

STATE COUNCIL OF EDUCATION RESEARCH AND TRAINING, PUNJAB

Block-E, Education Bhawan, 6th Floor, Phase-8, Mohali

Phone: 0172-2212221 E-mail:directorscert@yahoo.in

E-Tender

Notice Inviting e-Tender for Online Counseling for admissions in D.El.Ed. course in DIETS and self-financed institutes affiliated to this council in the state for the academic session 2016 – 2018.

The Council conducts online centralized counseling to select from amongst applicants / prospective candidates for admission in D.El.Ed. institutes for pursuing the D.El.Ed. course. The department has decided to outsource the jobs detailed below for efficient and timely discharge of procedural formalities related to admission in D.El.Ed. Institutes in the state of Punjab for the academic session 2016–2018.

In its endeavor to conduct Online Counseling of admission to D.El.Ed. course affiliated under this council in the state for the academic session 2016–2018.

Director on behalf of the Punjab State Council for Education Research & Training invites e-tenders for the job of Online Counseling.

For above said job listed in BOQ (Bills of Quantity) mentioned below:

1. SCOPE OF WORK

Scope of Work	Cost of Tender Doc	Earnest Money
Designing, developing the web-enabled software – user-friendly & dynamic – for Online Counseling for different modes of admission in D.El.Ed. course for 15 DIETS and 112 self-financed institutes against 7250 seats approx., in the institutes affiliated to this department for the academic session 2016–2018. The online counseling process includes the followings: Online Registration through Website & digitized form submission	Nil	20,000 /-

<p>Student Zone with specific login shall be provided to edit/update personal details and check updates.</p> <p>Online choice filling and Result declaration, Merit Generation as per SCERT norms, preparation of result based on choice filling and merit position, allotment of seat, re-allotment of seat after up gradation etc.</p> <p>Online verification of students by the institutions, reporting of students by Respective Institutions through the Login and verification of documents and admissions.</p> <p>Setting up of Coordination office at SCERT : Setting up of setup for head office with employees including computers, Lan setup and internet / Wi-fi connectivity for complete counseling support</p> <p>Web Portal Dev : Dedicated Web Portal for counseling with world class security features and upto 20 mbps Bandwidth support</p> <p>Servers for Data handling Application support, web server support, collocation server support. firewall, routers, call centre setup and other hardware and software support.</p> <p>Online Fee Collection & Financial Process: Cash deposit in two banks. E cash coupon, credit card/debit card including sale, Collection & Reporting etc.</p> <p>Unlimited SMS support for better student Co-ordination</p> <p>Implementation of Help Line Call Center(5 Seater 24*7 Call centre Support) with latest IVR and call monitoring facilities</p> <p>Greviance Management System ; for better student query handling and response management</p> <p>Manpower to support for the above mentioned activities</p> <p>Legal Matters Dealing with Court case/disputes related to counseling</p>		
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In the event of e-filling, intending bidders may download the tender documents from the website:<http://etender.punjabgovt.gov.in> directly with the help of Digital

Signature Certificate and earnest money must be submitted through online payment mode only.

- Both Technical bid and Financial Bid are to be submitted concurrently duly digitally signed in the website :<http://etender.punjabgovt.gov.in>

2. THE TIME SCHEDULE FOR OBTAINING THE BID DOCUMENTS, PRE BID MEETINGS, REGISTRATION WITH THE TENDERING AUTHORITIES, SUBMISSION OF BIDS AND OTHER DOCUMENTS ETC. WILL BE AS PER THE LIST PROVIDED BELOW.

S.No	Items	Publishing date(s)
1	Date of uploading of N.I.T. Documents (online)	27.05.2016
2	Bid Submission start date (On line)	27.05.2016 at 5.00 P.M.
3	Bid Submission closing (On line)	12.06.2016 up to 3.00 P.M.
4	Pre Bid Meeting (O/O Director SCERT, Punjab)	30.05.2016 at 2.00 P.M.
5	Bid opening date for Technical Proposals (Online)(Bid A)	13.06.2016 at 10.00 A.M
6	Date of presentation by Technically Qualified Bidder(Live Demonstration)	13.06.2016 at 2.00P.M
7	Bid opening date for Financial Proposals (Online)(Bid B)	13.06.2016 at 5.00 pm

3 ELIGIBILITY FOR QUOTING:

- The bidder should have the experience of at least two online counseling in Punjab State out of which one counseling should be related to ETT/BED or M.ED course.
- Bidder must be able to prepare the Customized Software according to S.C.E.R.T. within one week.
- Bidder should not be blacklisted by any State Govt./ Department.
- The bidder agency must have at-least 10 employees on regular rolls.
- The bidder should be ISO 9001: 2008 & ISO 27001:2013 certified

- The bidder should have a cumulative turnover of Rs 30 lacs in 2 years. In support of these criteria bidders shall furnish self-attested copy of Audited Accounts/ Balance Sheet/ Annual report along with CA Certificate for company turnover.
- EMD will be refundable and shall be submitted through online mode only.
- Bidder must have a valid PAN & CST / VAT Number

The committee reserves the right to call for presentation if required. In that case total 50 marks would be given for technical documents and 50 marks would be given on the basis of technical proposal/presentation. Detail of which is as under:

S. NO.	DESCRIPTION	Marks Criteria	Max Marks
1	Experience of conducting counseling 1 Year 2 Years 3 or more Years	05 10 25	25
2	ISO 9001: 2008 & ISO 27001:2013 certified	5	5
3	No of Employees 10 to 20 Employees > 20 Employees	5 10	10
4	Annual Turnover of the company for each of the last 2 years 15 to 20 Lac > 20 Lac	5 10	10
5	Total Marks		50

Financial technical evaluation would be done on the basis of combined evaluation. Director, SCERT reserves the right to eliminate technical presentation or evaluation step, if the bidder has justified experience of handling such assignments.

4. EVALUATION PROCESS

QCBS METHODS

The selection procedure will be based on the two parameters first is the technical evaluation and the financial procedure. The selection procedure of the Bidders will be a For Quality and Cost based Selection (QCBS), the following formula will be used for the evaluation of the bids.

The Final scores will be calculated as:

$$\mathbf{Bb = (0.75*(Tb/100) + 0.25* (Cmin/Cb)) * 100}$$

Where

Bb = overall score of bidder under consideration (calculated up to two decimal points)

ii. Tb = Technical score for the bidder under consideration

iii. Cb = Financial Bid Value for the bidder under consideration

iv. Cmin = Lowest Financial Bid Value among the financial proposals under consideration

The bidder achieving the highest overall score will be invited for awarding the contract. In case of a tie where two or more bidders achieve the same highest overall score, the bidder with the higher technical score will be invited first for awarding the contract.

5. Evaluation of Technical Proposal

The evaluation of Technical Proposal will be made on the basis of qualification and experience as well as project team proposed by the Bidder for the assignment. The Bidder, who does not possess the required qualification and experience, will not be considered for opening of Financial Proposal. Authority reserves the right to judge, appraise, and reject any or all proposals. Each bidder will be required to score at least 70 marks to qualify the technical evaluation phase

6. SUBMISSION OF THE TENDERS:

All tenders must be submitted online as provided in Table below in compliance with Annexures detailing the scopes of work. Tenders will be opened in presence of such tenderers or their authorized representatives.

The tender is to be submitted in a Two Bid System.

(i) **"BID A"**:

One folder for "Essential Requirements of the Tendering Firm for participation" shall contain all papers related to the essential requirements of the Tenderer for participation in the tender viz.

1. Technical bid document doc/ Statutory Documents :

1	EMD to be paid online, Rs.20,000/- (Rs Twenty Thousand only)
2.	NIT Digitally Signed and Uploaded
3	Application form

****A folder will contain only one file. A file may contain multiple pages**

Non statutory documents/my documents to be attached with the Technical

Bid:

S.no	Category Name	Category Description Document
1	Experience of at least two online counseling in Punjab State out of which one counseling should be related to ETT/'BED or M.ED course.	Proof of Documents/MOUs signed by firm expressing its eligibility
2.	Bidder should not be blacklisted by any State Govt./ Department.	Affidavit for Non Conviction & Black listed by any State Govt. or Deptt
3.	The bidder agency must have at-least 10 employees on regular rolls.	Document of proof/Affidavit
4.	The bidder should be ISO 9001: 2008 & ISO 27001:2013 certified	Document of proof/Affidavit
5.	The bidder should have a cumulative turnover of Rs 30 lacs in 2 years.	CA Certificate for company turnover. P/L & Balance sheet (Latest)
6.	Bidder must have a valid PAN & CST / VAT Number	PAN Card and other legal documents
7.	Company details	Company/ agency profile Certificates regarding eligibility of bidders
8.	Undertaking	Application form, Annexure "a"

****The above Statutory Documents as well as the NSD (Non-Statutory Documents) are Compulsory for qualification under Technical BID.**

“BID B”:

Another folder as “Financial Bid” shall contain the financial bids (BOQ) mentioning **"Rate per registered candidate"** for online counseling including all taxes.

During the tender evaluation process, the “Bid-A” will be opened first. Those tenderers having qualified for the essential requirements will be identified on the basis of the supplied documents. The Tender Selection Committee will assess the capability of the bidders for executing the deliverable service of the council during the tender period and then only in respect of those bidders who shall qualify in the opinion of the EXPERT COMMITTEE after the presentation, the “Bid B” will be opened. The “Bid B” of those Tenderers, failing to meet the essential requirements of participating in the tender and subsequently failing to qualify in the opinion of the EXPERT COMMITTEE after the presentation, will not be opened and be rejected.

THE DECISION OF THE TENDER SELECTION COMMITTEE WILL BE FINAL IN THIS MATTER.

LIST OF SCOPE OF WORK MAY BE SEEN IN ANNEXURES OF THIS TENDER DOCUMENT

- (a) Earnest Money is to be deposit at once for participation in the whole tender. A copy of the Demand Draft/Pay Order of the Earnest Money deposited should be included with the documents submitted in “Bid
- (b) The Earnest Money will be refunded after finalization of the tender or within 3 (three) months from the date of opening of tender whichever is later against the specific prayer from the Tenderer.

All above documents/papers as applicable should be submitted with Bid-‘A’

7. RATE:

"Rate per registered candidate" for online counseling including all taxes will be quoted by the bidders. Registered means the candidate who has paid counseling fee.

8. WITHDRAWAL /CANCELLATION POLICY

- i) The tendering authority reserves the right to withdraw any item from the tender at any stage. The selection of such item, if already made in favour of any Tenderer, shall be treated as cancelled.
- ii) The tendering authority reserves the right to reject or accept any tender or part thereof at any stage or to split any tender without assigning any reason thereof. Withdrawal of tender or any revision after submission of tender by the Tenderer will not be allowed.
- iii) The tendering authority reserves the right to accept or reject any tender, in part or in full, without assigning any reason.

9. APPEAL:

Appeal against the decision will lie with the Tender Selection Committee Review against the decision of the Tender Selection Committee will lie with Director of Punjab State Council of Education Research and Training.

10. AGREEMENT:

On a tender being accepted, **intimation of acceptance** will be forwarded to the Tenderer by the tendering authority. Such intimation may be forwarded either in one lot or in different lots. After communication of the same, the Tenderer will have to execute agreement in the prescribed form with the tendering authority or his nominee. This present document and the tender forms filled in by the Tenderer or copies thereof in so far as they are not inconsistent with these terms & Conditions will be incorporated as part of the agreement. Such agreement will be binding on the Tenderer.

11. VALIDITY PERIOD OF AGREEMENT:

The contract period will be for the counseling of session 2016-18 and may be extended for the next sessions, if the performance is found to be satisfactory.

12. PAYMENT TERMS FOR CANDIDATES:

Counseling fee will be paid by the participating candidates directly in the account of the SCERT IFSC Code PSIB0000797 Bank Punjab and Sind Bank, Phase -8, Mohali, 160062 Bank Account No 0797100024921

13 SECURITY AMOUNT:

The bidder would have to submit the Bank Guarantee of Rs 10% of total contract value at the time of the signing the agreement. Work Order will be issued only after getting the security bank guarantee.

14 PAYMENT TO THE CONTRACTER/AGENCY

90% on the completion of all counseling.

10% after six months if there is no dispute or court case pending regarding this counseling.

15In case the entire process of counseling is declared null and void due to irregularities in the process of counseling the entire expenditure will be borne by the Bidder

16 In case the outsourced agency is unable to perform the work as per the work order according to the given time lines the security will be fortified and agency may be blacklisted.

17.PUNJAB STATE COUNCIL OF EDUCATION RESEARCH AND TRAINING, RESERVES THE RIGHT TO CHANGE THE ABOVE SCHEDULE IN CASE OF ANY EXIGENCIES AFTER PUTTING UP A NOTICE ON THE WEBSITE <http://etender.punjabgovt.gov.in>.

18. All the prospective bidders are requested to be present during opening of the financial bid. venue. TO BE NOTIFIED LATER ON in the website <http://etender.punjabgovt.gov.in>

19. No objections in this respect will be entertained raised by any Bidder who will be present during opening of bid, or from any Bidder who will be absent at the time of opening of Financial Bid.

20. During the scrutiny, if it comes to the notice to tender inviting authority that the credential or any other paper found incorrect/ manufactured/ fabricated, that bidder would not allowed to participate in the tender and that application will be rejected without any prejudice.

21. Prospective bidders may mail their queries in the following e-mail address directorscert@yahoo.in

22. Any litigation in this connection is to be settled in Mohali.
23. The Tender Selection Committee / Purchase Committee reserve the right to cancel the N.I.T. due to unavoidable circumstances and no claim in this respect will be entertained.
24. For assistance on procedure of e-tendering, contact **helpdesk** (0172-2212221).
25. **REFUND OF SECURITY**
After six months if there is no dispute or court case is pending regarding this counseling.
26. **COMPENSATION**
If any compensation or fine is imposed by the court that will be borne by the contractor/Agency.

Sd/-
Director, SCERT

General guidance for e-Tendering

Instructions/Guidelines for tenders for electronic submission of the tenders online have been annexed for assisting the prospective Bidders to participate in e-Tendering.

1. Registration of Bidders:

Any Bidder willing to take part in the process of e-Tendering will have to be enrolled & registered with the Government e-Procurement system, through logging on to <http://etender.punjabgovt.gov.in>. The prospective Bidder is to click on the link for e-Tendering site as given on the web portal.

2. Digital Signature certificate (DSC)

Each Bidder is required to obtain a class-II or Class-III Digital Signature Certificate (DSC) from NIC for submission of tenders, from the approved service provider of the National Information's Centre (NIC) on payment of requisite amount details are available at the Web Site stated in Clause-2 of Guideline to Bidder DSC is given as a USB e-Token.

3. The Bidder can search & download NIT & Tender Documents electronically from computer once he logs on to the website mentioned in Clause 2 using the Digital Signature Certificate. This is the only mode of collection of Tender Documents.

5. Submission of Tenders.

General process of submission, Tenders are to be submitted through online to the website as stated above in two folders at a time for each work, one in Technical Proposal & the other is Financial Proposal before the prescribed date & time using the Digital Signature Certificate (DSC) the documents are to be uploaded virus scanned copy duly Digitally Signed. The documents will get encrypted (transformed into non readable formats).

11. THE DECISION OF THE EXPERT COMMITTEE AND THE TENDER SELECTION COMMITTEE WILL BE FINAL AND BINDING IN THIS MATTER.

12. Bidders may mail their queries to the e-mail-id: directorscert@yahoo.in

**Sd/-
Director, SCERT**

APPLICATION FORM

To

The Director

Punjab State Council of Education Research and Training.

Block-E, Education Bhawan, 6th Floor, Phase-8, Mohali

Sir,

Sub: NIT for Online Counseling.

Ref:- N.I.T. No.2/1-2016- Examination (2)

dated : 27/5/2016

Having examined the pre-qualification documents (N.I.T.& Volume-I), I/we hereby submit all the necessary information and relevant documents for evaluation.

The application is made by me / us on behalf of in the capacity of duly authorized to submit the order. The necessary evidence admissible by law in respect of authority assigned to us on behalf of the group of Firms for Application and for completion of the contract documents is attached herewith.

We are interested in supplying the materials mentioned in the Bill of Quantities.

We understand that:

(a) Tendering Authority can amend the scope & value of the contract bid under this project.

(b) Tendering Authority reserves the right to reject any application without assigning any reason thereof.

Date:

**Signature of applicant including title
& capacity in which application is made.**

STATE COUNCIL OF EDUCATION RESEARCH AND TRAINING, PUNJABBlock-E, Education Bhawan, 6th Floor, Phase-8, Mohali**FINANCIAL BID TENDER FORM**

(To be uploaded in separately under financial bid)

1. NIT No. & DATE: N.I.T. No.2/1-2016- Examination (2) dated 27/5/2016**2. Name and address of the Bidder:****PART A : CONDUCTING ONLINE COUNSELING FOR OF ADMISSION IN D.El.Ed. INSTITUTES**

ITEM	RATE (PER REGISTERED CANDIDATE FOR ONLINE COUNSELING)
CONDUCTING ONLINE COUNSELING Designing, developing the web-enabled software – user-friendly & dynamic – for Online Counseling for different modes of admission in D.El.Ed. course for 15 DIETS and 112 self-financed institutes against 7250 seats approx., in the institutes affiliated to this department for the academic session 2016–2018. The online counseling process includes the followings: Online Registration through Website & digitized form submission Student Zone with specific login shall be provided to edit/update personal details and check updates. Online choice filling and Result declaration , Merit Generation as per SCERT norms, preparation of result based on choice filling and merit position, allotment of seat, re-allotment of seat after up gradation etc. Online verification of students by the institutions , reporting of students by Respective Institutions through the Login and verification of documents and admissions. Setting up of Coordination office at SCERT : Setting up of setup for head office with employees including computers, Lan setup and internet / Wi-fi connectivity for complete counseling support Web Portal Dev : Dedicated Web Portal for counseling with world class security features and upto 20 mbps Bandwidth support Servers for Data handling Application support, web server support, collocation server support, firewall, routers, call centre setup and other hardware and software support. Online Fee Collection & Financial Process : Cash deposit in two banks. E cash coupon, credit card/debit card including sale, Collection & Reporting etc. Unlimited SMS support for better student Co-ordination Implementation of Help Line Call Center (5 Seater 24*7 Call centre Support) with latest IVR and call monitoring facilities Greviance Management System ; for better student query handling and response management Manpower to support for the above mentioned activities Legal Matters Dealing with Court case/disputes related to counseling	

I have read all the terms and conditions of the tender, Scope of the work and other information provided in the Tender document. I hereby agree to abide by the same.

SIGNATURE OF
AUTHORISED SIGNATORY

Date:

RUBBER STAMP/ SEAL OF THE FIRM