

UNIVERSITY OF DELHI
FACULTY OF MANAGEMENT STUDIES (FMS)

Reference: FMS/ Admission 2016-2017

Dated: August 14, 2015

TENDER NOTICE

Sealed Techno-Commercial Quotations are invited from the eligible agencies/companies to undertake the following work:

Sl. No.	Description of Work	Estimated Cost	Expected Date of Completion
1.	<p>Development of web-application for online registration by applicants to various programs of FMS. The web-application apart from registering applicants should facilitate:</p> <p>(i) Online payment of application fees (payment gateway service provider to be decided by FMS).</p> <p>(ii) Facility to applicants for download and printing of (online) filled-in application in standard formats.</p> <p>(iii) Automated e-mails to every registered applicants on successful registration, receipt of online application fee and dispatch of interview letters.</p> <p>(iv) Registration process involving uploading of photographs and scanned signatures.</p> <p>(v) Checking and authentication of successfully registered applicants by FMS.</p> <p>(vi) Entry/ Augmentation of CAT score, interview marks, application form evaluation marks MBA-Executive and MBA-Executive (HCA) evening Programmes during different phases into the data base. Generation of reports/ results based on defined criteria.</p> <p><i>The web-application need to be developed and thoroughly tested and validated at least 3 days before going online.</i></p> <p>Running the web-application mentioned in (1)</p>	<p>Rs. 20,00,000 Tentative</p>	<p>31 August 2016</p>

<p>2.</p> <p>3.</p> <p>4.</p> <p>5.</p> <p>6.</p>	<p>on dedicated server(s) with high reliability and adequate capacity (should be able to handle large volume of online traffic) for period of approximately 6 weeks for registration to various programs of FMS. Numbers of applicants in these tests are expected to be 40,000 for MBA and doctoral programme and 2,000 for MBA-Executive and MBA-Executive (HCA) evening programmes respectively). Company/Agency should provide proof of successfully running applications on web-servers for works of similar scale and scope. It would need to guarantee availability and overall service level of the online registration site to applicants during the registration period for 99% of duration.</p> <p>Digitization of data for all those applicants who apply offline in a format developed in point (1) stated above.</p> <p>Maintaining a master database of all applicants registered through (1), (2) and (3) above, for use at any time during the admission process.</p> <p>Generation of reports with marks obtained by applicants who appeared in CAT MBA (Full-Time, Ph.D. programme) evaluation of application MBA-Executive and MBA-Executive (HCA) evening Programmes and list of successful candidates from among shortlisted applicants who would appear in Group Discussion and Personal Interview. (Full-Time, Ph. D.) and Personal Interview (Executive Programmes).</p> <p>Company/Agency would have to answer queries made by applicants on the online registration for tasks handled by it on real time basis (maximum within 24 hours). The company/agency should also provide at</p>		
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	<p>specified dates and times during the admission process the following:</p> <p>(i) Consolidated reports (on both soft and hard copies) on data captured (formats to be specified by FMS)</p> <p>(ii) List of candidates with their CAT scores (MBA Full-Time, Ph.D) and application evaluation marks (Executive evening programs).</p> <p>(iii) List of successful applicants who are selected after the GD/PI.</p>		
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The Tender document can be downloaded from the website www.du.ac.in and www.fms.edu. Any additional information can be obtained from the **Administrative Officer, Room No. 8, Faculty of Management Studies, University of Delhi, Delhi – 110 007** from 20th August 2015 to 10th September 2015 between 10.00 a.m. to 05.00 p.m.

Sealed Quotations (Technical bid and Financial bid in separate sealed envelopes) should be deposited in the Sealed Box in the office of the **Administrative Officer, Faculty of Management Studies, University of Delhi, Delhi – 110 007** between 10.00 a.m. to 05.00 p.m. The last date of receipt of completed tender shall be 11th September 2015 up to 02.30 p.m. and Technical Bids will be opened on the same day at 03.00 p.m. Bidders or their representatives may attend the opening of tenders. FMS reserves the right to reject any or all tenders and change any of the tender conditions depending on the requirement without prior notice.

**Dean
Faculty of Management Studies
University of Delhi**

UNIVERSITY OF DELHI
FACULTY OF MANAGEMENT STUDIES (FMS)

TENDER DOCUMENT FOR DEVELOPMENT AND RUNNING OF WEB APPLICATION, PROCESSING OF CAPTURED DATA, GENERATION OF GD/PI LETTERS AND NECESSARY REPORTS DURING ADMISSION PROCESS AND PREPARATION OF FINAL RESULTS FOR THE ACADEMIC YEAR 2016-2017.

Scope of Work

1. Development of web-application for online registration by applicants to various programs of FMS. The web-application apart from registering applicants should facilitate:
 - (i) Online payment of application fees (payment gateway service provider to be decided by FMS)
 - (ii) Facility to applicants for download and printing of (online) filled-in application in standard formats
 - (iii) Automated e-mails to every registered applicants on successful registration, receipt of application fee (online and offline with Demand Draft) and dispatch of GD/PI letters (Short listed Full-Time candidates) and PI letters (Executive evening programs).
 - (iv) Registration process involving uploading of photographs and scanned signatures.
 - (v) Checking and authentication of successfully registered applicants by FMS
 - (vi) Augmentation of CAT scores (Full-Time/Ph.D. applicants) and application evaluation scores MBA-Executive and MBA-Executive (HCA) programs in the master data base as and when these scores become available.
 - (vii) Preparing of list of short listed candidate & communicating to selected candidate via E-mail/enabling the candidate to down load the Interview call letter from admission portal for interview/admission process, as and when merit list is released.
 - (viii) The Company will be responsible for preparation, verification and communicating to the candidate till the completion of the admission process.
 - (ix) Preparation of results for all the programmes namely MBA (Full-Time) and Doctoral programme, MBA-Executive and MBA-Executive (HCA) evening programmes.

The web-application need to be developed and thoroughly tested and validated before going online.

2. Running the web-application mentioned in (1) on dedicated server(s) with high reliability and adequate capacity (should be able to handle large volume of online traffic) for a period of approximately 6 weeks. Number of applicants in these tests are expected to be 40,000 and 2,000 respectively in MBA Full-Time & Ph.D. and MBA Executive Programmes respectively. Company/Agency should provide proof of successfully running applications on web-servers for works of similar scale and scope. It would need to guarantee availability and overall service level of the online registration site to applicants during the registration period for minimum 99% of duration.
3. Augmentation of data on payment of application fees through offline modes for all those registered applicants who do not opt for online payment.
4. Digitization of data for all those applicants who apply offline in a format developed in point (1) stated above (optional, FMS may choose not to offer this option to applicants).

5. Maintaining a master database of all applicants registered through (1), (2) and (3) above, for use at any time during the admission process.
6. Company/Agency would answer queries made by applicants on the online registration for tasks handled by it on real time basis (maximum within 24 hours).
7. The company/agency should also provide at specified dates during the admission process the following:

Consolidated reports (on both soft and hard copies) on data captured (formats to be specified by FMS)
8. After the CAT 2015 conducted by IIM is held, the score obtained by applicants who would appear in these tests should be entered into the database. The same task would be done for short-listed candidates who appear for GD/PI during March/April 2016 (MBA Full-Time and Ph.D. applicants).
9. For Executive evening programs scores assigned to applicants under various criteria and the score obtained by applicant during PI and SOP have to be added in preparation of final scores and subsequently the results prepared based on criteria specified by FMS.
10. Generation of lists based on selection criteria of FMS, of successful candidates from the database, within **four** hours of receiving results of GD/PI (for all programs)

1. CONDITIONS:

Tenders to be submitted should strictly conform to the specifications as defined under the scope of work (as defined in point 1 above) failing which it will be liable to be rejected.

2. ELIGIBILITY/TECHNICAL REQUIREMENTS OF BIDDERS:

- A. The bidders should satisfy following conditions as pre-requisites for submission of bids:
 - 1) The bidder must have independently handled at least four assignments for a minimum of 50,000 applications covering the entire scope of work in the last 3 financial years. The bidders should be a Government Agency or an Agency registered as private or public limited company and should have minimum experience of 3 years of selection-processing jobs.
 - 2) The bidder should have a minimum total gross turnover of at least Rs. 1 crore each in last two years in computerized selection related job processing environment.
 - 3) The bidder must have minimum of 50 employees on its rolls presently.
 - 4) The bidder must have net worth of at least Rs. 50 lakh as on 31st March 2015.
- B. The bidder has to furnish the following information along with the supporting/required documents as an essential part of technical bid in the sealed envelope superscribed **“Technical Bid”**.
 - a) Detailed business profile along with space and organizational structure showing details of professional, technical and other manpower with their qualifications and experience.

- b) Firms/Agencies are required to give evidence of having successfully undertaken similar projects.
- c) Certificates are to be enclosed from organizations which had employed the firm for Development of software for processing selection/related purposes.
- d) Certificates are to be enclosed from organizations which had employed the firm for **ONLINE** Forms processing.
- e) Audited balance sheet of the last two years along with certificate of incorporation and also certificate of commencement of business in the case of a **Public Limited Company**.
- f) Details of selection agencies/clients with jobs completed in the last three years along with satisfactory performance report.
- g) Proof of handling at least four complete activities of selection/examination data processing as detailed in scope of work for a minimum of 50,000 candidates for a single assignment in last 3 years.
- h) Net worth certificate from **Statutory Auditor** of the firm/company.
- i) The company should have admission portal hosted on a hosting server located in India.
- j) Portal should be SSL Certified (with at least 128 bit encryption)
- k) Portal should have a security audit by one of the CERT-In Certified Security auditor.
- l) Firms/Companies shall also submit detailed note explaining the scope of work understood by it/him and which shall be executed by it.
- m) The Company/Firm shall furnish copy of Income Tax Return of the company for the last three years up to including assessment year 2014-2015.
- n) Detailed lists/procedures of quality control, which the firm proposes to conduct during the execution of work.

In addition, the bidder needs to fill Performa for technical bid (given in Annexure II) and submit it along the technical bid within the sealed envelope.

3. FINANCIAL BID:

The financial bid should contain following:

- a) Cost-of developing web application necessary for facilitating online registration and all incidental work arising therefrom (as defined under the scope of work).
- b) Cost of running the web-application to support the registration of candidates and compilation of all scores and declaration of results after GD and PI for all Programmes.

- c) Cost for preparation and dispatch of intimation letters to candidates for GD/PI (both e-mail and hard copy).
- d) An Undertaking to the effect that all necessary information reports needed by FMS, University of Delhi at different stages in the desired formats (paper as well as computerized) shall be provided within 4 days of request at no additional costs.

In addition, the bidder needs to fill Performa for Financial bid (given in Annexure I) and submit it along the technical bid within the sealed envelope.

- 4. **DEMONSTRATION OF TECHNICAL EXPERTISE:** The firm/company will be required to demonstrate the technical capabilities at the place and time determined by the **FMS, University of Delhi**, at their own expenses.
- 5. **EARNEST MONEY DEPOSIT:** Earnest Money Deposit of Rs. 10,000/- is to be submitted alongwith the tender document in the form of A/c Payee Bank Draft/Demand Draft/FDR drawn in favour of "The Registrar, University of Delhi" payable at Delhi. The Earnest Money Deposit of parties, whose rates are not approved, will be returned within 45 days upon finalization of the tender.
- 6. **PERFORMANCE BANK GUARANTEE:** The Performance Bank Guarantee of Rs. 35,000 will be deposited by the successful bidder within the 15 days from the date of issue of the Purchase Order. The Performance Bank Guarantee shall be accepted in the following form and shall be in favour of "The Registrar, University of Delhi", payable at Delhi with a validity of months as under:-
 - i. Fixed deposit receipt (FDR) of a nationalized bank (15 months validity from the date of issue of Purchase order) or,
 - ii. Bank Guarantee (15 months validity from the date of issue of Purchase order).
 - iii. The Performance Bank Guarantee will be refunded without any interest after the successful completion of warranty period.
 - iv. In case of non-submission of Performance Bank Guarantee within specified time, the earnest money will be forfeited and the University may consider to black list the bidder.
- 7. **THE PENALTY CLAUSE:** Company/Firm has to complete the work as per the prescribed schedule and strictly in accordance with the terms and conditions of the Tender failing which the FMS, University of Delhi without prejudice to any other right or remedy available may recover any such amount suffered as loss from the Company/Firm as ascertained/assessed by this office as liquidation damages and not by way of penalty to be imposed, separately at the rate of 5% per day of delay on the total value of work order subject to a maximum of 25% of the total value of work order, provided if any loss or delay has been caused due to any reasons beyond the control of any of the parties (Force Majeure). The Registrar, University of Delhi shall have the sole discretion to waive off such loss or penalty as he deems fit, provided further that the Firms/Companies shall explain in writing the reasons which caused such delay or loss within 5 days from the date of delay or incurrence of such loss. This clause should be read along with the clause-12.
- 8. Printed terms and conditions of the bidder will not be considered as forming part of the tenders. In case terms and conditions of the work order applicable to this invitation to quotation are not acceptable to any tenderer, he should clearly specify deviation in his tender. **FMS, Delhi University** reserves the right to accept or reject them and will not be bound to give reasons for its refusal to consider the tender with such deviations.

9. Hypothetical and conditional quotations will not be entertained. In addition, firm/ company shall strictly adhere to the quality of work to be carried out as specified in the tender document failing which FMS, University of Delhi shall be authorized to cancel the work order.
10. The estimated quantum of work would be around **42,000 application** forms. This is only an indication, however actual number of applications may vary as per actual.
11. Firm/Company should be able to integrate data received online through internet registration into the database of candidates before final processing.
12. Firm/Company may also quote (Optional) for on-line registration of candidates on “per candidate” basis. In this case, the Company needs to demonstrate its technical ability and experience.
13. Firms/Companies shall be required to provide zero error certificates in respect of data captured, reports, result etc.

Firms/Companies are required to quote charges for:

- (a) Dispatch of GD/PI letters through e-mail to all candidates shortlisted in all programmes.
 - (b) Development and running of web application facilitating online registration (as defined in scope of work). **(RATES TO BE QUOTED ON ANNEXURE-I).**
14. Successful Firm/Company will be required to provide and unite the systems at **FMS, University of Delhi** as and when required and start operation thereafter immediately. A minimum notice of 5 days shall be given by FMS, University of Delhi for commencement of given task/work order.
 15. Firm/Company needs to process the data on daily basis. The processed data (in the required format) along with reports/lists after every milestone (end of registrations, declaration of CAT results, short listings of candidates for GD/PI, scores from GD/PI) need to be submitted to the **Dean, FMS** within maximum 48 hours.
 16. The Firm/Company will facilitate declaration of results within FOUR hours of getting GD/PI (in hard copy) scores.
 17. Firm/Company which is awarded the work order should not use the data base generated for any other purposes other than those specified by the **FMS, University of Delhi, Delhi**. **The FMS, University of Delhi** has the exclusive right to the data-base.
 18. Firm/Company should ensure highest security of all online transactions and data transfers that would happen through the web application developed on the web server maintained by it. The firm/company need to have secured back up of all data captured during the registration process and would be held responsible for loss of any data handled by it.
 19. **FMS, University of Delhi** will have exclusive right to the online application package and other computer programs developed (including the source code) for sorting of data.
 20. The Firm/Company SHALL NOT sub-contract or assign all or any part of the work to any third party.
 21. Rates quoted shall remain firm till the completion of work.

22. Firm/Company would be required to sign an agreement on a stamp paper of an appropriate value.
23. **Period of Contract:** The one year period of contract will commence from the date of signing of the contract.
24. The Firm/Company will be required to process the online forms of particular year as per the total number authorized by the **FMS, University of Delhi** in the **FMS** premises or otherwise.
25. The decision of this office in regard to the acceptance or otherwise of the bids will be final and binding.
26. Firms/Companies short-listed by the **FMS, University of Delhi** should demonstrate their ability to handle the tasks and are required to demonstrate at their own expense before the opening of financial bids.
27. Finally selected Firm/Company will have to demonstrate a trial run well before the final exercise.
28. Technical & Financial bids should be kept & sealed in separate envelopes & super scribed **“Development and running of web application, processing of captured data, generation and dispatch GI/PI letters, generation of list of successful candidates (Final result) and necessary reports”**. The sealed cover should contain the following:
 - a. Confirmation of understanding of the technical specifications of the works as defined in the Annexure-I proposed to be executed by the firms.
 - b. Firms/Companies shall also submit detailed note explaining the scope of work as understood by it/him and which shall be executed by it/him.
 - c. Detailed list/procedures of test, which the firm proposes to conduct on completion of work.
29. The financial bids of only those bidders will be opened who are found technically eligible as per clause no.2.
30. Except as otherwise provided, all materials, i.e. Application pack containing Printed Admission Forms, score sheets, results, Final Reports, etc. will have to be delivered at the Office of **The Dean, FMS, University of Delhi, Delhi – 110007**.
31. Firm/Company should keep the execution of the entire project confidential till its completion.
32. The entire work is of a time bound nature, and the company will have to execute work as per the following schedules.
 - a. Development, testing and validation of web-application: 07 days
 - b. Hosting web application on web server and simultaneous digitization of offline forms: online basis
 - c. Authentication of all registered applicants with the help of FMS administration: within 5 days of last date for candidates’ registration.
 - d. Augmenting with the CAT scores (within 48 hours of getting scores from organizing IIM) and the application evaluation scores (provided by FMS) in the master data base (within 72 hours).

- e. Generation and compilation of scores and results at all stages i.e. (i) CAT results and application evaluation scores (for Executive programmes (ii) GD/PI. Compilation of all scores for lists of successful candidates.
 - f. Delivery of other reports etc. within 48 hours of requisition.
33. All the generated reports and software (required for leading to the finalization of lists for the admissions to various programmes of FMS, Delhi University) have to be submitted in Hard Copy and Soft Copy on CD-ROM or otherwise as specified.
34. Any clarification/doubt may be addressed or personally discussed, if need be, at the office of the Dean, FMS, University of Delhi, Delhi, before submitting the bids.

Dean
Faculty of Management Studies
University of Delhi
Delhi – 110007

Performa for Financial Bid

NAME OF AGENCY:
COMPLETE ADDRESS:
E-mail: **Tel:** **Fax:**
Mobile:

JOB	Numbers (Expected)	Quoted Rates (Inclusive of all Taxes)
Development and running of web-application on a dedicated server for admission test registration, automated e-mail acknowledgements, SMS Alert Service, answering queries from applicants, generation and printing of reports etc. (as under Scope of work). Processing and publishing of results online and generation of lists of successful candidates.	40,000 (Full-Time and Ph. D.) + 2000 (Executive Programs)	
Preparation and dispatch of intimation letters on GD/PI to applicants in all Programmes through email.	5,000	(Rates to be quoted on per applicant basis)

NAME OF AGENCY:
Signature: (with Seal)
ADDRESS:

Date _____

Performa for Technical Bid

NAME OF AGENCY:

ADDRESS:

E-mail: Tel:Fax:

Mobile:

<u>Criteria</u>	<u>Give details (with proof)</u>
1. Have you independently handled at <i>least four assignments for a minimum of 50,000 applications covering the entire scope of work during last three financial years?</i>	
2. Are you a <i>Government Agency or an Agency registered as private or public limited company having minimum experience of 3 years of selection-processing jobs?</i>	
3. Is your <i>minimum total gross turnover at least Rs. 1 crore each in last two years in computerized processing job or related activities?</i>	
4. Do you have a <i>minimum of 50 employees?</i>	
5. Detailed <i>business profile</i> along with space and organizational structure showing details of professional, technical and other manpower with their qualifications and experience	
6. Firms/Agencies are required to give evidence of having successfully undertaken <i>similar projects.</i>	
7. <i>Audited balance sheet</i> of the last two years along with certificate of incorporation and also certificate of commencement of business in the case of Public Limited Company	
8. Details of selection agencies whose <i>jobs completed</i> in the last three years along with satisfactory performance report	
9. <i>Proof of handling at least four complete activities of selection/examination data processing</i> as detailed in scope of work for a minimum of 50,000 candidates for a single assignment in last 3 years	
10. <i>Net worth certificate</i> (of at least Rs. 50 lakh as on 31 st March 2015) from Statutory Auditor of the firm/company	
11. Firms/Companies shall also submit detailed note explaining the <i>scope of work</i> understood by it/him and which shall be executed by it	
12. <i>Income Tax Return</i> of the company for the last three years up to including assessment	

year 2014-2015	
13. Detailed lists/procedures of <i>quality control</i> , which the company proposes to conduct during the execution of work	
14. Have you ever been indicted in any legal issue? If yes, please specify.	
15. Have you ever been disqualified by any public/ private sector company/ Government Department including University of Delhi.	

NAME OF AGENCY:

Signature: (with Seal)

ADDRESS: