

COOCHBEHAR PANCHANAN BARMA UNIVERSITY
Vivekananda Street, CoochBehar – 736 101

E-TENDER NOTICE FOR PROVIDING CONFIDENTIAL EXAMINATION SERVICE

TENDER REF. No. CBPBU/COE/CBCS(UG)/001

DATE :28/11/2017

E-Tenders are invited from reputed, experienced and technologically sound firms for providing confidential examination services for different examinations conducted by Cooch Behar Panchanan Barma University.

For details of work, terms and conditions please visit <http://wbtenders.gov.in>

Registrar,
Cooch Behar Panchanan Barma University, West Bengal

Bid Sheet and Key Dates

S. No.	Information	Remarks/ Date
1	About the Assignment	UG & PG CONFIDENTIAL EXAMINATION SERVICE
2	Name of the Tender Inviting Authority	Registrar
3	Earnest Money Deposit(EMD)	Rs. 2,00,000/-
4	Proposal validity period	30 Days
5	Date for Release of Request for Proposal	28/11/2017
6	Last date for Submission of written queries for clarifications	04/12/2017
7	Contact person for queries	Registrar Tel no. 03582 230833 E mail id – piluroy@yahoo.co.in
8	Date for responses to the queries	28/11/17 to 04/12/17
9	Date for Pre bid Meeting (optional)	Will be communicated as and when required
10	Last date and time for Submission of bids	04/12/17 at 4:00 p.m.
11	Addressee and address at which bid is to be submitted	www.wbtenders.gov.in
12	Opening of Technical Proposals	07/12/17 12:30 pm
13	Opening of Financial Proposals	To be communicated after opening of Technical bid.
14	Work shall be commenced within 3 weeks from the date of issue of work order	

Eligibility & Essential Credentials :

1. The firm must have at least FIVE YEARS of experience in executing examination services for universities and other academic bodies.
2. The firm should be a registered company under prevailing rules and will provide essential registration numbers like GST, TAN, PAN, Trade License etc.
3. The firm should have an average annual turnover of INR 10 Crore in last 3 financial years (2014-15; 2015-16; 2016-17).
4. The firm must produce a solvency certificate from any nationalized bank in support of their financial stability.
5. Any firm, declared insolvent and / or black listed in connection with confidential examination work is not allowed to participate in this tender.
6. The firm should be extremely competent in handling such work with great security.
7. The firm should have sufficient experience of doing confidential work of such nature for minimum one lakh students, especially at Universities in West Bengal.
8. The firm must have done similar work (i.e., Pre Examination Process Part A, Pre Examination Process Part B and Post Examination Process) for 3 universities in West Bengal for at least 2 consecutive semesters / year in last 5 years. Capability and Experience documents should be uploaded.
9. The firm should have provision to encrypt data and the corresponding image should be printed on the mark sheet / grade card.
10. The firm must have a customized software to monitor the progress of evaluation process.
11. The firm should have a registered office in West Bengal with proper infrastructure, facilities, confidential data centre and manpower. Also, the firm must have an operational set up in Cooch Behar to execute the job. The authorized person of the University reserves the right to inspect the premises, infrastructure and necessary arrangements for maintaining the secrecy finalizing the work order and / or afterwards to ascertain the terms and conditions of the tender documents.
12. The firm will abide by all the conditions / terms declared in the tender by executing a memorandum of understanding through authorized representative between firm and the University on a non-judicial stamp paper of Rs. 100/-
13. Outsourcing of any part of the job is strictly prohibited.
14. The firm will submit rates which will be part of the memorandum of understanding (Agreement) along with term of the tender.

15. (i) In the event of any serious mistake(s) or deviation from given data resulting in discarding the entire procedure, the University shall be entitled to impose a penalty on the firm on account of such loss caused due to the mistake(s). The decision of the University in such case(s) shall be final.
 - (ii) If the firm is found guilty of leakage of any information, they shall have to recoup all losses suffered by the University on account of firm's negligence.
 16. Any mistake(s) in packing or delivery shall also attract penalty as decided by the University.
 17. The firm will maintain absolute Secrecy understanding the fact that, this clause is Basic to the entire agreement .
 18. After printing and before packing of the Question Papers, a thorough check must be done.
 19. Any dispute which may arise between the parties hereto in respect of the AGREEMENT shall be referred to the Vice Chancellor of the University whose decision shall be final and irrevocable.
 20. The payment towards the work will be made in part intermittently during the work but the final payment will be cleared on completion of examination and on submission of final bill by the firm. The payment as per terms of the agreement will be paid to the firm by crossed cheque or through RTGS.
 21. **The rate should be quoted on per student per semester / examination basis (for approx 20,000 students).**
- **Necessary credentials mentioned in Sl.No. 3, 4, 8, 10, 11 with supporting documents of the same must be uploaded. The credentials not supported by valid documents will not be considered at the time of decision making.**
 - **Acceptance of the lowest quoted rate is not mandatory. The University authority reserves the right to select the firm based on proven credentials.**

General Terms & Conditions :

- Contract will be for 3 years and reviewed / renewed thereafter as per terms and conditions acceptable to the University authority.
- This is strictly confidential examination work and hence the selected party must maintain the confidentiality without compromising the essence of the job.
- Any problem, as may arise from time to time should be discussed with the Controller of Examinations.
- The order will be terminated if it is found that the firm has provided false or fabricated information during submission of tender document or later on.
- The order will be terminated for any sorts of malpractices detected at any point of time and a penal measure will be taken against the firm.
- Examinations will be governed as per rules and regulations of the University as framed from time to time.
- An agreement will be signed between both parties i.e., the University and selected firm.
- Incomplete tender, if any, as decided by the competent authority will be rejected.
- Detailed offer with credentials are to be submitted ONLINE ONLY by due date and time.

Key Responsibility Areas :

Confidential Examination Services for UG & PG students of CBPBU

1. Pre Examination : Part-A

- a) Design and develop of Online Examination Forms containing details of the students along with subject/papers they are supposed to appear in the examinations.
- b) Filling up Online Examination Form
- c) Allocation of centres to the students as per direction of the University.
- d) Generation of Roll No. and uploading of admit cards after verification by College / University.
- e) Generation of DR sheets, Allotment Charts and delivery of the same to the college domain.
- f) Generation of Question Paper as required, subject wise / centre wise.
- g) Preparation and printing of HDPE Envelopes for collection of used Answer Books after the examination.

Pre Examination : Part-B

- a) Type-setting, Proof reading, Editing of Question Papers (manuscript will be provided by University).
- b) Printing of Question papers / Question Booklets (Tri-lingual).
- c) Printing of Answer Books and Additional Sheets using good quality paper (at least 65 GSM)
- d) Answer Books should be thread stitched.
- e) Printing of OMR readable answer sheets (105 GSM), when required.
- f) Packaging of Question Papers, Subject wise / Session wise / Examination Centre wise.
- g) Packaging of Answer Books and Additional Sheets (4 pages).
- h) Delivery of Answer Books and Additional Sheets to all Examination Centres.
- i) Day to day delivery of packed Question Papers to all examination centres on the day of the examination without fail.

2. Post Examination :

- a) Collection of the used answer books of the theoretical examinations from the examination centers on day-to-day basis after completion of the test.
- b) Coding of the used Answer Books.
- c) Data entry (double entry) of the code-slips of the examinees.
- d) Labeling the packets of answer books with proper bar-coded serial number for future retrieval.
- e) Packaging of Coded answer books along with marks award sheets/slips.
- f) Preparation of Master database of Examiners of all subjects.
- g) Schedule for delivery of coded answer books to be fixed in consultation with the Controller as per his/her convenience.
- h) Delivery of packets containing coded answer books to the Examiners at the locations as desired by the Examiners such as College premises/university within the jurisdiction of Cooch Behar district.
- i) Use Computer based Application to track delivery and receipt of used answer books to and from the Examiners along with access of the same by Vice Chancellor and Controller of Examinations.
- j) Follow-up with the Examiners to find out progress of the evaluation and if required, to make alternate arrangement so that unevaluated answer books can be evaluated through another Examiner in consultation with the Controller of Examinations/the Vice-Chancellor.
- k) The entire process should be monitored through a customized software for evaluation.
- l) Collecting all the evaluated answer books (*of theory papers*) along with marks award slips sealed in plastic cover/envelopes from Examiners after evaluation.
- m) Arrange delivery and collection of coded answer books multiple times in order to meet the deadline of publication of results.
- n) Collection of Practical marks from University/Colleges/Examiners.
- o) Data Entry of all the filled in marks award sheets/slips is done with 100% accuracy.
- p) Once marks are collated component-wise/subject-wise, the same to be processed to submit reports for missing marks, abnormal marks or any other discrepancies.
- q) After preparation of results, the same should be checked manually on sample basis to ensure correctness of the processing software.
- r) Preparation of various reports and statistics for declaration of results.
- s) Printing of Mark-sheets.
- t) Uploading results on the Web as desired by the University within the announced time-frame. University will strive to declare results within 60 days from the date of last examination held.
- u) Packaging of Mark-sheets College-wise for delivery as per the requirement of the University.
- v) Delivery of Mark-Sheets.
- w) Processing of review forms online and keeping record thereof.
- x) Re-evaluation of answer books (*under review*) through Examiner.

- y) Publication of Review results and printing of mark sheets
- z) Submission copies of examination data to the University.

The agency will entrust competent persons who will liaison between the University, Affiliated Colleges and Agency in smooth conduction of the examination process.

Submission of Bids :

- Last Date for submission of bid is 04/12/17 till 4:00 PM. Bid will be opened on 07/12/17 at 12:30 PM.
- If any of the essential documents are not found in the tender, the bid will be summarily rejected.
- If any bidder is disqualified in technical bid, price bid of that bidder will not be opened.
- The bidder is requested to quote their rate in both figures and words. Rate should be offered inclusive of all taxes and duties, but exclusive of GST, as applicable.
- **Firm has to submit their rate per student per semester basis.**

Validity

The validity of the tender is for four (4) years. However, this validity may be extended further if mutually agreed upon.

- All legal disputes shall be subject to the jurisdiction of the hon'ble High Court of Kolkata.

The undersigned reserves the right to accept or reject any quotation without citing any reason whatsoever.

Sd/-

Registrar, CBPBU

Annexure 1

Proforma For Technical Bid

SL. NO.	Description	Details
01.	Name of Bidder with full address, Corporate Office/Head Office etc. website, E-mail ID, Telephone	
02.	Status (Whether Government/PSU/Private/Others)	
03.	Date & Year of Establishment / incorporation of firm	
04.	PAN No.	
	GST No.	
	Service Tax No	
	Trade License No. & date	
	TAN No.	
05.	Certificate from Chartered Accountant/Cost Accountant with reference to the turnover during the last three financial years. Ref. Clause no. 3 of the bid document	FY 2014-2015 = INR
		FY 2015-2016 = INR
		FY 2016-2017 = INR
06.	Number of years of experience in confidential examination service for universities and other academic bodies . Ref. Clause no. 1 & 8 of the bid document	
07.	Name of the Authorized Person	
	Designation	
	Mobile No	
	E-mail	

Date:

Signature of Authorized Representative

Designation: