



# Madhya Pradesh Bhoj (Open) University

(Established Under an Act of State Assembly in 1991)

मध्य प्रदेश भोज (मुक्त) विश्वविद्यालय

Kolar Road, Bhopal, MP

Tel.: 9424676837

[Visit us at <https://www.mpbou.edu.in/>]

Tender No.: 116/JT/MPBOU/25, Dated:- 12/03/25

Online E-Tenders for the following work invited by the Registrar MP Bhoj (Open) University from the tenderers.

E-Tender No	Name of work	Estimated Cost of the tender Rs.	EMD Amount	Cost of Tender Form	Time Limit of Completion of work
	Admission and Examination Support Suite (AESS)	At Actual (Est. ~2.0 Crore)	6.0 Lakh	Rs.5000	5 Months

## E-Tender Time Table

Sr. No	Stage	Start Date & Time	Expiry Date & Time
1	Publishing Date & Time	17/03/2025 10:30 AM	15/04/25 05:00 PM
2	Tender Document Sale Start & End Date, Time.	17/03/2025 10:30 AM	15/04/25 03:00 PM
3	Pre-Tender Meeting Date & Time	24/03/2025 @12:30PM Meeting Link => <a href="https://meet.google.com/uzr-sfir-yzi">https://meet.google.com/uzr-sfir-yzi</a>	
4	Tender Submission Start & End Date, Time.	29/03/2025 02:00 PM	15/04/25; 5:00 PM
5	Tender Opening Date & Time.	16/04/2025 02:00 PM	—
6	Technical presentation	Date, time, venue shall be communicated to Technically Qualified Tenderers by mail, Phone	

Note: Before submitting the tender, the tenderer shall mandatorily register and then list themselves (the firm and all key personnel), on <https://mptenders.gov.in>. Further the tenderer shall follow the operating procedure as may be prescribed on the said website. The other details are also available on the portal. Extension of tender, retender, corrigendum or changes in schedule will not be published in Newspaper; it will be published only at <https://mptenders.gov.in>.

Registrar  
MP Bhoj (Open) University

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### DETAILS OF WORK


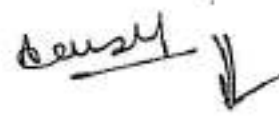
Online E-Tenders are invited by the Registrar MP Bhoj (Open) University from the tenderers.  
**All Govt., Semi Govt. Institutions, PSU working in similar field are also invited to apply** (Tender Fee, EMD shall be waived for such organizations)

Name of Work	Admission and Examination Support Suite (AESS)
Estimated Cost of the Tender	At Actual (Estimated 2.0 Cr; for EMD calculation only)
Earnest Money Deposit (EMD)	6.0 Lakh
Cost of Tender Form	Rs.5000
Period for Downloading Tender Forms	Refer Online schedule on portal <a href="https://mptenders.gov.in">https://mptenders.gov.in</a>
Last date and time for online Tender preparation and hash submission(technical and financial)	Refer Online schedule on portal <a href="https://mptenders.gov.in">https://mptenders.gov.in</a>
Date and time for online Tender data decryption and encryption (technical and commercial)	Refer Online schedule on portal <a href="https://mptenders.gov.in">https://mptenders.gov.in</a>
Receipt of online EMD Document fees, to be paid online only via Payment Gateway mode/TDR of Additional performance Security Deposit (If required)	Tender Fee and EMD to be paid via online mode only.

TO BE FILLED IN BY THE TENDERER

I/We have quoted my/our offer in Commercial Tender in figures.

Name and signature of Tenderer  
 With complete address

## DISCLAIMER

Detailed Time Table for the various activities to be performed in e-tendering process by the Tenderer for quoting their offer is given in this Tender Document under "Tender Schedule". Contractor should carefully note down the cut-off dates for the carrying out each e-tendering process/activity.

Every effort is being made to keep the Website up to date and running smoothly 24x7 by the MPBOU and the Service Provider. However, MPBOU takes no responsibility, and will not be liable for, the website being temporarily unavailable due to any technical issue at any point of time.

In that event MPBOU will not be liable or responsible for any damages or expenses arising from any difficulty, error, imperfection or inaccuracy with this Website. It includes all associated services or due to such unavailability of the Website or any part thereof or any contents or any associated services.

Tenderers must follow the time table of e-tendering process and get their activities of e-tendering processes done well in advance so as to avoid any inconvenience due to unforeseen technical problem if any.

MPBOU will not be responsible for any incomplete activity of e-tendering process of the tenderer due to technical error / failure of website and it cannot be challenged by way of appeal, arbitration and in the Court of Law. Contractors must get done all the e-tendering activities well in advance.

## Preface:

Madhya Pradesh Bhoj (Open) University (MPBOU) established on October 1, 1992 under the Madhya Pradesh University Act 1991. The University boasts 11 Regional centres and 612 study centres across the states focusing on Key objectives. Its vision centres on extending education to underserved regions through the Open and Distance Learning System.

The University is looking to onboard an agency to provide a state-of-the-art **Admission and Examination Support Suite (AESS)**, combining elements for a Student Admission Portal, and Examination Process Information Support System. The system is to be developed as a combination of mobile application and a web portal and shall serve as single centralized dynamic platform for managing the day-to-day academic and administrative functioning to ensure effective delivery of quality education and is to be implemented for all its 11 Regional Offices, 612 Study Centres and the University Head Quarter.

Proposals are invited from Firms/ Govt./ Semi Govt./PSU organizations working in the domain of web/mobile development to develop, launch, implement, maintain and improve as needed for a period of three years; however the period may be extended for a further period of 3 years on the same terms and conditions after a review each year. Tenderers are welcome to use their existing software with necessary customizations to suit the University's requirements and with provision of a support team in Bhopal for ongoing operations and comprehensive maintenance.

The system is to be developed as a combination of mobile application and a web portal with dashboards and MIS to capture multiple parameters related to various domains as detailed below. The system should also generate required analytical data to in easy-to-understand dashboards for effective administrative decision making and service delivery. There should also be adequate customization and flexibility within the system to cater to multiple levels of officials and stakeholders

### Objective:

**Admission and Examination Support Suite (AESS)** is expected to provide a unified platform that seamlessly integrates Student Admission, Examination Related Administrative and Information Management Services.

The proposed system will serve as a turnkey comprehensive digital infrastructure including dedicated portal and managed services, supporting key functions such as Student oriented services, Admissions, Admission Entrance Test, Fee Payment System, Course Management, Examination Information System, Question Paper Management, Digital Evaluation mechanism, Academic Administration, Communication etc. By leveraging advanced technology, it will streamline workflows, reduce administrative burdens, and enhance transparency and accountability.

### Scope of Services:

This project involves the design, development, and implementation of an end-to-end integrated **Admission and Examination Support Suite (AESS)** Application Software to automate all processes related to student admissions and examination administration. The selected Tenderer(s) will be responsible for developing both the website and the mobile application solution. This Application Software will be hosted on IT Infrastructure created by the selected implementation partner.

Detailed profile of solution requirement is given in Annexure-III.

### TENDERING PROCEDURE

- Tender Forms can be downloaded from the e-Tendering portal of the Public Works Department, Government of Madhya Pradesh i.e. <https://mptenders.gov.in/> after entering the details of payment towards Tender Fees as per the Tender Schedule.
- The tender submitted by the tenderer shall be based on the clarification, additional facility offered (if any) by the Department, and this tender shall be unconditional. Conditional tender will be summarily **REJECTED**.
- All tenderers are cautioned that tender containing any deviation from the contractual terms and conditions, specifications or other requirements and conditional tender will be treated as non-responsive. The tenderer should clearly mention in forwarding letter that his offer (in envelope No. 1 & 2) does not contain any condition, deviations from terms and conditions stipulated in the tender.
- Tenderers should have valid Class II /III Digital Signature Certificate (DSC) obtained from any Certifying Authorities. In case of requirement of DSC, interested tenderer should go to <https://mptenders.gov.in/> and follow the procedure mentioned in the document: Procedure for application of Digital Certificate.
- For any assistance on the use of Electronic Tendering System, the Users may call the Toll Free: 0120-4001 002, 0120-4001 005, and 0120- 4493395. Special Instructions to the tenderers for the e-submission of the tender online through this tender site: <https://mptenders.gov.in/>
- Tenderer must register them on <https://mptenders.gov.in> portal by clicking "Online Tenderer Enrollment" and then map Digital Signature Certificate.
- Tenderer then login to the site giving userid /password chosen during registration. The e-token that is registered should be used by the tenderer and should not be misused by others.
- The tenderer can update well in advance, the documents such as certificates, purchase order details etc., under My Documents option and these can be selected as per tender requirements and then attached along with tender documents during tender submission.
- After downloading / getting the tender schedules, the tenderer should go through them carefully and then submit the documents as asked, otherwise, the tender will be rejected.



- If there are any clarifications, this may be obtained online through the tender site, or through the contact details. Tenderer should take into account of the corrigendum published before submitting the tender online.
- Tenderer, in advance, should get ready the tender documents to be submitted as indicated in the tender schedule and they should be in PDF/xls/rar/dwf formats. If there is more than one document, they can be clubbed together.
- Tenderer should get ready the EMD as specified in the tender.
- The Tenderer reads the terms & conditions and accepts the same to proceed further to submit the tender.
- The Tenderer has to submit the tender document online well in advance before the prescribed time to avoid any delay or problem during the submission process.
- After the tender submission, the acknowledgement number, given by the e-tendering system should be printed by the Tenderer and kept as are cords of evidence for online submission of tender for the Particular tender.
- The Tender Inviting Authority (TIA) will not be held responsible for any sort of delay or the difficulties faced during the submission of tender online by the tenderers.
- The Tenderer may submit the tender documents by online mode through the site (<https://mptenders.gov.in/>) as indicated in the tender.
- The tendering system will give a successful tender updating message after uploading all the tender documents submitted & then a tender summary will be shown with the tender no. date & time of submission of the tender with all other relevant details. The documents submitted by the tenderers will be digitally signed using the e-token of the tender and then submitted.
- The tender summary has to be printed and kept as an acknowledgement as a token of the submission of the tender. The tender summary will act as a proof of tender submission for a tender floated and will also act as an entry point to participate in the tender opening date.
- Tenderer should login to the site well in advance for tender submission so that he submits the tender in time i.e. on or before the tender submission end time. If there is any delay, due to other issues, tenderer only is responsible.
- The tenderer should see that the tender documents submitted should be free from virus and if the documents could not be opened, due to virus, during tender opening, the tender is liable to be rejected.
- The time settings fixed in the server side & displayed at the top of the tender site, will be valid for all actions of requesting, tender submission, tender opening etc., in the e-tender system. The tenderers should follow this time during tender submission.
- All the data being entered by the tenderers would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered will not be viewable by unauthorized persons during tender submission & not be viewable by anyone until the time of tender opening. Overall, the submitted tender documents become readable only after the tender opening by the authorized individual.
- The confidentiality of the tender is maintained since the secured Socket Layer 128 Bit encryption technology issued. Data storage encryption of sensitive fields is done.
- The tenderers are requested to submit the tender through online e-tendering system to the TIA well before the tender submission end date & time (as per Server System Clock).
- The tenderer should logout of the tendering system using the normal logout option available at the top right hand corner and not by selecting the (X) option in the browser.
- For any other queries, the tenderers are asked to contact through Mail: <https://mptenders.gov.in/>.

# Eligibility Criteria / Pre-Qualification Criteria

S.No.	Pre-Qualification Criteria	Supporting Documents to be submitted
1.	Tenderer must be a company registered in India under the Companies Registration Act, 1956 or 2013 and in business for the last 3 years. Or A proprietary firm registered under relevant act and in business for last 3 years. Or A partnership firm registered under relevant act and in business for last 3 years	Following supporting document of the company to be submitted: (in Annexure-I) Copy of the valid RC issued by competent authority Copy of PAN Card, Copy of GST Certificate For proprietary and partnerships: Copy of registration, Shop act, industrial registration. Copy of PAN and GST registration
2.	The Tenderer must be ISO 27001 / CERT IN certified and Must have CMMI level 3 or above certificate.	Copy of the ISO/ Cert-In certificate. Copy of the CMMI certification.  (Attach as required in Annexure-I)
3.	The Tenderer must have an average annual turnover of at least INR 2 Crores during last 3 financial years of (FY2020-21, FY2021-22, FY2022-23) MSME Exemption allowed as per rules. Registered Startup should have atleast 50 Lakh average Turnover in last 3 financial years. Due exemptions to Govt./Semi Govt. Dept./PSUs working in the similar domain.	1) Certificate from the Competent Authority (CA) Certifying the Turnover & net worth amount 2) Copy of Audited Balance sheet for 3 financial years issued by Chartered Accountant. 3) ITR for last three Financial Years or (FY2020-21, FY2021-22, FY2022-23) 4) GSTR-3B for last 3 months, in current Fin. Year 5) Startup Certificate by GOI is required.
4.	The Tenderer should have executed Minimum 2 projects with similar scope of activities for any leading educational institutions /examination boards / universities, during last 5 years. IT start-ups should have atleast one similar project's experience with State/Central Govt. Firm / Startup both should have atleast one workorder and completion letter to handle 40,000 students with Government organization.	The Copy of the Work order or Agreement and Completion or Experience certificate signed with universities / boards in India.  The list of projects should be summarized in the Annexure-VIII
5.	The Tenderer should not be Blacklisted by any Government, Board, University or Semi-government organization on the Day of bidding.	Declaration of non-blacklisting on Tenderer's letter head as per the Annexure-IX
6.	The Tenderer should have minimum experience of 3 years including serving Admission / Examination in educational institutions in India and Overseas.	Copies of the relevant & valid (as on date of submission of bid) copies of work orders
7.	The Tenderer must possess a valid: Income Tax Registration/ PAN GST Registration Certificate	Copies of relevant certificates of Registration  (Attach as required in Annexure-I)
8.	The Bidder should have tailor made software with major components ready to deploy solution which can be implemented within the shortest period of time frame at MPBOU. Preparedness shall be assessed on the basis of Demonstration/ Presentation of the proposed system on the date scheduled. A 3-5 minutes video clip of your firm depicting the required process would be helpful in assessment.	Summary of readiness of solution.  (Attach as required in Annexure-X, XI)

*[Signature]*

*[Signature]*

*[Signature]*  
7

9. The Tenderer should have at least 25 Technically Qualified Professionals on the rolls in the area of Application Development/ System Integration/ Technical Support & Prior Experience in maintaining similar projects as per scope of work.	Copy of payroll and work order self-attested (Attach as required in Annexure-VII)
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Note: All the relevant documents should be arranged chronologically during the uploading of documents on the online tendering portal. Include:

In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

The Tenderer shall also submit the hard copy of the response documents as per timelines stipulated in tender notice. However, for the purpose of evaluation only, the response document submitted online shall be considered.

- Online payment Receipt against Earnest Money deposit.
- Online payment Receipt against Tender form fee with GST.

Tenderer must submit work order and Completion Certificate or Experience Certificate from competent authority for each of the cited project experience. In case of MoU, the copy of MoU, work order & completion certificate from awarding company and copy of work order of awarded company from mentioned bodies shall be submitted for such relevant projects

#### Technical Proposal

Technical Specifications Bid shall be submitted along with covering letter as per Annexure-X, XI with all necessary documents & Annexures. The technical Bid should contain a detailed description of the proposed work. It should articulate in detail, as to how the Tenderer's technical solution meets the requirements specified in the bid. The technical bid must not contain any pricing or commercial information. Any information submitted additional to the required response should be marked as "Supplementary" and will be furnished as separate section. If the Tenderer wishes to propose additional services (or enhanced levels of services) beyond the scope of this bid, the proposal must include a description of such services as a separate attachment to the bid. The technical Proposal should contain the details of tasks to be performed as per detailed scope of work and technical specifications. The Tenderer shall submit his performance information on his letterhead along with color photographs of infrastructure, copy of software Licensed, agreement etc.

The Tenderers shall also be evaluated on the technical evaluation criteria given in the below table. The Tenderers shall have to score at least 70% marks in the technical evaluation criteria in order to qualify for the commercial evaluation round.

\*for S.N 8 in above table: technical presentation date will be communicated to the qualified Tenderer after the pre-qualification process is completed.

#### Commercial Proposal

- The commercial proposals should be submitted as per the format of Commercial Bid given at Annexure-II. adherence to the prescribed format and terms as mentioned in this tender must strictly be followed. Any deviation or any condition written in the financial except mentioned in the prescribed format, will result in disqualification of bid.
- Unless expressly indicated, Tenderer shall not include any pre-qualification or technical information regarding the services in the commercial Bid. Additional information may be submitted to accompany the proposal. In submitting additional information, it should be marked as supplemental to the required response. Prices shall be quoted entirely in Indian Rupees up to two decimal places and must include all applicable taxes and levies and exclusive of GST (Goods and Services tax)
- The Tenderer is required to ensure that the products and services quoted are as per prescribed specifications and standard.
- The Tenderers are required to quote their best prices, inclusive of all taxes (and exclusive of GST), levies, freight, handling, insurance, and local costs if any etc.



- The rates offered by the Tenderer should be firm and free from all escalations. Prices quoted by the Tenderer shall be fixed during Tenderer's performance of the contract and shall not be subject to variation on any account.
- Commercial bid shall be unconditional; any conditional bid shall be summarily liable to be rejected.
- Software system to be developed & deployed as per Annexure-III; including setup charges, cloud account charges and all kinds of maintenance, upgrades and support charges of platform for 3 years (to be reviewed each year) from date of work order.

#### **Bid Evaluation**

- Bids will be evaluated by bid Evaluation Committee constituted by the University.
- The decision of the bid Evaluation Committee shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the committee.
- If there is a discrepancy between words and figures, the amount in words shall prevail.
- The Prequalification bid/Technical Evaluation Committee may conduct clarification meetings with each or any Tenderer to discuss any matters, technical or otherwise.

#### **Evaluation Process:**

- Bids will be evaluated based on technical and financial criteria as outlined in this document.
- Only technically qualified tenderers matching the pre-qualification criteria will move to the financial evaluation phase.

#### **Bid documents shall be evaluated as per following steps:**

##### **Examination of Pre-Qualification Criteria**

- A three-stage procedure will be adopted for evaluation of bid proposals, with the pre-qualification being completed before the technical evaluation with presentation and thereafter financial proposals being opened and compared. Only those Tenderers fulfilling all pre-qualification criteria shall be called for technical presentation which is part of the technical proposal evaluation.
- The documents submitted in pre-qualification & technical envelope shall be examined to determine whether the Tenderer meets the prequalification/eligibility criteria, completeness of the bid, whether the documents have been properly signed by the authorized signatory and whether the bids are generally in chronological order.
- Madhya Pradesh Bhoj (Open) University reserves the right to seek information/clarifications from the Tenderers. Any bids found to be non-responsive for any reason or not meeting the minimum levels of eligibility criteria specified in the various sections of this tender document shall be rejected and not included for further consideration.
- Bid Evaluation Committee may waive any minor infirmity or non-conformity or irregularity in a bid which does not constitute a material deviation, provided such a waiver does not prejudice or affect the relative ranking of any Tenderer. Prior to the detailed evaluation, the Bid Evaluation Committee will determine the substantial responsiveness of each bid to the bidding documents. For purpose of these clauses, a substantially responsive bid is one, which conforms to all the terms and conditions of the bid documents without material deviations.
- If the Bid Evaluation Committee determines that a bid is materially deviating from the prescribed terms and conditions, then the matter may be referred at higher level to decide whether the deviations of the bid are material or not. Decision of the Bid Evaluation Committee regarding this shall be final and binding.
- The Committee's determination of a bid's responsiveness shall be based on the contents of the bid itself without recourse to extrinsic evidence.
- If there is any difference in interpretation of the bids Terms, Bid Evaluation Committee's interpretation will be final and applied on all the bids. Tenderers are advised to seek clarification on such tender terms, if any, during pre-bid meeting.

*Signature*

*Signature*

### Evaluation of Technical Bids

- Technical bids shall be evaluated only of the Tenderers who qualify pre-qualification criteria and submitted all the documents and details in prescribed format.
- An intimation of bid opening will be given by e-mail to all the Tenderers for presentation before the committee appointed by the university, to the bidders who qualify the pre-qualification criteria.
- The bid evaluation committee will evaluate technical bid on the ground of scope of services mentioned in the bid and the technical eligibility criteria mentioned below in the tender document.
- The committee may seek further clarification, if required, from the Tenderers for the purpose of technical evaluation.
- The bidder should be able to carry out the whole project, fulfilling complete norms and criteria set for all the components of the project, inability or incomplete preparation to carry out any one or more portions will lead to their disqualification as bidder in the entire project.
- If a technical bid is determined as not substantially responsive, the university will reject it and in such a case commercial bid will not be opened, decision of committee in the matter shall be final. No correspondence will be entertained outside the process of negotiation /discussion with the committee.
- Solution, strategies, offerings and compliances presented in the form of technical presentation and will become essential part of Services Agreement to be signed with the successful Tenderer.

### Opening & Evaluation of Commercial bids

- The University will open the commercial bids of only technically qualified Tenderers at the time, date and place, as decided by the University.
- The commercial bids will be opened and compared (after the technical evaluation is completed) for those Tenderers whose technical bids reach the minimum scores of 70% marks.
- For the final selection of the Tenderer "QCBS" method will be considered

### Selection of Tenderer

- Technical bid, Solution Presentation and Commercial bid will be the basis for bid evaluation.
- Evaluation criteria proposed to be adopted will be Quality cum Cost Based Selection (QCBS) where Technical Bid Score will get a weightage of 60% and the Commercial Bid Score a weight of 40%
- The Tenderer would be technically evaluated out of 60 marks. All the Tenderers who secure overall minimum of 70% (42 Marks out of 60 as per technical evaluation criteria) will be considered as technically qualified. Technical score weightage of all technically qualified Tenderers will be calculated on the basis of the following formula:
- Final Technical Score of Tenderers (FTS)=(Technical Marks received by the Tenderer)
- The technically qualified bid having the Lowest Commercial Quote shall be termed as the Lowest Evaluated Bid and will be awarded 100 marks and 40% of weight of this commercial score shall be considered for final evaluation.

### Evaluation of Tender for Award -QCBS

S. No.	Particular	Marks Distribution	Weightage
1	<b>Technical Score (60 Marks)</b>		
	A. Experience and Ability to manage admission portal with the scaling capacity to handle 2 Lakh students.	20	60%
	B. Preparedness with Professional software and comprehensive Digital Evaluation process of the answer sheets with full security, coding / decoding, and relevant process adopted by vendor.	20	
	C. Experience & readiness for Entrance examination through CBT at our various test centers in MP, and complete process	20	
2	<b>Pricing Structure (As Quoted in Annexure-II by the Bidder)</b>		40%
	<b>Total</b>		100%

### Process and methodology of evaluation:

Financial bid of only those tenderers with at least 42 out of 60 marks in technical evaluation will be considered. In case at-least 3 tenderers are not available as per above, then the process shall stand cancelled.

The financial bid (fb) will be normalized on a scale of 100, with lowest bid being normalized to 100 and the rest being awarded on a pro-rata basis. The normalized scores would be considered for the purpose of Quality and Cost Based Selection (QCBS).

**Final Technical Score of Tenderers ( $T_b$ ) = (Technical Marks received by the Tenderer)**

The individual tenderer's commercial scores are normalized as per the formula

$$F_n = (F_{min} / F_b) * 100\%$$

- >  $F_n$  = Normalized commercial score for the tenderer under consideration
- >  $F_b$  = Absolute financial quote for the tenderer under consideration
- >  $F_{min}$  = Minimum absolute financial quote

$$\text{Composite Score (S)} = T_b + F_n = 0.40$$

The tenderer with the highest Composite Score(s) will be called for negotiations for the award of contract. As a part of their financial bid, the tenderer is required to submit the supporting documents in the formats provided.

While deciding the commercial score the university may adopt item wise lowest rate or cumulative both items lowest rate as per committee decision.

- In case of a tie where two or more Tenderers achieve the same highest overall score, the Tenderer with the higher technical score will be invited first for negotiations.
- The University is not bound to accept the best evaluated bid or any bid and reserves the right to accept any bid, wholly or in part
- Evaluation of highest Composite Score shall be made on the basis of complete project, however the University reserves the right to assign the work in parts to one or more firms.
- After selection, a letter of Award (the "LOA") shall be issued in duplicate by the university to preferred Tenderer and preferred Tenderer shall within seven (7) days of receipt of LOA, sign and return the duplicate copy of LOA in acknowledgement thereof.
- In the event the duplicate copy of LOA duly signed by preferred Tenderer is not received by the stipulated date, university may, unless it consents to extension of time for submission thereof, appropriate the EMD of such Tenderer as damages on account of failure of the selected Tenderer to acknowledge the LOA.
- After acknowledgement of LOA as aforesaid by preferred Tenderer, it shall cause the concessionaire to execute the concession agreement within the period prescribed. The Selected Tenderer shall not be entitled to seek any deviation, modification or amendment in the concessionaire agreement.

### Submission of Tenders:

Refer to Key Dates as indicated in the time scheduled mentioned in the detailed tender notice.

### Opening of Tenders:

On the dated specified in the Tender Schedule, following procedure will be adopted for opening of the Tender.

#### Envelope No.1: (Documents)

First of all Envelope No.1 of the tender will be opened online to verify its contents as per requirements.

**Envelope No.2: (Financial Bid)**

This envelope shall be opened online after opening of Envelope No. 1, only if contents of Envelope No. 1 are found to be acceptable to the Department and pre-qualification bid scrutiny committee report

**Earnest Money Deposit:** Govt /Semi Govt Organizaions/ PSUs are exempted  
Earnest money shall be paid via online using NEFT/RTGS or payment gateway mode. After Tender opening, the EMD of the unsuccessful tenderer will be returned to the account provided by the Tenderer during the bid preparation as given in challan under Beneficiary Account Number.

Earnest Money in the form of cheques or any other form except above will not be accepted.  
The amount will be refunded to the unsuccessful tenderers on deciding about the acceptance or otherwise of the tender. In case of successful tenderer, it will be refunded on his paying initial Security Deposit amount & completing the tender documents.

The amount of Earnest Money Deposit shall be forfeited incase a successful tenderer does not pay the amount of Security Deposit within the time specified as stipulated by the Registrar & complete the contract documents. In all other cases EMD will be refunded.

**Security Deposit:**

After acceptance of tender the successful tenderer shall submit the Security Deposit. The total Security Deposit to be paid shall be 3% of the total cost of work entrusted. Security Deposit will be refunded after the completion of work entrusted & satisfactory supply report from concerned department / Examination Division.

