GUJARAT TECHNOLOGICAL UNIVERSITY

(Established Under Gujarat Act. No. 20 of 2007)

E-Tender No. 19/2023-24 for

"Secure Online Question Paper Receiving System (SOQPRS)"

Gujarat Technological University

Nr. Vishwakarma Government Engineering College

Nr.Visat Three Roads, Visat - Gandhinagar Highway

Chandkheda, Ahmedabad – 382424 - Gujarat

Visit us: www.gtu.ac.in

E-TENDER FOR

"Secure Online Question Paper Receiving System (SOQPRS)"

E-TENDER NOTICE NUMBER:

SCHEDULE

Bidder can download the Bid Document from n-procure website	From 05/01/2024 (04: 00 PM) onwards
Clarification last date & time	11/01/2024 (06: 00 PM)
Last Date & Time of Online Submission of Financial Bid	29/01/2024 (06: 00 PM)
Last Date of Physical Submission of Tender at GTU, Chandkheda through **Speed Post/Reg. A. D. only**	03/02/2024 (06: 00 PM)
Date of Opening of Tender (Technical Bid only)	Will be communicated afterwards
Date of Opening of Commercial Bid	Will be communicated afterwards
Tender shall be valid up to	180 days
Place of Opening of Tenders	GTU, Chandkheda, Ahmedabad
Address for Communication	The Registrar, Gujarat Technological University, Nr. VGEC, Visat – Gandhinagar Highway, Chandkheda, Ahmedabad – 382424, Gujarat
Phone Number	(079) 23267535/540
Email	purchase@gtu.edu.in

- Intending tenderers or their authorized representatives will be at liberty to be present at the time of opening of Technical bid/Commercial bid.

I have read and understood all terms and conditions and implications thereon of the tender document and accept it

E-Tender for "Secure Online Question Paper Receiving System"

Estimated Order Value: Rs.22,50,000/- (Rupees twenty two lakh fifty thousand only)

Tender fee: Rs 1770/- (Rupees one Thousand seven Hundred seventy only)

EMD: ₹ 67,500/- (Rupees Sixty Seven Thousand Five Hundred only)

Security Deposit: (5% of Estimated Tender Value)

To ensure secure, seamless receiving of Question Papers, the University wishes to implement a robust online QP receiving system. Gujarat Technological University invites e-Tender from reputed/experienced/technically sound service provider for implementing the process of Secure Online Question Paper Receiving System (SOQPRS) from various affiliated institutes of Gujarat Technological University for summer 2024 and winter 2024 University Theory Examination.

Interested parties/firms who wish to participate in tenders can submit filled in tender in all respect i.e. EMD, Tender Fee, and other essential documents for quoted service as per the Schedule mentioned in this Tender to The Registrar, Gujarat Technological University, Near Vishwakarma Government Engineering College, Near Visat Three Roads, Visat – Gandhinagar Highway, Chandkheda, Ahmedabad - 382424, Gujarat, India through **Speed Post/Reg. A. D. /Courier only**. The corresponding sealed envelope should be titled as "E-Tender for Secure Online Question Paper Receiving System (SOQPRS)" and the bid must reach on or before the last date & time as per the schedule mentioned in this Tender. Bids received or submitted after the specified last date & time of receipt will be rejected and no intimation will be sent in this regard. The tender fee is non-refundable, non-adjustable and non-transferable. While, EMD is refundable. Both should be payable through a demand draft on any nationalized bank drawn in favor of the "The Registrar, Gujarat Technological University" payable at Ahmedabad, Gujarat.

Registrar

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I have read and understood all terms and conditions and implications thereon of the tender document and accept it

From:
Registrar
Gujarat Technological University
Chandkheda,
Ahmedabad-382424

To:

Dear Sir/Madam,

GTU has been established by Government of Gujarat vide Gujarat Act 20/2007. GTU is an affiliating University and its jurisdiction is whole state of Gujarat. All the colleges or institution imparting education in engineering, technology, pharmacy, MCA and management in the state of Gujarat are affiliated with the GTU. At present approximately 428 colleges/institutions across the state of Gujarat and U.T. are affiliated with GTU. GTU conducts various examinations i.e. BE/B.Arch/B.Pharm/ME/MPharm/MBA/MCA/Diploma etc. For two University Examination seasons, approximately 15000 paper setter orders are released for approx. 3350 subjects.

In this context GTU is looking to outsource the **"Secure Online Question Paper Receiving System (SOQPRS)"** by inviting reputed/experienced organization/firm/company who has strong, progressive and demonstrable experience of providing automated examination services to leading Universities with proven credential of working with individual colleges/ institutions.

GTU invites e-tender for **"Secure Online Question Paper Receiving System (SOQPRS)".** Through this service GTU wishes to achieve transparency and excellence in the conduction of examination. The university feels that through this initiative the university can work towards error free question paper designing, reduce time consumption and accelerated examination process by replacing the conventional method of question paper receiving system. Please refer to the below mentioned information and guidelines for submission of the tender.

If you are interested to quote for services in accordance with the requirements/terms and conditions stated, please submit the essential documents through **Speed Post/ Reg. A.D. only** to this University along with the duly filled-in & signed on each pages of this Tender document in the sealed cover super scribed with the **"E-Tender for Secure Online Question Paper Receiving System (SOQPRS)".** The successful service provider will have to enter into the

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contract (with standard terms and conditions of providing services). The tender shall be submitted in two parts: (a) E.M.D. and Tender Fee Cover, (b) Technical Bid Cover. Both this covers should be put inside another sealed cover. **Tenderer has to submit commercial bid online only. Physical submission of Commercial Bid will not be accepted.**

1) Technical bid shall consist of technical details. The tender form shall be submitted with this bid duly signed on each page by the service provider. Each document/ page should be given page number and all documents/ pages should be hard bound.

2) First of all only te**c**hnical bids shall be opened. Only technically qualified service provider's commercial/financial bids shall be taken into consideration.

3) Tenders not complying with the above conditions are liable to be rejected at the sole discretion of the University. This tender is not transferable.

4) The offers shall be entertained only from the original firm/company, consortium will not be allowed.

5) The University reserves the right to accept or reject, any or all requests/offers, and also reserves the right at any stage to reduce or increase the number of Question Paper to be received, without assigning any reason.

6) The service provider must supply their List of Clients along with their contact numbers of their services in India.

Registrar

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Sign and Seal of Bidder   Page **5** of **28**

TENDER DOCUMENT

(To be returned with the tender duly signed and stamped by tenderer)

Note: Please fill all the details in tender document and submit with technical bid.

To,

The Registrar,

Gujarat Technological University

Chandkheda, Ahmedabad, Gujarat, India

Ref: Tender No. …………………………………………………………………. Dated……………

Dear Sir,

1.   I/We hereby offer to provide Services of "Secure Online Question Paper Receiving System (SOQPRS)" detailed in the Schedule to tender here to or such portion thereof as you may specify in the Acceptance of Tender at the price given in financial/commercial bid and agree to hold this offer open till 180 days of opening the tender.

2.   I/We have understood the general & special conditions of contract included in this tender notice and thoroughly examined the specifications, drawings, and/or patterns quoted in the Schedule hereto and am/are fully aware of the nature of the service required and my/our offer is to provide services strictly in accordance with the requirements.

3.   The following pages have been added to form part of this tender:

   Envelope- A contains E.M.D. and Tender Fee Cover

   Envelope- B contains Technical Bid Cover comprising of following:

   a.   Technical Bid

   b.   Details of Tenderer in prescribed Format (Annexure-2).

   c.   Copies of work experience Certificates

   d.   SRS (System Requirement Study) of the System

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e.   List of Servers/Equipment with your Organization

f.   The technical Brochures/literature of the service quoted, if any.

g.   The list of Clients with addresses and contact details, etc.

h.   Copy of PAN Card

i.   Copy of Past Performance Certificate or Order Compliance Certificate.

j.   Declaration on Rs. 300/- Stamp Paper regarding Truthfulness and correctness of Documents and not blacklisted by any organization (Annexure - 3).

k.   Turnover certificate (Annexure - 4).

l.   Certificate of GST Registration

m.   Any other Please specify…………………………….

I/We hereby declare that the services offered to the University under this contract shall be of the best quality and workmanship and shall be strictly in accordance with the requirement thereof. I/We hereby guarantee that the said service would continue to conform to the description, quality and requirements mentioned in this tender document for summer 2024 and winter 2024 Examination and that notwithstanding the fact that the competent authority of Gujarat Technological University may have inspect, if during the aforesaid period the said services are discovered not to conform to the description, requirement and quality aforesaid or have deteriorate, the decision of the competent authority in that behalf will be final and conclusive. The University will be entitled to reject the said services. We do hereby also agree to provide said services at the permanent campus of Gujarat Technological University, Near Vishwakarma Government Engineering College, Chandkheda, Ahmedabad and its affiliated Institutes.

Signature of Tenderer   Signature of Witnesses

Date: ………………   Date: ………………

Name & Address: Name & Address:

Seal

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ANNEXURE – 1

Page No. should be given to entire set of signed Tender and documents [Hard bounded only].

CHECKLIST ALONG WITH PAGE NO.

Sr. No.	Particulars	Page no.
1	Details of EMD and Tender Fee in terms of Demand Draft	
2	A valid CMMi level 3 Certificate.	
3	Bidder should be a Public Ltd. Co./ Govt./PSU/Pvt. Ltd. Co./Proprietary/ Partnership Firm/Society registered in India and having its operation for minimum three years in India. Certificate/Proof regarding the same should be attached.	
4	The turnover of the bidding firms for any one of the last 2 financial years should be at least 100% of the estimated total cost of the items. The bidder should submit the certificate from Chartered Accountant regarding the same. [As per Annexure 4].	
5	Bidder should have successfully implemented average 12000 question paper receiving during last 3 financial years (2022-23, 2021-22 & 2020-21) of SOQPRS Project in any University/Board/recognized exam conducting authority. Bidder should submit the certificate/work order from University/Board/recognized exam conducting authority regarding the same.	
6	Copies of other work experience Certificates	
7	Proof of ownership/lease agreement for Workspace/Office clearly mentioning the area	
8	Certificates of registration with GST, Income tax	
9	Details of Tenderer in prescribed Format (Annexure-2).	
10	Declaration on Rs. 300/- Stamp Paper regarding Truthfulness and correctness of Documents and not blacklisted by any organization (Annexure - 3)	
11	SRS (System Requirement Study) of the System	
12	List of Servers/Equipment with the Agency	
13	Copy of PAN Card	
14	Copy of Past Performance Certificate or Order Compliance Certificate	

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15	Company authorized person name who will form part of the implementation team at the University on company letter head.	
16	Technical Brochures/literature of the service quoted, if any.	
17	Tender form duly signed by tenderer	
18	List of Clients with addresses and contact details, etc.	
19	Any other Please specify	

Note: All documents must be in spiral/perfect bind and page number assign to each document duly stamp & signed by the Bidder.

Name & Signature: _____

Designation: _____

Seal

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Scope of the Work (Technical Bid)

To receive the encrypted Question Paper from paper setters in pre-defined format, Following will be the scope of the work in detail:

A. Generation Of Question Paper Formats and Paper Setter Orders

➢ For Question Paper Generation at the initial stage, the database should be created based on the various question paper formats which includes the list of subjects and paper format of each subject. University shall provide the list of subjects and question paper format of each subject.

➢ For each subject the multiple question paper orders will be generated and provided to selected faculties. The details of faculty i.e.name, email address, mobile no. etc. will be provided by university to whom the paper setter orders will be released.

➢ From the list of paper setter, system should identify the available papers of same faculty for same subject code and this list should be seen/downloaded from section login. The paper setter orders will be released to faculty whose question paper for the same subject code is already available with University only if university allows otherwise the paper setter orders will be released to only remaining faculty whose question paper of same subject code is not available.

➢ The system shall provide the user-id and password to the each paper setter to set the paper along with the order of paper setting in their register E-mail ID. User-id and password should be provided on registered mobile no. also.

➢ Following details should be displayed on dashboard of paper setter
  • List of Subject code/s and Subject Name of paper to be set.
  • The date of issue of question paper setting.
  • The end date of submission of question paper.
  • Syllabus of subject/s against each subject.
  • Maximum marks of paper/s.

➢ The system should provide SMS and email notification to the paper setters after the question paper order allocated to faculties along with the username and password to access the system. Also SMS and email reminder should be sent to faculties at certain interval of time and/or set threshold norms provided by University.

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B. Paper Setter Module

➢ Paper setter can login in paper setter module using his/her credential and secure OTP based authentication.

➢ There must be a master database to cater the following.
- ◆ Managing Course/Semester/Subjects/type of exam information.
- ◆ Managing faculty details, GTU Coordinators and Principal/Director information
- ◆ Other required data masters for the smooth operation.

➢ Allocating specific subject's order to faculties as per the list provided by GTU.

➢ Paper setter module required to be either web based [Paper setter will enter questions in the space provided for it] or Microsoft word based template [Paper setter can enter the questions and will upload the same in Microsoft word format]. In both cases, paper setter cannot change the other fields except question before submitting question paper.

➢ Paper setter should enter the content in fixed question paper format as per University norms. Paper setter cannot changed the no. of questions, marks, internal options etc. and can only enter the question.

➢ There should be option to upload/draw/write the image, figures, charts, equations, symbols etc. against the each question no. and there should be all other functionalities as available in Microsoft word.

➢ For uploading of any image, figures, charts, equations, symbols etc. minimum scanning resolution should be 250 kb.

➢ Preview option should be available after uploading any image, figures, charts etc. against the questions and it should be displayed along with the particular question only.

➢ It is mandatory to submit Answer key/ solutions by paper setter for MCQ and Numerical questions in word and pdf format after the submission of question paper.

➢ Before the submission of final question paper there should be an option of preview of question paper then only paper setter can submit the question paper.

➢ On submission of question Paper, there should be preview of undertaking and checkbox for acceptance of it. University will provide format of undertaking. After submission of question Paper, Paper setter cannot edit or view or download the question paper.

➢ Question paper should be 128 bit end to end encrypted after it is being uploaded by paper setter.

➢ Each question paper should have unique identification number.

➢ Question paper Type is either descriptive or MCQ.

➢ Question paper template should be word, excel or pdf.

➢ Question paper language can be English, Guajarati, Hindi and Sanskrit.

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- Question paper content should include the text, numbers, figures, charts, equations, images etc.
- Grammar and spellings check of the content of question paper should be available.
- Paper setter should not be able to submit the question paper if any question is missing.
- After the final submission, the account details of the faculty will be displayed for the verification and paper setter have to click on 'Submit' button. There should be an option to edit the account details by paper setter. Preview of updated account details should be available before final submission.
- Once the Question paper is submitted, paper setter should be able to view/download the receipt of question paper submission.

Functionalities For Question Paper Verifier

- Login should be created for each exam section head, exam secion head should be able to verify QPs. Also Section head will be able to assign question papers for verification to University staff. University staff should be able to view only assigned question papers for verification. Once Question paper is submitted after verification, verified question paper should not be visible to verifier. This verified question papers should be visible in exam section head login along with verifier name. If there will be any query then section head should be able to assign such question papers to verifier or section head should be able to solve such query from their login also.
- Super login should be provided to Controller of Examination and Registrar.
- Verifier and section Head can login the system only in the Specified PCs. Service provide should provide the IP-MAC Binding facility.
- No one should able to edit the question paper.
- On submission of the question paper by paper setter, subject wise details including the paper setter name, college code and name, email id, Mobile no. etc. should be displayed in concerned University login.
- Report of submitted and pending question paper should be available.
- There should be an option of 'Accept' and 'Reject' in section head/officer login. If Section Head/Officer reject the question paper then there should be an option to write the remarks. By selecting the reject option, paper setter should receive the notification with the remarks of rejection. The rejected question paper should be made available to paper setter for resubmission.
- Before selecting question paper there should be option of select exam season (Winter Year/Summer Year)
- There should be an option of Question paper select. Verifier can select the question paper from all question papers and header should be generated by service provider by

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integrating exam time table into the selected question paper before downloading. Search criteria should be provided as per requirement of University at the time of selecting question paper. Format of header and time table of examination will be provided by the University.

➢ Selected question papers should be downloaded in pdf format in specified PCs only.

➢ After completion of exam there should be option of edit question paper for verifier (If required).

➢ Selected question papers should be removed from the available pool of papers and separately displayed in the used pool of papers. Used paper should have all the required details of paper setter and session of examination.

➢ There should be a functionality to generate the consolidated report for the payment of paper setter as per the format provided by GTU.

➢ Service provider should provide all other reports and functionalities as desired by GTU.

➢ At verification stage also, verifier should be able to reject the question paper with remarks. Remarks & question paper should be visible to paper setter and paper setter should be able to resubmit the question paper after solving raised queries. This resubmitted question paper should be visible under unused pool in exam section head login. List /details/Question papers for which queries has been raised by exam section head & verifier should be visible in exam section head login only.

C. Other Special and General Requirements

➢ The system should be real-time online system wherein paper setter can carry out the paper setting in easy and convenient manner through Internet system.

➢ Features for appropriate report generation should be incorporated. Some of the features or parameters include subject wise no. of question papers submitted, faculty wise no. of question papers submitted, college wise no. of question paper submitted, semester wise/course wise question paper received, list of not submitted question papers, etc. as suggested by GTU.

➢ The service provider should provide the required training material, appropriate help menu, user manual and illustrative demonstration videos should be incorporated in the system for end-users/university staff.

➢ Allocation of question paper order: The allocation list of paper setter orders to different faculties will be carried out by the concerned exam section head. Login should be made available to the concerned head (course wise), COE and Registrar.

➢ Providing suitable authentication using unique login id and password. There shall be provision for the password to be sent on the registered mobile number and email id of the paper setter. Provision of the unique password at each login should be there.

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> ➢ Suitable security measures to ensure reliable process. Secrecy and confidentiality of the process should be maintained. Only authorized users should have access to the system. Each and every activity should be recorded and the system should keep audit trail of all steps. Also complete log of all activities need to be maintained to enable complete audit ability of the process.
> ➢ The question papers should be stored in the service provider's server/cloud.
> ➢ The service provider should prepare and provide e-content for training to GTU staff and Paper-setter.
> ➢ Trouble Shooting & Handholding (CRM): The bidder should be able to provide year round client support system in terms of physical as well as through remote access (telephone/mail/chat/virtual or remote connectivity) to resolve any issues faced by Paper Setter/University with regards to online question paper receiving system. The service provider should maintain two independent and dedicated servers; one as primary and Second as a backup. Both servers should be SSL certified with minimum 2048 Bit encryption. If primary server goes down, the system should automatically shift to the backup server. The bidder should have capabilities of preventing any hacking and malpractices in the Secure Online Question Paper Receiving System (SOQPRS). The successful bidder should have live investigation techniques to curb any types of threat revolving around the cyber world.
> ➢ After completion of contract, service provider should submit all the question papers/data to the University and they should delete all this question papers/data from their server/hard disc/cloud. Service provider should not use this question paper/data for any other purpose.
> ➢ University should be able to set the deadline to submit question paper for paper-setter. One the deadline is over, paper-setter will not be able to submit the question paper.
> ➢ University should be able to cancel the question paper order issued to faculties.

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A. Eligibility [Technical Eligibility Criteria for Tenderer]

1. The bidder should be a Public Ltd. Co. / Govt. /PSU/Pvt. Ltd. Co./Proprietary/ Partnership Firm/Society registered in India and having its operation for minimum three years in India.
2. A valid CMMi level 3 Certificate.
3. The turnover of the bidding firms for any one of the last 2 financial years should be at least 100% of the estimated total cost of the items. The bidder should submit the certificate from Chartered Accountant regarding the same. [As per Annexure 4].
4. Bidder should have successfully implemented average 12000 question paper receiving during last 3 financial years (2022-23, 2021-22 & 2020-21) of SOQPRS Project in any University/Board/recognized exam conducting authority. Bidder should submit the certificate/work order from University/Board/recognized exam conducting authority regarding the same.
5. The bidder should have the capability to carry out the work of total solutions for Secure Online Question Paper Receiving System (SOQPRS) of examinations.
6. Bidder should submit declaration on Rs. 300/- Stamp Paper stating that his/her firm is not blacklisted by any Government organization/institution. [Annexure 3]
7. The bidder should be registered with appropriate tax authorities such as GST, Income tax, etc. and should submit valid certificates of registration with these authorities.

B. Contract Period

1. Initially the contract will be for summer 2024 and winter 2024 Examination. This contract can be extended for maximum 2 more semester end examination sessions, if the performance is found satisfactory by GTU.
2. For the two cycles of the examination mentioned in above point and for the extension period examination, if applicable (given), no request for the increase in the rates will be entertained.
3. No change in the constitution of the contract shall be made during the Contract period without prior permission of the Gujarat Technological University. If such changes are made without prior permission of GTU than the contract awarded to the agency shall be cancelled and the security deposit will be forfeited.

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C. Security Deposit

1. Security Deposit: Within 10 days of receipt of the acceptance letter, the service provider shall submit Security Deposit of 5% (Five Percentage) of the Estimated Tender Value in the form of demand draft drawn on any nationalized bank payable at Ahmedabad to the "**Gujarat Technological University"**. This is applicable to a successful service provider. The Security Deposit shall be denominated in Indian Rupees.
2. EMD will be returned back to the successful bidder only after it furnishes Security Deposit.
3. The GTU shall forfeit the security Deposit submitted by the bidder, if the service provider abandons the contract or without reasonable excuse has failed to commence the work or has suspended the work, or in case the service provider does not execute the work in accordance with the terms and conditions of the contract or is persistently neglecting to carry out his obligations under the contract. The GTU also shall have the right to recover from the security deposit any amount that may be found due and payable by the service provider or recoverable by GTU from the service provider, under any head viz. Penalty, Fine, Liquidated damages, Deposits, etc.

D. Dispute

1. If any dispute arises about the interpretation of any condition, the decision of the GTU shall be final. For settlement of dispute if any, jurisdiction of court shall be Ahmedabad.
2. In case of dispute between GTU and the service provider both shall make every effort to resolve amicably by direct informal negotiation for any disagreement or dispute arising between them under or in connection with the contract.

E. Payment

No advance payment will be made for the work allotted. The terms and conditions of the payment are as follows:

1. Once the SOQPRS work of semester end examination session is completed, the service provider has to submit bill of providing services in the confidential cover to the Registrar, Gujarat Technological University. After receiving bills for payment of providing services, the bill shall be verified by the University.
2. University shall reserve the rights to accept or reject the services, which do not confirm to the specifications laid down in the terms & conditions. Payment towards such defective services will be deducted from the bills of the tenderer.

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F. Penalty

1. On the breach of any terms or conditions of the tender document by the service provider/ successful bidder and in case of deficiency in the service provided by the services provider then penalty will be imposed by the University. Any decision taken by the University in this regard shall be binding to the service provider.

2. Legal action including Black listing will be taken against the agency in case of gross negligence and breach of any terms & conditions of the tender, secrecy, confidentiality.

3. If even after award of contract, information/facts submitted by the bidders are found misleading/incorrect/false etc., university reserves the right to terminate contract and blacklisting the bidder.

4. If the Seller/Service Provider fails to deliver any or all of the Goods/Services within the original/re-fixed delivery period(s) specified in the tender/contract, the Buyer will be entitled to deduct/recover Liquidated Damages for the delay, @ 0.5% of the contract value of delayed quantity per week or part of the week of delayed period as pre-estimated damages not exceeding 10% of the contract value of delayed quantity without any controversy/dispute of any sort whatsoever.

G. TERMINATION FOR DEFAULT

The Purchaser may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the supplier, terminate this contract in whole or in part if, the supplier fails to deliver any or all the goods/items within the time period(s) specified in the tender/work order/agreement., or any extension thereof granted by the purchaser or the supplier fails to perform any other obligations under the Contract.

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OTHER IMPORTANT TERMS, CONDITIONS & INSTRUCTIONS FOR E-TENDER FOR IMPLEMENTING THE PROCESS OF SECURE ONLINE QUESTION PAPER RECEIVING SYSTEM (SOQPRS) TO VARIOUS AFFILIATING INSTITUTES IN VARIOUS UNIVERSITY EXAMINATIONS FOR SUMMER 2024 AND WINTER 2024 EXAMINATION

Definitions:

    a) University:- Gujarat Technological University, Gujarat (in short GTU)

    b) COE: Controller of Examinations, Gujarat Technological University

    c) Tenderer/ Bidder: - Tenderer/ Bidder is who has participated in tender process.

    d) Tax: - GST, Income Tax, etc.

    e) SOQPRS: - Secure Online Question Paper Receiving System

1. The tenderer should invariably submit tender in two sealed covers separately namely: (1) E.M.D. and Tender Fee Cover, (2) Technical Bid Cover. Both this covers should be packed inside one another sealed cover super scribed as "E-Tender for Secure Online Question Paper Receiving System (SOQPRS)". Bid without Tender fee & EMD will be rejected.

2. **Tenderer has to submit commercial bid online only. Physical submission of Commercial Bid will not be accepted.**

3. This tender is not transferable.

4. The Bid will be evaluated based on satisfying terms and conditions, technical criteria and the financial criteria.

5. The tender should be submitted in two Envelopes A & B. Envelope-A will contain EMD & Tender Fee and Envelope-B will contain Technical Bid. Eligibility will be treated on EMD, Tender fee & technical bid. Technical bid will be opened first and evaluation will be done as per technical requirements and conditions and those who fulfill the technical requirements, their financial bids will only be opened. Bidders will upload main documents online and all documents should be submitted physically in **Hard Bound** only with page numbers mentioned on it. Only Physical documents will be considered for evaluation.

6. The bidder should own the software.

7. The bidder should be able to complete all activities of the project on their own; consortium bidding for the project is not allowed.

8. Bidder should submit declaration on Rs. 300/- Stamp Paper stating that the firm is not blacklisted by any Government organization/institution [as per Annexure – 3].

9. Company profile of important personnel who will form part of the implementation team at the University is to be enclosed along with the Technical Bid Form.

10. E.M.D will be forfeited if the tenderer refuses to provide the services after issuance of acceptance letter. The Earnest Money Deposit paid by the unsuccessful tenderer will be

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I have read and understood all terms and conditions and implications thereon of the tender document and accept it

refunded to the respective parties after finalization of the tenders. No interest shall be paid on the E.M.D.

11. The Successful tenderer is required to enter into an Agreement on a Stamp paper worth Rs. 300 with the University, binding them to provide the services as required by the University against the order placed by the University.

12. The tenderer shall keep their offer open valid for acceptance for a period of 180 days from the date of opening of the tender(s) within which period tenderers will not withdraw their offer.

13. Gujarat Technological University reserves the right for carrying out the checks & balances or tests wherever necessary and the decision in this respect of the concern authority of this University is final.

14. The entire work assigned to tenderer is highly confidential; hence the bidder should maintain absolute confidentiality while carrying out the work & he will have to give undertaking regarding this. The successful bidder shall not outsource/sublet any activity or process related to the entire process within the scope of this tendered work.

15. The Tenderer shall read carefully all the instructions before submitting the bid.

16. Tender submitted in part, unsigned, incomplete, unclear, and unreadable will not be considered and will be rejected.

17. The technical evaluation committee may call the responsive bidders, if required for discussion or presentation to facilitate and assess their understanding of the scope of work and its execution.

18. Tenderer should read carefully all the Instructions/Terms and Conditions etc.

19. Gujarat Technological University may, anytime, revoke or cancel the contract placed with the agency, without assigning any reason there-of.

20. In the event of any breach of the terms and conditions of the contract, the Gujarat Technological University may terminate the contract placed with the agency, forfeit the security deposit of the agency, and make alternative arrangements at the risk and cost of the agency.

21. The successful bidder shall compile all data related to University and hand over it to the University after expiry of the tender period. After all the data is submitted to the University, the bidder should delete all the data from their memory/hard disk.

22. The bidder should have proficiency in the Front end/ Back end tools, which can handle large data base and high security. The agency has to use all licensed software(s) to carry out the work and GTU will not be responsible to any legal issues which may arise due to the use of unauthorized software(s). Bidder should enclose its bid with full details of all latest software and/or solutions proposed for the scope of work with full documentation/descriptive literature/leaflets indicating all features proposed.

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23. The bidder should have basic knowledge of Hardware and Networking systems.

24. The bidder should have in-house software capability to customize according to the University requirements.

25. If any of the criteria mentioned in this tender document is not met, the University reserves the right to reject the vendor on the grounds of technical disqualification.

26. Gujarat Technological University reserves every rights to cancel the tender in whole or in part.

27. Company should be aware of all cyber policy guidelines, Risk Assessment and should have an effective Disaster Recovery Management in place.

28. Successful bidder should work as per the requirements/deadlines given by the University, time-to-time.

29. Successful bidder should only involve the staff whose relative(s) is/are not appearing in any of GTU examination.

30. The service provider shall be responsible to provide services ('s) and its successful demonstration, as per specifications listed in the tender.

31. The Agency will submit desired data of exams in CD (Read Only) to Registrar with signature of nominated authority of agency after the completion of exams.

32. The agency will give Identity cards to the persons working in premises of GTU. The agency will be solely responsible for leakage of any sensitive information related to examination by their employees. In case of failure, Penalty/Legal action will be taken against the successful bidder as decided by University.

33. The service provider should commence work as per the scope mentioned in the tender document within 1 week from the date of issue of work order.

34. Gujarat Technological University does not bind itself to accept the lowest bid and reserves the right of accepting the whole or any part of the bid or portion of the quantity offered; and the service provider shall provide the same at the rate quoted. The Registrar on behalf of GTU reserves the right to reject any or all offers received in response to e-tender or cancel or withdraw the tender notice without assigning any reason, whatsoever.

35. Acceptance of the bid shall be communicated through email to the successful service provider.

36. All Bidders should give a warranty declaration in their bid as mentioned below:

- We shall abide by all the terms and conditions listed in this tender document.
- If the said work will be awarded to our agency than services to be provided by our agency shall be of the highest quality, and services of the type ordered shall be in full conformity with the specifications therein.
- We accept that any deviations in the solutions/software and/or services from that specified in the tender document and the accepted terms are liable to be rejected. We

_____

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will be bound to provide all services/software as per the specifications mentioned in the tender/order/contract and demonstrate the same at our own cost.

37. University reserves its right to visit the office of agency at any time.

38. The successful Bidder shall adhere to the directives of the University in completing the job chart as per the dates mentioned by the Registrar.

39. Presentation of all the technically qualified bidders, if required may be arranged by the University. If arranged, the schedule regarding the same will be informed to the concerned by the University.

40. The agency must train concerned University officials for successful running of the whole system.

41. Successful bidder will have to Conduct Workshop/Mock drill for receiving question papers through SOQPRS for University Staff/affiliated institutes staff free of cost.

42. Successful bidder should be able to solve all the queries of Paper Setters, University, Colleges, authorized faculties, etc. through SOQPRS in real time.

43. The Gujarat Technological University does not pledge itself to accept the lowest or any tender.

44. The supplier shall ensure compliance of all statutory laws and by laws of the Central Govt. / State Govt. /Municipal authorities related to the employment of their staff and all such obligation under Wage Act, pollution control, environment protection, Workmen Compensation Act, ES–II Act, Provident Fund and Miscellaneous Provisions Act, Bonus Act, and Contract Labour Act, 1970 etc. and the University will not be responsible for such purposes in any way.

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Annexure – 2 (Details of Tenderer)

1.   Name of the Bidder   :

2.   Registered Office   :

3.   Working Place of the Firm   :

4.   Year of Establishment   :

5.   Type of Firm (Ownership, Partnership, Pvt. Ltd., Ltd. Co., etc.)   :

6.   Name, Address and telephone number of Responsible person:

   Phone: (O)   :   (R)   :

                   (M)   :   E-mail address:

7.   Total Annual Turnover for Last Three Financial Years purely from computer based

   examination related services (Enclose Certificate from C.A. as per Annexure 4):

Fin. Year	Rs. (In figures)	Rs. (In words)
2022-23	Rs.	Rs.
2021-22	Rs.	Rs.
2020-21	Rs.	Rs.

8.   Total Building Area of Workspace/Office:

   (Proof of ownership/lease agreement to be attached)

9.   Total number of Staff:

   (a) Technically Skilled _____

   (b) Administrative _____

   (c) Semi-skilled _____

   (d) Security Staff _____

10. Whether your Workspace/ Office is having own Security Arrangements?

   If Yes, of what Type? Please give details   :

11. Permanent Account No. (Enclose Certified PAN CARD)   :

_____
I have read and understood all terms and conditions and implications thereon of the tender document and accept it

Annexure – 3 (Declaration on Rs. 300/- Stamp Paper)

Undertaking by the Bidder

I, …………………………………(Name of Bidder/ Authorized person), Aged about ……..years, working at……………………………………………….. (Postal Address) do hereby swear this affidavit that, I am the proprietor/Partner of/Director of ………………………………(Name of company/ firm) Registered at ………………………………………………………………….(Regd. Address)

I do hereby swear that, the tender documents submitted for the work of ………………………………………………………….(name of the work) are true, correct and complete. I/My agency am/is not blacklisted by any organization in India from participating in any project/s, either individually or as member of a consortium. There have been no criminal proceedings / conviction against the bidder at any point of time. In case the documents pertaining to the tender submitted by me are found to be incorrect or false, I shall be liable for action under the relevant provision of Indian Penal Code and other relevant laws.

I further undertake that if above declaration proves to be wrong/incorrect or misleading, tender/contract stands to be cancelled/terminated immediately.

If work is allocated to our company/firm than outmost care will be taken and if we fail in any part than GTU can demand for financial loss, impose penalty, forfeiture of Security Deposit and also can take legal action against our company/firm.

We are not involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment. I/We am/are not a relative/blood relation of any key managerial person of GTU, Ahmedabad. We are not a firm in which any key personnel of GTU, Ahmedabad or his/her relative is a partner. I/We am/are not a partner in a firm in which any key managerial person of GTU, Ahmedabad or his/her relative is a partner.

We further confirm that we are aware that our Gujarat Technological Universities bid with reference …………………………………..……..(Tender number with subject) would be liable for rejection or any appropriate action as GTU may deem fit, in case any material misrepresentation is made or discovered with regard to the requirements of tender mentioned above during stage of short-listing/selection process.

Signature:

Name:

Business Address:

Place:
Date:

I have read and understood all terms and conditions and implications thereon of the tender document and accept it

Annexure – 4

Turnover Certificate

Date: DD/MM/YYYY

(On the Letter Head of CA)

This is to certify that M/s _____ (PAN:_____) registered at _____ has achieved following total turnover & turnover purely related to ……………………………………….. during the financial year 2022-23, 2021-22 and 2020-21.

Sr. No.	Financial Year	Total Turnover (In Rs.)	Turnover related to …………………………….(In Rs.)
1	2022-23		
2	2021-22		
3	2020-21		

This certificate has been issued on the basis of documents and records provided to us.

Place:- ……………………

Date:- DD/MM/YYYY

Seal and Signature of CA with stamp.

UDIN:……………………………….

_____
I have read and understood all terms and conditions and implications thereon of the tender document and accept it

COMMERCIAL BID (TO BE SUBMITTED ONLINE ONLY)

a) Commercial Bid filled online on (n) procure website only will be accepted. Physical Commercial bid will not be accepted.

b) Rates shall be quoted by the bidder per Subject question paper. Rates must be inclusive of all expenses/charges/taxes but **exclusive of GST Only**. The Bill/Invoice should be as per Government norms, indicating GST rates and amount separately.

c) The prices quoted should be final and no foreign exchange or import license assistance will be given to bidder.

d) No escalation in any form either of equipment's/materials or labour shall be payable by the University.

e) Service provider shall quote their rates for the item described below as per the terms & conditions of the tender documents.

f) No hike in the rates will be accepted during the contract period and extension period.

g) Bidder should offer one rate for the item mentioned below.

Commercial/Financial Bid (To be Filled Online Only)
Hard copy of this Price Bid should not be submitted
"Secure Online Question Paper Receiving System (SOQPRS)"

List of Services Required

Description of Services required	Examinations	Rate Per Question Paper submitted by paper setter (Indian Rupees)
E - Receiving of University Theory Examination Question Papers From Affiliated Institutes of Gujarat Technological University through Secure Online Question Paper Receiving System (SOQPRS)	Summer 2024 & Winter 2024 Examination	

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I have read and understood all terms and conditions and implications thereon of the tender document and accept it

AGREEMENT

AGREEMENT TO PROVIDE (**name of work**) TO The GUJARAT TECHNOLOGICAL UNIVERSITY AHMEDABAD.

An Agreement made on this Dt. DD/MM/YYYY between The Registrar, Gujarat Technological University, Ahmedabad, office at GTU Campus, Nr.VGEC, Visat-Gandhinagar Road, Chandkheda, Ahmedabad 382424 (herein also called the GTU) one part and_____(name of contractor), _____(address) (herein called as the Contractor) on the other part.

Whereas the Contractor's rates pursuant to the Tender No._____dated_____as under having been accepted by the GTU vide offer letter Ref: _____Date:- / /20 hereby agreed between the parties as follows:-

THE AGREEMENT WITNESS AS FOLLOWS:-

In this Agreement words and expression shall have the same meaning as are respectively assigned to them in the condition of the Agreement herein after referred to the following documents shall be deemed to be form as part of this agreement viz

1. The GTU, Ahmedabad E-tender No.   /20__-__.

2. The condition of the contract.

3. The specifications, scope, instructions given by the GTU, in the tender notice No.   /20__-__.

4. The schedule /Approved price schedule.

5. The relevant part of the tender proposal

6. Contractors Negotiation email dated   /   /20__.

7. MOM of Purchase committee Dt.   /   /20__.

The Contractor agrees to provide the (name of work) to the GTU , the following services at the rates mentioned against each item :-

_____

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Sr. No	Description of Items	Unit	Rates per Unit in Indian Rupees
1			

8. The Rates mentioned/given by the bidder should be inclusive of all expenses/charges but shall not include GST. Bill/Invoice raised submitted by the bidder should be as per Government norms, indicating GST rates and amount separately.

9. If services are not provided as per the deadline/time limit specified in this tender, then penalty will be imposed by the University on the contractor as per the terms and conditions of the Tender Document. The penalty imposed on the contractor may be deducted from the bill raised by the contractor or the amount deposited in form of security deposit.

10. The contractor agrees to deposit as security amount of Rs._____/- (Rupees_____) for above works within the stipulated time period in the Tender Document. The amount deposited in form of security deposit shall be liable for forfeiture in any event of breach of any terms and conditions of the Tender.

11. If any taxes, charges are payable or to be payable in the future, it will be responsibility of the contractor to make the payment and GTU will not be responsible for the same.

12. Validity: **This contract shall be valid for (_____period) .** The contractor shall have to provide the services for the extended term(s) and shall not raise any objection, if GTU issue extension order subject to the satisfactory performance by the Contractor.

13. TERMINATION FOR DEFAULT
The Purchaser may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the supplier, terminate this contract in whole or in part if, the supplier fails to deliver any or all the goods/items within the time period(s) specified in the P.0., or any extension thereof granted by the purchaser or the supplier fails to perform any other obligations under the Contract.

14. FORFEITURE OF SECURITY DEPOSIT.
The GTU shall forfeit the security Deposit submitted by the bidder, if the service provider abandons the contract or without reasonable excuse has failed to commence the work or has suspended the work, or in case the service provider does not execute the work in accordance with the terms and conditions of the contract or is persistently neglecting to carry out his obligations under the contract. The GTU also shall have the right to recover from the security deposit any amount that may be found due and payable by the service provider or recoverable by GTU from the service provider, under any head *viz.* Penalty, Fine, Liquidated damages, Deposits, etc.

15. The terms of tender document/agreement/work order will be final in all cases.

_____
I have read and understood all terms and conditions and implications thereon of the tender document and accept it

It is hereby agrees that the Ahmedabad court shall have the exclusive jurisdiction in case of any dispute arises between the parties. This contract has been executed by both the parties after full consideration and it is binding to both the parties.

In witness where of the parties here to have set their respective hands and seals the day, months and year first above written.

Place: Ahmedabad

Date :   /   /2024

Contractor sign   Gujarat Technological University

Witness (Contractor)   Witness (GTU)

_____

I have read and understood all terms and conditions and implications thereon of the tender document and accept it