

UNIVERSITY OF DELHI
DUET-2016

DU/EXAM PROCESS/16

Date: 11.05.2016

TENDER NOTICE

University of Delhi, Delhi invites sealed Tender from experienced & reputed companies for printing of Test papers, scanning & declaration of results for examination based on multiple choice questions (MCQ) pattern.

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

The tenders containing both technical and financial bids may be individually sealed in separate envelopes and then both the bids put in a bigger envelope and submit the same at the following address:

THE JOINT REGISTRAR (PROCUREMENT)
GENERAL BRANCH
NEW ADMINISTRATIVE BUILDING
UNIVERSITY OF DELHI
DELHI-110007

The University of Delhi reserves the right to accept or reject the tender without assigning any reasons there to.

Registrar
University of Delhi

Important Dates

Details	Date
Issue of Tender Notification in National Dailies and Website of DU	11.05.2016
Last Date of Submission of Tender	31.05.2016
Date of Opening of Tender (Opening of Technical Bids at 11.00 hrs. & eligible financial bids at 16.00 hrs.)	1.06.2016
Date of awarding of Work /Issue of Letter of Intent	3.06.2016
Date of Signing of Contract and Deposition of Bank Guarantee	8.06.2016

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

Work Specification: Printing of Test Material, Processing of OMR Sheets, Data Rectification and Result Generation Processing

(A very high degree of secrecy has to be maintained at all stages of this work)

1. PRINTING OF TEST MATERIAL:

Printing* of all types of MCQ question papers, Carbonless OMR sheets in duplicate, attendance sheets, Test Centre guidelines, etc. for all UG/PG/M.Phil./PhD Programme (Examination Scheduled in June 2016).

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

1.1. Question Booklet

All MCQs depending upon number of questions (approx. 5 leaves to 15 leaves, back to back or as per requirement of question paper)

Note: Subjects are multiple; some question papers may have multiple sections in each subject domain. Such papers and corresponding OMR sheets shall have to be prepared accordingly.

1.2 The entire questions booklet must be sealed properly, clearly mentioning the question paper code on cover, city-wise, centre-wise and subject-wise.

1.3 Packing of examination material should be done **subject-wise, centre-wise, and city-wise**, packed and sealed in different trunks and should be delivered to the various Test Centres across the Country at Delhi, Bengaluru, Jammu, Kolkata, Nagpur and Varanasi. In Delhi, the test materials have to be delivered on the same day and outside Delhi, 01 day prior to the examination day.

1.4 For all Test Centres, 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 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.

2.2 Manual data entry shall be done only with prior permission of the University of Delhi with proper reasoning/justification.

2.3 After scanning, the OMR 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.

2.4 The scanning activity shall be completed within mutually agreed timelines from the last date of Examination by the Agency to meet the result declaration date.

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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, present in attendance sheet but OMR sheet not found cases etc. need to be carried out.
- 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 with 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 Verification and rectification of all Test Questions Papers. Answer Keys along with shuffling patterns for the version papers, wherever applicable after overcoming the objections of candidates. Approvals must be taken by the person authorized.
- 4.2 Finalization of answer keys and initiation of score preparation process with rectified data using the answer keys.
- 4.3 Scores to be generated for all candidates who have appeared for Test 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.
- 4.4 Checking of score result by authorized officials using random evaluation of OMR sheets.
- 4.5 Uploading of final score card of all candidates appeared in Test-2016 on Portal/Website on a stipulated date & time to be intimated by the University.
- 4.6 The database shall be handed over to the University in two copies in external hard 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.
- 4.7 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.
- 4.8 A verifiable audit trail of all activities undertaken shall be maintained by the Agency which may be inspected by the University anytime.

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5. GENERAL CONDITIONS:

- 5.1** 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**.
- 5.2** All the question booklets must be sealed properly, clearly mentioning on cover their question paper code.
- 5.3** There will be a variety of test instruments (all counted as a whole) depending on the programs.
- 5.4** Students with valid choice of examination would be counted for the payment for scope of work as per valid choice(s) permitted in the admit card.
- 5.5** **In case of any deviation while performing the work, or any breach of contract, performance security shall be forfeited and further action including blacklisting & penalty/liquidated damages shall be levied as decided by University of Delhi.**
- 5.6** The agency shall be liable to adhere to all instructions given by the Examination body of the University of Delhi, while performing the awarded work.

Essential Eligibility Criteria, Broad Terms & Conditions for Tender Documents:

1. Pre & Post Examination Activity

- 1.1 The bidder should have Articles of Association (in case of registered firms), by laws and Certificates of Registration (in case of Registered Co-operative societies).
- 1.2 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.
- 1.3 The service provider should possess ISO-9001 and ISO-27001 certifications.
- 1.4 The service provider should have minimum three years' experience of Pre & Post Examination activity in the Education/Government Sector to cover activities like printing of test booklet, exam administration and result processing.
- 1.5 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 05 cities. The bidder should have the experience of executing minimum of 10 projects in last Five years. This is only to judge the service provider's transportable skills & experience to handle a similar project in India.
- 1.6 Company average turnover in last 3 financial years for the work, as specified in Annexure –A should not be less than Rs. 2 crore per year. 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.
- 1.7 The bidder should have on his pay roll at least 50 employees, which include twenty technical employees for the proper execution of the contracts. Proof for the same should be enclosed in the bid document. The bidder should have sufficient number of trained supervisory staff to supervise the works as specified in Annexure A.
- 1.8 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.
- 1.9 The bidder should also mention any other relevant and important information which is directly or indirectly connected with the proper execution of the contract.
- 1.10 Agency should have remote service delivery infrastructure to ensure immediate response and faster resolution of issues. Agency should have 24*7 telephonic and email support for resolution of problems and to reply to all queries of the University without any delay.

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1.11 The bidder should clearly indicate their set-up and facilities for printing of the question papers in the form of booklet and their packing / forwarding/delivery to the approved Exam centres in a secure environment, secured press for printing question papers. OMR scanning with 99.99% correct report be needed. Samples of booklets, OMR sheets, packaging etc. should be shown at the time of opening of bids.

1.12 The agency should maintain the highest degree of confidentiality/Secrecy.

1.13 All the Documentary evidences duly attested by a Chartered Accountant have to be attached with the tender document.

2. Specifications for scanning of the OMR sheets:

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

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

2.3. 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 Examination body of University of Delhi.

3. Specifications for processing of results

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

3.2 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 the University.

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

3.4 Random checking of marks assigned to OMR sheets has to be verified with the answer key by expert members to assess that the evaluation has been carried out correctly without any error.

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

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

3.7 Reports required to be generated programme-wise and in other formats as desired by the University are to be handed over to the University.

4. A self-declaration as per Annexure-C needs to be submitted along with Technical Bid regarding Blacklisting/Debarring for taking part in Tender.

5. Only those who meet the above criteria should submit their quotes for the said work.

6. Work described in Annexure – A will be treated as one composite work and accordingly the

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Bids should be submitted separately as "Technical" and "Financial". Please follow the steps given as under:

- 6.1 Technical bids should be submitted in a separate envelope, sealed and marked "Technical bids for(Name of the work)".
- 6.2 Financial bids should also be submitted in a separate envelope, sealed and marked financial bids for.....
- 6.3 Both bids are to be put in a single sealed envelope super-scribed as "Tender for (Name of the work)" and submitted.
- 6.4. Delivery: Within ten days from the date of letter of Intent/awarding of work to the respective centres and as per the directives of the University.

Note: Price should be quoted in Indian Rupees only

7. All Technical bids must contain the following:

- 7.1 Earnest Money Deposit of Rs. 200,000/- (Two Lakhs only) in a separate envelope along with technical and financial bid, no technical bid shall be opened in the absence of EMD.
- 7.2 Tender fee of Rs. 5,000/- (non-refundable)

The above should be paid by way of crossed Demand Draft drawn on any Nationalized Bank in favour of 'Registrar, University of Delhi' and payable at University of Delhi, Delhi

8. If the technical bids do not meet the requirements of the University, the Financial 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 that of the agency next in the order of merit, whose EMD will be returned two weeks after the commencement of the work.
9. 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 'Registrar, University of Delhi' and payable at University of Delhi, Delhi. It would be refundable within 60 days from the completion of entire work/contract to the satisfaction of the University of Delhi.

10. Payment Terms:

- 10.1 30% payment to be made when entrance tests are over / completed successfully.
- 10.2 50% payment upon declaration of results of entrance test in desired format and
- 10.3 Remaining 20% Payment (final) will be made on completion of work to the entire satisfaction of the University of Delhi in all respects.
11. The University of Delhi, Delhi reserves all the rights to award/not award contract for one or more or any work, without assigning any reason/reasons. The decisions taken by the University of Delhi would be final and binding on all the bidders.

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12. The Technical proposal should contain the following:

12.1 Table of contents.

12.2 Minimum eligibility criteria with supporting documents duly attested by the Chartered Accountant.

12.3 Compliance with functional requirements.

12.4 Compliance with technical requirements.

12.5 Detailed plans, where applicable, of the site / facilities etc.

12.6 Client list with full details.

13. The results, OMR sheets and processing of results shall be undertaken by the awardee in the premises of University of Delhi

14. Confidentiality:

The bidder and their personnel shall not, either during implementation or after completion of the project, disclose any proprietary or confidential information relating to the services, agreement or Delhi University contract or operations without the prior consent of University of Delhi.

15. All disputes are subject to the Jurisdiction of the Court at Delhi only.

16. Arbitration

Except where otherwise provided in the agreement all the questions and disputes relating to the meaning, terms and conditions hereinbefore mutually agreed to by the parties and the failure on part of any of the party to perform the same, whether arising during the existence of this agreement or after termination/ cancellation, shall be referred to the sole arbitration of the person appointed by the Vice-Chancellor, University of Delhi in office, at the time of dispute or if there be no Vice-Chancellor, the administrative head of the University of Delhi, at the time of such appointment that the arbitrator so appointed.

There will be no objection to any such appointment that the arbitrator so appointed is a University Servant, that he had to deal with the matters to which the contract relates and that in the course of his duties as a University servant he has expressed views on all or any of the matters in dispute or difference.

Any dispute or difference between the parties hereto shall be settled by arbitration which will be subject to / governed by the Arbitration and Conciliation Act 1996, or any statutory modifications or reenactment thereof and the rules made there under and for the time being in force shall apply to the arbitration proceedings under this clause and that the arbitration proceedings will take place at Delhi.

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

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ANNEXURE: C

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 _____ 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 _____ 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 is found to be false I / we are fully aware that the tender / contract will be rejected / cancelled by the University of Delhi, and EMD / SD shall be forfeited.

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

Name _____

Address _____

Attested:

(Public Notary / Executive Magistrate)

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ANNEXURE: D

Financial Bid for DUET-2016

S.No	Nature of work	Description	Price(INR)	Remarks
1	Printing of Test Material	Per page		
2	Printing of OMR sheet (both sides).	Per leaf		
3	Evaluation of OMRs Sheets, Result Processing and Compilation & Printing of results and delivery of test material to the examination centres.	Per candidate		

NOTE:

- TO BE SEALED SEPARATELY.
- Rates are inclusive of all taxes and duties except service tax.
- Amount should be written in words and figures.
- 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.

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