

**TENDER DOCUMENT FOR
SUPPLY OF OMR BASED ANSWER BOOKLET & OMR BASED CODING &
DECODING OF ANSWER BOOKLET SERVICES**



**Jamia Hamdard
(Deemed to be University)
New Delhi**

Ref No : JH/Exams/1-22

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1. Invitation of Tender

Jamia Hamdard is an institute of higher education (Deemed to be University) located in New Delhi, India. Jamia Hamdard invites Tender for End-to-End onsite services from Reputed IT Firms/Companies for the automation of the following Processes with latest technology available and with skilled full manpower initially for three years which may be extended on mutual consent and satisfactory performance.

Scope of Work

1. Printing and supply of 40 page(38 pages & 2 pages OMR Sheet of good quality 110 GSM paper having 2 barcode detachable portion) OMR answer booklet.
2. Size & Paper 8.36"x11" after trimming of good quality, fabricated with 60 GSM Maplitho Paper of Virgin Pulp with 85% Brightness duly water marked with University Insignia on each leaf. The OMR Sheet should be designed in such a format which could easily be scanned by OMR Scanners
3. Printing: title page of OMR Sheets & its back in Magenta colour. Sky blue ink in 40 pages answers books with secret marks Perforation: Perforation as Jamia Hamdard on top on all pages through & through excluding OMR Sheets. The details to be printed on front and back page of OMR sheet should be done as per Jamia Hamdard instructions.
4. Stitching: a) Wire stitching at two spots. b) Thread sewing as per sample Ruling : ruling for margin in Red Ink as Jamia Hamdard letters as per specimen and for writing in blue ink with 22 lines on each page
5. The cover page / first page of Answer Booklet is divided in 3(Three) sections each having a Unique Barcode of the Answer Booklet. The first section contains student's personal details like Seat number, Subject code, Medium etc. Next B sections are used by examiners / moderators / re-evaluators for entering marks obtained for each question and total marks obtained by the students. Part C contains total marks obtained to be bubbled so as to capture the marks by scanning.
6. Scanning and Image capturing of first part/ last part of OMR of the answer books should be done pre and post evaluation.
7. The database of seal Numbers, Subject Code, Medium, Mode of Learning along with Dummy-number should be verified and corrected.
8. Identification of answer script for re-evaluation purpose by any method like through control bundle slips etc.
9. Jamia Hamdard will provide course wise/subject wise and whenever required, the seat number master database and attendance database for this verification. The vendor has to capture and validate the marks as OMR / OCR/ ICR from the Image captured post-evaluation.
10. The vendor should validate marks data preferably by capturing the marks obtained by the students and by verifying the totalling marks.
11. It is the responsibility of the Vendor that the data created and software provided for that purpose should be integrated with the ERP system/UMS of Jamia Hamdard.
12. The vendor must maintain confidentiality and should not involve the Jamia Hamdard University staff in any of the process of scanning and tearing of the upper or lower portion of answer-books.

13. The vendor should provide the final error free database containing seat number, bar code number, Marks obtained along with Image paths of top portion, bottom portion, for easy and error-free result processing and for easy retrieval and verification of the data.
14. The transportation cost of any instruments / machinery / scanner, etc. shall be borne by the vendor.
15. The University will make necessary arrangements for the space, electricity and connectivity for the execution of the work.
16. The vendor should provide a sufficient number of scanning instruments. The vendor should appoint sufficient staff for carrying out the tasks.
17. The vendor should appoint the staff for scanning of answer-books, tearing the first part and last part of the answer-books and also for identification of answer booklets for re-evaluation through control bundle slip or any other method.
18. In case of answer-books bearing the same seat number and subject code, validation should also be done for duplicate records. Number of answer-books with dummy number and number of answer-books scanned would be tallied by the University.
19. Answer Booklet Serial No. should be printed in the front page
20. Developing of unique Bar code for each OMR answer booklet as Dummy No. of that particular enrolment No. and Paper for the examination.

