

CENTRAL UNIVERSITY OF RAJASTHAN

(A Central University by an Act of Parliament)

**NH-8, Jaipur-Ajmer Road, Bandarsindri, Kishangarh, Ajmer-
305817, Rajasthan**



**Limited Tender for conduct of December 2020 End of
Semester Exam-From-Home (EoS-EFH)**

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NH-8, Jaipur-Ajmer Road, Bandarsindri, Kishangarh, Ajmer-305817, Rajasthan

(Notice Inviting Tender)

Dated: 24.11.2020

Proposals are invited for December 2020 End of Semester Exam-From-Home (EoS-EFH) from service providers through online examination platform:

- | | |
|--|--|
| Cost of Tender | Rs. 1000/- (for each tender-non-refundable) Tender fee will be NIL, if downloaded from the website. |
| 2. Last Date of submitting proposal form | Technical bid by email-04/12/2020 up to 2.00 P.M
Hard Copy of Technical & Financial bid- 07/12/2020 up to 2.00 P.M. |
| 3. Amount of E.M.D | Rs. 7,000/- |

Demand Draft should be in favour of “Central University of Rajasthan” payable at Kishangarh or NEFT/RTGS or Electronic fund transfer to University Account No. 666110210000003.

Mode of EMD and Tender form fee: Party should make separate D.D. for Tender form fee and EMD or separate online transfer for EMD and Tender fee.

Important Note for the party:

1. One Single tender for EoS-EFH should be submitted.
2. Proposals should be sealed and signed and must enclose the requisite EMD, tender fee along with the necessary documents/Authorization Certificates. The scanned copy of all documents, demand drafts/ details of online payment etc. should be sent to: Email- coseh@curaj.ac.in and hard copy to the following address:

Registrar

**Central University of Rajasthan,
N.H.-8, Jaipur-Ajmer Highway,
Bandarsindri, Kishangarh, Distt. Ajmer,
Rajasthan Pin-Code- 305817**

On the top of the sealed envelope of the proposal, please write “Tender for Dec. 2020 End of Semester Exam-From-Home (EoS-EFH)”. Please note that the proposal document is subject to verification with the original document, and if any discrepancy is found, the proposals would be rejected. The technical bid will be opened on 4th December 2020 at 3.00 P.M. The University reserves the right to reject any or all proposals, without assigning any reason thereof.

Registrar
CENTRAL UNIVERSITY OF RAJASTHAN
NH-8 Bandarsindri, Kishangarh Distt. Ajmer

CENTRAL UNIVERSITY OF RAJASTHAN

NH-8, Bandarsindri, Distt. Ajmer-305817 (Rajasthan)

PROPOSAL FORM

1. Proposal form submitted for

2. Name and Address of the Bidder
.....
.....

3. Details of demand draft:

Category of payment	D.D. No.	Bank Name	Amount(Rs.)	Date
Tender Fee				
EMD				

4. We are accepting all the terms and conditions as mentioned in Tender documents and we have signed with our full satisfaction.
5. The quoted rate of duly signed and sealed is enclosed.
6. The service will be made **as per requirement**.


7. We are enclosing herewith the following documents as desired by you Copy of PAN, GST registration certificate, on the original letter head of Service provider, addressed to tendering authority, without which the proposal will not be considered under any circumstances.

Date:.....

(Signature with Stamp of Bidder)

CENTRAL UNIVERSITY OF RAJASTHAN
NH-8 Jaipur-Ajmer, Bandarsindri, Kishangarh-305817, Dist. Ajmer

Limited Tender Notice for December 2020 End of Semester Exam-From-Home (EoS-EFH) at Central University of Rajasthan.

**Central University of Rajasthan**
NH-8 Bandarsindri, Kishangarh, Distt-Ajmer-305817
Tel: 01463 - 238755 Website www.curaj.ac.in.

