

Cluster University of Jammu

Tender Notice

For and on behalf of the Cluster University of Jammu, sealed tenders affixed with revenue stamp of Rs. 10/- along with a CDR of Rs. 20,000/- (Rs Twenty thousand only) pledged to the Registrar, Cluster University of Jammu are invited for Complete Software Solutions for pre-post examination, including filling of on-line applications, on-line counseling and admissions for Cluster University of Jammu through Common Entrance Test (CLUJET-2018) or qualifying examination marks. The tenders are invited from reputed software companies and agencies having experience in Online Admissions. Tenderers must read the specifications carefully and submit their tender documents addressed to the Dean Academic Affairs, Cluster University of Jammu by March 17th 2018 through Registered/Speed Post. Detailed tender document can be obtained from the office of the Dean Academic Affairs free of cost or downloaded from University Website at www.clujammu.ac.in

Sd/-

Registrar

No.CLUJ/ACD/2018/2107

DATE:24-02-2018

TENDER

Sealed tenders are called for the provision of **COMPLETE SOFTWARE SOLUTIONS FOR PRE-POST EXAMINATION WITH ON-LINE APPLICATION, ONLINE COUNSELING AND ADMISSIONS for Cluster University of Jammu through Common Entrance Test (CLUJET-2018)** or qualifying examination marks. Reputed and Experienced software companies and agencies in Online Admissions may submit their tender on or before byP.M. by registered / speed post only as per the requirements given below to the Registrar, Cluster University of Jammu, Jammu C/o Govt. College for Women, Gandhi Nagar, Jammu.

1. Technical Pre-Requisites/Criteria

1. The bidder should be a company (minimum 10 years old) registered in India and having its operation for minimum five years (i.e. from 2013 or before) in India with an objective of offering relevant IT solutions and services that are the subject matter of this tender. Copy of Registration and company profile must be submitted.
2. The bidder shall be single point of contact with University and be solely responsible for the execution and delivery of the work.
3. The bidder should deposit EMD amount Rs. 20000/- in form of Demand draft in favour of Registrar, Cluster University of Jammu, payable at Jammu. The tender document can be downloaded from University website free of cost
4. The bidder should be registered with appropriate tax authorities such as Income Tax & Goods & Service Tax (GST) etc. and should submit valid certificates of registration with these authorities. The bidder shall have to produce tax clearance certificate.
5. The bidder should be registered in ESI & EPF departments. (Registration copy must be enclosed).
6. The bidder must be certified by quality certifications & established Information Security Standards such as ISO 9001: 2008 & ISO 27001:2013. (Certificates have to submitted)
7. Bidder should not be blacklisted by any State Govt./ Department. Notarized Affidavit must be submitted in this regard.
8. The bidder's Average Annual Turnover during preceding three years should be Rs. 1.00 crore per year or more from IT projects only.
9. The bidder having the experience of admission, online counseling in Jammu & Kashmir State will be given preference.
10. Bidder must be able to prepare the Customized Software according to University within fifteen days.
11. The bidder should have experience of executing similar project(s) of conduct of pre and post-examination processing with Online form filling, result preparation and online / onsite counseling of any entrance examination conducted for admissions in Educational institutions in India by handling Online Payment Gateway.
12. In Online counseling Experience should include online filling of choices, Fees collection through Integrated Online payment gateway, Bank reconciliation, Auto up gradation, allotment of seats based on seat matrix / merit / choices, Online reporting by colleges / Universities etc., helplines to the entire satisfaction of users.
13. The bidder should have its own developed software which can be customized as per the requirements of the University.
14. The Bidder should have adequate infrastructure / facility with appropriate technology, hardware and software / IT infrastructure, dedicated connectivity, trained staff (IT Engineers, System Analysts, Programmers), Points of Presence (POP) in India with adequate security measures.

15. Details of Server along with Certificate of 99.9% uptime should be submitted.
16. The tender is to be submitted for two stages of admission:
 - Stage-I
Includes filling of forms and conduct of entrance examination for Hons & Integrated courses.
 - Stage-II
Includes filling of forms and admission to Merit based UG courses.
17. Even though bidders may satisfy the above requirements, they may be disqualified if they have:
 - A. Made misleading or false representation or facts or deliberately suppressed the information to be provided in the forms, statements and enclosures of this document.
 - B. Record of poor performance such as abandoning work, not properly completing the contract or financial failures/weaknesses.
 - C. If confidential inquiry reveals facts contrary to the information provided by the bidder.
 - D. If confidential inquiry reveals unsatisfactory performance in any of the selection criteria.

2. VALIDITY PERIOD OF AGREEMENT:

The contract period will be for one year i.e. 2018. This may be extended further, if the performance is found to be satisfactory, on mutual consent.

3. WITHDRAWAL /CANCELLATION POLICY

- i) The tendering authority reserves the right to withdraw any item from the tender at any stage. The selection of such item, if already made in favour of any Tenderer, shall be treated as cancelled.
- ii) The tendering authority reserves the right to reject or accept any tender or part thereof at any stage or to split any tender without assigning any reason thereof. Withdrawal of tender or any revision after submission of tender by the Tenderer will not be allowed.
- iii) The tendering authority reserves the right to accept or reject any tender, in part or in full, without assigning any reason.
 - In case the outsourced agency is unable to perform the work as per the work order according to the given time lines the security will be fortified and agency may be blacklisted.

4. SCOPE OF WORK

Admission to Entrance Based Courses

A. Conduct of Entrance Test

1. Creating a Website Portal specifically for this purpose.
2. Vendor shall design Online Application Form as per the requirement and directions of the Cluster University.
3. Filing / acceptance of online application forms or the applicants and acceptance of fee through Bank Challan / Gateway (J&K Bank).
4. The online admission form would require the uploading of photograph and signature of the applicant.
5. Intimation of acceptance of application forms, fee and other information to applicants through SMS.
6. Online generation of admit cards / Roll No. slips for the applicants.
7. Allotment of examination centers as per the directions of Cluster University.
8. Supply of hardcopy of centre-wise Attendance Sheets and packing material.
9. Setting of separate question papers for UG (Hons. & Integrated) and PG programs.
10. Supply of carbonless OMR sheets in duplicate as per the requirements of the University.

11. Generation of reports as per the requirements of Cluster University for the conduct of examination & after declaration of result.
12. Declaration of result and generation of online marks card for each applicant.
13. Any other related work as per requirements of the Cluster University.

B. Admission Process

1. The company will develop, maintain and make the customized software as per the requirements of Cluster University. The actual execution shall be done after a successful trial.
2. A dedicated helpline number is required for answering the queries during the period of Admission.
3. The company will design and accept online application form for admission to various course / programmes offered by the Cluster University, as per the directions / requirements of the University.
4. The allotment of course / program shall purely be on merit and eligibility basis.
5. The eligibility process shall broadly be as follow. This process may be changed if required.
 - a. There can be more than one round of admission / counseling if the seats remain vacant in the first round in open, self financing and all other reserved and achievement categories including supernumerary seats.
 - b. The company shall declare online program-wise merit list for OPEN CATEGORY first.
 - c. Merit lists for reserved and achievement categories shall be declared after the completion of admission under open category.
 - d. The merit list for Self Financing Seats shall be declared at the end.
 - e. In case any of the seats remains vacant in a reserved category for want of eligible candidates, the same shall be transferred to open merit.
6. The company shall provide separate data of students admitted as well as all those who have applied for the entrance examination in the required format at the end of admission process.
7. Any other related work regarding technical changes, confirmation of acceptance of application forms, fee through SMS.
8. There shall be separate sets of question papers (without any repetition of questions) for admission to both PG & UG courses.
9. The question paper shall comprise of 150 objective type questions of one mark each mid the duration fur the entrance test shall be 2 1/2 hours. The contents of the paper and weightage shall be.

i.	General English	40 questions
ii.	General Knowledge	40 questions
iii.	Reasoning	40 questions
iv.	Numerical Ability	30 questions
10. Each question paper must be in four series i.e. A, B, C and D.
11. The level of Numerical Ability shall be of 10th standard for both the courses (UG & PG) while the level of test for other components shall be of 12th standards in case of candidates appearing for UG & Integrated Courses and graduation for the candidates appearing for PG Courses.
12. The medium of Entrance Examination shall be English.
13. The question booklet should be color coded: the color of the Question Booklets should be different for PG and UG (Hons. & Integrated) courses.
14. On the top of the question booklet, it should be mentioned clearly and in bold letters that the question booklet is meant for UG or PG course.
15. There shall be negative marking. For every wrong answer there shall be a deduction of 0.25 mark.
16. The following weightage shall be given for admission to the various courses:

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|-----|--|-----|
| i. | Academic Merit of the qualifying examination | 70% |
| ii. | Entrance Test | 30% |
17. The Entrance Test will be conducted at the Centers situated in Jammu City only.
 18. The Question Booklets should be properly numbered and packed in separate packets. The centre wise packing pattern will be conveyed in due course of time.
 19. All OMR Response Sheets shall be double-scanned. The category-wise and achievement category-wise merit list shall be made available to the University within three days along-with Marks Cards for each candidate, after the conduct of examination. In addition to the above, alphabetical list of all candidates, who had applied shall also be generated and provided to the University.
 20. Apart from the above broader Terms and Conditions. any other incidental job as is required by the University to complete this exercise of Entrance Examinations and admissions shall form part of this Work Order.
 21. Company shall prepare admission module and verify before the start of the admission process.
 22. The Company shall furnish a contract agreement within two days after placing the letter of Contract duly signed by the authorized signatory of the Company accepting the above terms and conditions, to the University-on receipt of which all documents pertaining to the Joint Entrance Test and admissions shall be handed over to the Company.
 23. The above contract is being awarded with the clear understanding that the Company shall maintain highest level of professional competence, confidentiality required and time limitations set out in the matter. Any instance of lapse shall entitle the University to claim such damages as deemed proper, which may include inter-alia penalty and / or blacklisting.

Admission to Merit Based Courses

1. Creating a centralized online counselling and admission web portal for admission on merit basis.
2. One time registration of students on portal and verification of their email and mobile using OTP.
3. Allocation of Username and Password to the registered students for future editing of form.
4. The Online Admission would require entering of personal details, previous qualification, selection of the subject combinations as per university statutes, uploading of photograph and signature.
5. Submitting of Online application fee through bank challan / Gateway (J&K Bank)
6. Intimation of successful acceptance of filled application form, fee and other information to applicant through SMS and Email Id.
7. Provision of mock online counseling.
8. On-line grievance redressal system for candidates.
9. Controls to be incorporated in the web enabled software through different categories of users e.g. Administrator, Operator, Institute, Applicant having different user rights & cross verification of data
10. Elimination of bogus forms through administrative user.
11. Online Counselling:
 - A, Periodically Generation of counselling list based on merit as per admission rule and availability of vacancies.
 - B, All candidates must be intimated by SMS and E-Mail after generation of every counselling list about their selection status.
 - C, Selected candidate must be able to generate allotment form and admission fee challan online.
 - D, Candidate must take admission within stipulated time frame.

- E, Candidates who miss to take admission during their allotted time of counselling may submit online request for one time reconsideration for the next counselling list.
 - F, Candidate must have option to edit their subject combination before the generation of merit list.
 - G, Administrative users must verify and lock the admission of the candidate after verification of documents and fee. (Bar code based)
 - H, Online filled and vacant seat matrix subject combination wise, college wise etc.
 - I, System must able to handle choice up gradation and admission cancellation.
 - J, Continue Steps 11(A-J) till last date of admission.
12. Provision of Special admission through VC permission.
 13. Generation of reports as per the requirements of Cluster University, Jammu.
 14. Roll No. allotment to the students.
 15. Fee refund management, Details of fee under different heads
 16. Generation of Registration Returns of the University
 17. Any other related work as per the requirements of the Cluster University, Jammu.

5. SCOPE OF WORK: (Summary)

1. Creating a Website Portal for CLUJET.
2. Supply and maintenance of server space with all security features i.e. Application Server and Database server.
3. Providing internet connectivity to server with required band-width.
4. Interacting with the bank officials for payment Gateway and other services for integration of different payment methods of counseling fee and course fee.
5. Providing Risk Management and data security with periodical backups from server.
6. Filing/acceptance of online application forms of the applicants and acceptance of fee by Bank Challan / Gateway.
7. Allotment of Examination Centres as per the directions of the University.
8. Creating online Admit Cards for the applicants.
9. Supply of hardcopy of Centre-wise Attendance Sheets to the University.
10. Setting of separate Question Papers for UG and PG programmes.
11. Preparation/supply of Carbonless OMR Sheet/s in duplicate as per the requirements of the University.
12. Generation of reports as per the requirements of the University for the conduct of Examination and after declaration of result.
13. Declaration of result and generation of Online Marks Card for each candidate.
14. Information to candidates regarding application forms, fee through SMS/email etc.
15. Development of Portal for receiving department wise online applications for various courses including input of year wise & subject wise awards.
16. Generation of individual department wise merit lists for courses based on course wise criteria as per statues.
17. Sending of SMS / e-mails to candidates for various events.
18. Booking of dedicated server for online admissions.
19. Inviting choice filling for in campus and off campus departments.
20. Providing helpline throughout the process for answering the queries to different stakeholders. Maintaining student support help line with 1 mobile numbers for technical support i.e. supporting for problems faced by the applicants while filling and submitting the priority options for admission counseling process by online.

21. Seat allotment for the Main course allotment as per guidelines of the department.
22. Allotment of Course / programme on the basis of merit and eligibility.
23. Downloading of allotment letter.
24. Creation of website as per the counseling rules and regulations of the University.
25. Maintenance of website throughout the counseling process.
26. Development of Online admission, reporting module, along with providing department wise login ID and password.
27. Preparation of guidelines for college portal.
28. Declaration of online programme wise merit list for SC/ST and other reserved and achievement categories.

6. EVALUATION OF THE BIDS

The bidder should submit rates for two stages:

Stage-I: (Estimated number of applicants = 5,000)

Rate per candidate for execution of process from:

- Filling of online application forms.
- Conduct of entrance exam
- Generation of Roll Nos.
- Center allotment
- Setting & printing of question papers
- Supply & scanning OMR sheets
- Preparation of result.

Stage-II: (Estimated number of applicants = 15,000)

Rate per candidate for execution of complete process from:

- Filling of online application forms
- Preparation of merit on the basis of qualifying exam marks
- Online counseling (both for merit based and entrance based admission).
- Other processes for smooth conduct of admission process
- Data needed for Examination process

The bids will collectively be evaluated and the bidder with lowest bid will be given the assignment

The number of candidates may increase/decrease and the payment will be made as per the actual number of candidates registered

Note: The committee reserves the right to call for presentation if required.

CLUSTER UNIVERSITY OF JAMMU, JAMMU

FINANCIAL BID FORMAT

Name of bidder:

Item	Total no. of candidates	Rates per candidate as per scope of work (Inclusive of all taxes)	Amount (Inclusive of all taxes)
a. Rate per candidate for execution of complete process from Online application including activities related to conduct of entrance exam like roll no. generation, center allotment, setting & printing of question paper, supply & scanning OMR sheets, preparation of result.	5000		
b. Rate per candidate for execution of complete process from Online application to Online Counseling including preparation of merit on the basis of qualifying exam marks and Online counseling thereof (both for merit based and entrance based admission).	15000		
Total			

Rate per registered candidate" including all taxes shall be quoted by the bidders. Registered means the candidate who has paid online application fee.

Seal & Signature of Bidder

Name:

Designation:

Firm Name:

Date