VENDORS having experience of successfully executing similar projects in reputed universities/institutes/State Boards are invited to participate in the tendering process. The tender will be available at Jamia Hamdard University website <http://jamiahamdard.edu/>. The TENDER shall be submitted along with the necessary supporting documents with Tender Processing fee and EMD as per dates and time mentioned in the tender document.

This TENDER document contains the scope of work, qualifying requirements, terms and conditions, forms and procedure for submission of proposals for interested vendors. The Bidder should submit a detailed technical and financial proposal (Two BID System) for the objectives set forth in this TENDER document. Jamia Hamdard reserves the right to accept or reject any or all the offers at any stage of the process without assigning any reasons thereof and no claim/dispute on this aspect shall be entertained.

Note: In the event of any dispute or differences in connection with the tender the same will be subject to an arbitration of Vice-Chancellor, Jamia Hamdard \. Whose decision is final and binding on all parties.

**Sd/- Registrar
Jamia Hamdard University
New Delhi, Delhi, INDIA.**

2. Tender Process

The Registrar, Jamia Hamdard, invites tender offers in Two Bid system (Technical and Financial Bid) form from eligible, reputed agencies for Providing Onsite Services on for Coding & Decoding of Answer Booklet & Supply of Answer Booklet, Scanning of answer booklets and integration with ERP/UMS at Jamia Hamdard, New Delhi as per the details given in this Tender Form.

Tender Form document may be downloaded from Jamia Hamdard website (<http://jamiahamdard.edu/>) by any interested bidder.

Important dates and details are given below:

Tender Reference	JH/Exams/1-22
Name of the Project	Providing Onsite Services on for Coding & Decoding of Answer Booklet & Supply of Answer Booklet, scanning of omr sheet and integration with ERP/UMS of jamia Hamdard
Tender Submission Fee (Non-Refundable)	Rs. 2500/- (Three Thousand only)
Earnest Money Deposit (EMD)	Rs. 1,50,000/- (One Lakhs only)
Delivery Period	15 days for student life cycle modules 30 days for other modules
Publication and Downloading of tender document start from	30.05.2022 PM
Last extended Date for downloading of tender documents	20.07.2022 upto 3.00 PM
Pre Bid Meeting	15.06.2022 at 3.30 PM
Last extended Date and Venue for submitting Tender document, DDs and other documents in hardcopy	20.07.2022 upto 3.00 PM
Date and Time of Opening of Technical Bid in presence of Bidders	
Technical Demonstration	Will be communicated later to technically qualified bidders
Validity of quoted Prices	180 Days
Jamia Hamdard Website	http://jamiahamdard.edu/
Date and Time of Opening of Commercial Bid	Will be communicated later to the successful Bidders

- It is also important to submit the duly filled-in tender document along with DDs and supporting documents with page numbering and signature with stamp on each page in a sealed envelope at the address mentioned above.

- **Separate DDs** in favour of “Registrar, Jamia Hamdard ” payable at New Delhi for Prescribed Tender Processing Fee and Earnest Money Deposit (EMD) from nationalized bank must be enclosed with the sealed envelope as mentioned in this tender document. Offers received without DDs will be rejected.
- Do not change this tender document. Any change/s made in the tender document by the bidder will lead to disqualification.

3. Pre-Qualification (Eligibility) Criteria:

Jamia Hamdard invites Tender only from experienced Organizations (henceforth, will be referred to as Bidder) as a single entity with expertise in Coding Decoding of answer booklet with Onsite services the following terms of Reference (TOR).

- I. The Bidder shall be registered as a Company, Firm or Society under respective acts in India and should have a prominent presence in existence in India.
- II. The Bidder should have the presence in the Indian Market at least from the last 5 years with a registered office and logistics facility for easy access and availability of upgrades in India to ensure the proper backend support for smooth execution and post-sale support operations of such a geographically widespread network.
- III. The Bidder must have experience of a minimum of 5 years in supplying/customizing Examination/Educational Software solutions/Services in the Education Segment.
- IV. The Bidder should have experience of working/providing software services to examination related work to a minimum five number of Universities /Educational Boards of Central or State Government of implementing/customising Educational/Examination related Software solutions/Services.
- VI. The Bidder should be capable of delivering all the required modules of the system on its own. No third-party Subcontracting will be allowed.
- VII. The bidder/Agency should have clean legal record without any evidence of being Blacklisted by any Government Agencies/organizations, Universities, and Educational Board without being debarred from bidding in any Government/Educational organization. A Notarized affidavit is to be submitted.
- VIII. The company should have i) Company Registration ii) PAN Card copy
iii) GST Registration Certificate copy
- IX. Bidder should be a holder of current and valid quality management system certificate like CMMI Level 3 & above Certification from CMMI Institute / ISO 9001-2008/ ISO 20001 / ISO 27001: 2013
- X. Income Tax returns of the last three financial years are must.
- XI. The Turnover of the Bidder should be more than Rs. 5.00 CR for each last three financial

years or Fifteen Crore in total for the last three years in the similar business. Audited Balance sheet from CA should be attached. (Turnover shall be from sales/service from Examination/UMS Related activities, not from general hardware or goods supply).

- XII. All the above claims by the Bidder should be supported by authentic documents and verifiable Certificates.

4. General Conditions:

- I. This Invitation for Bids is open to all service providers.
- II. Selection of Bidder will be made purely on merit, past experience and reputation. As the work to be entrusted is of very sensitive and important nature, merely quoting lower rates will not make the Bidder eligible for selection.
- III. **Bidder Experience:** The Bidder should have technically well qualified with strong in house resources and having ability to satisfy our requirements and should have an experience for a similar kind of supply and Installation of Examination Processing Software System in any Government/Educational Organization. The offer should accompany the Proof for the same in terms of supporting documents like Customer Purchase order copies, Past Experience and Past performance supporting documents clearly mentioning the Name of the customer, order value with Satisfactory Completion certificate issued by the customer for establishing the credibility of the Bidder.
- IV. There should be no overwriting in the bidder's offer. If required, striking out entries and writing afresh the bidder can make corrections. The initials of the bidder's authorized person and the seal of the bidder's company must verify each correction. All rates given in this tender must be expressed as **Unit Price** as stated in Appendix. After award of the contract, if the bidder does not perform the work satisfactorily or delays the execution of the contract, Jamia Hamdard reserves the right to cancel the contract and get the balance contract executed by another party of its choice. In such a case, no payment shall be remitted to the bidder and his EMD shall be forfeited and appropriate action including legal may be initiated against the company.
- V. **Cost of Bidding**
The Bidder shall bear all costs associated with the preparation and submission of its bid and the Jamia Hamdard will in no case be responsible or liable for these costs.
- VI. The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of its bid.
- VII. **Period of Validity of Bids**
Bids shall remain valid for the period as mentioned in this tender document (for one-time purchase) after the date of bid opening prescribed by the University. A bid valid for a shorter period shall be rejected by the University as non-responsive.

IX. Late Bids

Any bid received by the University after the deadline for submission of bids prescribed by the Jamia Hamdard, will be rejected and/or returned unopened to the Bidder.

X. Clarification of Bids

During evaluation of bids, the University may, at its discretion, ask the Bidder for a clarification of its bid. The request for clarification and the response shall be in writing and no change in prices or substance of the bid shall be sought, offered or permitted.

Pre bid meeting will be held on-15.06.2022 at 3.30 PM, for clarifications if any.

XI. Contacting the Purchaser

No Bidder shall contact the University on any matter relating to its bid, from the time of the bid opening to the time the Contract is awarded. If the bidder wishes to bring additional information to the notice of the University, it should do so in writing. Any effort by a Bidder to influence the University in its decisions on bid evaluation, bid comparison or contract award may result in rejection of the Bidder's bid.

XII. Institute's Right to Accept Any Bid and to reject any or All Bids

Jamia Hamdard reserves the right to accept or reject any bid and to annul the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to the affected Bidder or Bidders.

XIII. Authorized Signatory:

The 'Applicant' mentioned in the TENDER document shall mean the one who has signed the TENDER document form. The applicant should be the duly Authorized Representative, for which a certificate of authority should be submitted. All certificates and documents (including any clarifications sought and any subsequent correspondence) received hereby, shall, as far as possible, be furnished and signed by the Authorized Representative. All the sheets and the forms submitted by the vendor shall be signed by the person/persons duly authorized to sign on behalf of the applicants with affixing the applicant's rubber stamp.

