

Osmania University, Hyderabad



(Accredited with A+ Grade by NAAC)

No. 633 /Stores/Exams/18

Dated: 26-09-2018

TENDER DOCUMENT

For

1. Digitization of Answer Scripts and Onscreen Evaluation:

Scanning of Answer Scripts, uploading of the scanned Answer Booklet data into server, onscreen evaluation and award of marks data for results processing.

Osmania University, Hyderabad invites Tenders under two bids sealed offers from eligible, reputed software companies for the Digitization of Answer Scripts and Onscreen Evaluation.

The Tender form can be obtained from Controller of Examinations, Stores Section, Examination Branch, O.U. Hyd., between 10.00 hrs and 16.00 hrs. on all working days on payment of Rs. 10,000/- by Demand Draft drawn in favor of " The Registrar, Exam Fee Fund A/c." Osmania University, Hyd. payable at Hyderabad. Alternatively, the tender form can also be downloaded from the University website www.osmania.ac.in. In case the tender document is downloaded, separate Demand Draft of Rs.10,000/- in the name of The Registrar, Exam Fee Fund A/c." Osmania University, Hyd payable at Hyderabad should be enclosed with the Tender document.

Tender Schedule

Tender No	:	633/COE/OU/BID/2018, dt: 26-09-2018
Sale/Down Loading Tender Document	:	28-09-2018
Last Date and Time for submission of tender	:	22-10-2018 up to 2.00 p.m
Date, Time and Venue of Tender Opening	:	22-10-2018 at 3.00 p.m.in the office of the Controller of Examinations, Examination Branch, O.U.
Address for submitting completed Tender Documents	:	Controller of Examinations, Examination Branch, Osmania University Hyderabad-500007.
For any clarification on technical matters, contact	:	Controller of Examination, Examination Branch, Osmania University, Hyderabad-500007. Ph. No. 040-27098072, 040-27073283 (Stores)

Quantum of Work :(Approximately)

The processing shall cover all Undergraduate, Post Graduates, Professional and Oriental etc. Courses for the following examinations and approximate number of candidates:

S.No.	Course	Approximate strength	No. of Semester
1	Under Graduates (B.A./B.Com./B.SC./B.B.A.)	65000/- per semester 3 semesters per exam and two exams in a year (65000 x3 x2=390000 candidates per year)	6 semesters
2	Post Graduates (M.A./M.Sc./M.Com./M.C.J./ A.S.L.P./M.Com.(IS))	48500 candidates per year (for two Semester Exams)	4 semesters
	M.Sc. (YDC)	500 candidates per Sem.	10 Semesters
3	Engineering Courses	32000 candidates per Exam.	8 Semesters/ 2Exams
4	M.B.A. Courses	72000 candidates per year	4 Semesters
5	B.Ed. Courses	16700 candidates per year	2 Semesters
6	B.C.A. Courses	4200 candidates per year	6 Semesters
7	M.C.A. Courses	7500 candidates per year	6 Semesters
8	Oriental Languages	1600 candidates per year	year wise
9	LL.B. (5 YDC / 3 YDC) / LL.M. Courses	1200 /14300 candidates per year 2200 candidates per year	6/10 Sem. 4 Semesters
10	B.H.M.C.T	4500 candidates per year	6 Semesters
11	B. Pharmacy M. Pharmacy	12000 candidates per year 2200 candidates per year	6 Semesters 4 Semesters
12	Pharm-D 3 YDC /6 YDC	200/2000 Cndi. Per year	Year wise
13.	B.C.T.& C.A.	1400 candidates per year	6 Semester
14	30 - 35 different UG & P.G. Diplomas courses	3000 candidates per year	6/12/24 months courses
15	PG CDE Courses (M.A./M.Com./M.C.A/M.B.A.)	4700 candidates per year	Year wise

Total number of candidates approximately 6,53,200 per year

1. Eligibility & Technical Evaluation Criteria for (Digitization of Answer Scripts and Onscreen Evaluation)

The bidder has to furnish the following information along with the supporting documents for evaluating the technical bids:

- 1.1 **The Bidder**: The Bidder should be a company incorporated as private or public limited company under Indian companies act 1956 and should have minimum experience of 6 years in examination results processing jobs at Universities / Educational Boards level.
- 1.2 The bidder should participate as a single entity, no consortium or group of companies will be allowed
- 1.3 **No Blacklist Certificate**: The bidder should not have been blacklisted by any organization/educational institution/University in last five years. An undertaking on non-judicial stamp paper (Annexure -A) is to be submitted along with the Technical Bid.
- 1.4 **Gross Turn Over**: The Agency should have a minimum total gross turnover of at least 50.00 lakhs per year during 2013-2014, 2014-15, 2015-16, 2016-17 & 2017-18. Audited balance sheet, Income statement and Income Tax Returns of last five years (2013-2014, 2014-15, 2015-16, 2016-17 & 2017-18) along with certificate of incorporation are to be submitted in support.
- 1.5 Scanning of Answer Scripts, uploading of the scanned Answer Booklet data into server, onscreen evaluation and award of marks data for results processing. Bidder should have taken up Digitization of Answer scripts and online evaluation of atleast 3 lakh answer books for any University / Board in India.
- 1.6 **Business Profile**: Detailed business profile along with space and organizational structure showing details of professional, technical and other manpower with their qualifications and experience are to be submitted. The copy of the GST registration and Income tax (PAN card) to be submitted
- 1.7 **Manpower Strength**: The bidder must have sufficient number of employees with at least half of them in Software Development on its rolls presently.
- 1.8 **Infrastructure**: Detailed lists of infrastructure facilities such as Computers, Software, Scanners, Servers etc., are to be submitted. The bidder should be able to demonstrate the capability on any day if called for technical presentation.
- 1.9 **Understanding the scope of work**: Firm/Agency shall also submit detailed note about the scope of the work to be executed.
- 1.10 The Firm /Agency should have either its Registered Office or Branch Office situated in Hyderabad only.
- 1.11 The proposed software solution should be in-house developed by the bidder and the bidder should own the complete source code of the software being executed for this project.

1.12 The bidder should dedicate at least 10 software professionals for development of software for this project.

1.13 The bidder should have ISO 9001 and ISO 27001.

Or

The bidder should have CMMI level 3 certificates

Note: The documents must be accompanied with the Covering Indexation Letter.

2. Digitization of Answer Scripts and Onscreen Evaluation Activities and Responsibilities

S.No	Activity	Responsibility
01	Establishment of Answer Script Scanning and Digitization center for scanning approximately 20.00 lakhs of Answer Scripts per exam without cutting the spine of the Answer Script by using the Book Scanners. Local servers, scanning equipment and work stations as needed have to be installed at the scanning center. (Approximately 100 scanning stations are required) Maintenance of Physical Security as well as Data Security at the Digitization Center	Agency
02	Providing the accommodation, Infrastructure, stabilized Electric Power, Air conditioning, Furniture etc. will be provided by the University.	University
03	Work flow management from receiving the Answer Script bundles from the Examination Centers, Accounting the Answer Scripts, Reconciliation with Attendance received.	Agency
04	Scanning and Digitizing of the Answer Scripts, maintaining the time schedules as required by the University with proper controls and uploading the scanned Images to the evaluation servers for On-screen Evaluation in the encrypted format. The activity includes providing the technical Manpower, scanning operators and Managerial staff for scanning and Digitizing around 50,000 or more Answer Scripts per day.	Agency
05	Providing evaluation server for Onscreen evaluation with security features along with Internet Band width.	University
06	Allocating the answer scripts to the evaluators based on subject expertise and controlling the evaluation process	Agency
07	Re valuation of Answer Scripts and Scanning the already valued answer scripts.	Agency
08	Making the scanned copies of Answer Scripts available to the Students after declaration of results through Internet for downloading on receiving required payment and approved by the University.	Agency

09	Identification of the Evaluation centers with prescribed infrastructure as per the requirement such as work stations, Software, UPS, Internet band width, generator backup and Security features	University / Agency
10	Approval of the Evaluation centers	University
11	The agency should own the evaluation software. Any modifications to the evaluation software as required by the university should be incorporated by the agency.	Agency
12	Training of evaluators and university staff on the process of evaluation and evaluation software. The agency should incorporate any modification to the evaluation software as required by the University.	Agency
13	Deployment of Technical Staff to all evaluation centers to guide the evaluators and to audit the hardware and software at the evaluation centers.	Agency
14	To provide unique user name/password to the evaluators. Biometric attendance recording at the evaluation centers.	Agency
15	To maintain log of all activities of evaluators during course of evaluation. To generate remuneration payable to the evaluators day wise as required by the university.	Agency
16	To provide the dash board on the evaluation activities to the competent authorities of the university.	Agency
17	To export the evaluation data in encrypted format to the central server for further process. The data to be given also in the electronic media to the Controller of Examinations of the university and also provide the evaluation data backup to a designated server by the university.	Agency
18	To provide certificate that Confidentiality of data is maintained by the Service Provider.	Agency
19	To return the scanned and digitized answer scripts to the university as required by the university.	Agency

3) Scope of Work:

Digitizing of Answer Scripts and on Screen Evaluation :

- Scanning of Answer Scripts, uploading of the scanned Answer Booklet data into server, onscreen evaluation and award of marks data for results processing including manpower and machinery.

**4. EVALUATION CRITERIA for
DIGITIZATION OF ANSWER SCRIPTS AND ONSCREEN EVALUATION**

S.No	Criteria	Score									
1	<p>The company should be incorporated in India, under Companies act 1956. Should be actively working in the area of Examination Results Processing for various recognized Universities / Boards in the Country with web application development for pre examination online form submission process.</p> <table border="1"> <tr> <td>A</td> <td>Minimum of 5 years experience</td> <td>3</td> </tr> <tr> <td>b</td> <td>6 to 10 years experience</td> <td>6</td> </tr> <tr> <td>c</td> <td>More than 10 years experience</td> <td>10</td> </tr> </table>	A	Minimum of 5 years experience	3	b	6 to 10 years experience	6	c	More than 10 years experience	10	10
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b	6 to 10 years experience	6									
c	More than 10 years experience	10									
2	<p>Average turnover of the Company during last 5 Financial years</p> <table border="1"> <tr> <td>a</td> <td>Rs. 50.00 Lakhs</td> <td>3</td> </tr> <tr> <td>b</td> <td>More than Rs. 50 lakhs</td> <td>5</td> </tr> </table>	a	Rs. 50.00 Lakhs	3	b	More than Rs. 50 lakhs	5	05			
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b	More than Rs. 50 lakhs	5									
3	<p>ISO Certifications</p> <table border="1"> <tr> <td>a</td> <td>ISO 9001:2008 & ISO 27001:2013</td> <td>3</td> </tr> <tr> <td>b</td> <td>(ISO 9001:2008, ISO 27001:2013& ISO 20000-1:2011) Or CMMI level - 3 or above</td> <td>5</td> </tr> </table>	a	ISO 9001:2008 & ISO 27001:2013	3	b	(ISO 9001:2008, ISO 27001:2013& ISO 20000-1:2011) Or CMMI level - 3 or above	5	05			
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b	(ISO 9001:2008, ISO 27001:2013& ISO 20000-1:2011) Or CMMI level - 3 or above	5									
4	<p><u>Technical Capability : (Presentation)</u></p> <p>Understanding the requirements of the University and Experience in working in similar environment. Approach Methodology, Quality of the solution Technical Presentation and Discussions</p>	30									
5	<p>Bidder should have the experience of Scanning and Digitizing the Answer Scripts</p> <table border="1"> <tr> <td>a</td> <td>Less than 10 Lakhs of Answer Scripts by cutting the Answer Scripts and by using ADF Scanners per examination</td> <td>3</td> </tr> <tr> <td>b</td> <td>10 - 20 Lakhs of Answer Scripts without cutting the Answer Scripts and by using Book Scanners per examination</td> <td>5</td> </tr> <tr> <td>c</td> <td>More than 20 lakhs Answer Scripts without cutting the Answer Scripts and by using Book Scanners per examination</td> <td>10</td> </tr> </table>	a	Less than 10 Lakhs of Answer Scripts by cutting the Answer Scripts and by using ADF Scanners per examination	3	b	10 - 20 Lakhs of Answer Scripts without cutting the Answer Scripts and by using Book Scanners per examination	5	c	More than 20 lakhs Answer Scripts without cutting the Answer Scripts and by using Book Scanners per examination	10	10
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b	10 - 20 Lakhs of Answer Scripts without cutting the Answer Scripts and by using Book Scanners per examination	5									
c	More than 20 lakhs Answer Scripts without cutting the Answer Scripts and by using Book Scanners per examination	10									

6	Capability of conducting on-screen marking and maintaining On-screen evaluation centers.		10	
	A	5 - 20 Lakhs Answer Scripts in a single examination		5
	b	More than 20 lakhs Answer Scripts in a single exam		10
7	Ownership of the on-screen marking software, workflow management software, stating the places where the software is deployed with customer feedback.		10	
8	Book scanning experience of Answer scripts for any two projects		10	
	a	1 to 10 Lakhs Answer Scripts in a single examination		5
	b	More than 10 lakhs Answer Scripts in a single exam		10
Ownership of the Book scanners which have the capability of capturing high quality images. The bills of Purchase and Places where the scanners are deployed, Customer feedback should be submitted.				
9	Experience in operating Evaluation Centres as a part of project scope for any University in a single examination event.		05	
	A	Below 50 Evaluation Centres		2
	b	50 to 100 Evaluation Centres		3
	c	More than 100 Evaluation Centres		5
10	Experience in evaluation with the feature of biometric authentication i.e finger print verification during evaluation for each evaluator.		05	

Maximum Score is 100. The highest five short listed bidders shall be qualified for financial bid opening.

Note: (item no. 4) Technical Capability : The Bidders should present the Technical Capabilities on the day of opening of Tender. The same is evaluated for 30 marks.

5) **Two Bid System:**

The Bid shall be submitted in two parts viz. Technical bid form and Commercial Bid form. Soft copy of Technical Bid document (in a CD and without any price/commercial details) should also be submitted in the technical bid cover. The commercial bid should be submitted as per Annexure – I.

Note : The tender not submitted in the prescribed format or incomplete in details is liable for rejection. The Osmania University, Hyderabad is not responsible for non-receipt of Tender within the specified date and time due to any reason including postal holidays or delays.

Important Note.

Technical Bid and Commercial Bid shall be placed in **two separate sealed covers**. After acceptance of Technical Bid, then only Commercial Bid will be opened. If any firm places Technical Bid and Commercial Bid in one cover or in a single folder or submits the Bids in any fashion other than the one prescribed by the University, they will be summarily rejected.

Bid selection will be based on technical evaluation of the firm and price. The rates of will be considered for those are qualified in technical bid. *Only those bidders who qualify will be considered subject to fulfillment of other conditions.*

6) **Earnest Money Deposit:**

Earnest Money Deposit of Rs. 15.00 Lakhs is required to be made along with the tender document in the form of bank draft in favour of The **Registrar, Exam Fee Fund A/c. Osmania University, Hyd.** payable at Hyderabad. The Earnest Money Deposit of unsuccessful bidders will be returned within 45 days of finalization of the tender. However, the Earnest Money Deposit of the bidder, whose rates are accepted, will be returned only after the completion of the contractual obligations. No interest will be paid on the amount of Earnest Money Deposit money. Bids without the E.M.D will not be considered.

7) **Performance Bank Guarantee:**

The successful tenders will have to furnish a Performance Bank Guarantee in favour of the Registrar, Osmania University, Hyd-500007. Valid up to (60) days after the completion of contract from a scheduled /nationalized bank in India for 10% of the yearly order value within twenty one (21) days of the placement of orders.

8) Penalty Cause:

Agency has to complete the work as per the agreed schedule and strictly in accordance with the terms and conditions of the tender. A penalty of Rs. 1,00,000/- (Rupees One lakh only) per day of delay shall be imposed except due to any reason beyond the control of the Agencies (Force Majeure).

In the event of failure to complete the work in the stipulated period, the Osmania University, Hyd. reserves the right to get the work done from any other agency at the risk and the cost of the successful agency, along with the penalty as stipulated above. If the agency abandons the work in the middle of execution, it shall be liable to pay a penalty of 50% of total bill amount payable for the entire period of contract.

9). Other Terms & Conditions:

Additional terms and conditions of the Agency will not be considered. In case any of the terms and conditions of the work are not acceptable, the Agency should clearly specify deviation in the technical bid. Osmania University, Hyd. reserves the right to accept or reject such deviation and will not be bound to give reasons for its refusal to consider the tender with deviations.

- 1 The work has to be completed in the premises of Agency if it is NCR based or any other place(s) identified by the University. Agency should provide the proof of adequate space availability for storage purpose.
- 2 Agency shall be required to provide zero error certificates in respect of data captured and outputs.
- 3 Agency is required to quote rates as per the format given in commercial bid.
- 4 (a) Agency needs to process the data in required format on daily basis. The processed data in the required format along with reports/lists after all the data entered are to be submitted to the Controller of Examinations, O.U. within 5 days of the declaration of result and to be updated in the University data base.
(b) Two Programmers /System Administrators are to be deployed at University for data maintenance.
- 5 **DATA EXCLUSIVITY**: Agency will not use the data-base generated for any other purpose other than those specified by the University. The University will have the exclusive right to the data-bases. The agency shall undertake to ensure that the data bases are not shared with any third parties. Disclosure and sharing of such data shall attract Legal Action including Criminal Action.
- 6 The Agency shall not sub-contract or assign all or any part of the work to any third party.
- 7 Rates quoted shall remain valid for 5 years as per terms & conditions.
- 8 Agency would be required to sign an agreement as per the format of the University.

- 9 Agency short-listed by the Osmania University should demonstrate their ability to handle the tasks (of data capturing, processing of data to generate reports/lists as per Osmania University guidelines) and they may be required to demonstrate the same before the final exercise.
- 10 Agency should keep the execution of the entire project confidential and should not indulge in any kind of fraud or corrupt practices. If they do so, the contract will be cancelled, criminal action will be taken apart from forfeiting the E.M.D/Bank guarantee.
- 11 The entire work is of a time bound nature, and the company will have to execute work as per the agreed schedule.
- 12 The University shall inspect the premises of the Agency for Infrastructure and facilities to execute the job before awarding the Tender. In case the agency does not have enough infrastructure and space, University will not consider the bidder.
- 13 Payment will be released on satisfactory completion & certification of all the work assigned to the agency for each semester.
- 14 **Forfeiture of E.M.D:** the Earnest Money Deposit (EMD) will be forfeited if the agency withdraws or amends, impairs and derogates from the tender in any respect within the period of validity of tender or fails to furnish the Performance Bank Guarantee.
- 15 The rates should be quoted in the format for Commercial bid as per Annexure-II. The prevailing government Tax rates should be quoted separately. In the event of revision of Tax rates in future, new tax rates shall apply.
- 16 Arbitration: All disputes or differences whatsoever arising between the parties relating to the contract shall be settled by arbitration in accordance with the provisions of the arbitration and Conciliation Act 1996 and the award made in pursuance thereof shall be binding on the parties. The venue of arbitration shall be Hyderabad. The appointment of arbitrator will be made by the Vice-Chancellor, Osmania University.
- 17 **Termination of Agreement:**
- a. In case of any delay in execution of the assigned work, the Agency would be liable to pay penalties of this document. However, in case of regular delays, Osmania University would be entitled to cancel the agreement and in that case the agency will not be entitled to any amount payable to them under this contract.
 - b. In case of excessive errors and if OU is of the view that the work has not been performed satisfactorily and cannot be performed by the Agency, OU at its discretion may terminate the agreement without any prior notice and in that case OU would not be liable to pay any amount on any account to the agency.

- c. If the work of the agency is not found satisfactory or any breach is noticed or any manipulation is reported to or noticed, OU reserves the right to cancel the contract and / or forfeit performance guarantee submitted by the agency and / or to take legal action including black listing the agency, at any point of time during the period of contract without prior notice.
- d. In case the contract is terminated with agency, OU would be entitled to get the work done from any other firm/ agency or person and the bidder would be liable to hand over all data, other valuable information / reports, completed and incomplete work to OU and will not object in any manner to the work being completed by any other agency for the purpose under this clause. Completion of work denotes satisfactory execution of all the items / modules as mentioned in the scope of work under clause (3) of this document. The Agency will handhold with the new selection company for three months (if required).
- e. The agency shall strictly comply with the terms and conditions of the agreement. In case of violation of any of the terms and conditions, the agreement shall be liable to be cancelled immediately and the performance guarantee shall also be forfeited and the agency will not be entitled to any amount payable to them under this contract.

18 **Criteria of per Award of Contract:**

The contract shall be awarded based on the marks secured by the bidders in technical evaluation followed by the rates quoted by the five short listed bidders in technical evaluation. Final selection will be made on the basis of presentation and demonstration by the short listed bidders, as per the criteria laid down in clause (4) of this document. The University shall take into consideration the technical competitiveness and financial feasibility for awarding the contract.

19 There shall be atleast three bidders who participate in the Tendering process. If the number of bidders are less than three the University reserves its right to renotify the Tender, by cancelling the earlier Tender Notification.

20 The successful bidder should give acceptance /consent within one week from the date of issue of work order. Otherwise the work order will be given to next bidder as per the sequence of list prepared by the Committee.



Controller of Examinations

Technical Requirements:**(Annexure-I)**

S.No.	Documents	Specify/
1.	Demand Draft of Rs. 10,000/-	(Yes/ No)
2.	E.M.D.- Rs. 15 lakhs	(Yes/ No)

Technical Requirement for the Digitization of Answer Booklets and On screen Evaluation.

S.No.	Documents	Specify/
1.	Agency Profile as per 1.1 & 1.5	(Yes/ No)
2.	Certificate showing that the firm is not blacklisted 1.3	(Yes/ No)
3.	Proof of gross turnover in lakhs as per 1.4 Including income & expenditure statement along with audited Balance Sheet	(Yes / No) 2013-14, 2014-15, 2015-16, 2016-17, 2017-18
4.	IT returns of last 5 years as per 1.4	(Yes/ No)
5.	Scope of work as per 1.9	(Yes/ No)
6.	Details of Infrastructure as per 1.8	(Yes/ No)
7.	Proof of completed projects as per 1.5 The Agency must have handled at least two similar projects/assignments (Result processing of Govt. recognized Degree/ Diploma/Secondary/ Senior Secondary School Certificate will be considered only and not processing result of Entrance Exams or Admission Process) for different organizations for a minimum of 1 Lakh candidates each during last five years (from 2013 onwards).	(Yes/No) Please provide the details in the prescribe format given below.
8.	Proposed software solution document as per 1.11	(Yes /No)

Year	Name of the Organization & City	Number of the Candidates in lakh	Documentary evidence attached
2013-14			
2014-15			
2015-16			
2016-17			
2017-18			

Authorized Signatory

Commercial Bid: Annexure-II

S.No	Nature of Work (As per Scope of Work)	*** Rate per Answer script without Tax (inRs.) (1)	Tax If any (inRs.) (2)	Total Rate per Answer script + Tax (In Rs.) (1+2)
1.	Digitization of Answer Scripts and Onscreen Evaluation of Answer Scripts			

***** Rate per candidate for above item (single rate only)**

Rate will be valid for Five years

Extension of orders up to five years will be given to the agency on the successful completion of results of 1st year /2nd year/3rd year /4th year.

Lowest bidder shall be calculated as per candidate per exam basis for all activities listed above. Lowest bidder will be calculated based on Technical Bid Score and Commercial Bid Score

Signature:

Seal:

INFORMATION REGARDING TECHNICAL ELIGIBILITY

Annexure - A

UNDERTAKING

To

The Registrar
Osmania University,
Hyderabad-500007

Sub:-Outsourcing of Examination Services -Regarding.

Sir/ Madam,

With reference to above tender, having examined and understood the terms & conditions forming part of the tender and as detailed in tender document for the above work, I/we hereby submit my/our bid and declare as under.

1. I/we hereby certify that all the statement made and information supplied in the enclosed annexures/ forms accompanying statement is true and correct.
2. I/we have furnished all information and details necessary for eligibility and have no further pertinent information to supply.
3. I/we have not been blacklisted by any State Government/ Central Government/ Public Sector Undertaking/ University in India in last Five years.
4. I/we _____ (Name & Designation) is authorized to signed the document on behalf of the company/ firm.

Your faithfully

Signature (S)of Bidders(S) with Seal

(Name and Designation)

Date:

Place: