

**Bharat Ratna, Dr. B.R. AMBEDKAR UNIVERSITY OF DELHI  
SCHOOL OF BUSINESS, PUBLIC POLICY & SOCIAL ENTREPRENEURSHIP  
(SBPPSE)**

Ref: AUD/SBPPSE-NIT/

Dated: November 8, 2012

**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 conducting online admission test of multiple choice questions for duration of 120 minutes for applicants to the MBA programme of AUD. The web-application should facilitate:</p> <ul style="list-style-type: none"> <li>(i) Online testing/assessment engine</li> <li>(ii) Infrastructure (testcentres) to conduct online test in different locations in Delhi &amp; other cities</li> <li>(iii) Security/ confidentiality by providing adequate invigilation at the test centres</li> <li>(iv) Help Desk/ FAQ facility</li> <li>(v) Checking and authentication of candidates who appear for the test at various centres.</li> </ul> <p>The web-application need to be developed and thoroughly tested and validated before going online.</p>		December 15, 2012
2	<p>Running the above web-application on dedicated server(s) with high reliability and adequate capacity (should be able to handle large volume of online traffic) for the entire duration of the test. Number of applicants is expected to be approximately 500-1000. 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 of the online testing facility in several centres in different cities in India during the entire duration of the test</p>		
3	<p>Maintaining a master database of all candidates who would be issued admission ticket to the test including a list of those who took the test and those who were absent.</p>		January 15, 2013
4	<p>Company/Agency would answer queries made by candidates on the online test for tasks handled by it on real time basis.</p>		
5	<p>The company/agency should also provide at specified dates the following:</p>		February 10, 2013

	<ul style="list-style-type: none"> <li>(i) Generation of Answer Scripts with Candidate's Photo</li> <li>(ii) getting the same signed by the candidates at the end of the Test</li> <li>(iii) Generation of pre-determined set of reports as required by AUD</li> </ul>		
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The Tender document can be downloaded from the website [www.aud.ac.in](http://www.aud.ac.in). The Tender document can also be obtained from the **Registrar, Ambedkar University Delhi, Dwarka Campus, Sector 9, Dwarka, Delhi 110077** from November 10, 2012 to November 30, 2012 between 10.30 a.m to 4.30 p.m. Sealed Quotations (Technical bid and Financial bid should be submitted in separate sealed envelopes) should reach the Sealed Box in the office of the **Registrar, Ambedkar University, Delhi (AUD), Lothian Road, Delhi-110006** latest by 12.30 p.m. November 30<sup>th</sup> 2012. The sealed tenders will be opened on December 03, at 11.00 a.m. Proprietors or their representatives may attend the opening of tenders.

**Registrar**  
**Ambedkar University, Delhi (AUD)**  
**Lothian Road, Kasmere Gate , Delhi-110006**

**Bharat Ratna Dr. B.R. AMBEDKAR UNIVERSITY DELHI**  
**School of Business, Public Policy & Social Entrepreneurship (SBPPSE)**

**TENDER DOCUMENT FOR DEVELOPMENT AND RUNNING OF WEB APPLICATION, PROCESSING OF CAPTURED DATA, GENERATION OF REPORTS FOR CONDUCTING ONLINE ADMISSION TEST IN FEBRUARY 2013**

**Scope of Work and Deliverables**

<b>Item</b>	<b>Activities</b>
Creating web application	Hosting and managing the system to conduct the online test <ul style="list-style-type: none"><li>• Help Desk facility for students to communicate exam schedules and</li><li>• rules of the exams and FAQs</li></ul>
Preparing for test	<ul style="list-style-type: none"><li>• Uploading Question Paper(s) received from AUD, testing and validating the same with utmost confidentiality and secrecy.</li></ul>
Conducting the test	<ul style="list-style-type: none"><li>• Designing the exam interface with AUD Branding</li><li>• Test Center Infrastructure in select cities as agreed between the agent and AUD</li><li>• Identification check of candidates at Test Center with their Admit Cards</li><li>• Invigilation at Test Centers</li></ul>
Answer sheet & Reports	<ul style="list-style-type: none"><li>• Generation of Answer Scripts with Candidate Photo at the end of the exam and getting the same signed by the candidates</li><li>• Generation of pre-determined set of reports as required by AUD</li></ul>

**CONDITIONS:**

Tenders to be submitted should strictly conform to the specifications as defined under the scope of work (as defined 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 two assignments for a minimum of 2000 applications covering the entire scope of work. 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. 500,000/- each in last two years in computerized processing job or related activities.
- 3) The bidder must have independently handled at least two assignments for a minimum of 2000 applications covering the entire scope of work as specified hereinafter in the tender document in last 3 financial years.
- 4) The bidder must have minimum of 15 employees on its rolls presently.
- 5) The bidder must have net worth of at least Rs. 25 lakh as on 31<sup>st</sup> March 2012.

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 super-scribed “**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 conducting **ONLINE**Test/examination.
- 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 **Public Limited Company**.
- f) Details of selection agencies whose jobs completed in the last three years along with satisfactory performance report.
- g) Proof of handling at least two complete activities of conducting online test/examination as detailed in scope of work for a minimum of 2000 candidates for a single assignment in last 3 years.
- h) Net worth certificate from **Statutory Auditor** of the firm/company.
- i) Firms/Companies shall also submit detailed note explaining the scope of work understood by it/him and which shall be executed by it.
- j) The Company/Firm shall furnish copy of Income Tax Return of the company for the last three years up to including assessment year 2011-2012.
- k. Detailed lists/procedures of quality control, which the firm proposes to conduct during the execution of work.

l. **Earnest Money Deposit**

Vendor must submit Earnest Money Deposit (EMD) of Rs. 5000 in the form of Bank Guarantee in favour of ‘Registrar, Ambedkar University, Delhi’, payable in Delhi.

The EMD of unsuccessful bidders will be returned to them within a month of selection of vendors. The successful bid, if withdrawn, is also liable for forfeiture of the EMD.

m. **Security Deposit**

The selected vendors shall furnish a Performance Guarantee of Rs.15000/- in the form of Bank Guarantee issued by a Scheduled Bank.

- n. Vendor must have a registered office in the NCT of Delhi under the Companies Act 1956.

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 to upload the question bank, conducting online test, processing answer scripts and preparing results of the candidates who appeared in the online test.
- b) An Undertaking to the effect that all necessary information reports needed by AUD, Ambedkar University of Delhi at different stages in the desired formats (paper as well as computerized) shall be provided within 3 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 SBPPSE, **Ambedkar University, Delhi**, at their own expenses.
5. **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 SBPPSE, Ambedkar University 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, Ambedkar University 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.
6. 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. Registrar, **Ambedkar University, Delhi** 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.

7. 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 Registrar, AUD shall be authorized to cancel the work order.
8. The estimated quantum of work would be around 500-1000 candidates. This is only an indication however actual number of applications may vary as per actual.
9. Firm/Company should be able to integrate multiple choice questions for conducting online examination.
10. Firms/Companies shall be required to provide zero error certificates in respect of data captured and outputs.

Firms/Companies are required to quote charges for:

- (a) Printing of interview letters with all other material including all envelopes
- (b) Development of web application facilitating conduct of online test/ examination (as defined in scope of work).

**(RATES TO BE QUOTED ON ANNEXURE-I).**

11. Firm/Company needs to process the data immediately after the online test/examination. The processed data (in the required format) along with reports/lists after the test/ examination need to be submitted to the AUD within 3 days of the online test/examination.
12. Firm/Company which is awarded the work order should not use the data base generated for any other purposes other than those specified by AUD. AUD has the exclusive right to the data-base.
13. 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.
14. **AUD** will have exclusive right to the online package and other computer programs developed (including the source code) for conducting the test.
15. The Firm/Company shall not sub-contract or assign all or any part of the work to any third party.
16. Rates quoted shall remain firm till the completion of work.
17. Firm/Company would be required to sign an agreement on a stamp paper of an appropriate value.
18. **Period of Contract:** The one year period of contract will commence from the date of signing of the contract.

19. The Firm/Company will be required to process the data generated on the basis of **online test** as per the total number authorized by AUD in the AUD premises or otherwise.
20. The decision of this office in regard to the acceptance or otherwise of the bids will be final and binding.
21. Firms/Companies short-listed by AUD should demonstrate their ability to handle the tasks and are required to demonstrate at their own expense before the opening of financial bids.
22. Finally selected Firm/Company will have to demonstrate a trial run well before the final exercise. (At least three weeks before).
23. Technical & Financial bids should be kept & sealed in separate envelopes & super scribed **“Development and running of web application, processing of captured data, generation of 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.
24. The financial bids of only those bidders will be opened who are found technically eligible as per clause no.2.
25. Except as otherwise provided, all materials, i.e. answers scripts, test results, and other Reports, will have to be delivered at the Office of **Registrar, Ambedkar University Delhi, Sector 9, Dwarka, Delhi -110077**
26. Firm/Company should keep the execution of the entire project confidential till its completion.
27. The entire work is of a time bound nature, and the company will have to execute work as per the following schedules.
- (i) Development, testing and validation of web-application: 15 days
  - (ii) Hosting web application on web server for online test well before the test date
  - (iii) Authentication of all candidates who appeared in different test centres and those candidates who were absent in different centres, within the same day of the test.
  - (iv) Delivery of answer scripts and reports within 48 hours of the online examination
28. All the answer scripts, and generated reports and software (required for leading to the finalization of the test for admissions to the MBA programme of AUD have to be submitted in Hard Copy and Soft Copy on CD-ROM or otherwise as specified.
29. Any Clarification/doubt may be addressed or personally discussed, if need be, from the office of the Registrar, Ambedkar University Delhi, before submitting the bids.

**Registrar**  
**Ambedkar University Delhi (AUD)**  
**Lothian Road, Kashmere Gate, Delhi – 110006**



**Performa for Financial Bid****NAME OF AGENCY:** .....**ADDRESS:** .....**E-mail:** ..... **Tel:** ..... **Fax:** ..... **Mobile:**

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<b>JOB</b>	<b>Numbers (expected)</b>	<b>Quoted Rates</b>
Development and running of web-application on a dedicated server for conducting online test/examination, automated e-mail acknowledgements, answering queries from candidates, generation and printing of reports etc.under Scope of work	500-1000	
Printing of interview letters along with one envelope each for every shortlisted applicant	210	

**NAME OF AGENCY:****Signature: (with Seal)****ADDRESS:****E-mail:****Tel:****Fax:****Mobile:**

## Performa for Technical Bid

**NAME OF AGENCY:** .....

**ADDRESS:** .....

**E-mail:** ..... **Tel:** ..... **Fax:** ..... **Mobile:**

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<u>Criteria</u>	<u>Give details (with proof)</u>
1. Have you independently handled at <i>least two assignments for a minimum of 2000 candidates covering the entire scope of work?</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 <i>your minimum total gross turnover at least Rs. 25 lakh each in last two years in computerized processing job or related activities?</i>	
4. Do you have a <i>minimum of 15 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 (with ICR/OMR Technology)</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 two complete activities of conducting online test/examination data processing</i> as detailed in scope of work for a minimum of 5000 candidates for a single assignment in last 3 years	
10. <i>Net worth certificate</i> (of at least Rs. 25 lakh as on 31 <sup>st</sup> March 2012) 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 2011-2012	
13. Detailed lists/procedures of <i>quality control</i> , which the company proposes to conduct during the execution of work	

**NAME OF AGENCY:**

**Signature: (with Seal)**

**ADDRESS:**

**E-mail:**

**Tel:**

**Fax:**

**Mobile:**