mark**	10
2	**Testing industry experience**	Experience of developing and hosting online application forms for Govt. departments & Educational institutions	1.5 lakh + candidates : **15 marks** 1 lakh to 1.5 lakh + candidates : **10 marks** 50,000 to 1.0 Lakh candidates: **5 marks** Below 50,000 candidates: **02 marks**	15
		Total no. of paper-based exams delivered so far	-Demonstrated experience of examination with 30 Lakh candidates : **10 marks** - 15 Lakh to 30 Lakh candidates : **5 marks** - < 15 Lakh candidates : **2 marks**	10
		Testing industry experience of the organization providing testing services to its customers	-Above 10 years' experience in testing & assessment industry for the organization: **10 marks** - 5 to 10 years experience in assessment industry for the organization: **5 marks** - Less than 5 years experience in assessment industry for the organization: **2 marks**	10
3	**Customer credentials (or) projects done**	Paper-based exam projects	- Experience of delivering 50 projects and above: **10 marks** -Experience of delivering less than 50 and greater than 25 projects : **5 marks** -Experience of delivering less than 25 projects : **2 mark**	10
		Previous experience with Central University / Centrally Funded Institute	Experience in delivering similar kind of work with Central University / Centrally Funded Institute, in past 3 years: **10 marks**	10

4	**Financial Strength of the Firm**	Average Annual Turnover of the firm from Examination / Recruitment related Activities for the past three years	Above 20 Crores **5 marks** Less than 20 Crores **2.5 marks** Less than 1 Crore **1 mark**	**5**
5	**Infrastructure**	Quality Certification for recruitment / examination division of the agency	ISO 9001 / ISO 27001 **2.5 marks** CMMI Level **2.5 marks** CERT - In Certificate for application receiving software - **5 marks**	**10**
		Printing Press for confidential and secured printing of OMR and confidential work	Own Printing Press **10 marks** Third Party **0 mark**	**10**
6	**Quality and completeness of scope document**	Coverage of all technical points and demonstration	As determined by tender committee during presentation & demonstration of all technical points, as required in the tender **10 marks**	**10**
Highest possible technical score (Ts): 100 marks				**100**

- All bidders will have to provide self-declaration and documentary proof of their credentials to support the above criteria.

- The committee would evaluate the same and seek evidence as and when required.
- Discrepancies and any wrong claims from bidders will lead to disqualification of their bid.

- All above credentials should have been achieved or met at the time /on date of submission of the bid
- Marks to be given against each point mentioned in the above matrix

Commercial/Financial Bid Evaluation:
- The Commercial bid of those bidders, who qualify in the technical evaluation, will only be opened.
- All other Commercial bids will not be opened. The Commercial bids of the technically qualified bidders will only be opened.
- The commercial scores would be normalized on a scale of 100, with lowest score being normalized to 100 and the rest being awarded on a pro-rata basis.
- Such normalized scores would be considered for the purpose of QCBS based evaluation, explained in section below.

Quality and Cost based selection (QCBS)
The individual bidder's commercial scores (Fn) are normalized as per the formula below:

$Fn = Fmin/Fb * 100$ (rounded off to 2 decimal places) Where,
Fn= Normalized commercial score for the bidder under consideration
Fb= Absolute financial quote for the bidder under consideration
Fmin= Minimum absolute financial quote
Composite Score $(S) = Ts * 0.7 + Fn * 0.3$
The Bidder with the highest Composite Score(S) would be awarded the contract.

Financial Bid for CUCET-2016

1. EMD Amount: Rs. 100000.00 (1.0 Lac)

   Details _____

2. Tender Fee: Rs. 1,000/-

   Details _____

	Description	Price Per Candidate (INR)	Unit
1	Work-1 : Maintenance of CUCET-2016 URL, Information Brochure, Online applications and Result Processing		Per paid application received
2	Work -2 : Printing of Test Material, Evaluation of OMRs and Result Processing		As per valid choice of examination
	Total		

NOTE:

- TO BE SEALED SEPARATELY
- Rates are inclusive of all taxes and duties except service tax
- University is exempted for paying Service Tax vide Govt. of India, Ministry of Finance, Deptt. of Revenue, Central Board of Excise & Customs Tax Research Unit, Circular No. 172/7/2013—ST dated 19th September, 2013.