Ref.: CURAJ/CoE/2020-21/2307 24/11/2020

TENDER NOTICE

Sealed quotations are invited from the service providers for December 2020 End of Semester Exam-From-Home (EoS-EFH) through online examination platform at Central University of Rajasthan. Scanned copy of the technical bid containing all documents, Demand Draft/Details of online payment etc. must reach latest by 2.00 P.M. on 04/12/2020 by email to eosefh@curaj.ac.in and Hard copy of the Quotation completed in all respects along with technical and price bids should reach the office of the undersigned on or before 07/12/2020 up to 02.00 P.M. The Technical bid will be opened on 04/12/2020 at 03.00 P.M. in the presence of available service providers or their authorized representative, if any. For further details, please visit our website www.curaj.ac.in and CPP Portal i.e. <http://eprocure.gov.in>

Registrar

राजस्थान केन्द्रीय विश्वविद्यालय में दिसंबर 2020 अंतिम सेमेस्टर एकजाम फ्राम होम (ई0ओ0एस0-ई0एफ0एच0) के लिये सीमित निविदा सूचना

**राजस्थान केन्द्रीय विश्वविद्यालय**
राष्ट्रीय राजमार्ग 8, किशनगढ़ जिला अजमेर 305817
दूरभाष: 01463- 238755 वेबसाइट www.curaj.ac.in

सी0यू0आर0ए0जे0 / सी0ओ0ई0 2020.21 / 2307 24 / 11 / 2020

निविदा सूचना

विश्वविद्यालय में दिसंबर 2020 अंतिम सेमेस्टर एकजाम फ्राम होम (ई0ओ0एस0-ई0एफ0एच0) ऑन लाइन परीक्षा कराने के लिये सेवा प्रदाताओं से मुहरबंद निविदाएं आमंत्रित की जाती हैं। तकनीकी निविदामय दस्तावेज डिमांड ड्राफ्ट/ऑन लाइन हस्तांतरण का विवरण आदि की स्कैन कॉपी दिनांक 04/12/2020 2.00 बजे तक eosefh@curaj.ac.in पर एवं मुहर बंद लिफाफे में पूर्ण रूप से भरी हुई निविदा (तकनीकी और वित्तीय) अधोहस्ताक्षरकर्ता के कार्यालय में दिनांक 07/12/2020 को अपराह्न 02.00 बजे तक भेज सकते हैं। प्राप्त निविदायें दिनांक 04/12/2020 को अपराह्न 3.00 बजे उपस्थित सेवा प्रदाताओं अथवा उनके अधिकृत प्रतिनिधियों, यदि हों की उपस्थिति में खोली जायेंगी। निविदा सूचना एवं विस्तृत जानकारी विश्वविद्यालय वेबसाइट www.curaj.ac.in एवं CPP Portal <http://eprocure.gov.in> पर उपलब्ध है।

कुलसचिव

General Instructions and information to the Service Providers

1. Registration certificate of service provider should be enclosed along with the proposal.
2. All the terms and conditions are to be accepted by the service provider and any counter conditions if any, will not be considered.
3. The quotation of the service provider(s) which have either been blacklisted or stopped dealing with the Central University of Rajasthan will not be accepted. Certificate of non-blacklisting should be attached as per the enclosed format (Annexure-B).
4. The proposal should be submitted only by those service provider(s) or their authorized dealers who are authorized for the service quoted. Authorized service provider certificate on the original letter head should be submitted along with the proposal.
5. The successful party will be bound to execute the service at the approved rate for full period of contract.
6. The firm should submit the list of Govt. Organization/Institution to whom they have provided similar kind of service.
7. The earnest money of Rs. 7,000 /- to be deposited with the proposal form through demand draft in the favour of Central University of Rajasthan payable at Kishangarh or NEFT/RTGS or Electronic fund transfer to University Account No. 666110210000003.
8. University reserves (all) right(s) to accept or reject any bid without assigning any reason thereof.
9. Financial bid/rates of only those bidders will be considered, who are otherwise found technically qualified.
10. Contact persons for enquiry are Mr. Pardeep Kumar on mobile no. 8708010121
11. I/we have read all guideline(s) carefully as mentioned above and agree to abide by these conditions.
12. Bidders must submit the hard copy by speed post so as to reach Central University of Rajasthan latest by 07/12/2020 up to 2.00 P.M.. However, Bidders may also scan the Demand Draft, document (other than the financial bid) and receipt of speed post/courier and send them by email to eosefh@curaj.ac.in on or before 04/12/2020 up to 2.00 P.M.

Dated: 24/11/2020

(Signature with name and Address stamp of Party)

Central University of Rajasthan

Terms and Conditions of the Tender

Name of the Work	December 2020 End of Semester Exam-From-Home (EoS-EFH)
Tender issue Date	24/11/2020
Tender Fee	1000/-
Earnest Money	7,000/-
Quotations will be received up to (Date and Time)	04/12/2020 up to 2.00 P.M. – Technical bid by email 07/12/2020 up to 2.00 P.M. – Hard copy of technical and financial bid
Technical bids will be opened on (Date and Time)	04/12/2020 at 3.00 P.M.
Place of bid submission and opening	Central University of Rajasthan

General Information and Instructions to the Service Providers:

(A.) Submission of Offers:

The service provider shall submit their proposal in two parts:

1. Technical bid in separate envelope
2. Financial bid in separate envelope.

(Both the bids will be kept in a single envelope).

1. The tender is a “Two Bid” document. The technical bid should contain all the relevant information and desired enclosures in the prescribed format along with earnest money deposit (EMD). If rates are quoted with the technical bid, the bid will be rejected summarily.
2. In the tender, there should not be overwriting or cutting or interpolation. Correction, if any shall be neatly crossing out, initialing, dating and rewriting. The name and signature of bidder’s authorized person should be recorded on each page of the application. All pages of the tender document shall be numbered and submitted as a package along with forwarding letter on firm’s letter head.
3. Service provider must keep their offer open for a minimum period of 120 days from the date of opening of the tender, within which the bidders cannot withdraw their offer. However, subject to the period being extended further, if required, by mutual agreement from time to time.
4. If the bidder deliberately gives incorrect or misleading information in their tender or wrongfully created circumstances for the acceptance of the tender, University reserve the right to reject such a tender at any stage.
5. Quotations should be sent by Registered post with date/postmark so as to reach us before closing date. The sealed bid may also be dropped in Tender box of the University. A copy of the documents (except for the financial bid), Demand Draft, receipt of postage must

also be scanned and sent by email before 4/12/2020 up to 2.00 P.M. and hard copy including financial bid should be reach on or before 07/12/2020 at 12.00 noon.

6. The rates quoted shall be in Indian Rupees and shall be paid only after successful completion of work without errors and delays.
7. The bidder shall indicate the prices/rates as specified in the format.
8. All prices/rates should be clearly written both in figures and in words. Failure to write prices/rates both in figures and in words shall render the tender liable for rejection. Bidders should avoid alterations/ corrections in the prices/rates submitted by them. However, if alterations/corrections in prices/rates are inescapable each alteration/correction should be indicted both in figures and words and duly attested under the full signature of the bidder/ Authorized signatory.
9. The bidder shall be required to submit the earnest money deposit (EMD) for an amount of 7,000/- by way of Demand Draft or through online payment mode. The demand draft shall be drawn in favour of “Registrar, Central University of Rajasthan, Bandarsindri Kishangarh”. The demand draft for earnest money deposit must be enclosed in the envelope containing the technical bid. The EMD of the successful bidder shall be returned after the successful submission of Bank Guarantee/Security Deposit and for unsuccessful bidders it would be returned after award of the contract. Bids received without EMD will be rejected.
10. The successful bidders shall be required to deposit the performance bank guarantee equivalent to 5% of the contract value to the university before release of his EMD.

SCOPE OF WORK

The broad scope of work to conduct and process the End of Semester Exam-From-Home (EoS-EFH) for 12 schools of the university complete from registration to declaration of results, is given here under:

- Exams are to be conducted for 30 departments having 80 programmes. Approximately 1100 students are expected to participate in the process. Each student may appear in 5-6 exam papers.
- **Platforms:** Web for Laptop/PC; Mobile App for Android phone

PRE EXAMINATION WORK:

- **Creation of an exclusive online portal:** The service provider shall create an exclusive portal for Central University of Rajasthan (CURAJ) as per directions of the Controller of Examinations (CoE)
- **Proctoring Features:** Proctoring features include Real time flags display for each student, Real time Image capturing at random intervals, Real time audio/video capturing at random intervals.
- **Registration:** Registration process of all students intending to appear for the exam, verification of the lists, uploading draft list, seeking feedback, making corrections if any. After approval of the CoE, the final list of candidates who can appear in the exam shall be uploaded on the portal. Only registered candidates will be allowed to appear for the examination.
- Creating a Login ID each for Course Instructors, Departments and the team of the CoE as Admin for processing and monitoring of the EFH.
- **Questions paper uploading:** A designated space will be created in the module for uploading question paper by respective HoDs/respective course instructor.
- **Training of Course Instructor, HoDs, Deans and the team of CoE:** Conducting online training(s) on use of the module and providing all technical support as may be required for smooth conduct of the EFH.

- **Mock Test:** Conducting at least ONE Mock Test for each covering all students and faculty members as per the schedule before the actual online examination process takes place. This test will be conducted in small batches as may be decided in consultation and as per approval of the CoE.
- Providing a dedicated technical team of trained and experienced persons led by a senior technical person for 'Handholding' and providing supports to HoDs, course instructors and the students of various schools during the whole process of EFH. Dedicated contact number(s) must be provided for students' queries / grievances' and for course instructor / HoDs. The service provider's technical team of at least TWO experienced persons shall be available onsite throughout the process of the examination to provide support to the office of CoE and help the students and faculty members in case of any technical or other difficulties. This is an addition to the contact persons for the departments to be deployed online.

CONDUCT OF EXAM-FROM-HOME:

Exam shall be conducted strictly as per the schedule provided by the CoE.

POST EXAMINATION WORK

- **Result Processing:** Portal shall have following facility
 - To enter marks for each question of the paper (EoS-EFH) and to enter marks for internal tests (CIA Continuous Internal Assessment) separately conducted by the respective course instructor.
 - To calculate total marks including internal marks (CIA) and EoS-EFH.
 - To generate final result and the consolidated marks sheet for each student.
 - To provide reports about result as required by CoE.

Following four modules will be setup for online examination process.

1. **Admin module**
2. **Department module**
3. **Course Instructor module**
4. **Student module**

Functioning of each module is explained as follows:

Admin module:

- Overall control in terms of management in Registration, Question paper uploading, Mock Test/ Training, conducting the Exam and Result processing.
- All rights of view and edit in the modules (Department module, Course Instructor module and Student module) for managing on-line examination process.
- To facilitate export of lists, reports etc. into different formats like Word, Excel, PDF, Text & CSV etc.
- Re-initializing the student registration process (in case of any discrepancy).

Department module:

- Create Course Instructor module and Student module.
- Can view / edit of the course(s) in the module.
- Initialize the student registration online (Programme wise).
- Register All Students with information (Enrollment No., Name, Mobile No, Core Courses, and Elective Courses) including Back paper (if any).
- Upload Course Instructor list with their mobile no. and Courses (course code and course name), also to upload Exam time table.

- Verify the uploaded result by the course instructor.
- To facilitate export of lists, reports etc. into different formats like Word, Excel, PDF, Text & CSV etc.

Course Instructor module:

- Can View the details (Name, Enrollment no., Mobile no., Programme name, Name of courses registered etc.) of the students, who are registered in the respective course. Can View the allotted Courses and Exam time table.
- Upload Question paper course wise.
- Evaluate answer scripts after on-line examination takes place and upload result of each registered student who writes the exam.
- To submit the result to Department module on-line.
- To facilitate export of lists, reports etc. into different formats like Word, Excel, PDF, Text & CSV etc.

Student module:

- Students can Login Using Mobile OTP or Email ID.
- Can View individual’s details (Name, Enrollment no., Mobile no., Programme name, Name of courses registered etc.)
- Can view the Exam Time Table.
- Can view the uploaded Question paper.
- Can appear for -Mock Test(s) before actual examination takes place.
- Facility to login the portal, appears for online examination, uploads or writes the answer at the designated place in the portal.
- ‘Preview’ before submitting the uploaded answer scripts.

Note:-After completion of examination process, service provider shall hand over all the compiled answer scripts in soft copy format, compiled results and all other documents to the CoE, Central University of Rajasthan.

Deliverables

The deliverable of the project is the successful conduct and processing of End of Semester Exam From Home (EoS-EFH) of the University complete in all respects.

The following main categories of deliverables as given below:

1.	PRE EXAMINATION WORK
2.	CONDUCT OF EXAM FROM HOME
3.	POST EXAMINATION WORK

The bidder shall setup and maintenance of command center at examination section of the University with adequate and technically qualified manpower to achieve above-mentioned deliverables in order to successfully execute and monitor the whole process.

ELIGIBILIT CRITERIA/PREREQUISITE

- The bidder should be a company/ firm registered in India and the registered agency should be operating in India for a minimum of three years with an objective of offering relevant IT Solutions and Services that are the subject matter of this tender.

- The Service Provider shall ensure the maximum security of processes, servers, networks etc. as per the plan drawn in consultation with University.
- The bidder should have provisions of 256 bits encryption for data transfer and the system to decrypt the data at examination center.
- The Service Provider shall not share any personal information of the students/university staff (mobile numbers, emails etc.) to anyone/anywhere outside to the University. In this regard a declaration form (Annexure 'C') will be submitted by the service provider.
- The bidder must have own source code or copyright/license of application software for deployment and commercial use for other organizations.
- The bidder should be registered with appropriate tax authorities such as Income Tax, Service Tax etc. and should submit valid certificates of registration with these authorities.
- Bidder should submit experience certificates for conducting online examinations in various institutions.
- The agency should not have been blacklisted by central / state government departments / undertakings.
- The bidder should not be providing same services of Conduct and Processing of Examination From Home to any organization of Central Govt./ State Govt./PSU etc. at lower rates as quoted in Financial Bid. Bidder has to submit an affidavit for the same.
- Penalty will be levied in case of any deviation while performing the work or any breach of contract as per the decision of the University.

The technical bid to be sent separately shall consist of –

1. A copy of bid document with all pages signed and stamped at the bottom by the bidders' authorized signatory.
2. Duly signed copies of Security certifications.
3. Demand Drafts of EMD/Tender Fee or receipt of online transfer, if applicable.
4. All required documents as per the check list enclosed as Annexure-D

Prices

The prices quoted for the items/services shall under no condition change during the period of agreement.

Financial bid to be filled by Service Provider for EoS-EFH process (combined for pre examination work, conduct of Exam from Home and post examination work)

S. No	Rates in INR Per Candidate who appear in the EoS-EFH (in figure)	Rates in INR per Candidate who appear in the EoS-EFH (in words)
1.		
	Taxes, if any	
	Total (inclusive of all taxes)	

DECLARATION REGARDING BLACKLISTING / DEBARRING FOR TAKING PART IN TENDER

(To be executed & Attested by Public Notary / Executive Magistrate on Rs. 100/- non judicial Stamp paper by the bidder)

I / We _____ Service Provider/Partner(s)/ Authorized Dealer /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 _____ Service Provider / Partner(s)/ Authorized Dealer / 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)

DECLARATION REGARDING CONFIDENTIALITY AND PERSONAL DATA PROTECTION

I / We _____ Service Provider/Partner(s)/ Authorized Dealer /agent of M/S. _____ hereby declare that,

- The firm/company namely M/s. _____ has referred to the Information Technology Act, 2000 (21 of 2000) rules for sharing of personal information.
- I/We understand the personal information of students / university staff is sensitive data and it will be used only for official purpose related to EoS-EFH for session 2020-2021 and will not be shared with third party.
- I/We agree that all the obligations related to registered student's/university staff's personal data security lies with me.
- Further, I/We indemnify in all respects especially personal data security of registered students/university staff.

Dated:.....

(Signature with name and Address stamp of Party)

Check list for selection of criteria**To be filled by the bidder and submitted along with the proposal**

S. No.	Technical Information	Page No.	Remarks
1)	Registration Certificate of the firm under shop act/any other act of Govt. of India/Rajasthan		
2)	Authorization Certificate of dealership from the Service Provider/company		
3)	GST Registration Certificate & Copy of PAN.		
4)	Clientele list.		
5)	Copy of Audited Balance Sheet to access the capability of the firm for the last three financial years.		
6)	Income Tax Returns for the last three financial years.		
7)	Performance Certificates from clients, if any.		
8)	DD for EMD and Tender fee amount or online transfer details.		
9)	The form of the “Terms and Conditions” should be duly filled and signed by authorized person.		
10)	Certificate stating that rate quoted are minimum and not provided the services to any other institution/organization below the quoted rate.		
11)	Declaration regarding Blacklisting / Debarring for taking part in tender.		
12)	Declaration regarding confidentiality and personal data protection		

END OF TENDER DOCUMENT