



GURUGRAM UNIVERSITY, GURUGRAM

(A State Govt. University established under Haryana Act 17 of 2017)

Sector-51, Gurugram (Haryana)-122003 Ph: 0124-2788001-05, Fax: 0124-2788010

web: www.gurugramuniversity.ac.in

e-mail: coe@gurugramuniversity.ac.in

Notice Inviting E-Tender

E-Tenders/Online bids are invited on prescribe forms from eligible bidders as per eligibility criteria mentioned in the tender documents through e-tendering for below work. The tender document and conditions of contract can be obtained/downloaded from the website:

<https://etenders.hry.nic.in>

Sr. No.	Name of the Organization	Name of Work/Notice /Tender	Opening Date/Closing Date (Time)	Amount/ EMD (Approx. in Rupees)	Contact Person	Tender Ref. No.
1.	Gurugram University, Gurugram	Outsourcing of Job work for Coding/ Decoding of Answer Sheets (approx. 5 Lac per annum) commencing w.e.f. January 2023	01-12-2022 21-12-2022 (3:00 PM)	28,000/-	Controller of Examinations, Gurugram University, Gurugram	No. Exam/01/22

For other terms/conditions of tenders may visit on website:- <https://etenders.hry.nic.in> or <https://gurugramuniversity.ac.in>. Offline tenders will be summarily rejected.

Controller of Examinations



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Standard Bidding Document for “Outsourcing of Job work for Coding/ Decoding of Answer Sheets (approx. 5 Lac per annum) commencing w.e.f. January 2023.”

Part- 1: COMPLETE BIDDING DOCUMENTS

Name of work: “Outsourcing of Job work for Coding/ Decoding of Answer Sheets (approx. 5 Lac per annum) commencing w.e.f. January 2023”

PRESS NOTICE

GURUGRAM UNIVERSITY, GURUGRAM	
Notice Inviting E-Tender	
Name of Work	“Outsourcing of Job work for Coding/ Decoding of Answer Sheets (approx. 5 Lac per annum) commencing w.e.f. January 2023”
Tender Docs Fee + E-Service Fees	Rs. 5,000 + 1180=6,180/-
Estimated Cost	Rs. 14 Lac per annum
Earnest Money (EMD)	Rs 28000/- (2% of Estimated cost of tender)
Time Limit	21 days
I. The tender will be received only through E-tendering. For details, visit website https://etenders.hry.nic.in	
II. Cost of Bid documents / Processing Fee (to be paid through online) Rs. 5000/-(non-refundable) in favour of “Finance Officer, Gurugram University, Gurugram, payable at Gurugram.	
III. Willing firms/agencies shall have to pay Rs. 1180/- as e-Service fee deposited through online mode in favour of “Society for IT initiative fund for e-Governance” payable at Chandigarh.	
IV. The Earnest Money (EMD) of the tender (to be paid through online) is 2% of estimated cost of the Contract / Tender.	

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DETAIL NOTICE INVITING TENDER

E- Tenders are invited for outsourcing of below mentioned Job work in single state two cover system i.e. Request for Technical Bid (online Bid under PQQ / Technical Envelope) and Request for Financial Bid (comprising of price bid Proposal under online available commercial Envelope):-

Sr. No.	Name of work	Appx. Cost Rs.	EMD to be deposited by bidder (Rs.)	Tender Document Fee & E-Service Fee (Rs.)	Start date & time of Bid Preparation & Submission	Expiry date & time of Bid of EMD Submission	Expiry date & time of Bid Preparation & Submission
1	“Outsourcing of Job work for Coding/ Decoding of Answer Sheets (approx. 5 Lac per annum) commencing w.e.f. January 2023”	14 Lacs	28000/-	Rs. 5,000/- for Tender document Fee &Rs. 1180/- for e-service fee	01.12.2022 (11.00..a.m)	21.12.2022 (3.00p.m.)	21.12.2022 (3.00p.m.)

1. Bidding documents are available on website www.gurugramuniversity.ac.in & <https://etenders.hry.nic.in>
2. The Bidders would submit bid through e-tendering only on the website <https://etenders.hry.nic.in>.

Under the process. The Pre-qualification/Technical online bid application as well as online Price Bid shall be invited of single stage under two covers i.e. PQQ / Technical & commercial Envelope. Eligibility and qualification of the applicant will be first examined based on the details submitted online under first cover (PQQ or Technical) with respect to eligibility and qualification criteria prescribed in this Tender document. The Price Bid under the second cover shall be opened for only those Applications whose PQQ/Technical Applications are responsive to eligibility and qualifications requirements as per Tender documents.

1. The payment for Tender Document fee and e- Service Fee shall be made by eligible bidders online directly through Debit Cards & Internet Banking Accounts and the payment for EMD can be made online directly through NET BANKING /RTGS/ NEFT



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- OR OTC Please refer to Online Payment guideline available at the Single e-Procurement portal of (Govt. of Haryana) and also mentioned under the Tender Document.
- Intending bidders will be mandatorily required to online sign-up (create user account) on the website <https://etenders.hry.nic.in> to be eligible to participate in the e-Tender. **Bidders will be required to make online payment of Rs. 28000/- towards EMD fee (2% of estimated bid cost) under the stipulated time frame shall not be allowed to submit their bids for the respective Events/ Tenders.**
 - The interested bidders must remit the funds at least T+1 working days (Transaction day + day + One working day) in advance **and make payment via NET BANKING /RTGS/ NEFT OR OTC to the beneficiary account number specified under the online generated challan. The intended bidder/Agency thereafter will be able to successfully verify their payment online, and submit their bids on or before the expiry date & time of the respective events/Tenders at <https://etenders.hry.nic.in>.**

The interested bidders shall have to pay mandatorily e-Service fee (under document fee-Nonrefundable) of Rs. 1180/- online by using the service of secure electronic gateway in an online interface between bidders & online payment authorization networks.

The payment for document fee/e-service fee can be made by eligible bidders online directly through Debit Cards & Banking.

The Bidders can submit their tender documents (Online) as per the dates mentioned in the key dates:-

Key dates

Sr. No.	Department State	Bidder's Stage	Start date & time	Expiry date & time
1		Tender Document download and Bid Preparation / Submission	01-11-2022 (11:00 a.m)	21.12.2022 (03:00 p.m
2	Technical Bid Opening		21.12.2022 at 03:30 pm)	
3	Presentation before the Committee		22.12.2022 at 2:00 pm	
3	Financial Bid Opening		To be notified later	



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Important Note:

1. The Applicants/bidders have to complete 'Application / Bid Preparation & Submission' state on scheduled time as mentioned above. If any Applicant / Bidder failed to complete his/ her aforesaid stage in the stipulated online time schedule for this stage, his / her Application / Bid status will be considered as 'Application / Bid not submitted as scheduled.
2. Applicant / Bidder can rework on his / her bids even Application / bid status after completion of his / her all activates for e-bidding.
3. Applicant / Bidder can rework on his / her bids even after completion of 'Application / Bid Preparation & submission stage' (Application /Bidder Stage), subject to the condition that the rework must take place during the stipulated time frame of the Applicant /Bidder Stage.
4. In the first instance the online payment details of tender document fee + e-Service and EMD & PQQ / Technical Envelope shall be opened. Henceforth financial bid quoted against each of the item by the shortlisted bidder/ agency wherever required shall be opened online in the presence of such bidder / agency who either themselves or through their representatives choose to be present. The bidder can submit Bids online in two separate envelopes:-

Envelope 1: Technical Bid

The bidders shall upload the required eligibility & technical documents online in the Technical Bid.

Envelope 2: Commercial Bid

The bidders shall quote the prices in price bid format under Commercial Bid.

Conditions: -

1. DNIT & prequalification criteria can be seen on any working day during office hours in office of the undersigned.
2. Conditional tenders will not be entertained & are liable to be rejected.
3. In case the day of opening of tenders happens to be holiday the tenders will be opened on the next working day. The time and place of receipt of tenders and other conditions will remain unchanged.
4. The Gurugram University, Gurugram reserve the right to reject any tender or all the tenders without assigning any reasons.
5. The societies shall produce an attested copy of the resolution of the Co-operative department for the issuance of tenders.
6. The tender without earnest money/bid security will not be opened.
7. The jurisdiction of court will be at Gurugram.
8. The tender of the bidder who does not satisfy the eligibility criteria in the bid documents are liable to the rejected summarily without assigning any reason and no claim whatsoever on this account will be considered.
9. The bid for the work shall remain open for acceptance during the bid validity period to be reckoned from the last date of submission of the tender. If any bidder/tender withdraw his bid/tender before the said period or makes any modification in the Terms and Conditions of the bid, during the fix validity period, the Earnest Money shall stand forfeited. Bids shall be valid for 90 days from the date of bid. In case the last day to accept the tender happens to be holiday, validity to accept tender will be the next working day.

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Sr.no	BIDDER'S ELIGIBILITY CONDITIONS:
1.	The bidder must be registered with the Competent Authority under the appropriate Act / Rules and should be operating in India for a minimum of 10 years and must be involved in the Examination Related work for a minimum period of 05 Years.
2.	The bidder should submit a proof of having an annual turn-over of Rs. 50 Lacs or above during each of the last three years (2019-20, 2020-21, 2021-22). Proof to be duly certified by a registered Chartered Account is required.
3.	<p>The Bidder should have executed similar work at any Govt. Institution/ Central or State Universities/ Education Boards/ IIT/ NIT/ PSU/ Research Organization during the last three (03) years. It should have:</p> <ul style="list-style-type: none">a. Three similar completed works executed any costing not less than the amount equal to 40% of the estimated cost. <p style="text-align: center;">OR</p> <ul style="list-style-type: none">b. Two similar completed work executed and costing not less than the amount equal to 50% of the estimated cost. <p style="text-align: center;">OR</p> <ul style="list-style-type: none">c. One similar completed work executed and costing not less than the amount equal to 80% of the estimated cost. <p>The bidder should furnish the information as per supported by Purchase order to work done certificated from the concerned Department failing which the claim will not be entertained.</p>
4.	The bidder must submit an Affidavit on non-judicial stamp paper duly attested by 1 st Class Magistrate to the effect that they have not been debarred/ blacklisted by any State Government / Central Government / PSU Department in India / Public or Private Institute / Organization as Annexed-II
5.	The bidder is required to produce a Work Satisfaction Certificate from the State Government affiliating University/ Govt. Organization which has been mentioned by the bidder for eligibility as per point No.3
6.	The individual signing the Tender or other document in connection with the Tender must certify so as to whether he / she has signed as:-



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	a. A "Sole Proprietor" of the firm or constituted attorney of such proprietor b. A Partner of the firm, if it be partnership in which case he must have authority to refer to arbitration disputes concerning the business partnership either by virtue of the partnership agreement or a power of attorney. The alternative all the partner should sign the tender. Authorized Signatory of Pub. Ltd. Corp. or Put. Ltd. Co.
7.	Copy of Income Tax Return filed during last three years.
8.	Copy of Permanent Account No. (PAN) under Income Tax Act.
9.	Proof of Registration for GST etc.
10.	HSN Code must be entered in the Hard Copy while quoting the rates.
11.	Money (EMD) through online mode equal to 2% of estimated cost for the following bids:- 28,000
12.	Tender fee of Rs. 5000/- through online in favour of Registrar/ Finance Officer, Gurugram University, Gurugram payable at Gurugram
13.	Earnest Money (EMD), Tender Fee & e-Service Fee through any other mode is not acceptable.
14.	The Tender must be accompanied with the following 1- Prescribed Performa for Schedule of Specification quoting the rates in clear terms along-with a copy of the Terms & Conditions duly signed to the effect that these are acceptable (Annexed-I).
15.	Presentation before the committee.

1. Two bid systems shall be followed. Accordingly, the Agency / Bidder shall submit Technical Bid / Financial Bid in two separate sealed envelopes and both these envelopes shall then be sealed in the third envelope. The envelope must be marked as:-
 - (i) Technical Bid for Job work for Answer Sheets.
 - (ii) Financial Bid for Job work for Answer Sheets.
2. The Earnest Money (EMD) of the unsuccessful agency / firm shall be returned on completion of all the Tender process.
3. In case of any dispute relating to this contract, the matter shall be referred to the Arbitrator to be appointed by the Vice-Chancellor whose decision shall be binding on both the parties.



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4. Rates should be carefully filled-up both in words and figures without any cutting, erasing or overwriting.
5. The decision of the UNIVERSITY authority shall be final to accept or reject any Bid without assigning any reason.
6. In case the firm / agency quoting the lowest rates declines to accept the offer, the Earnest Money (EMD) of such firm shall be forfeited and firm shall be blacklisted by the UNIVERSITY for any kind of dealing in future.
7. Any other conditions as may be deemed appropriate shall be announced at the time of Opening of Tenders in the presence of Bidders. The agency / firm shall also append the following declaration with the tender:-

DECLARATION

I/We (Name) of the firm _____ do hereby solemnly affirm, and declare that the facts stated in the Technical Bid are correct and true to the best of my / our knowledge and belief and nothing has been concealed therein. In case of any concealment or misrepresentation acted at any stage, I/We will be liable for legal action under Section 182 and Section 415 read with Section 417 and 420 of the Indian Penal Code.

Place:

Dated:

_____ address

**Signature of the Tenderer
With full name and**

With seal & Stamp



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TERMS & CONDITIONS: PART-I and Part-II

1. The "Tender **Outsourcing of Job work for Coding/ Decoding of Answer Sheets (approx. 5 Lac per annum) commencing w.e.f. January 2023** will be received only through E-tendering latest by 21.12.2022 upto 03:00 p.m. For more details may visit website <https://www.etenders.hry.nic.in>. Tenders received after the scheduled date, will not be accepted.
2. Incomplete Tender / Conditional Tender and Tenders without Earnest Money (EMD), Tender Fee & e-Service fee, will not be accepted.
3. The Financial Bids of only those Bidders will be opened who qualify the process of Evaluation of Technical Bids.
4. The rates for said job work shall be quoted per in the prescribed **Schedule of Specifications and Scope of Work as Annexed-I with the Tender Document.**
5. **As the work relating to the Coding/ Decoding of Answer Sheets is of technical nature and hence the technical expertise and capacity of firm shall be taken into account. Rates alone will not be the deciding factor. Thereafter, the UNIVERSITY reserves the right to reject any / all the tender(s) without assigning any reason, and assign the work to any of the bidder / vendor.**
6. **In case, the supplier / vendor backs out of its contract, its Earnest Money (EMD) as well as Security Money shall be forfeited, and / or other action will be taken as deemed fit by the UNIVERSITY.**
7. **PERFORMANCE SECURITY:**
 - a) The Successful Bidder shall be required to deposit the Performance Security/ Bank Guarantee equivalent to **5% of the Total Value of the Contract valid for a period of 12 months.**
 - b) The Performance Security shall be in the form of FD/ Bank Guarantee from any Scheduled Bank in favour of Registrar, Gurugram University Gurugram..
 - c) The Performance Bank Guarantee shall be provided by the Successful Bidder



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within 10 (ten) working days of issuance of LOA by Gurugram University. EMD shall remain in full force and effect; till the time the Performance Security is submitted by the Successful Bidder.

- d) Failure of the Successful Bidder to provide the Performance Bank Guarantee within 10 (ten) working days shall entitle Gurugram University to withdraw the LOA and the EMD will be forfeited. Further, the Successful Bidder may be debarred from participating in any other tenders of Gurugram University.
8. The firm shall not sublet the work allotted to it, to any other firm. Action as deemed fit shall be taken against the defaulting firm.
9. The quality of paper of the Supplier / Vendor shall be got tested, if required, from authorized /recognized Research Laboratory and in case, the quality of paper is found poor / low according to specification, the firm will be liable for imposing any kind of penalty as decided by the Committee. Besides penalty, the Testing Fee shall also be recovered from the supplying firm.
10. The tender of the bidder who does not satisfy the qualification criteria in the bid documents are liable to be rejected summarily without assigning any reason and no claim whatsoever on this account will be considered.
11. The quantity of Answer Books to be given for Coding/Decoding is given in the Schedule of Specifications and during the period of Contract can, however, be increased or decreased at the discretion of the Controller of Examinations.
12. The firm shall be responsible for the safe custody and security of OMR Answer Books till the delivery to the UNIVERSITY. **In case, at any time, it comes to the notice of the University that OMR Answer Books have gone out, found in possession with any unauthorized person / agency as well as tempering of awards and tempering of awards from a source connected with the firm, through its connivance or negligence, the action as deemed fit by the Controller of Examinations will be taken which could be to the extent of forfeiture of whole payment and also the security deposited, blacklisting of the firm, prosecuting the firm even if it comes to the notice of the University after release of security / payment of the bill. The firm shall have to deposit amount of penalty as imposed by the Controller of Examinations with the office of the University within a fortnight from the date of issue of**



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the letter, failing which the Registrar, GURUGRAMUNIVERSITY, GURUGRAM shall have the right to recover the amount through the Court of Law and all expenses incurred on litigation by the University, shall be borne by the firm.

13. Volume of Work:

- i) Approximately 05 Lakh Answer Sheets as per specifications given in DNIT are required to be coded/decoded.
- ii) University reserves the rights to increase / decrease the answer sheets depending upon future requirements.

13. In case, the work order is not honoured or the work is not completed within the prescribed time limit, the Controller of Examinations reserves the right to cancel the Work Order and forfeit the entire amount of security, blacklist the firm and recover the difference of cost what so ever in getting the job work done and allot the work to any other party.

14. For carrying out the scanning work, the university will provide space and electricity only at University's Cost, the other things i.e. manpower, stationary and other scanning equipment's like scanner etc. will be arranged by the vender for getting the jobs done within time as framed. The Branch Head (Secrecy) will supervise the complete work.

15. In case the work of scanning, the work of firm is found to be unsatisfactory then a penalty of Rs 200/- per mistake will be imposed. Further in extreme cases of violation, the security money may also be forfeited depending upon the extent of violation or any other action as judged by the competent authority. The 3% or more mistakes will be treated / considered as extreme case of violation.

16. The rates for Outsourcing of Job work for Coding/ Decoding of Answer Sheets shall be quoted per Answer Book in the prescribed Schedule of Specifications and Scope of Work with the Tender Document.

17. The Agency / Firm must take an Identity proof of staff like Adhaar Card or Voter Card etc. and issue proper Identity Cards before deputing them on work in the UNIVERSITY and employee(s) must wear this Identity Card during working hours.



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18. The Mobile Phone for the staff of the Agency / Firm must be prohibited during the working hours.
19. The Agency / Firm must depute a Manager who will Supervise / Coordinate all the work and take other precautions as it deem fit. The complete work and its related tasks will be executed in the Secrecy Branch under the Supervision of Branch Head (Secrecy) and no access of outside person in the designated area will be allowed except the authorized UNIVERSITY staff.
20. A report / softcopy of discrepancies (either bubbles related or writing of columns related) so faced during the scanning viz: bubbles are not darkened / left blank or partially darkened, roll no. not written or wrongly written etc. will be prepared by the Agency and further necessary corrections / editing will be implemented by the Agency in consultation with the Secrecy Branch.
21. The bidder / firm must state its capacity in terms of number of Scanners, Printers & other equipment's relating to Scanning & Processing work with the Tender.
22. 90% of total payments will be made after successful declaration of results and remaining 10% payment will be made after 3 months of declaration of results.
23. The payments will be done on actual number of coding/ decoding done by the agency for a particular examination.
24. The Agency / Firm will complete the work within a week after receipt of the last awards and the agency will maintain absolute confidentiality, safety, security and highest stand of confidentiality
25. In case, the supplier backs out of its contract, its Earnest Money as well as Security Money in the shape of Bank Guarantee shall be forfeited, and/or other action will be taken as deemed fit by the University.
26. The bid for the work shall remain open for acceptance during the bid validity period to be reckoned from the last date of submission of the tender. If any bidder/tenders withdraws his bid/tender before the said period or makes any modifications in the terms and conditions of the bid, during the fix validity period, the earnest money shall stand forfeited. Bids be valid for 90 days from the date of bid closing date.



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27. Conditional tenders will not be entertained & are liable to be rejected.
28. The tender is extendable for a period of three (03) based on requirements of the University on the existing terms and conditions and performance of the firm/agency.
29. Bidder are required to give demo / presentation regarding the process for Coding/Decoding before the committee constituted by the competent authority before opening of the Financial Bids to technically qualify for the bid.
- 30. The Financial Bids will be opened for only those bidders, who will technically qualified as per the terms & conditions of the tender document.**
31. Successful bidder must submit / execute an Agreement on non-judicial stamp papers duly attested by the 1st Class Magistrate with UNIVERSITY before taking up the job to follow up the Terms & Conditions of the Tender.
32. The Vice Chancellor, Gurugram University, Gurugram reserve the right to reject any tender or all the tenders without assigning any reasons.
33. Decision of the Vice Chancellor, Gurugram University, Gurugram shall be final & binding if any dispute occurs.
34. All disputes are to be settled within the jurisdiction of Courts at GURUGRAM.

The above terms & conditions of the UNIVERSITY mentioned at Sr. No.1 to 26 are acceptable.

Signature of the Authorized signatory of the firm
With seal / stamp of the firm



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ANNEXURE-1

GURUGRAM UNIVERSITY, GURUGRAM

Scope of Work/BOQ

Outsourcing of Job work for Coding/ Decoding of Answer Sheets (approx. 5 Lac per annum) commencing w.e.f. January 2023.

Scope of work for Coding/ Decoding of Answer Sheets	Quantity (approx..)	Rates of BOQ Per Answer Sheet as quoted by Agency (Inclusive of all taxes)	Total Amount (Inclusive of all taxes)
<ol style="list-style-type: none"> 1. Receiving of Answer Sheets from Secrecy Branch under Signature: 2. Scanning of Title Page of Answer Book (s) to carry out the following in one pass: <ol style="list-style-type: none"> i) Allocation of Fictitious No. on the title page of Answer Books at 2 (Two) places as per requirement. ii) Tearing/Separating the part containing Roll No. from the Title page of the answer booklet & Preservation of the same by the confidential section of the vender. iii) Image + OMR Scanning of the detached part, fetching the data, editing it to accuracy & storing it in the database course-wise. iv) Bundling of Answer Books of 20-25 or as required in each packet. v) Supply & generation of OMR award list for 20-25 students on each award list. 3. The vender will hand over the answer book packets course-wise, subject-wise and associated OMR award lists to the Secrecy Branch for further evaluation of answer books. 4. Scanning of Award lists and generation of final data: <ol style="list-style-type: none"> i) Receiving the completely filled award list or evaluated answer sheets from secrecy branch under signature. ii) Tearing/separating the part containing marks if required from the Title page of the answer booklet & Preservation of the same by the confidential section of the vender. iii) Scanning of Award list having 20-25 candidates after evaluation or part of OMR sheet containing marks after evaluation (Examiner ID-wise, subject-wise, semester-wise). iv) Merging the data of scanned work list with the earlier scanned roll nos. and implementing all types of corrections/editing and finding out the exceptions from the scanned data viz. 	<p>05 Lacs Answer Sheets per annum</p>	<p>Rs.....</p> <p>In Words: (.....)</p>	<p>Rs.....</p> <p>In Words: (.....)</p>



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<p>v) Preparation of the final data in the form of marks lists i.e. Roll No., Subject-wise, Fictitious No., Examiner ID-wise.</p> <p>5. Provide hard copy and soft copy in specified format in MS-Excel, CSV and DBF identity-wise or in formats as required by the University after resolving all type of discrepancies.</p> <p>6. Handling over the complete award lists to the Secrecy Branch.</p>			
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ANNEXURE-II

Undertaking (on Non Judicial stamp paper)

This is to certify that M/s....., address.....has not ever been blacklisted from any by any School / Board / UNIVERSITY / Organization / Government Agency. etc. for any reason at any point of time and no legal case / proceedings is pending against the Agency as on date.

Place:

Dated:

Signature of the Tenderer with full name
and Address with seal & stamp



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Instructions to bidder on Electronic Tendering System

These conditions will over – rule the conditions stated in the tender documents, wherever relevant and applicable.

1. Registration of bidders on e – procurement Portal:-

All the bidders intending to participate in the tender's process online are required to get registered on the centralized e – Procurement Portal i.e. <https://etenders.hry.nic.in>
Please visit the website for more details.

2. Obtaining a Digital Certificate:

2.1 The Bids submitted online should be encrypted and signed electronically with a Digital Certificate to establish the identity on the bidder bidding online. These Digital Certificates are issued by an Approved Certifying Authority, by the Controller of Certifying Authorities Government of India.

2.2 A Digital Certificate is issued upon receipt of mandatory identity (i.e. Applicant's PAN Card) and Address Proofs and verification form duly attested by the Bank Manager / Post Master / Gazetted Officer. Only upon the receipt of the required documents, digital Certificates can be issued. For more details please visit the website – <https://etenders.hry.nic.in>.

2.3 The bidders may obtain Class –III digital signature certificate from any Certifying Authority or may obtain information and application format and documents required for the issue of digital certificate from.

2.4 The bidder must ensure that he/she comply by the online available important guidelines at the portal <https://etenders.hry.nic.in>.for Digital Signature Certificate (DSC) including the e- Token carrying DSCs.

2.5 Bid for a particular tender must be submitted online using the digital certificate (Encryption & Signing), which is used to encrypt and sign the data during the stage of bid preparation. In case, during the process of a particular tender, the user loses his digital certificate (due to virus attack, hardware problem, operating system or any other problem) he will not be able to submit the bid online. Hence, the users are advised **to keep a backup or the certificate** and also keep the copies at safe place under proper security (for its use in case of emergencies).

2.6 In case of online tendering, if the digital certificate issued to the authorized user of a firm is used for signing and submitting a bid, it will be considered equivalent to a non-objection certificate/ power of attorney/lawful authorization to that User. The firm has



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to authorize a specific individual through an authorization certificate signed by all partners to use the digital certificate as per Indian information Technology Act 2000. Unless the certificates are revoked, it will be assumed to represent adequate authority of the user to bid on behalf of the firm in the department tenders as per Information Technology Act 2000. The Digital signature of this authorized user will be binding on the firm.

2.7 In case of any change in the authorization, it shall be the responsibility of management/ partners of the firm to inform the certifying authority about the change and to obtain the digital signatures of the new person/ user on behalf of the firm/ company. The procedure for application of a digital certificate however will remain the same for the new user.

2.8 The same procedure holds true for the authorized users in a private/public limited company. In this case, the authorization certificate will have to be signed by the directors of the company.

3. Pre – requisites for online bidding:

In order to operate on the electronic tender management system, a user's machine is required to be set up. A help file on system setup/pre- requisite can be obtained from Nextenders (India) Pvt. Ltd. Or downloaded from the home page of the website <https://etenders.hry.nic.in>. The link for downloading required java applet & DC set up are also available on the Home page of the e- tendering Portal.

4. Online viewing of Detailed Notice Inviting Tenders:

The bidders can view the detailed N.I.T. and the time schedule (Key Dates) for all the tenders floated through the single portal e-procurement system on the Home Page at <https://etenders.hry.nic.in>.

5. Download of Tender Document:

The tender document can be downloaded free of cost from the e- procurement portal <https://etenders.hry.nic.in>.

6. Key Dates:

The bidders are strictly advised to follow dates and times as indicated in the online Notice Inviting Tenders. The date and time shall be binding on all bidders. All online activities are time tracked and the system enforces time locks that ensure that no activity or transaction can take place outside the start and end dates and time of the stage as defined in the online Notice Inviting Tenders.

7. Online Payment of Tenders Document Fee, eService fee, EMD fees & Bid Preparation & Submission (PQQ /Technical & Commercial /Price Bid):



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i. Online Payment of Tender Documents Fee + eService fee:

The online payment for Tender document fee, eService Fee & EMD can be done using the secure electronic payment gateway. The Payment for Tender Document Fee and eService Fee shall be made by bidders/Vendors online directly through Debit Cards & Internet Banking Accounts and the Payments gateway is an online interface between contractors and Debit Card / online payment authorization networks.

ii. PREPARATION & SUBMISSION OF ONLINE APPLICATION/ BIDS:

Detailed Tender documents may be downloaded from e-procurement website (<https://etenders.hry.nic.in>) and tender mandatorily be submitted online.

Scan copy of Document to be submitted/uploaded for Prequalification or Technical bid under online PQQ/Technical Envelope: The required documents (refer to DNIT) shall be prepared and scanned in different file format (in PDF / JPEG/MS WORD format such that file size is not exceed more than 10 MB) and uploaded during the on-line submission of PQQ or Technical Envelope.

FINANCAL or Price Bid PROPOSAL shall be submitted mandatorily online under Commercial Envelope and original not to be submitted manually.

8. ASSISTANCE TO THE BIDDERS:-

In case of any query regarding process of e-tenders and for undertaking training purpose, the Intended bidder can also avail the following and can contact service provider as per below.

For queries on Tenders Haryana Portal, kindly contact

Note- Bidders are requested to kindly mention the URL of the Portal and Tender Id in the subject whi

le emailing any issue along with the Contact details. For any issues/ clarifications relating to the

tender(s) published kindly contact the respective Tender Inviting Authority.

Tel : 0120-4200462, 0120-4001002

Mobile : 8826246593

E-Mail : support-eproc[at]nic[dot]in

For any technical related queries please call at 24 x 7 Help Desk Number

0120-4001 002

0120-4001 005



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0120-6277 787

International Bidders are requested to prefix 91 as country code

E-Mail Support

A) For any Issues or Clarifications relating to the published tenders, bidders are requested to contact the respective Tender Inviting Authority

Technical - support-eproc(at)nic(dot)in

Guideline for Online Payments in e-tendering

Post registration, bidder shall proceed for bidding by using both his digital certificates (one each for encryption and signing). Bidder shall proceed to select the tender he is interested in. On the respective Department's page in the e-tendering portal, the Bidder would have following options to make payment for tender document & EMD:

- A. Debit Card
- B. Net Banking
- C. RTGS/NEFT

Operative Procedures for Bidder Payments

A) Debit Card

- The procedure for paying through Debit Card will be as follows.
- I. Bidder selects Debit Card option in e-Procurement portal.
 - II. The e-Procurement portal displays the amount and the card charges to be paid by bidder. The portal also displays the total amount to be paid by the bidder.
 - III. Bidder clicks on "Continue" button
 - IV. The e-Procurement portal takes the bidder to Debit Card payment gateway screen.
 - V. Bidder enters card credentials and confirms payment
 - VI. The gateway verifies the credentials and confirms with "successful" or "failure" message, which is confirmed back to e-Procurement portal.
 - VII. The page is automatically routed back to e-Procurement portal
 - VIII. The status of the payment is displayed as "successful" in e-Procurement portal. The Procurement portal also generates a receipt for all successful transactions. The bidder can take a print out of the same,
 - IX. The e-Procurement portal allows Bidder to process another payment attempt in case payments are not successful for previous attempt.

B) Net Banking

- The procedure for paying through Net Banking will be as follows.
- I. Bidder selects Net Banking option in e-Procurement portal.
 - II. The e-Procurement portal displays the amount to be paid by bidder.
 - III. Bidder clicks on "Continue" button



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- IV. The e-Procurement portal takes the bidder to Net Banking payment gateway screen displaying list of Banks
- V. Bidder chooses his / her Bank
- VI. The Net Banking gateway redirects Bidder to the Net Banking page of the selected Bank
- VII. Bidder enters his account credentials and confirms payment
- VIII. The Bank verifies the credentials and confirms with "successful" or "failure" message to the Net Banking gateway which is confirmed back to e-Procurement portal.
- IX. The page is automatically routed back to e-Procurement portal
- X. The status of the payment is displayed as "successful" in e-Procurement portal.

The e-Procurement portal also generates a receipt for all successful transactions. The bidder can take a print out of the same. (xi) The e-Procurement portal allows Bidder to process another payment attempt in case payments are not successful for previous attempt.

B) RTGS/ NEFT

The bidder shall have the option to make the EMD payment via RTGS/ NEFT. Using this module, bidder would be able to pay from their existing Bank account through RTGS/NEFT. This would offer a wide reach for more than 90,000 bank branches and would enable-the bidder to make the payment from almost any bank branch across India.

- I. Bidder shall log into the client e-procurement portal using user id and password as per existing process and selects the RTGS/NEFT payment option.
- II. Upon doing so, the e-procurement portal shall generate a pre-filled challan. The challan will have all the details that is required by the bidder to make RTGS•NEFT payment.
- III. Each challan shall therefore include the following details that will be pre-populated:
 - Beneficiary account no: (unique alphanumeric code for e-tendering)
 - Beneficiary IFSC Code:
 - Amount:
 - Beneficiary bank branch:
 - Beneficiary name:
- IV. The Bidder shall be required to take a print of this challan and make the RTGS/NEFT on the basis of the details printed on the challan.
- V. The bidder would remit the funds at least T + 1 day (Transaction + One day) in advance to the last day and make the payment via RTGS / NEFT to the beneficiary account number as mentioned in
- VI. Post making the payment, the bidder would login to the e-Tendering portal and go to the payment page. On clicking the RTGS / NEFT mode of payment, there would be a link for real time validation. On clicking the same, system would do auto validation of the payment made.