XIV. Signing of Contract

Jamia Hamdard will notify to the successful bidder that its bid has been accepted, and will send the bidder the Contract Form provided in the bidding documents, incorporating all agreements between the parties. Within 15 days of receipt of the Contract Form, the successful bidder shall sign and date the Contract and return it to the institute. If the bidder fails to do the same, his EMD will be forfeited and the next bidder will be called for agreement. The successful bidder has to deposit a performance bank guarantee within 10 days of award of order, from a nationalized bank worth Rs. 10,00,000/- (Rs. Ten Lakh only) for a period of three years from successful implementation.

XV. Delays in the Supplier's Performance

Delivery of the system shall be made by the Supplier in accordance with the time schedule specified by the University. If at any time during performance of the Contract, the Supplier should encounter conditions impeding timely delivery of the system components. The Supplier shall promptly inform the Purchaser in writing of the citing reason of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Supplier's notice, the Jamia Hamdard shall evaluate the situation and may, at its discretion, extend the Supplier's time for performance with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of the Contract.

- XVI. The successful bidder must train the University's designated staff for the Operation free of cost.

XVII. Deliveries and Completion:

The job of setting up of the System at the specified location of Jamia Hamdard must be completed as per the institute's timeline and work should be started immediately.

XVIII. Terms of Payment:

- a. Agency has to generate bills as per students per exam data on semester basis
- b. **Deductions:** Any payment that may be made to the agency in respect of the supply of the material/services in terms of the tender will be subject to the deduction of taxes applicable at source at the rate in force from time to time.

XX. Submission of Tender:

For the purpose of selection of the bidder, a two-stage bidding process will be followed. The response to the tender should be submitted in two parts viz. Technical Bid (Physical Hard Copy) and financial bid (Hard copy) must be submitted in a separate sealed envelope as mentioned in the tender document.

5. **Evaluation of the Tender:**

Evaluation under Combined Quality Cum Cost Based System shall be carried out by following the criteria given hereunder;

S.No	Criteria	Weightage (100%)
1	Overall Experience <ul style="list-style-type: none">• Experience of working in University Segment for more than 15 years – 15 Marks• Experience of working in University Segment from 10 to 15 years - 10 Marks• Experience of working in University Segment between 5 to 10 years - 05 Marks• Experience of working in Education Segment for less than 5 years - 0	15
2	Past Experience of assignments of similar nature of Examination related computerization (Supply / Services) for Universities/ Academic Institution; <ul style="list-style-type: none">• More than 10 universities/Boards- 15 Marks• 6- 10 Universities/Board - 10Marks• 3-- 6 Universities/Board- 05 Marks• Less than 3 Universities/Boards- Not qualified	15
3	Past experience of OMR related or such other related works in a single year <ul style="list-style-type: none">• 400000 student or above with greater than 75 programmes-10 Marks• 200000 to 400000 students or 50-75 programmes - 7 Marks• 200000 students or 25-50 programmes - 5 Marks• 100000 students or less than 25 programmes-02	15
4	CMMI Level 3 or above of CMMI Institute - 5 Marks ISO 27001 Certification - 2 Marks, ISO 9001 Certification - 2 Marks, ISO 20000 Certification - 2 Marks CERT-IN Certified project - 2 Marks (Maximum Marks -05)	05
5	Demonstration of the System. (Weightage will be given for readiness of the System with reference to the user requirement, scores will be given by the committee according to the demonstration and readiness of the system)	10
6	Turnover of the firm; (Average of any three years in last five financial years) <ul style="list-style-type: none">• Above 15CR – 15 Marks• 10 Cr -15 CR - 10 Marks	15

	5 Cr -10 Cr - 05 Marks	
7	Cloud technology proficiency and experience: Value of implementations of cloud infrastructure > Rs 20 Lakh per month usage of cloud infra. - 5 marks 10 Lakh - 20 Lakh per month usage of cloud infrastructure - 2 marks < 10 Lakh per month usage of cloud infra. - 1 mark	05
	Total	80

Financial Bid to be submitted in a separate sealed envelope as per format.

In the absence of all other mandatory documents such as company registration, GST etc. the bid is summarily rejected without assigning any points.

****The minimum qualification marks in technical section shall be 50, interested agency shall have to achieve minimum of 50 marks out of the 80 marks to get qualified**

The envelopes containing the technical bid shall be opened first and the scores will be given according to criteria mentioned in above table. All Bids who qualified as per eligibility criteria are intimated for the presentation on specified date. The bids having minimum of 50 marks out of the 80 marks in the technical section shall be shortlisted. The Financial Bid of those shortlisted bidders shall be informed to the shortlisted bidders. Proposal with the lowest Bidder will be allotted the tender.

6. Selection of Vendor:

1. Jamia Hamdard shall publish tender on its website/news paper
2. The interested Bidders may carry out the study of the requirements at their own cost, based on the Terms of Reference (TOR) of Institute.
3. The interested bidder shall submit a detailed Technical and Financial Proposal as per the tender document.
4. The technical proposals submitted by the vendor shall be evaluated by a Technical Evaluation Committee.
5. The short-listed vendors will be required to provide detailed demonstration of similar types of works undertaken by them earlier, on specified date as will be decided by the University, in consultation with the vendor.
6. The financial proposal of the short-listed vendors will be evaluated by the Evaluation Committee formed by the authority of the Jamia Hamdard.

7. In the event of any dispute or differences in connection with the tender the same will be subject to an arbitration of Vice-Chancellor, Jamia Hamdard whose decision shall be final and binding on all parties.

Financial BID
format

S. No.	Description	Rate Per Answer Booklet(Rs.)
1	Cost per 40 page OMR Based Answer booklet mentioned in tender documents with a 3-year contract period.	
2	Cost per booklet for Coding & Decoding & Marks Capturing of Answer booklet through scanning	
3	Taxes Applicable	
	Note : <ul style="list-style-type: none">● The above cost should be Exclusive of all taxes and applicable taxes should be quoted separately.● The Billing will be done per semester based on processed candidates.● The rates would remain valid for three years	

FORM A

To,
The Registrar,
Jamia Hamdard ,
New Delhi.

TENDER Letter Proforma

Sub: Providing Onsite Services on for Coding & Decoding of Answer Booklet & Supply of Answer Booklet

Sir,

The undersigned having read and examined in detail all the TENDER documents pertaining to your assignment-do hereby expresses the interest to do the work as specified in the scope of work in the tender document and agreed to all terms and conditions as specified in the scope of work in the tender document.

S. No	Description	Response
1	Name of the Bidder	
2	Address	
3	Registration No.	
4	PAN No	
5	GST/CST No	
6	H S N Code	
7	Name, designation of the person to whom all references shall be made.	
8	Telephone (with STD code)	
9	Mobile No. of the contact person	
10	E-mail of the contact person	
11	Fax No. (with STD code)	

We have enclosed the required documents as per Formats.

I/We hereby declare that my/our TENDER is made in good faith and the information contained is true and correct to the best of my/our knowledge and belief.

Authorized Signature

Witness

by – Name:

Signature &

Name

Designation:

Address & Seal:

Date:

Place

FORM B

DECLARATION regarding NON - Blacklisting

To,

The Registrar Jamia Hamdard University, New

Delhi, Delhi.

Sub: Tender for selection of vendor for Providing Onsite Services on for Coding & Decoding of Answer Booklet & Supply of Answer Booklet

Dear Sir,

In response to your Tender ref No. Proprietor/Director/Owner of M/S , as a_, I/We hereby declare that our Company is not blacklisted by Government of India/Government of India or any other state government/union territory as well as there are no criminal cases against company and any of the board members.

Also our Company has clean legal records. Also, there are no open legal cases / petitions in any of the courts / high courts related to our service.

Thanking
you;

Authorized Signature

Name:

Designation:

Address & Seal

Date:

Place:

