



Lalit Narayan Mithila University, Kameshwaranagar, Darbhanga

Adv. No.01/2023/CET-B.Ed.-2023

TENDER NOTICE

1. Subject: Hiring of agency for online processing of pre- and post-examination works of **CET-2023** for B.Ed. and Shiksha Shastri admission to be conducted at the level of Bihar.

A sealed tender in hard copy (two-bid systems) is invited for the work mentioned above.

2. Date to download Tender Document: 04.02.2023 to 10.02.2023 (2:00 PM)
3. Last Date and time of submission of bid: 10.02.2023 up to 3:00 PM
4. Date, Time and Place of Opening of Tender Proposal : 11.02.2023, 11:00 AM for Technical Bid and 11.02.2023 at 03:00 PM for Financial Bid.

Place: Pariksha Bhawan, Office of the SNO CET-B.Ed.-2023, L. N. M. U., Darbhanga-846 008

5. Fee: (i) Tender document fee: Rs. 5,000/- (Non-refundable); EMD: Rs. 5,00,000/- (to be paid in DD in favour of CET-BED-2023 Examination Fund A/c payable at Darbhanga to be enclosed with Bid.)

Tender document giving the scope of works and other details can be downloaded from the website www.lnmu.ac.in on and from 04.02.2023 to 10.02.2023. Email: cetbed2023@gmail.com; Contact No.:7004521088

- By order of the Vice-Chancellor

Prof. Ashok Kumar Mehta
State Nodal Officer
CET-B.Ed.-2023

Lalit Narayan Mithila University
Kameshwaranagar, Darbhanga

CET-B.Ed-2023

Complete Address of the Office:

The Nodal Officer, C.E.T.-B.Ed. 2023
Lalit Narayan Mithila University
Kameshwaranagar, Darbhanga 846008

Lalit Narayan Mithila University

Kameshwaranagar, Darbhanga

Tender Notice No: **01/2023/CET-B.Ed.2023**

Date:.....

Lalit Narayan Mithila University invites Tender for CET-B.Ed. 2023 as follows:

Sr. No	Descriptions	Date & Time
1.	Issue of Tender Documents (Online)	04.02.2023 to 10.02.2023
2.	Last Date & Time of Bid Submission	10-02-2023(By 03:00 PM)
3.	Date & Time of Opening of Technical Bid and Presentation	11-02-2023(11:00 AM onward)
4.	Date & Time of Opening of Financial Bid	11-02-2023(03:00 PM onward)

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SECTION-I

INSTRUCTIONS TO BIDDERS:

1. Disclaimer

- (i) L. N. Mithila University, Darbhanga has issued this Bid for Pre-Examination and Post-Examination Works, such as Development of a Dedicate Domain and Web Portal, integrating payment gateway for online collection of fee, hosting application form, generating admit card, supplying Centre Kit, processing and preparation of results and merit list, online counseling (online registration, filling up preferences of colleges, seat/college allotment, admission to college, admitted list preparation), allied printing, scanning and other ancillary works related with CET-B.ED.-2023 on such terms and conditions set out in this Bid including but not limited to the technical specifications set out in different parts of this Bid.
- (ii) Due care has been taken in the preparation of the information contained herein. However, this information is not exhaustive. Interested parties are required to make their inquiries.
- (iii) No reimbursement, of cost of any type, will be paid to bidders for the Bid.
- (iv) Issue of this Bid does not imply that L. N. Mithila University, Darbhanga is bound to select and pre-qualify bids for the bid stage or to appoint the selected bidder, as the case may be, for the work and L. N. Mithila University, Darbhanga reserves the right to reject all or any of the bids without assigning any reasons whatsoever.
- (v) L. N. Mithila University, Darbhanga may, in its absolute discretion but without being under any obligation to do so, update, amend or supplement the information, assessment contained in this Bid.

2. InvitingBid

- (i) L. N. Mithila University, Darbhanga hereby invites Bid for Pre-Examination and Post Examination Works, such as Development of a Dedicate Domain and Web Portal, making arrangement for payment gateway and collection of fee online, hosting application form, generating admit card, supplying Centre Kit, processing and preparation of results and merit list, online/offline counselling (online registration, filling up preferences of colleges, seat/college allotment, admission to college, admitted list preparation), allied printing, scanning and other ancillary works related with CET-B.Ed-2023.
- (ii) Bid to be submitted in hardcopy along with required fee and EMD.

3. Eligible Bidders

The bidder should be registered with the Central Excise/Custom Department forGSTN.

4. Cost of Bidding

The bidder shall bear all costs associated with the preparation and submission of the bid. University will in no case be responsible for these costs regardless of the conduct or outcome of the bidding process.

5. BidDocument

- 5.1 Bid document includes
 - 5.1.1 Notice Inviting Tender
 - 5.1.1.1 Instructions to bidders
 - 5.1.1.2 General condition (Commercial) of the contract
 - 5.1.1.3 Special conditions of the contract
 - 5.1.1.4 Details of the Scope of Work
 - 5.1.1.5 Technical Bid Proforma
 - 5.1.1.6 Financial Bid Proforma
 - 5.1.1.7 Bid Form
 - 5.1.1.8 Letter of Authorization to attend the bid opening
 - 5.1.1.9 Declaration regarding the firm is not blacklisted, debarred
- 5.2 The bidder should have adequate infrastructure, manpower and other resources to accomplish the entire end-to-end task as per the quantum of work referred to in the bid document as well as the time frame specified by the University.
- 5.3 The bidder is requested to examine all Instructions, Forms, Terms and Specification in the Bid Documents. Failure to furnish all the information required as per Bid Documents or submission of the bids not substantially responsive to the Bid Documents in every respect will be at the bidder's risk and will result in rejection of the Bid.

6. Copy of Documents required to be submitted for establishing Bidders Eligibility and Qualifications

- 6.1 The concerned party should have at least **five years** experience in undertaking pre and post examination work for any Entrance/ Competitive Examination of any state Govt. Institute/Board/University.
- 6.2 The concerned party should have experience in undertaking online registration and experience of centralized online counseling in any university/institution.
- 6.3 Performance certificate from the client regarding the successful execution of work in any state.
- 6.4 The concerned party should have a turnover of at least **Ten crores** in each of the last 3 **financial years**.
- 6.5 The concerned party should not be blacklisted/debarred by any University/Govt. Department, till the time of bid submission (Attach Affidavit)
- 6.6 The concerned party should have adopted the PF contribution system or ESI registration as per Govt. norms for the preceding one year.
- 6.7 List of minimum 50 Staff persons of which at least 10 must be qualified IT/Computer professionals along with proof of ESIC/PF/TDS return (Form 16A) as applicable for the employee, in the prescribed format.
- 6.8 Proofs:
 - 6.8.1 Proof of Hardware facilities described in clause 4.2.

- 6.8.2 Registration certificate for GST.
- 6.8.3 Partnership Deed or Articles / Memorandum of Association in the case of partnership / Pvt. Ltd. Firm/any government agency or government undertaking.
- 6.8.4 PAN Card and Latest Income Tax Return.
- 6.8.5 ISO 27001 and CMMI level 3 or above certification (not mandatory for government agencies)

7. Amendment to bid document

- 5.1 At any time before the deadline for submission of Bids, the L. N. Mithila University may amend the Bidding Documents by issuing an addendum/corrigendum.
- 5.2 The L. N. Mithila University, Darbhanga may, at its discretion, extend the deadline for the submission of Bids.

8. Documents comprising the bid

The bid prepared by the bidder shall comprise the following components:

- 8.1 Documentary Evidence established under clause 2 and as detailed in clause 5, that the bidder is eligible to bid and is qualified to perform the contract.
- 8.2 A clause by clause compliance as per clause 10
- 8.3 Affidavit for not blacklisted / Debarred by any University/Government Department
- 8.4 Bid Form and price schedule completed as per clause 8 and 9.

9. Bid Form

The bidder shall complete the Bid Form and the appropriate price schedule furnished in the bid document covering the services to be rendered and price schedule as per Section-V, VII & VIII.

10. Bid Price

- 10.1 The supplier shall quote strictly as per Financial Bid given in Section- VI.
- 10.2 The price quoted by the bidder shall remain fixed during the entire period of contract & shall not be subject to variation on any account. A Bid submitted with an adjustable price quotation will be treated as non-responsive and rejected.

11. Clause by clause compliance

A clause - by - clause compliance of services to be provided (Section IV), and special conditions (Section III) shall be given. **In case of deviation, a statement of deviation shall be given.**

12. Format and Signing of Bid

- 12.1 A Bidder will submit only one Bid.
- 12.2 The Bid shall be signed by the Bidder or a person(s) duly authorized to sign the Bid to the contract.
- 12.3 In no case Bid shall contain any interlineations, erasures or overwriting otherwise the Bids are liable to be straight away rejected.
- 12.4 Failure to a Bid by any of the instructions will make the Bid liable to be rejected

13. Submission of Bid

The bid submitted by the Bidder shall be in two separate parts:

Part 1: Technical Bid

With required documents for qualification criteria. To be opened on the date & time as specified in the Bidding Schedule.

Part 2: Financial Bid

The rate per candidate (successfully admit card generated) shall include an end-to-end task inclusive of Cost of Design, Development & Testing of Application Software, deployment and maintenance of the application on online and offline servers, pre and post-examination processing, online help desk, result processing, counseling and all other activities as per the scope of work in Section VI both in figures and words, to be submitted in the Tender Proforma.

Bid opening

The Committee of the L. N. Mithila University, Darbhanga headed by the Vice-Chancellor/FA/Registrar/FO/SNO will open the Bids received in the presence of Bidders or their representatives, who may wish to be present as per time, date and place specified in the Bidding Schedule. In the event of the specified date for the submission of Bids being declared a holiday for the L. N. Mithila University, the Bids will be opened at the appointed time and location on the next working day.

14. Award of Contract:

L. N. Mithila University, Darbhanga shall consider the placement of a letter of intent to those bidders whose offers have been found technically and financially acceptable. The bidder shall give his/her acceptance along with Performance security in conformity within **7 (Seven) days** of the issue of letter of intent.

15. Right to vary quantities:

L. N. Mithila University, Darbhanga will have the right to increase or decrease the required quantity of services specified in the Scope of Work without any change in charges of the offered quantity and other terms and conditions at the time of award of the contract.

16. The signing of the Contract and depositing of Performance Security

- 16.1 The signing of the Agreement shall constitute the award of the hiring contract to the bidder.
- 16.2 Upon the successful bidder furnishing the Performance Security, the L. N. Mithila University, Darbhanga shall discharge its bid security.

17. Period of validity of bids

- 17.1 The bid shall remain valid for 90 days after the date of opening of bids. A bid valid for a shorter period shall be rejected by the university as non-responsive.
- 17.2 A bidder accepting the request of L. N. Mithila University, Darbhanga an extension to the period of bid validity, in exceptional circumstances, will not be permitted to modify his bid.

SECTION II

GENERAL (COMMERCIAL) CONDITIONS OF CONTRACT:

1. Application

Submission of bid against this offer shall bind the bidder for the acceptance of all the conditions specified herein or in Notice Inviting Tender unless otherwise agreed by L. N. Mithila University, Darbhanga.

2. Performance Security

- 2.1 The successful bidder shall be required to deposit an amount equal to Rs. 10 (ten) Lacs within 7 days of conveying L. N. Mithila University, Darbhanga intention for accepting the bid as Performance Security.
- 2.2 Performance Security shall be submitted in the form of FDR issued by a scheduled Bank.
- 2.3 Performance Security will be discharged after completion of the contractor's Performance obligations under the contract.
- 2.4 If the contractor fails or neglects any of his/her obligations under the contract it shall be lawful for L. N. Mithila University, Darbhanga to forfeit either whole or any part of Performance security furnished by the bidder as compensation for any loss resulting from such failure.

3. Execution Time Limit:

The period as stipulated in the contract or letter of intent shall be deemed to be the essence of the contract.

4. Payment Terms

- 4.1 The payment will be made through the cheque/RTGS after the successful completion of the job. Any deductions/penalties if any shall be deducted from the bill.
- 4.2 The Performance security shall be released after the completion of the allotted project in all respects.

5. Rates

- 5.1 Rates exclusive of all duties, taxes, GST and other levies in Rupees per successfully generated admit card shall include an end-to-end task inclusive of Cost of Study, Design, Development & Testing of Application Software, deployment and maintenance of the application on online and offline servers, pre and post-examination processing, online help desk, result processing and all other activities as per the scope of work.
- 5.2 The rates quoted shall remain firm throughout the contract and this contract will remain valid up to the date of completion of the job by the tenderer and shall not be subject to any upward modification whatsoever. Mutual amendments in the scope of work can be made.
- 5.3 Payment shall be made in Indian Rupees only.

6. Force Majeure

If any time, during the continuance of this contract, the Performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reason of any war, or hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts or act of God (Hereinafter referred to as events) provided notice of happenings, of any such eventuality is given by either party to the other within 21 days from the date of occurrence thereof, neither party shall by reason of such events, be entitled to terminate this contract nor shall either party have any claim for damages against the other in respect of such on Performance or delay in Performance under the contract shall be resumed as soon as practicable after such an event may come to an end or cease to exist, and the decision of L. N. Mithila University, Darbhanga as to whether the supplies have been so resumed or not shall be final and conclusive, provided further that if the Performance in whole or part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days either party may, at his option terminate the contract.

7. Arbitration

In the event of any question, dispute or difference arising under the agreement or in connection therewith (except as to matter the decision to which is specifically provided under this agreement), the same shall be referred to the sole arbitration of the **Vice-Chancellor, L. N. Mithila University, Darbhanga**. If the Vice- Chancellor, L. N. Mithila University, Darbhanga is unable or unwilling to act as such, then to the sole arbitration of some other person appointed by the Vice-Chancellor, L. N. Mithila University, Darbhanga or the said officer. The agreement to appoint an arbitrator will be under the Arbitration and Conciliation Act, 1996.

The venue of the arbitration proceeding shall be the Office of the Vice-Chancellor, L. N. Mithila University, Darbhanga or such other place as the arbitrator may decide. Jurisdiction for all the matters related shall be district court, Darbhanga/High Court, Patna.

SECTION III
SPECIAL CONDITIONS OF CONTRACT

1. The special conditions of the contract shall supplement the Instruction to Bidders as contained in Section I and General (Commercial) Conditions of the contract as contained in Section II and wherever there is a conflict, the provisions herein shall prevail over those in Section I and Section II.
2. The bidder must participate as a single entity. No consortium or group of companies will be allowed. Any deviation from this will be considered as a breach of contract and L N M U will have non-negotiable liberty to take necessary action against such activities.
3. Bidder should have a Valid CMMI – Level 3 Certificate from CMMI Institute along with ISO 9001-2015, ISO 27001:2013, and ISO 20001: 2011 Certification are essential requirements.
4. Income Tax returns for the last three financial years are a must. The Average Annual Turnover of the Bidder should be minimum Rs. 15.00 Crore in the last three financial years in a similar business and should be profit-making in the last three years. An Audited Balance sheet from CA should be attached.
5. The bidder/Agency should have a clean legal record without any evidence of being a. Blacklisted by any Government Agencies/organizations, Universities or Educational Board without being debarred from bidding in any Government/Educational organization. A Notarized affidavit is to be submitted. b Performance/successful job completion certificate to support above experience claim from any Organization of repute.
6. The Bidder should have experience of minimum 3 number of Universities and its affiliated colleges for B.Ed course admission and counselling (among which One must have more than 150000 students of single State /Central University) of implementing/customizing Educational/Examination related Software solutions/Services of admission and online/offline counseling.
7. In case, the date fixed for the opening of bids is subsequently declared as a holiday by the Government of Bihar, the revised schedule will be notified. However, in absence of such notification, the bids will be opened on the next working day, time and venue remaining unaltered.
8. L. N. Mithila University, Darbhanga reserves the right to disqualify such bidders who have a record of not meeting contractual obligations against earlier contract entered into with L. N. Mithila University, Darbhanga.
9. L. N. Mithila University, Darbhanga reserves the right to blacklist a bidder for a suitable period in case he fails to honour his bid without sufficient ground.
10. No Sub-Contracting/Consortium is permissible among private parties by L. N. Mithila University, Darbhanga.
11. The schedule may be required to be adjusted as per requirements of the L. N. Mithila University, Darbhanga from time to time as the work of processing of results is high time-bound.
12. The confidentiality and integrity of data shall be maintained by the firm and no part of it shall be erased or modified without permission or divulged to anyone without the permission of the competent authority.
13. The firm shall provide 24x7 technical support for application as well as a data centre to L. N. Mithila University, Darbhanga.
14. The website for Bihar CET-B.Ed-2023 shall be hosted within India.
15. Dedicated servers in a cloud computing environment located in India with software

- firewall/antivirus/unified threat management software.
16. Disaster recovery management system to recover within 24 hours.
 17. A separate backup server shall be maintained for database backup.
 18. Plain stationery and pre-printed stationery for the printing of reports will be supplied by the agency as required by L. N. Mithila University, Darbhanga. Blank certificates will be provided by L. N. Mithila University, Darbhanga. Stationery will be of the standard mentioned below:
 - 13.1 Plain stationery 70 Gsm (A-4/FS/C.S)
 - 13.2 Pre-printed stationery
 - 13.3 Signature Chart 90 Gsm (A-4/FS)
 - 13.4 OMR absentee Proforma 105+- Gsm as per IS Standard
 19. The payment will be made in three stages after completion of each pre & post-exam work. The charges will be paid on the actual number of candidates successfully registered online *i.e.* who have successfully submitted the application form. The bidder shall be paid 30% of payment after upload of admit card & delivery of all Pre-Exam reports and submission of result to L. N. Mithila University, Darbhanga, 40% to be paid after completion of the counseling process and balance 30% after full completion of admission process of CET-B.Ed.-2023.
 20. Data will be delivered to L. N. Mithila University, Darbhanga in phased manners as per schedule mutually decide.
 21. Output reports/Data will be delivered by the agency concerned as per schedule.
 22. Reports will have to be supplied after removing the carbon papers. In case a report has been printed in two copies, the same will be supplied duly cut.
 23. The data stored will be the property of L. N. Mithila University, Darbhanga and the computing agency will have to supply all copies of the updated data file on external USB Hard Disc in Excel format, database file format and pdf file format as and when required by L. N. Mithila University, Darbhanga. No Data will be erased without the written permission of L. N. Mithila University, Darbhanga.
 24. The agency will be required to supply many edit/checklist and updates in pre and post examinations processing and counseling till all mistakes are removed to the entire satisfaction of L. N. Mithila University, Darbhanga.
 25. Data checking and validation will be the responsibility of the computing agency.
 26. Updation of the data after the declaration of the result or during the counseling process, if required will have to be done within 24 hours without any extra charges.
 27. The reports will have to be prepared as per instructions of L. N. Mithila University, Darbhanga in the formats given/approved by the University after getting clearance in writing from the University.
 28. The agency will have to supply at least one copy of each report whenever the number of copies required is not mentioned.

SECTION-IV **Scope of Work**

1. The volume of work

Approx. No of Applicants : 1,50,000

2. Pre-Examination Work

End-to-End Solution for various works: The prospective bidder must provide the end-to-end solution with the least paperwork for the various works as mentioned in the Section by using the latest technology in the field of information and communication.

- 2.1 Development and registration of Domain for **B. Ed. Entrance Test (CET-B.Ed.-2023)** in the name as specified by **L. N. Mithila University, Darbhanga** shall be procured by the firm.
- 2.2 Development of Web portal for online registration of candidates and to provide related information like notifications, instructions etc. The Website as well as the application shall be developed for the entire process (Pre- exam, online seat allotment with final approval by the college) by the firm strictly within 7 days from the allotment of the work.
- 2.3 The firm will be required to complete software development and system run at their cost as per requirement and satisfaction of L. N. Mithila University, Darbhanga within a stipulated timeframe as decided by the University. L. N. Mithila University, Darbhanga will not pay any charges for the same, either for system designing or software development or processing whatsoever. The data stored shall be the property of L. N. Mithila University, Darbhanga and the firm shall have to supply the updated data file on External Portable Hard Disks as and when required by the University.
- 2.4 Hosting of application as per timeline decided by L. N. Mithila University, Darbhanga.
- 2.5 Updated/Revised database to be provided after every closing/last date as per schedule provided by L. N. Mithila University, Darbhanga (e.g. no. of students enrolled till the last date, no. of forms verified after fee)
- 2.6 To Provide Data Security Certificate from the Server Provider.
- 2.7 Online Candidate registration for aspiring applicants through web applications shall be deployed in the state-of-the-art data centre with the guaranteed uptime of 99.9% service level agreement. Backup servers shall be maintained by the firm for the backup of the data as well as in case of downtime in one server. So that in case of technical issues or emergency/unforeseen situation(s) or any such situation the application stays alive for the candidates without any obstacles. However, the backup server shall be separate.
- 2.8 Dedicated server in cloud computing environment located in India must be available 24x7 and should have the capability to handle concurrent access/hits as per count given for the reference and capacity to upload signature and photos at a time.
- 2.9 Management and backup of online registration data to avoid data loss through viruses, application problems, human errors, operating system failure, hacking and any other such threat during the process. The firm shall provide us with detail regarding the safety and security measure taken.
- 2.10 Every candidate enrolled shall have a unique Registration Number (format will be

- specified)
- 2.11 Development and implementation of payment through Payment Gateway integration by any RBI approved agency.
 - 2.12 Collection of fee as per the following:
 - 2.12.1 For General/OBC Candidates - as per Statute on CET BED.
 - 2.12.2 For SC/ST/differently-abled candidates - as per Statute on CET BED.
 - 2.13 The firm shall prepare an MIS report for the fee collected/challan verified *vis-a-vis* the number of candidates and accordingly the status of the fee and candidate successfully enrolled shall be displayed on the website also. It will be the sole responsibility of the prospective bidder to reconcile the various fee and provide the related data/Reports in a stipulated period as communicated by L. N. Mithila University, Darbhanga. A soft copy of MIS shall be provided by the Bank (as decided by L. N. Mithila University, Darbhanga) to the vendor on daily basis.
 - 2.14 Various validations as required based on policies/ notifications/ guidelines shall be implemented while enrolling the student. However, all such validations shall be checked and verified by the concerned authority before making it live to the public.
 - 2.15 A detailed report of Invalid/Rejected/Pending or any such unsuccessful cases shall be reported to the candidate as well as to the university through an MIS report. In the said cases, an E-mail/SMS shall be triggered to the applicant for information.
 - 2.16 After the verification of the fee, the applicant shall be able to download a hard copy of the form. The form shall carry a self-declaration by the applicant stating that whatever information is filled and submitted online is correct and authentic for which in case of any information found incorrect may invoke cancellation of the result by the concerned authority.
 - 2.17 A list of eligible candidates will be uploaded in the web application for the correction regarding candidate name, father's name etc. before uploading the E-Admit cards. After correction, intimation will be given to the concerned candidate of revised particulars by SMS as well as on the registered E-Mail. This updated database will be considered as final and shall be maintained for future use.
 - 2.17.1 The E-Admit cards shall be uploaded on the website through the candidate login carrying centre name, roll number and other details.
 - 2.17.2 The intimation shall be made through SMS as well as on the registered E-mail Id of the applicant.
 - 2.18 After the last date of online submission various reports shall be generated like the number of candidates enrolled, gender-wise, physically challenged, category, community wise etc.
 - 2.19 Report generation for Centre wise printing of attendance sheet with student photograph and signature shall be prepared.
 - 2.20 The firm would provide the complete database easily accessible at the user end. It shall contain images of answer sheets/attendance sheets/OMR, attendance sheet.

3. Training, Helpdesk and Grievance Redressal and other support

Any difficulty/grievances faced/felt by the candidates or the heads of the institutions or by anyone at the end-user needs to be promptly attended by the prospective bidder. The bidder/vendor must take all necessary steps to ensure that absolutely no difficulty of any kind is faced by anyone during the entire process of online mechanism for various works. In case of any difficulty, provide such a technological arrangement that the difficulty is detected/pointed out and at the same time and the solution/remedy for the same shall be provided for an immediate solution online only. The provision of SMS and Email alerts and onsite updated information is to be made by the prospective bidder. The required support as and when needed by any of the end-user is to be provided through emailing and by arranging help desk number till the requirement period. The overall purpose of the above mechanism is to ensure that the online services remain hassle-free, time-saving, cheaper, more convenient and user friendly. Daily basis report of grievances received, redressed, pending if any must be provided to the competent authority of L.N. Mithila University, Darbhanga through online only.

- 3.1 Training modules shall be developed to provide training and support to the candidates.
- 3.2 Setting up of a centralized help desk centre shall be established at firms.
- 3.3 A FAQ shall be developed and displayed on the website for the candidate's assistance.
- 3.4 A separate call centre set up for solving candidate queries through a help desk number with a minimum number of 5 persons deployed by the firm for solving candidates query during the working hours (9 am to 5 pm). Such call centres would be operational from the start of online registration till the end of the admission process.
- 3.5 SMS and Email support services as desired by L. N. Mithila University, Darbhanga.
- 3.6 Online administration and reporting feature shall have an admin panel with different level of access rights as authorized by L. N. Mithila University, Darbhanga for different officers.
- 3.7 The prospective bidder is expected to create and provide training modules and FAQ related to the various works. The training modules comprising audio/video technique are to be uploaded on the site so that the users of the online services find it useful and convenient while entering the required data for various work/activities. The overall purpose of the training module is to facilitate the online application of various services.

4. Supply of Centre Kit for each Examination Centre to the Office of the CET-B.Ed.

- i. Photo OMR Attendance Sheet
- ii. Roll Number Stickers
- iii. Candidate Database Copy
- iv. A3 Notice Board & Class Room Placards
- v. Ziplock envelope 1 per 100OMRs
- vi. White cloth bags (should be in a capacity of keeping 400 OMRs) for OMRs and Attendance Sheets
- vii. Green Envelope A3 Size (2Nos.)
- viii. Brown Tape & Small Carton Box (to return the OMRs, attendance & forms)
- ix. Cutter (1Ps.)
- x. Instructions for Centre-in-charge (as per Draft prepared by the University)
- xi. Instructions for Invigilators (as per Draft prepared by the University)
- xii. Form-I-Certificate of Opening of Question booklet Box

- xiii. Form-II- Details of Attendance of Candidates
- xiv. Form-III- Details of Special Candidate
- xv. Form IV-Consolidated Attendance

The agency shall deliver the above materials at the respective venues on the prescribed date & timings. The above set of materials are to be handed over to the representatives of Nodal University at their respective venues two days in advance.

5. POST-EXAMINATION WORK

- 5.1 The agency will be required to make arrangements for suitably packing OMR answer sheets in polythene packets and further in carton boxes.
- 5.2 Scanning and Evaluation of OMR Sheets (including images of OMR sheets) shall be done at LNMU Headquarter, Darbhanga in the presence of CET-B.Ed-2023 representatives (to be intimated at a suitable time after the order is placed).
- 5.3 Handing over of OMR answer sheets collected from centres by L. N. Mithila University, Darbhanga to the firm. The number of answer sheets received shall be matched against the OMR absentee and memo received from the centres.
- 5.4 Image capturing of OMR answer sheet database and handing over the same to the University for safe custody in a password-protected file.
- 5.5 The firm shall evaluate the OMR answer sheet based on the answer key provided by Nodal University.
- 5.6 Scanning of the answer sheet shall be carried in two runs that are two separate units shall be installed to cross verify the scanned and tabulated data. The raw data must be addressed to L. N. Mithila University, Darbhanga.
- 5.7 The two units will manage their data separately. For the finalization of the result matching of scanned data shall be done and in case of any exception/anomaly L. N. Mithila University, Darbhanga shall be the final authority.
- 5.8 The collation of data shall be carried out by using data of both the runs as data from the absentee database and data collected for UMC cases.
- 5.9 The accuracy of the data finalized means the result shall be 100 percent.
- 5.10 The data finalized for pre-examination shall be compared with post-data to cross-verify anomaly if any. In such a case, L. N. Mithila University, Darbhanga shall be the final authority.
- 5.11 The firm shall provide the OMR Answer Sheet Image & Answer Key to the registered candidates through their login Id and seek comments for a limited period as specified by L. N. Mithila University, Darbhanga.
- 5.12 Merging of Post-Exam data with Master of pre-exam data and to generate exceptions, if any and its appropriate correction till data becomes 100% accurate.
- 5.13 Evaluation of different sets of Answer Sheets as per Answer Key supplied by L. N. Mithila University, Darbhanga.
- 5.14 Generation of Result Sheets in a specified format.
- 5.15 Printing and approval of Result and other MIS Reports such as Namewise, Category wise *i.e.* UR, EWS, SC, ST, BC, EBC, PH, EX-SERVICEMEN etc., Community Group / Subgroup wise.
- 5.16 Declaration of result-cum-merit on the website and it should be made available for seat allotment of the candidates. Result-cum-merit will be also made available to the candidates by SMS and E-mail.
- 5.17 Registration & Preference filling of colleges for online Counselling

- 5.18 Allotment of Colleges to students and recommended list to be displayed on the website.
- 5.19 Display of Admitted List on the designated website.
- 5.20 The payment gateway for counseling
- 5.21 Printing of following reports:
 - i.** Result sheet or Tabulation register
 - ii.** Notifications
 - iii.** Merit list
 - iv.** Admitted List
 - v.** Other MIS reports

- 5.22 Handing over all input documents of Pre-Exam, Post-Exam and other such reports to L. N. Mithila University, Darbhanga in hard form as well as in soft form in a password protected read-only file.
- 5.23 The firm shall arrange for the collection of input documents/data from L. N. Mithila University, Darbhanga office and return the same along with the output reports at L. N. Mithila University, Darbhanga office as and when required.
- 5.24 For all the above activities, the firm shall assign a project manager from the start of the project till the end. Also, technical support shall be provided 24X7 to L. N. Mithila University, Darbhanga.

SECTION-V
L. N. Mithila University
Kameswaranagar, Darbhanga
Technical Bid Proforma

1.

Name of the company					
Year of Establishment					
Address					
Phone with std code					
Mobile					
Email id					
About company premises	Owned/rented Area				Attachment
Experience in undertaking Entrance/ Competitive Exam of any state as per clause no. 6.1 of section I	State	Year	Pre-Examination	Post-Examination	Attachment
Experience in online registration as per clause 6.2 of section I					Attachment
Performance Certificate from the client regarding successful execution Entrance/Competitive Exam of any state as per clause no. 6.3 of section I					Attachment
Turn Over for last three financial year as per clause 6.4 of section I	2019-2020	2020-2021	2021-2022		Attachment
Blacklisted /debarred? (Attach Affidavit) as per clause 6.5 of section I	(Attachment
PF contribution or ESI registration number as per clause 6.6 of section I					Attachment
GST Registration number as per clause 6.8.2 of section I					Attachment
Type of firm or organization (proprietary /private/govt. subsidiary etc.) as per clause 6.8.3 of section I					Attachment
PAN Number as per clause 6.8.4 of section I					Attachment
Latest Income Tax return as per clause 6.8.4 of section I					Attachment
Valid CMMI – Level 3 Certificate from CMMI Institute along with ISO 9001-2015, ISO 27001:2013, ISO 20001:2011 Certification. For each: <ul style="list-style-type: none"> • Date of issuance • Issuing authority. • The validity of the Certificate. 					Attachment
BID Form (Section VII)					Attachment
Number of Employees on Rolls as per clause no. 6.7 of section I					

Note: Attach self-attested documentary proof(s) of all the above.

2. Details of Entrance Exams (Like B. ED. etc) successfully executed

Name of application/project	Name of Client	Contact person	Job type		Contact number	Volume of work No. of candidates	Year and Duration of work
			Pre-Exam	Post-Exam			

3. Details of Infrastructure

Sr. No.	Item Name	Description/Model/Company	Nos.	Specification
1	ICR/OMR combined scanners with imaging in one go.			
2	OMR scanners			
3	Laser printers			
4	Fifty Computer systems and above with minimum dual-core/Core i5 configuration and ten laptops			
5	Data Transmission capacity of 100 mbps and above			
6	Power Backup			
7	High-speed internet connectivity			
8	Number of Employees on Rolls as per clause no. 6.7 of section I.			
9	Capacity and location of data centre dedicated server in the cloud computing environment located in India.			
10	Firewall/antivirus/unified threat management system			
11	Disaster recovery management system within (24 hours)			
12	Separate backup server for database backup			
13	Technical support 24X7 to the University.			
14	Technical Deviation, if any			

Certified that all the terms and conditions of this TENDER, given the scope of work, are accepted by us.

Dated.....
the firm

Signature of the Owner with rubber seal of

SECTION-VI
L. N. Mithila University
Kameshwaranagar, Darbhanga

FINANCIAL PROFORMA

Rates per candidate whose admit card is generated successfully for B. Ed. Entrance Examination (CET-B.Ed.-2023)

Certified that after going through the above terms & conditions with the scope of work attached, I/We submit our rates exclusive of taxes as applicable:

Job work description	Rate in Rupees	Units
As per the scope of work Section IV.		Per candidate whose admit card is generated successfully

Authorized signatory (with name and seal)

Firm: _____ Phone: _____ Address: _____

_____ Fax _____ Email: _

SECTION VII

BID FORM

Tender No.....

Dated at.....

A: (Name & Address of the Purchaser)

Respected Sir/Madam,

1. I have read the conditions of contract and services to be provided No__the receipt of which is hereby duly acknowledged, we undersigned, offer to provide end to end system as specified in the tender document with the conditions of contract and specifications and for the sum shown in Section VI financial performer attached herewith and made part of this Bid.
2. We undertake, to agree within **3 (three) days** of being called upon to do so and bear all expenses including charges for stamps etc. and the agreement will be binding on us.
3. If our Bid is accepted, we will submit a Performance Guarantee of Rs. 10 Lacs as Performance security for the due Performance of the Contract.
4. We agree to abide by this Bid for a period of **120 days** from the date fixed for Bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period.
5. Until an agreement is signed and executed, this Bid together with written acceptance thereof in your notification of award shall constitute a binding contract between us.
6. We understand that you are not bound to accept the lowest or any bid, you may receive.

Dated this Day of 2023

Signature of Incapacity of Duly authorized to sign the bid for and on behalf of Witness
Address.....

Signature

SECTION-VIII

DECLARATION

1. I _____ do hereby declare that our firm is not blacklisted, debarred or prohibited by Government of India / Government of Bihar or any other state Government/ Union Territory / any other University / Authority during last five years, and no cases, criminal or civil, or enquiries are pending against the firm.
2. I hereby confirm having read and understood the tender documents and the requirements of work under this tender. The rates quoted by me are not inclusive of GST.
3. I agree to abide by all the terms and conditions of the tender documents, in case the job is awarded to me.
4. I further declare and undertake that the information given in the Bid Document(s) are true to my knowledge and belief. I agree to cancel the contract and to debar me from future participation in any such tender, in case any concealment of facts on my part is detected at any stage after the award of the contract.

**Signature of M.D.
(Or)
Authorized person**