

**Tender notice for
PROVIDING OF
PROFESSIONAL
SERVICES FOR ONLINE
TRANSMISSION OF
QUESTION PAPERS**

Nature of work :-	Tender notice for PROVIDING OF PROFESSIONAL SERVICES FOR ONLINE TRANSMISSION OF QUESTION PAPERS and typing work for the period of Next 4 Session. subject to satisfactory services and mutual consent of both the parties.
Cost of the tender document:-	Rs. 1000/- only (Rs. One Thousand Only) {Non refundable, under any circumstances}.
EMD Amount :-	Rs. 10,000/- only (Ten Thousand Only) {Refundable to the Non-successful bidders, without any type of interest or other charges}. However, it will be converted in performance security in case of successful tenderer and will be returned after successful completion of the contract period. The Earnest Money Deposit must be submitted in the shape of a Bank Demand Draft only of any nationalized bank and issued in the favour of “Registrar, Guru Ravidas Ayurved University , payable at “Hoshiarpur” and must be submitted 16/08/2018 upto 11.00 AM through post mode or submitted in office.
Amount of Security Deposit:-	Rs. 10,000/- which was deposited by the successful bidder along with his/ her bid will be converted as a part of Performance Security. The successful bidder if exempted from the payment of EMD due to MSME, then he/ she will have to deposit a security of Rs. <i>Rs. 10,000/- only (Rs. Ten Thousand Only)</i> in the shape of a Bank Guarantee issued in the favour of Registrar, Guru Ravidas Ayurved University, Hoshiarpur and issued by any nationalized bank, having validity not less than 31.3.2020. The Successful bidder will have to deposit the said security amount within 30 days from the date of issue of the Allotment Letter. If the bidder is unable to deposit the said bank guarantee within the said period then his/ her tender will be cancelled and the EMD deposited by him/ her will be forfeited.
Date of start of downloading of tender documents:-	01/08/2018
Website for downloading of the tender document:-	www.graupunjab.org
Last date for Submission of the tender document:-	16/08/2018 upto 11:00 am
Date of opening of the tender documents (Technical Bids):-	16/08/2018(11:30 AM) at University Campus
Date of opening of the tender documents (Financial Bids):-	16/08/2018(11:30 AM) at University Campus
Address for the submission :	The Registrar, Guru Ravidas Ayurved University, Una Road Hoshiarpur, Punjab

SCOPE OF WORK/ SERVICES

Tenders are invited from Professional Agencies for Providing Professional Services for Online Transmission of the Question Papers to various examination centers established by the university for different university examinations for a period upto 31.12.2018 that may be further extendable upto 31.1.2020, subject to the mutual consent of both the parties:-

The details of Scope of Work/ Services are as under:-

- 1) **The question paper will be handed over to the dealing officials of the agency concerned, about 1 day before the commencement of the Examinations.**
- 2) **The agency will have to transmit the question paper at about 30 minutes earlier than the commencement of the examination, in a most secure manner.**
- 3) **The agency will have to transmit the said question paper to the various examination centres located at various locations, throughout the state of Punjab, on e-transmission mode.**
- 4) **The approximate number of the examination centres may not increase than the 24 centres, at a time.**
- 5) **The agency should be responsible for providing the necessary training to the authorized examination centre person for the software operation and implementation.**
- 6) **No sub contracting and subleasing shall be allowed.**

INSTRUCTIONS/ GUIDELINES TO THE TENDERERS

Please Note that all the necessary enclosures / annexure may be downloaded from the University website i.e. <https://GRAUPUNJAB.ORG> The all pages of the tender should be signed and stamped by the authorized representative / signatory of the firm and then these documents may be send by post or by hand to the University in Sealed envelope.

1. Attach a copy of the tender notice (Annexure-I).
2. Attach an affidavit regarding Non-Black listing as per proforma given at (Annexure-II) duly attested by an Executive Magistrate or a Notary Public. The original affidavit must be deposited to Registrar before the last date for submission of the technical bids.
3. Attach Technical Bid Proforma (Annexure-III).
4. Attach a signed copy of the terms and conditions (Annexure-IV).
5. Detail of Bank Account for making various payments (Annexure – V)
6. In addition to this, following documents are to be attached with Technical Bid:-

Tender Fee : The bidder must pay Rs. 1000/- (Non refundable) (Non Refundable) in the form of Demand Draft any nationalized/ renowned bank and issued in the favour of “ Registrar, Guru Ravidas Ayurved University, Hoshiarpur” payable at “Hoshiarpur”

Earnest Money Deposit (EMD) of Rs. **Rs. 10,000/- only (Rs. Ten Thousand Only)**
The Earnest Money Deposit must be submitted ***in the shape of a Bank Demand Draft Only*** of any nationalized/ renowned bank and issued in the favour of “Registrar, Guru Ravidas Ayurved University, Hoshiarpur” payable at “Hoshiarpur” and must be submitted 16/08/2018 upto 11:00 am. of the last date fixed for the submission of the tenders. The bidder who will not submit the demand draft upto the last date and time fixed for the submission of tender will be considered as in-valid and his/ her bid will be rejected without any prior

notice. The demand draft must reach to the office of the Registrar on which the name and address of the bidder must be written on its back side.

However, the Parties empanelled with the Ministry of Micro, Small and Medium Enterprises (MSME) are exempted from the payment of Earnest Money Deposit only. However, the said firms/ bidders must have to provide a copy of the said certificate to the University.

- iii) Details of registration as Company / Shop / Establishment.
 - iv) Copy of Certificate of Registration for service Tax/TIN/TAN/PAN/GST (as applicable).
7. Attach a signed copy of the Acceptance of Tender/ Conditions Forms (Annexure-VI).
 8. The details of the % of Service Charges must be submitted in the Financial Bid at Annexure-‘VII’. It is worth to mention here that the rates once quoted/ finalized will remain same/ unchanged for a period of the contract.

TENDER NOTICE

Tender are invited from Professional Agencies for Providing of Professional Services for Online Transmission of the Question Papers and typing work (English, Hindi, Sanskrit, Urdu) of the University for a period upto 31.12.2018 that may be further extendable upto 31.1.2020, subject to the mutual consent of both the parties. The tender document containing detailed terms & conditions may be downloaded from the University website i.e. <https://graupunjab.org>.

TERMS AND CONDITIONS:-

1. The Earnest Money Deposit of Rs. Rs. 10,000/- only (Rs. Ten Thousand Only) must be submitted in the shape of a Bank Demand Draft of any nationalized bank and issued in the favour of "Registrar, Guru Ravidas Ayurved University, Hoshiarpur" payable at "Hoshiarpur" and must be submitted upto 16/08/2018 upto 11:00 am of the last date fixed for the submission of the tenders in University office by registrar Post or by hand.
2. The Parties empanelled with the Ministry of Micro, Small and Medium Enterprises (MSME) are exempted from the payment of Earnest Money Deposit only. However, the said firms/ bidders must have to provide a copy of the said certificate to the University Procurement & Facility Department.
3. The bidder who will not submit the demand draft upto the last date and time fixed for the submission of tender will be considered as in-valid and his/ her bid will be rejected without any prior notice.
4. The demand draft must reach to the office of the Registrar on which the name and address of the bidder must be written on its back side.
5. The tenders will be opened on at in the presence of tenderer(s), who wish to be present in the said tender opening process. However, the individuals keen to attend the tender opening process should have an authorization certificate from the company.

6. The price bid (Financial Bids) will be opened after the opening of technical bid. The price bid (Financial Bids) of the technical qualified bidders will be opened by the University.
7. The Registrar, Guru Ravidas Ayurved University, Hoshiarpur reserves all rights to accept or reject any or all the tenders without assigning any reason.

Registrar

Annexure-II

(To be furnished on non-judicial stamp papers worth Rs.50/- duly attested by Executive Magistrate or Notary Public).

AFFIDAVIT

I/We _____

partner/sole proprietor (Strike out which is not applicable) of (Name & Address of Firm) _____ do hereby declare and solemnly affirm:-

- a) That the individual/firm/ companies are not debarred or black- listed by any department of Union/ State Government or any autonomous institute.
- b) That no partner or shareholder, directly or indirectly connected with the applicant has been debarred or blacklisted by any department of Union Govt./State Govt./Autonomous Institute.
- c) That the terms and conditions for providing of **“ONLINE TRANSMISSION OF QUESTION PAPERS FOR DIFFERENT UNIVERSITY EXAMINATIONS”** at Guru Ravidas Ayurved University Hoshiarpur & its constituent colleges are acceptable to me/us. I/We will abide by them in letter and spirit.
- d) That I will provide the best quality services and will use the materials of standard quality for providing my services.
- e) That it will be the responsibility to the agency for any type of leaking during transmission at of papers to exam centres.
- f) That no Sub contracting / Sub Leasing shall be made.
- g) That the firm shall be liable to penalty for any lapse on the day at examination.
- h) That the confidential data provided by the university shall not be shared with any outsider individual or any business entity.
- i) That the software of the agency is not susceptible to any hacking or leaking of papers.

Date: _____

Place: _____

DEPONENT

VERIFICATION

I/We do hereby solemnly declare and affirm that the above declarations are true and correct to the best of my/our knowledge and belief. No part of it is false and nothing has been concealed therein.

Date: _____

Place: _____

DEPONENT

TECHNICAL BID

- 1 Name of the applicant (tenderer/ bidder).

- 2 Constitutional status of the tenderer/ bidder.
i.e. Proprietor/ Partnership firm/ Pvt. Limited Company/ Public Limited Company/ Co-op Society etc.

- 3 Address of the tenderer/ bidder

- 4 Name of the Dealing Person :-

- 6 Position of the dealing person in the tenderer firm/ company/ society :-

- 7 E mail id:-

- 8 Fax No:-

- 9 Mobile No:-

- 10 PAN Number

- 11 GST No. (if applicable)

- 12 EPF Code No.

- 13 OTHER DETAILS

CHECK LIST DULY FILLED IN TO BE ATTACHED WITH THE TENDER

Sr. No.	Particulars	Remarks
1.	Copy of Tender Notice attached – Annexure – I.	Yes/No
2.	Whether an affidavit on the non-judicial stamp paper, duly attested by the Executive Magistrate/Notary, regarding non-black listing/ non-prosecution of firm has been submitted? – Annexure – II.	Yes/No
3.	Technical Bid Proforma attached – Annexure – III.	Yes/No
4.	Signed copy of terms & conditions attached – Annexure – IV.	Yes/No
5.	Bank Details (Annexure – V) for refund of EMD attached.	Yes/No
6.	Signed copy of an acceptance of tender/ conditions (Annexure – VI)	Yes/No
7.	Whether the Tender Document fee of Rs. 1000/- only has been paid through online mode in the designated bank account of the University or not?	Yes/No
8.	Whether the Earnest Money Deposit of Rs. Rs. 10,000/- only (Rs. Ten Thousand Only) only has been paid in the shape of a Bank Demand Draft issued by any nationalized bank in the favour of the Registrar, Guru Ravidas Ayurvedic University and payable at Hoshiarpur or not ? The Original Demand Draft must be submitted to the Registrar on or before the last date/ time for opening of the Technical Bids otherwise the tender will be rejected.	Yes/ NO
9.	Whether each page of the tender document and other enclosures as well as cutting(s)/ overwriting(s) have been signed/ initialed by the tenderer and also the forwarding letter duly signed by the authorized signatory, has been submitted?	Yes/No
10.	Copy of Certificate of Registration for GST/ TIN/TAN/PAN attached.	Yes/No
11.	Self attested Copies of the Audited Balance Sheets for the last three financial years, signed and stamped by a practicing Chartered Accountant.	Yes/ No
12.	Self attested Copies of the Income Tax Returns for the last three years.	Yes/ No
13.	Self attested Copy of the PF Code issued by the department concerned.	Yes/ No
	Whether the Experience certificate in the relevant field i.e. Providing of the similar type of services , for atleast 03 years in any reputed	Yes/ No

14.	University or Professional Educational Institution is attached with the technical bid or not? A satisfactory working report signed by the head of the department of the said department may also be required to be attached with the tender.	
15.	Whether a copy of the ISO Certification is attached or not?	Yes/ No
16.	Whether the bidder has a minimum turnover of Rs. 10 lac during the last financial year or not?	Yes/ No

Note:

- Non compliance to the above conditions will render the offer/ tender to be rejected out-rightly and Price bid of the firm will not be opened.

Dated:- _____.

Signature _____

Place:- _____.

Name:- _____

Address:- _____

Contract No:- _____

E-mail id:- _____

With Seal

TERMS AND CONDCTIONS

Short Term Tender Notice for **PROVIDING OF ONLINE TRANSMISSION OF QUESTION PAPERS SERVICES FOR THE GRAU, Hoshiarpur.**

Important Notes:-

A	Nature of the Services:-	<ol style="list-style-type: none">1) The question paper will be handed over to the dealing officials of the agency concerned, about 1 day before the commencement of the Examinations.2) The Typing work of Question papers in English, Hindi, Sanskrit and Urdu.3) The agency will have to transmit the question paper at about 30 minutes earlier than the commencement of the examination, in a most secure manner.4) The agency will have to transmit the said question paper to the various examination centres located at various locations, throughout the state of Punjab, on e-transmission mode.5) The approximate number of the examination centres may not increase than the 24 centres, at a time.6) The agency should be responsible for providing the necessary training to the authorized examination centre person for the software operation and implementation.7) No sub contracting and subleasing shall be allowed
B	Payment of Bills	The contractor/ Service Provider is required to submit his bills that must be issued in the favour of the “ Registrar, Guru Ravidas Ayurved University, Hoshiarpur” through the office of the Controller of Examinations. The Controller of Examination will verify the bill and obtain the sanction of the Competent Authority and the payment of the verified amount will be made to the service providing agency. The applicable taxes (if any) will be paid extra to the service providing agency, based upon the Govt. rates (if applicable).
C	Payment of EPF and ESIC	The service provider will be liable for payment of EPF/ ESIC for the manpower that will be deputed for providing of services at the Guru Ravidas Ayurved University, Hoshiarpur.

D	Regarding manpower for providing of services	<ol style="list-style-type: none"> 1. The Service provider will depute adequate manpower at the Examination Branch (Preferably Two officials) for smooth functioning of the work, during the period when the work of the transmission of the question papers will be in progress. 2. The manpower deputed by the agency must be authorized for acceptance of all type of correspondence, payment , issue of receipts against payment, and signing of all relevant documents on the behalf of the agency.
E	Arrangements that will be made by the agency	<ol style="list-style-type: none"> 1. Deputing the required manpower at the University (as per requirement) on the days of the Examinations, based on the requirement of the work. 2. Arrangement of required computers/ scanners and internet connection for the said work. 3. Arrangement of servers / online cloud space as per requirement. 4. Arrangements of other facilities/ machinery that will be required for the smooth functioning of the said services.
F	Mode of submission of the rates in the Financial Bids	<ol style="list-style-type: none"> 1. The rates should be quoted in the financial bid only 2. In case the rates are quoted at any other place other than the financial bid then the same will be not valid and the tender will be rejected. 3. The bidder must quote two type of rates in the financial bid. The first rates will be the lump sum rates that the service provider will quote for its services, for compensating its expenditure upon the infrastructure/ machinery/ servers/ cloud space rentals etc. the said charges will remain fixed through out the validity of the contract. The other charges will be variable charges that will be based upon the per exam/ per session. There may be two sessions during one day i.e. Moring session and Evening session (if required). 4. The GST if applicable will be paid extra, upon the basic prices/ charges, if applicable.

Other Terms and Conditions :-

1. The PROFESSIONAL AGENCIES may quote their rates in the prescribed format enclosed with the said tender.
2. The vendors are required to quote their charges in a manner so that the same may meet all the expenses as mentioned in the above said clauses.
3. Tender will be accepted through post or by hand only. The tenders submitted through any other mode will not be accepted under any circumstances.
4. Tenders without earnest money or short of it or not in the form specified above will not be entertained and shall be rejected straightway.
5. No tenderer shall be exempted from furnishing Earnest Money Deposit (EMD) under any circumstances. However the MSME Empanelled parties will be exempted from the payment of Earnest Money only. However they have to deposit the Online Tender Document fee with the tender. A self attested copy of the MSME Empanelment will be enclosed with the tender document.
6. Earnest Money/ Security Deposit and/or any other sum of the tenderer(s) lying with the Guru Ravidas Ayurved University, Hoshiarpur, in connection with any other tender/case shall not be considered against this tender.
7. That the contractors/ bidders must have a minimum turnover of Rs. 10. lac during the last financial year.
8. That the contractor / bidder must have an experience of providing the same type of services in any University or Professional Educational institute for not less than 03 years.
9. The bids received after the specified date and time for receipt of bids will not be considered under any circumstance. Registrar, GRAU, Hoshiarpur shall not be responsible for any type of delay in submission of the e-tenders/ Demand Drafts of EMD etc.
10. The rates once quoted for the Service Charges will remain valid/ un-changed for a period of the contract i.e. upto 31.12.2018 and for the further period for which the agreement will be extended.
12. Each page of the tender document should be signed in full by the tenderer(s) and should bear the rubber stamp/seal of the firm affixed/ scanned, if applicable, on each page. Any cutting(s)/overwriting(s) etc. should also be initialed. In case of any infringement of these conditions, the tender is liable to be rejected.
13. In the event of the date of receipt or opening of tender being declared a holiday for the Guru Ravidas Ayurved University, Hoshiarpur, the last date of receipt/opening of the tender shall be

the next working day at the same time and venue. The Price Bid shall be opened only in respect of those individual/ firms, who technically qualify.

14. Any conditional, telegraphic tenders, fax tenders, tenders without earnest money, and not in the prescribed form or in any deviation from the terms and conditions of the tender notice shall not be entertained and will be rejected out rightly.
15. The tenderer(s) shall be at liberty to be present, in person or through their authorized representative(s) at the time of opening of the tender as specified in the Tender Notice. In case the authorized representatives are to be present, they must furnish the authority letter from the tenderer, on whose behalf they are representing otherwise they will not be allowed to participate in the process of opening of tender.
16. In case of violation of any of the terms and conditions as mentioned above, Earnest Money/ Security Deposit of the successful tenderer(s) shall be forfeited and the tender shall be cancelled.
17. Any attempt, direct or indirect, to cast influence, negotiate on the part of the tenderer with the official/authority to whom he will submit the tender or the tender accepting official/ authority before the finalization of tenders will render the tender liable for rejection.
18. The Registrar reserves all the rights to accept or reject any tender without assigning any reason and also to impose/relax any term and condition of the tender.

19. CRITERIA OF EVALUATION OF PRICE BID

The Price Bids of technically qualified bidders shall be evaluated on the basis of lowest bid criteria of the Charges that will be quoted by the bidder in his/ her Price Bid.

20. SECURITY DEPOSIT:

- i) The successful bidder shall be required to deposit a security of Rs. 10,000/- only (Rs. Ten Thousand Only) in the shape of a Performance Bank Guarantee issued by any nationalized bank in the favour of the "Registrar, Guru Ravidas Ayurved University, Hoshiarpur". The validity of the Bank Guarantee should be atleast of 03 years period.
- ii) The EMD deposited by the successful bidder will be converted against the security that will be refunded to the service provider after successful completion of the work.
- iii) The Earnest Money Deposit will be refunded to the unsuccessful bidders within three months of the date of purchase order, without any type of interest.

21. Service Agreement:-

The successful bidder will have to sign a service agreement with the University.

22. Penalty Clause:-

If any complaint regarding lack of services is received by the University from the Controller of Examinations then the contractor will be charged a financial penalty of Rs. 1000/- per complaint.

In case of frequent complaints, the financial penalty that will be decided by the University authorities will be imposed and the contract of the firm will be terminated. In case of any leakage of the question paper, a financial penalty that will be decided by the University authorities will be imposed upon the service provider. The payment of that particular day / exam will also not be made to the service provider.

23. ARBITRATION

i) In the event of any dispute or differences arising between the parties with regard to the terms and conditions of the agreement/contract and/or with regard to the breach or interpretation thereof including all rights and liabilities there under on any matter whatsoever touching upon the terms and conditions of the agreement/contract whether in course of or after its termination the parties will settle the same at the first instance by mutual discussions/conciliation which would be conducted by the Guru Ravidas Ayurved University, Hoshiarpur, Punjab.

ii) In the event the said mutual discussions/conciliation fails, the aggrieved party shall initiate arbitration proceedings for resolution of differences/disputes etc., mentioned above by appointing a sole arbitrator, who shall be the Registrar, GRAU, Hoshiarpur or any authority that will be deputed by the University in which event the said proceeding shall be conducted in accordance with the provisions of the Arbitration and Conciliation Act enforce.

iii) The venue of such arbitration proceeding shall be at Hoshiarpur and the court in Hoshiarpur alone will have jurisdiction in respect of all proceedings connected there with.

24. Jurisdiction – All disputes are subject to the jurisdiction of courts at Hoshiarpur only.

Dated:- _____.

Place:- _____.

Signature_____

Name:-_____

Address:- _____

Contract No:-_____

E-mail id:-_____

With Seal

Accepts all the terms & conditions of the Tender Under hand and seal of the authorized person
Accepted

Dated:- _____.

Signature _____

Place:- _____.

Name:- _____

Address:- _____

Contract No:- _____

E-mail id:- _____

With Seal

Annexure- V

Details about Bank Account of the firm

Name of the firm: M/s _____

Sr. No.	Particulars	Detail
1.	Account No.	
2.	Name of Bank	
3.	Branch Name	
4.	IFSC Code of Bank	
5.	Name of Operator	

Dated:- _____.

Signature _____

Place:- _____.

Name:- _____

Address:- _____

Contract No:- _____

E-mail id:- _____

With Seal

Annexure- VI

TENDER/CONDITIONS ACCEPTANCE LETTER

Date:-----

To

The Registrar
Guru Ravidas Ayurved University,
Hoshiarpur.

Subject: Acceptance of Terms & Conditions of Tender.

Dear Sir,

1. I/ We have downloaded the tender document(s) for the above mentioned 'Tender/Work' from the designated website.
2. I / We hereby certify that I / we have read entire terms and conditions of the tender documents. (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and I / we shall abide hereby the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your organization too has also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirely.
5. In case any provisions of this tender are found violated, your organization shall be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely and we shall not have any claim/right against organization in satisfaction of this condition.

Yours Faithfully,

Signatures :- _____

Name:- _____

Address: - _____

Contact No:- _____

FINANCIAL BIDS

Name and address of the Bidder :- _____

Sr. No.	Name of Services	Fixed Charges that will be paid once during a calander year.	Variable charges that will be paid on the Exam wise/ session wise.
1.	Providing of Online Transmission of Question Papers of the University Exams.		
2.	Typing work of Question papers (in English, Hindi, Sanskrit, or Urdu) per Paper.		

Dated:- _____.

Signature_____

Place:- _____.

Name:-_____

Address:- _____

Contract No:-_____

E-mail id:-_____

With Seal

If it will be annexed in the Technical Bid then it will not be treated valid and will be immediately rejected.