The amount deducted as a Security Deposit shall be forfeited in case successful tenderer refuses to accept the work after allotment or successful tenderer fails to start & complete work in scheduled time which is fixed by concerned authority.

**Issue of Forms:**

Information regarding contract as well as blank tender forms can be downloaded from the e-Tendering website upon providing the details of the payment of cost.

The details of required software solution with examination services (pre/post/digital evaluation) are specified in Annexure III.

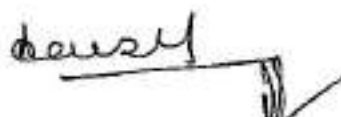
The University will supply the required information to the Tenderer. The Tenderer has to design, configure and upload the university data to proposed system and understand any custom requirements from university for the ERP related work as required by university. The Tenderer should understand & implement all the technical details including security features, approval workflows, proctoring requirements etc. should be as per the requirement of the Examination department of the University.

**Tender's Acceptance:**

Acceptance of tender will rest with the Registrar, MPBOU, and Bhopal who reserves the right to reject any or all tenders without assigning any reason therefore.

**Conditional Tender:**

The tenders who do not fulfill the conditions, the general rules and directions for the guidance of tenderer in the tender form or are incomplete in any respect are likely to be rejected without assigning any reason therefore. Conditional Tenders will not be accepted or considered.

**Power of Attorney:**



If the tenderers are a partnership firm or company, they should in their forwarding letter mention the names of all the partners together with the name of the person who holds the power of Attorney, authorizing him to conduct all transactions on behalf of the body, along with the partnership deed. (Annexure-XII)

**Payment Terms:**

No Advance will be paid. Payment will be made after successful completion of the event milestone and after due procedure.

No payment will be made for any kind of incomplete implementation of the project.

**Services under Part A:** The Tenderer will be eligible for receiving payment up to 75% of billing amount towards services charges as calculated on the number of students admitted after admission cycle is over. Remaining 25% amount will be released after completion of annual cycle academic session, i.e., publication of term end examination results.

**Services under Part C:** Full Payment of Comprehensive Digital Evaluation Process will be made only after completeness of examination results; no intermediate or advance payment shall be admissible for it.

**Services under Part C:** The Tenderer will be eligible for receiving payment up to 75% of billing amount towards services charges as calculated on the number of participated in entrance examination process, after successful completion of entrance exam process, and admission process to the eligible students. Remaining 25% amount will be released after completion of annual cycle academic session, i.e., publication of term end examination results.

The Admission and Examination Department will provide the stipulated dates to deliver the services and tenderer need to comply with the same. The bidder shall be required to produce the bill in duplicate & completed in all respect to be verified by the same by the Admission and Examination Department will.

In case, the tenderer to comply condition of delivery of services payment of the invoice will be made within one month after receiving a satisfactory report from the Examination Department.

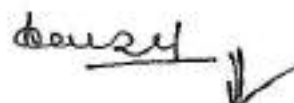
**Duration of tender:**

Duration of validity of tender and subsequent contract shall be for a period of three years from the date of signing of the contract however it may be extended for upto three years as per mutual consent on similar rate, terms and conditions specifically included in the agreement.

**GENERAL TERMS & CONDITIONS / INSTRUCTIONS TO TENDERERS:**

- The tenderer should read carefully all the tender terms, conditions and work specifications.
- Conditional offers received other than the specified conditions mentioned in the tender enquiry are liable for rejection.
- All the tenderers should note that failure of violation of General Conditions, General Notes, their tenders are liable for prima-facie rejection.
- The supplier must have sufficient capacity to implement the software and complete the services successfully.
- Evaluation of tender will be done on the basis of the item lowest rate. However, the University shall consider the merit of the Tenderer while making a decision.
- The decision of the committee in the matter shall be conclusive, final, and binding on the Tenderers and non-challengeable.
- Any price escalation will not be considered, however any change hike in Goods & Service Tax (GST) shall be paid or if decrease in taxes it shall be deducted from payment to tenderer.

- The Tenderer should deliver all Application and Cloud Account user controls as per delivery schedule given by the University.
- The quoted rates should be inclusive of all taxes and incidental charges but exclusive of GST. GST will be applicable at actual.
- No Joint Venture or Consortium partnership or Subletting the work is allowed.
- The tenderers / companies shall acquaint himself fully with the requirements of the University. No compensation on account of any difficulties will be entertained at a later stage after award of works.
- **Technical bid, Solution Presentation and Commercial bid will be the basis for bid evaluation.**
- Authorities may ask for clarification or further information to evaluate the bid.
- Please note that all the uploaded documents the bid should be signed with date and the seal of the organization should be put near the signature of the Authorized signatory.
- If any information sought in this document is missing or not clearly specified by the vendor, it will be assumed that the organization is not in a position to supply information.
- An Undertaking (Self Certificate) is to be submitted that the Organization hasn't been blacklisted by any central/state Govt. department/ organization.
- Technical and financial bids will be opened in the presence of tenderers or their representatives who choose to attend on the specified date and time.
- Financial bids of only eligible tenderers matching the pre-qualification criteria of the bids and qualifying in the presentation will be opened.
- In the event of the date specified for receipt and opening of bids being declared as a holiday by the University, the due date for opening of bids will be the next working day at the appointed time.
- The University reserves the right to accept/reject any or all bids received in response to this advertisement at any stage of the process without assigning any reasons, whatsoever. The University also reserves the right to raise the eligibility criteria for short listing the vendors.
- Tenders shall be submitted in prescribed tender form through <https://mptenders.gov.in> portal only. The tender will be rejected if not submitted in the prescribed format.
- Tenderers should be prepared to meet with university authorities upon request.
- Development work must be completed within the time limit prescribed by the university.
- Tenderers shall ensure all kinds of security provisions including CAPTCHA facility and password protection at server and client side.
- A Single point of contact will be nominated by Tenderer.
- Tenderer shall keep track of the record of update & maintenance request received from Officer and action taken report. The report shall be sent to the Organization every day.
- Developed Websites shall be bilingual (Hindi and English) and with Mobile Application.
- Tenderers are not allowed to advertise their own brand/content/logo/symbol or any such things on the portal without written consent from the department.
- Tenderers should be responsible for ensuring that all the software, Plugins, Scripts etc., used for the websites are updated with the latest patches and are free of any known vulnerabilities.
- If any of the rules won't be followed it may lead, your company to Discontinuation of agreement.
- Delay Penalty: delay penalty will be levied at the rate as 1% of estimated annual project cost.
- University shall have the right to cancel this work order if services are found unsatisfactory.
- Bids received after the specified date and time, due to whatever reason, shall not be considered for bidding.
- **Conditional Bids/Vague offers shall not be considered.**

#### **Use & Release of Tenderer Submissions:**

- The documents/papers prepared in this connection shall be the property of the University and must be deposited with the University after the work is over.
- The work order for the required service will be placed with the selected service provider by the University directly, and the payment for the service mentioned in the said work order will be made directly by the University from their own source of funds as per the financial terms and conditions of the bid.

#### **Note:**

- Consortiums will be not allowed. The tenderer must meet all the eligibility criteria by itself.
- In case the Tenderer finds that the submitted documents are insufficient, the Tenderer is expected to provide additional documents to confirm eligibility based on a request from the Tenderer.

#### **Cost of Bidding**

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

#### **Clarification of Bidding Documents**

A prospective tenderer requiring any clarification of the bidding documents may seek clarification of their query on the date indicated in this document. The University will respond to any request for clarification of any bidding documents, which it receives during the meeting on the date mentioned in this document. The University shall hold a pre-bid meeting with the prospective tenderers on the date and time given.

The Tenderers must ensure that their queries for the pre-bid meeting reach the designated officer by post, facsimile, or email on or before the date and time given.

#### **Specific Conditions for Tenderers:**

**Contract Validity:** The contract will be valid for a period of 3 years from the date of award unless terminated earlier or extended in accordance with the contract terms.

**Confidentiality:** The tenderer shall not disclose any confidential information received from the University to any third party.

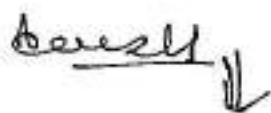
#### **Training & Documentation**

- The successful Tenderer must provide appropriate Training to the users; training should be given to the university designated resources for ease of operations and administration of ERP application. All the necessary user manuals/guidelines to operate the application must be provided by the Tenderer.

#### **Comprehensive Maintenance**

- Tenderer must provide the comprehensive maintenance inclusive of regular and yearly maintenance & process change upgrades of the application till the contract period.
- In the event of non-extension of contract, the Tenderer must transfer all the knowledge and user credentials, data if any to the university without any hesitation and without any charges.

**Dispute Resolution:** Any dispute arising out of or in connection with this contract shall be resolved through mutual discussion. If the dispute remains unresolved, it shall be referred to arbitration in accordance with the Indian Arbitration and Conciliation Act, 1996.



- To be eligible for award of contract, Tenderer must possess Bid security Declaration along with prescribed document in tender document.

### **Functional Specifications:**

The proposed application software should have following components;

- Secure web interface for data management
- Mobile APP Support for Students and Admin Level
- Document and image storage with cloud-based data backup
- Report and dash board layout customization services to be provided as per the requirements.

### **Technical Requirements:**

#### **Modular Design**

- The proposed solution should be modular in nature.
- Modules should use standard data-exchange protocols.
- Various information for which the corresponding module is responsible should be exposed via authenticated APIs.

#### **Front-end Design**

- The user interface (UI) must follow principles of responsive design.
- The UI for all modules must ensure flexible designs that can cater to devices of all form factors (laptop/desktop/tablet/mobile).
- All user interfaces must ensure compatibility across most of the popular browsers.
- Input data validation / sanitization should be done both at the front end as well as at the back end to ensure security and safety.
- User interfaced sign along with the back-end sanitization should ensure that attacks that are defined in Open Worldwide Application Security Project (OWASP Top 10) are ineffective against the proposed system.

#### **Authentication, Authorization and Access Control**

- A user-friendly web interface should display all the roles and authorizations associated with them with the additional ability to generate reports.
- The proposed solution should have Single Sign on (SSO) facility, so that the user need not separately login to every module independently.
- Any communication between the user and the central authentication server must be over a secure communication channel.
- Audit logs must be available for all authentication, authorization and resource access requests.

#### **Backup and Disaster recovery**

- The tenderer must provide a detailed backup strategy plan, Disaster recovery plan, and storage recovery.
- The proposed solution must ensure a high degree of automation of incremental backup, full backup, data recovery, health monitoring of various services, etc.

#### **Centralized Database**

- The tenderers are to propose a backend database which will be a centralized database stored at single location.
- The database character set should be Unicode to support several languages.
- The database must satisfy the following standard properties that are required of a database: -
- High Availability: The system should be deployed with high availability to ensure zero to negligible downtime in the event of a failure of the underlying VM/server.



- Latent Capacity: This database must have the ability to handle unexpected peaks in usage workloads.
- Performance: Considering a given system load, we require very low query response times.
- Scalability: The capacity to handle a larger range of user requests should be increased (or decreased) without any changes to the original architecture.
- Security: The database should allow easy setup of authorization and authentication schemes by administrators who are not necessarily database administrators.

#### Integration with existing and legacy systems

- The tenderer must provide a comprehensive data integration platform that covers a wide spectrum of data integration requirements.
- Additionally, the system should support real-time integration.
- The integration toolkit should be compatible with all platforms, hardware, and operating systems using the same toolkit.
- It should be able to interface with other existing systems through standard data interchange file formats like JSON, XML, SOAP, etc.

#### General

- Full Code Ownership, NO third-party / Licensed software.
- Full working demo onsite within 1 week of notice.

#### Technology

Preferably, open-source technologies with the latest technology fullstack should be used for both web and mobile applications (For android and IOS) to achieve higher scalability while reducing time and cost.

Application should run on Microservices architecture not monolithic, and it should support Containerization.

CISA / CISM / CISSP Certified report which says the ownership of In-house developed product belongs to tendering firm.

#### Manpower Availability:

The Tenderer should have at least 25 Technically Qualified Professionals on the rolls in the area of Application Development / System Integration / Technical Support & Prior Experience in maintaining similar projects as per scope of work.

#### Other terms

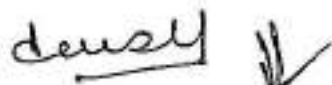
Tenderer must provide support and comprehensive maintenance during the contract period; Tenderer must provide annual maintenance services to the Software after the agreement period.

All the maintenance, hosting and any other charges incurred to provide the services are to be take care of by the successful Tenderer, University is not liable for any such expenses whatsoever

**ANNEXURE-I**  
**Particulars of Bidder**

Sl. No	Information sought	Details furnished
1	Name of the Firm	
	Address of Local Regd. office	
	Address of Head Office	
2	Whether Public Limited /Pvt. Limited/ Proprietary etc.	
3	Year of Incorporation	
4	Date of Registration	
5	RoC Ref. No:	
6	Details of company registration	
7	Details of GST registration with app. Authority	Copy of GST registration GST Return for Previous Month
8	TAN No.	
9	PAN Number with Details of Income Tax Returns (FY 21-22, 22-23, 23-24)	Copy of Income tax paid (for previous 3 Fin Years i.e. 2021-22, 2022-23, 2023-24)
10	Name, Address, Email, Phone No. of Bidder	





**CERTIFICATES:**

Attach as applicable: ISO 27001 / CERT IN Certificate empanciment, MSME Registration Certificate / Start-up India Certificate.

**WORK EXPERIENCE:**

(Attach: Agreement copy or work order or certificate related to providing the services as a proof of eligibility from Govt./ Semi Govt. Organization)

SN	Name of Institute/ Org.	Type of Institute (Govt. Organizations/ Education Dept. /Educational Institutes/Research Institutes)	Service-Tenure (Date/Month/Year)	
			Commencement of Service	End of Service
1				
2				
3				

**ANNUAL TURN OVER:** (Attach: Extracts of BS and P&L Statement)

SN	Name of Firm/ Agency	Financial Year	Annual Turn Over
1		2022-23	
2		2021-22	
3		2020-21	

**DECLARATION:**

I, the undersigned, hereby declare that I shall abide by all the clauses, of the tender document viz. Penalty, Risk Purchase, fall, and conditions as prescribed in the document MP Bhoj (Open) University, Bhopal

I declare that our firm/company possesses-

Sufficient number of computer software, license available exclusively for such work

Sufficient Capacity of the manpower available to deliver all the allotted work within delivery period as per Annexure IV.

Date: Signature of the Tenderer  
With official seal of company

**ANNEXURE-II**  
**FINANCIAL BID FORMAT Sample**

S N	Service Type*	Approx. Transactions (Per Year)	Per Student Per Year Rate (a)	Weightage (b)	Balanced Rate = (a) * (b)
		<i>Indicative Number</i>	<i>Rate to be Quoted by the Tenderer</i>	<i>Multiplier</i>	<i>for Office Use</i>
<b>Part A: (Integrated Core Services)</b>					
1	New Registration, Class Promotion / Readmission and All Processes under Part A of Annexure-III	80000 (Students)		1.00	
<b>Part B: (Comprehensive Digital Evaluation Process)</b>					
2	Digitization of Answer Books and Comprehensive Services for Digital Evaluation, Marks Consolidation.	300,000 (Answer Books)	(Per Ans. Book)	6.00	
<b>Part C: (Admission Process through Entrance Examination)</b>					
3	Entrance Examination + Complete Process Given in Part C of Annexure III	20000 (Applicants)		0.25	
<b>Absolute financial quote (Sum of Balanced Rates)</b>					
					<i>*for Office Use</i>
<p>I, the undersigned, hereby declare that I fully understand and agree to the following:</p> <ul style="list-style-type: none"> <li>All deliverable functions, services, and modules outlined in the Scope of Work, from Points A.XX to C.XX, including their sub-points and the Conditions specified under Technical Requirements, and are essential components of the Service for which rates are being quoted. I acknowledge that no additional charges will be accepted for these subfunctions, and the services will not be considered complete without their fulfilment.</li> <li>I understand that the University reserves the right to subscribe to only a part of the services as per its requirements. However, for the purpose of calculating the lowest bid, all parts will be considered together, as per the method outlined in this document.</li> <li>All quoted rates include setup charges, cloud account charges, any operational/ maintenance, upgrades, and SMS or other support costs for the platform during the entire period of service.</li> <li>The rates quoted are inclusive of all taxes, except for GST, which will be applied at actual rates.</li> <li>I accept that the University reserves the right to award the work based either on the lowest rate or by considering the feasibility of the work and the Tenderer's capability. The committee's decision in this regard will be final, conclusive, and binding, and I agree that it cannot be challenged.</li> </ul>					

*[Signature]*

*[Signature]*



### ANNEXURE-III

The broad Scope of Work for this project will encompass the following deliverables:

#### Part A: (Integrated Core Services)

##### **A1. Online Admission System**

The Online Admission System Module is a pivotal component of the Admission and Examination Support Suite (AESS), designed to streamline and enhance the admission process for prospective students. This module incorporates advanced features to ensure efficiency, transparency, and a user-friendly experience throughout the admission lifecycle. Key features include:

##### **A1.1. Public Portal Management:**

- Hosting a dedicated public portal where prospective students can access information about admission procedures, deadlines, and requirements.
- Comprehensive dashboards for real-time insights with data security and regulatory compliance.

Hosting Cloud Proprietary shall be in the name of the University and its charges shall be borne by the tenderer during entire period of project.

##### **A1.2. Admission Process Administration:**

- Adding Programmes, Eligibility, Academic Schemes, Optional Courses, Examination Schemes, etc.
- Defining details of Fee Structure, including course-specific charges and other costs.
- Role Assignment and Log-in Controls.
- Cancellation, Modification, and Penalty Clauses.
- Bulk Entry of Basic Data and other information.
- Study Centre Profile Management: Adding, Changing, Listing, Generating Reports of study centers and exam centers assigned to each course.
- Customizable Filters: Allows users to filter and search the list by course, centre location, or exam date, facilitating efficient planning and access to relevant information.

##### **A1.3. New Student Registration:**

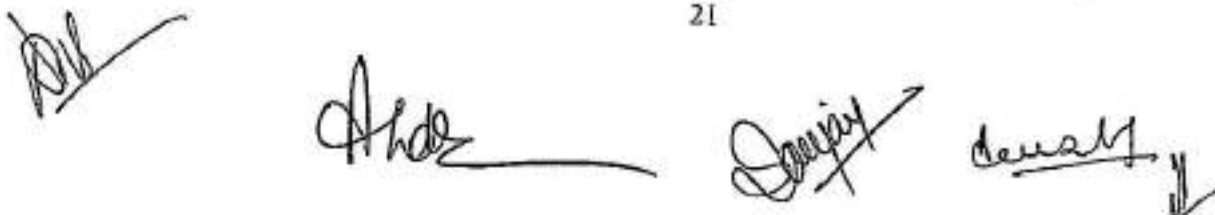
- Enable new applicants to register online, providing essential personal information and educational background details.
- Facilitate easy submission of required documents and application fees through secure online transactions.

##### **A1.4. Fees Management:**

- Detailed breakdown of tuition and other fees, including course-specific charges and additional costs.
- Collect and process fees through payment gateways.
- Track payment statuses, issue fee receipts, and reconcile financial transactions seamlessly.
- Provide fee collection and Real-Time Reporting and Analytics through an active dashboard dedicated to the Finance Department.

##### **A1.5. Eligibility Verification:**

- Automated eligibility verification: Real-time validation of applicant qualifications based on predefined criteria; what requires Seamless integration with educational boards databases to verify academic records and qualifications of applicants.
- Support DEB ID integration through API provided.
- Verification of documents at local Study Centres and approval processes at the HQ level.



#### **A1.6. Student Class Promotion and Choice of Optional Papers:**

- Automated Class Promotion: Systematic promotion of students to the next academic level based on provided results of the earlier class.
- Optional Course Selection: Allow students to choose or change optional courses.
- Real-Time Updates and Notifications regarding admission schedules, with automated notifications to students and faculty regarding promotion status and optional course changes.

#### **A1.7. Readmission of Ex Students/ Supplementary Examinee**

- Readmission Process for Supplementary Examinees and Failed Students.
- Automate validation and verification processes to ensure completeness and accuracy of submitted forms.

#### **A1.8. Counter Base Applications**

- Admission Cancellation and Refund:
- Accept refund requests, check refund eligibility, provide calculation, and process for authentic verification.
- Close the request and flag the account for cancellation.
- NOC/ Degree/ Duplicate Mark Sheet
- Provisional Certificate
- Academic Transcript
- Name Correction on Mark Sheet
- Subject/ Study Centre Change

#### **A1.9. AI Chatbot Integration:**

- Integrate AI-powered chatbots to provide instant responses to frequently asked questions (FAQs) and guide applicants through the admission process.

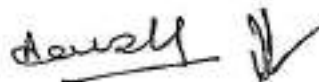
#### **A1.10. Help Centre:**

- A dedicated Resource (Man Power) Person having required knowledge level; shall be made available throughout the project for implementation, day to day maintenance, reporting, coordination etc. and also to function as support desk to assist applicants with queries related to the admission process, eligibility criteria, and documentation requirements.

#### **A1.11. Student Profile Management (through Mobile APP):**

Provide visibility and service request capabilities:

- Complete Basic Details, Courses, Optional Courses.
- Study Centre, Contact Classes Schedule.
- Notifications, Announcements.
- Record Correction/Personal Request with Tracking.
- Examination and performance history.
- Results, Grade, and Credit Visibility.



#### **A1.12. Administrator Access and Reporting:**

- Secure administrative access for authorized personnel to manage and oversee the entire admission process.
- Enable administrators to configure admission rules, monitor application progress, and generate reports.
- Various Report Module:
- Customizable Reporting: Generates a wide range of reports, including academic performance summaries, attendance records, and behavioral insights, tailored to specific needs and preferences.
- Data Export/Import:
- Flexible Data Management: Supports seamless export and import of student data in various formats (e.g., CSV, Excel, XML), facilitating integration with other systems and ensuring easy data migration.

#### **A2. Examination Management System**

This module aims to support university examination processes through data acquisition and reporting aspects of the examination lifecycle. Key features include:

##### **A2.0. Pre-Exam Verification:**

Verification subjects, exam centres, and other relevant details of Examinees through Student App as well as through Web Portal.

##### **A2.1. Marks Entry for Assignments, Practical and Projects (from Study Centre):**

- Student Data import / Bulk upload
- Allows study centres to input and update assignment, practical, and project marks directly into the system, streamlining data entry and management.
- Monitoring dashboard at Regional Centres and Head Quarter.

##### **A2.2. Academic Structure, Marks Scheme and Syllabus Management:**

- A centralized Entry/Retrieval system for all approved syllabi, Academic Structure/scheme by program, course, and academic year, with Version Control.

##### **A2.3. Exam Reports:**

- Center Wise Roll List Generation
- Attendance Sheets Generation and Attendance Report Entry
- Hall Ticket Downloading
- Other Relevant Reports and Entries

##### **A2.3. Exam Timetable Management:**

- Generate and publish exam timetables based on course schedules, faculty availability, and exam centre logistics.
- Provide visibility of exam schedules to students and faculty through the AESS portal or mobile applications.

##### **A2.4. Question Bank and Exam Paper Management:**

- Centralized Repository for Storage of exam questions categorized by subject, difficulty level, and type. Functions of this module include search, select, and customize questions based on specific assessment criteria.

- Registration of Examiner with subjects
- Approval by Board of studies

- Preparation of Examiner / Valuer panel
- Appointments of Examiner
- MIS / Statistical Reports on live Dashboard.
- Designing of various exam formats, including multiple-choice, short answer, essay, and practical assessments
- Store and maintain course-wise examiner panel from stored list of examiners.
- Online Exam Paper Setting Module: To create paper setter accounts, upload relevant syllabus, format and provide question bank access for creation of question paper.
- Maintenance of locking and confidentiality mechanism for further processing and forwarding for printing.
- Storage of Questions Papers on Secured Servers in encrypted formats.
- Secured Mechanism for sending paper directly to the Study Centres in Emergency.

#### **A2.5. Communication and Notifications System:**

- Send customized/automated notifications to students regarding exam schedules, venue changes, and result announcements.
- Enable direct communication between exam administrators, faculty members, and students through the AESS platform.

#### **A3.0. Post-Exam Functioning:**

- Result declaration module
- Result via mail module / publish
- Result Reports
- Toppers / Merit List and Press Note
- Result Analysis for Annual Report
- Result Publishing - Via SMS / email / App / Portal
- MIS Reports - according to semester, subject, gender...
- Mark sheet Dispatch and Distribution

#### **A4.0. Retotaling / Revaluation:**

- Online Application for Revaluation by Student & Fees payment
- Valuer Allotment for Re-Valuation
- Revaluation by Valuers
- Re-Valuation Result Processing

#### **A5.0. Ticketing System:**

- Comprehensive Concern Resolution System
- Tracking and Dashboard at different levels

### **Part B: (Comprehensive Digital Evaluation Process)**

#### **B1.0. Digital Evaluation of Answer Books:**

- Digitization of the exam answer booklets for Digital Evaluation.
- Vendor needs to bring in the scanners and other equipment in university Campus.
- Enabling Coding/Decoding of answer booklets.
- Assignment of digital answer sheet to valuers.



- Marking mechanism of the answer paper.
- Automated totaling.
- Deployment of other valuation guidelines.
- Moderation & finalization of Valuation.
- Automated Marks Processing Mechanism.
- Comprehensive Reporting/ Consolidation of Marks

### **Part C: Admissions Process in Courses under Education Department**

#### **C1.1 Conduction of Online Entrance Examination:**

- Registration: Online applications for Entrance Examination.
- Physical Computer Based Test in major cities in Madhya Pradesh in coordination with the University.
- Proper arrangements of id verification, frisking and web camera based proctoring.
- Evaluation of above examination.
- Encryption of question papers and other security measures required to maintain the integrity of exam. Test report by CISA / CISM / CISSP is required.

#### **C1.2 Merit Generation:**

- Implement a transparent and automated merit generation system based on predefined criteria such as academic scores, entrance exams, and quotas.
- Provide real-time updates on merit lists and rankings to applicants through the online portal.

#### **C1.3 Program and Course Selection:**

- Maintain a comprehensive database of available programs, courses, and eligibility criteria within the AESS.
- Update program information, course descriptions and admission requirements in real-time to reflect current offerings.

#### **C1.4 Choice Filling:**

- Allow applicants to select preferred courses and programs based on their merit rank and eligibility.
- Manage fee structures, payment options, and financial transactions securely through integrated payment gateways.

#### **C1.5 Seat Allotment Process:**

- Conduct automated seat allotment processes based on merit ranks, choices filled, and available vacancies.
- Ensure fairness and transparency in the allotment process while adhering to institutional policies.

#### **C2 Other Integrated Services (Given in Part A):**

After the seat allotment process, selected candidates shall be required to undergo the admission process given in Part A.

Services described under Part A are integral part of Part C.

## ANNEXURE-IV

### Delivery Schedule

Delivery of the Software for the above mentioned scope of modules with integrated solution.

0: SRS and Prototype (Day 15)

1: Platform & Portal Foundation (Day 45)

- Online Admission System Setup
- Basic Entries and Testing
- Centre, Course, Subjects, Optional Subjects
- Registration Process Administration
- Security Audit & Compliance

2: Fee Management & Service Delivery (Day 60)

- Fees Management
- Eligibility Verification
- Readmission of Ex Students/ Supplementary Examinee
- Counter Base Applications Processing
- Admission Cancellation and Refund

3: Utilities and Communication Tools (Day 90)

- Question Bank and Exam Paper Management
- AI Chatbot Integration
- Student Profile Management (through Mobile APP);
- Results Publication, Notice, Announcement
- Ticketing System

4. Remote Collaboration & Reporting (Day 90)

- Administrator Access and Reporting
- Examination Management System
- Exam Reports:
- Pre-Exam Verification
- Marks Entry for Assignments, Practical and Projects
- Conduction of Online Entrance Examination
  - Merit Generation
  - Program and Course Selection
  - Choice Filling & Seat Allotment Process

5. Payments Gateway & Digital Evaluation Testing (Day 120)

- Digital Evaluation of Answer Books
- Payment Gateway Integration
- Academic Structure, Marks Scheme
- Syllabus Management
- Exam Timetable Management
- Post-Exam Functioning
- Retotaling / Revaluation

6. Final Deployment and Testing (Day 150)

- Troubleshooting.

## ANNEXURE-V

### Declaration of Unconditional Bidding Documents

(To be provided on the respective company Letter head by the Tenderer)

To,  
Registrar  
MP Bhoj (Open) University, Bhopal

Subject: Submission of Bid for Selection of Agency for "Admission and Examination Support Suite (AESS)" for MP Bhoj (Open) University, Bhopal


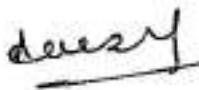

Ref: E-Tender Notice No. \_\_\_\_\_

I, authorized representative of \_\_\_\_\_, hereby solemnly affirm that the bid documents submitted as a part of pre-qualification, technical bid and financial bid are unconditional in all respect considered for "Submission of Bid for Selection of Agency for "Admission and Examination Support Suite (AESS)" "MP Bhoj (Open) University, Bhopal".

In the event of any discrepancy or misrepresentation in the provided information or declaration, unsatisfactory performance, or violation of any contract conditions, the University reserves the right to terminate the contract immediately without any obligation for compensation.

Date:

Place: Name & Designation with Seal

# ANNEXURE-VI

## Request for clarification form

Name of the Company/Firm:

Name of Person(s) Representing the Company / Firm:

Name of the Person	Designation	e-mail id	Mobile Number



Query/Clarification sought:

S.N.	Bid documents Reference (Section no. Sub section no.)	Page No.	Content of Bid Requiring clarification	Clarification Sought

Note: - Queries must be strictly submitted only in the prescribed format. Queries not submitted in the prescribed format will not be considered/ responded by the tendering authority.

Date:

Place: Name & Designation with Seal

 Devali 



## ANNEXURE-VII

## Self-declaration

To,  
Registrar  
MP Bhoj (Open) University, Bhopal

Subject: Submission of Bid for Selection of Agency for "Admission and Examination Support Suite (AESS)"  
MP Bhoj (Open) University, Bhopal  
Ref: E-Tender Notice No. \_\_\_\_\_

In response to the Tender for "Admission and Examination Support Suite (AESS)" for MP Bhoj (Open) University, Bhopal

As an owner/partner/Director of.....

I/We hereby declare that our Company/firm is having capacity to implement the above scope of work. Please see below for details of our facility location and resources.

S.N.	Name, Location & detailed Address of office, works	Manpower employed at the office	No. of computer & software
1	2	3	4

Date:

Place: Name & Designation with Seal

# ANNEXURE-VIII

## Technical Form

The Tenderer should have executed minimum two projects with similar scope of activities for any leading educational boards / examination boards / universities, directly or through MoU with the awarded company, during last five years

S.N.	Name of Organization and details of Contact Persons	Description of Projects	Order Value in INR	Commencement Date	Completion Date
1					

S.N.	Name of Organization and details of Contact Persons	Description of Projects	Order Value in INR	Commencement Date	Completion Date
1					

Particulars of Authorization of the person signing these documents on behalf of the Tenderer.

S.N.	Particular	Details
1	Details of authorized person to sign this bid document for this project Name Company Designation Address Mobile Number Email Address	
2	Authorization Given by	

Date:

Place: Name & Designation with Seal

 \_\_\_\_\_ 

## ANNEXURE-IX

### Self-declaration of Non-blacklisting

To,  
The Registrar  
MP Bhoj (Open) University, Bhopal

Subject: Submission of Bid for Selection of Agency for "Admission and Examination Support Suite (AEISS)" for  
MP Bhoj (Open) University, Bhopal



Ref: E-Tender Notice No. \_\_\_\_\_

In response to the Tender for Submission of Bid for Selection of Agency for Admission and Examination Support Suite (AEISS) for "MP Bhoj (Open) University, Bhopal as an owner/ partner/ Director of .....

I/We hereby declare that our Company/firm is having an unblemished past record and has not been declared blacklisted or ineligible for non-performance, corrupt or fraudulent practices it herein definitely or for a particular period of time in last 5 years by any State or Central Government Agency/ Board/ University or Semi-government organization in India.

Date:

Place: Name & Designation with Seal

 \_\_\_\_\_ 

# ANNEXURE-X

## Tenderer's Form

(On the letterhead of Tenderers firm)

To,  
The Registrar,  
MP Bhoj (Open) University, Bhopal

Subject: Submission of Bid for Selection of Agency for "Admission and Examination Support Suite (AESS)" for  
MP Bhoj (Open) University, Bhopal

Ref: E-Tender Notice No. \_\_\_\_\_

For Tenderer

S.N.	Particular	Details		
1.	Name of Tenderer			
2.	Registered office address and website			
3.	Year of establishment			
4.	Type of firm (e.g. Public Limited/ Private Limited etc.) or Partnership/Sole proprietor			
5.	Name of authorized contact person of Tenderer			
6.	Mobile number			
7.	Email address			
8.	Fax no.			
9.	Year-Wise financial turnover (Tenderer shall mention the financial turnover for the 3years for which documentary evidence has been provided in Pre-qualification criteria)	2020-21	2021-22	2022-23

*[Signature]*

*[Signature]*



Experience of similar Projects Complete

S.N.	Name of Organization & Details of Contact Person	Description of Project	Order Value In INR	Commencement Date	Completion Date

(Please attach work order and experience or completion certificates issued by the concern organization as per the relevant supporting documents mentioned in pre-qualification criteria)  
Details of ongoing similar projects with status

S.N.	Name of Organization & Details of Contact Person	Description of Project	Order Value in INR	Project Status

Details of Office, Branch office, Office address


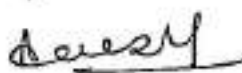

S.N.	Office Name & Address Details	Numbers of Resources / Employees	Locations

*by* devisy *11*

- The bid submitted shall be valid upto 180 days from the date of opening of commercial bids. The validity can be extended with mutual agreement.
- We agree to abide by all the conditions mentioned in this tender notice issued by the tendering authority and also the further conditions of the said tender notice given in the attached sheets (all the pages of which have been signed by us in token of acceptance of the terms mentioned therein).
- We understand that re-produced/re-word-processed formats or Tenderer's own formats for the price quotations will disqualify the Tenderer.
- We accept payment terms and conditions as mentioned in the bid document.
- Technical bid is duly filled and signed uploaded in a technical envelope of online tendering portal with this Tenderers form along with terms & conditions in token of acceptance.
- Commercial bid of this tender document is uploaded in a commercial envelope of online tendering portal duly signed and sealed.
- We believe and agree in good faith that the decision of bid evaluation committee and tendering authority will be final and will be binding on us.

Date:

Place: Name & Designation with Seal

ANNEXURE-XI

Technical bid covering letter  
(On the letterhead of Tenderers firm)

To,  
The Registrar,

MP Bhoj (Open) University, Bhopal

Subject: Submission of Bid for Selection of Agency for "Admission and Examination Support Suite (AESS)"  
for MP Bhoj (Open) University, Bhopal

Ref: E-Tender Notice No. \_\_\_\_

Dear Sir,

Having examined the Bid document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the Professional services as required and outlined in the bid to meet such requirements and provide such services as required are set out in the bid document, we attach here to the bid technical response as required by the Bid document (mentioned in Annexure-I, VII, VIII, IX, X, XII), which constitutes our proposal.

We undertake, if our proposal is accepted, we will obtain a performance security acceptable to Bhoj (Open) University, for a sum equivalent to 3% of our bid value quoted in our commercial proposal.

We agree for unconditional acceptance of all the terms and conditions set out in the bid document and also agree to abide by this bid response for a period of 180 days from the date of commercial bid opening and it shall remain binding upon us with full force and virtue, until within this period a formal contract is prepared and executed, this bid response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and the University.

We confirm that the information contained in this bid or any part thereof and other documents and instruments delivered or to be delivered to University is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead as to any material fact.

We agree that MP Bhoj (Open) University, Bhopal not bound to accept the lowest or any bid response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/service specified in the bid response without assigning any reason whatsoever. It is hereby confirmed that I/ We are entitled to act on behalf of our corporation/company/firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Signature:

Duly authorized to sign the Bid Response for and on behalf of: (Name and Address of Company) Seal/ Stamp of  
Tenderer

Witness Signature:

Witness Name and Address:

Certificate as to Authorize Signatories

I, certify that I am.....of the .....Company and that.....who signed the above bid is authorized to bind the corporation by authority of its governing body.

**List of Documents required with technical bid.**  
**(With Proper Serial Number as Below)**

1. PAN Card
2. GST Registration certificate
3. GST Return for Previous Month / GSTR-3B
4. Copy of Income tax paid (for previous 3 Fin Years i.e. 2021-22, 2022-23, 2023-24)
5. Certificate from the Competent Authority (Chartered Accountant) Certifying the Turnover & net worth amount
6. Copy of Audited Balance sheet for 3 FYs issued by Chartered Accountant (FY2020-21, FY2021-22, FY2022-23).
7. ITR for last three Financial Years or (FY2020-21, FY2021-22, FY2022-23)
8. Company Registration certificate
9. ISO 27001 / CERT IN Certificate
10. Startup India Certificate
11. MSME Registration Certificate
12. Payroll Manpower employed list in detail (at least 10)
13. Work of experience in Educational Institute
14. Work order to manage 50,000 students with Govt organization.
15. Self-declaration certificate of Non-blacklisting
16. Year wise Turnover declaration
17. List of completed Project with University/ Govt. / Semi Govt. Organization
- Work order, / Agreement Copy
- Experience certificate
- Completion certificate.
18. List of ongoing project with work order and status. (chronological order)
19. List of Machineries or software licenses, patents etc. (certified by Engineer or Chartered Accountant)
20. Details of Office, Branch office, Office address.
21. Provide a write up about your readiness to complete this project in shortest time.
22. Technical bid covering letter (Annexure XI)
23. Authorization letter (Annexure XII)



ANNEXURE-XII

Format for Tenderer's authorization letter

To,  
The Registrar  
MP Bhoj (Open) University, Bhopal

Subject: Authorization certificate for Submission of Bid for Selection of Agency for "Admission and Examination Support Suite (AEISS)" for MP Bhoj (Open) University, Bhopal.

Ref: E-Tender Notice No. \_\_\_\_\_

<Tenderer's Representative Name> .<Designation> is hereby authorized to sign relevant documents on behalf of the company/firm in dealing with tender for Submission of Bid for Selection of Agency for Supply of The Admission and Examination Support Suite (AEISS) for "MP Bhoj (Open) University, Bhopal" issued by you. He / She is also authorized to attend meetings, submit bid as may be required by you in the course of processing the above said Bid.

Date:

Place: Name & Designation with Seal

#### Additional Terms & Conditions: and Project Implementation Timeline:

- Project Kick-off: Within 15 days of contract signing.
  - Milestones: Detailed project milestones to be defined in the Project Plan.
  - Completion: The project should be completed within 3 months of the start date.
  - Customization / Development of the existing/ new software modules to be in-scope during the contract period
  - Total Access Control over the software by the University.
  - 24/7 day support post implementation.
  - Integrated Data model for modules or solution with scalability & cost effective solution
  - Ability to manage all security aspects of the University Examinations
  - Ability to automate the confidential works (QP setting / Delivery Mechanism) with AI proctored enabled model.
  - Ability to manage Multi Centre delivery and governance model
  - The solution should be developed in-house and owned by the company (Made in India).
  - In the absence of required EMD cost, the bid shall be deemed to be invalid & will be rejected by university.
- Those tenderers, who are exempted from submission of EMD cost, have to submit a scanned copy of the requisite certificate issued by the concerned authority like - "NSIC". Exemption/ relaxation will be allowed to start up and MSEs as per applicable Government of India rules/guidelines. Prior Turnover and prior experience will also be relaxed to start up as per OM issued by Government of India. The EMD will be returned to unsuccessful tenderers. No interest shall accrue to this deposit which will be returned after completion of the work and after adjusting dues, if any.
- EMD shall be forfeited in case of the following:
    - The tenderer withdraws their offer during the period of tender validity.
    - After opening of tender, the tenderer fails to honour the contract or refuses to comply with any or all terms and conditions of the tender.
    - If the successful tenderer failed to furnish the security deposit as required.
  - Tenderers who secured highest composite scores to whom the contract awarded will be required to deposit performance security @3% of the contract sum in the form of Bank Guaranty. This performance security must be deposited within 10 days of the award of the contract. No interest will be paid on the performance security. Refund of performance guarantee will be released after successful completion of the works of said contract.
  - In case two or more companies / agencies are found to have score same marks as per evaluation criteria, the Competent Authority authorized by university shall decide about the Tenderer to which the offer shall be granted based on the report on the past performance of the firm, and length of experience etc. The decision of the Competent Authority of university shall be final.
  - **Penalties for Non-Compliance:** The tenderer/ company undertake to comply fully with the university's requirements for the project. The project should be completed as per the work plan agreed upon. In case the tenderer/ company do not complete the project as per work plan, university will be at liberty to levy a penalty of up to 1% of the Contract Amount for every two weeks of delay. The maximum amount of penalty shall not exceed 10% of contract value including Performance Security that shall also be forfeited.
  - In case of any breach of the contract university will be entitled to withhold any payments due and accrued and also to invoke performance security submitted by the tenderer/ company. University will also be entitled to initiate any actions to recover in whole or part any of the amounts already released to the tenderer/ company up to that time, besides any other action that university may like to take against the tenderer/ company.

- The losses to the institute which are directly attributable to the agency shall be deducted from the bills adjusted from the Security deposit.
- TDS and other Taxes as applicable will be deducted from tenderer / company bills as per Govt. guidelines from time to time.
- The successful firm shall have to execute an agreement on a nonjudicial paper of the value of Rs.1000/- duly signed and stamped.
- Subject to Bhopal, Madhya Pradesh jurisdiction only.

### Specific Terms and Conditions for On-Screen Digital Evaluation System

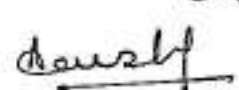
1. The bidder shall provide 100 or more top head scanners with manpower on short notice for providing services of on-screen evaluation of answer books. Bidders should ensure appropriate backup of scanners along with other instruments during the scanning process.
2. The service provider shall locate the server at the pre-decided location. It shall be up and running 24X7 during the project tenure. Uptime for the server guaranteed shall be above 99.99 %, measured monthly or for the project duration, whichever is less.
3. The on-screen evaluation of the answer book system shall be made available 24X7 during the scheduled period of evaluation of answer books. There shall also be remote access of the server to the University-authorized officials for monitoring the on-screen evaluation process.
4. The service provider shall train the examiners and moderators appointed by the university as and when required.
5. Hard copies of answer books can be kept only in the scanning room and the service provider shall hand over the same to the examination section after scanning.
6. The scanned digital copy of the raw answer books shall be uploaded into the main server procured by the service provider directly from the scanning centre only.
7. Digital copies of the scanned answer books shall not be allowed to be taken outside the scanning centre in a laptop or in any physical storage device. The service provider shall have to upload copies of answer books in an encrypted form right from the scanning centre to the primary server.
8. The service provider shall enable access to the servers for the examiners and moderators both from their office as well as from the evaluation centre based on their roles and rights defined by the University in writing.
9. The software shall have the capacity for the examiners and moderators to raise exceptions irrespective of their locations.
10. The software shall have annotation capacities like tick marks and cross marks apart from other tools like protractors/scales required for evaluation.
11. Individual marks awarded for each question shall appear before the tick mark i.e., marks awarded by the evaluators against each question shall appear individually in the answer book. All annotations shall come out clearly if the University chooses to print an evaluated answer book for any reason after the declaration of results.
12. The cover page of each evaluated answer book shall have a summary of marks awarded question-wise with the total marks obtained by the candidate in the answer book. This page shall be generated from the server automatically along with the answer- book and the same shall be submitted as a PDF copy to the University within 15 days after the declaration of results of the examination concerned. Generation of marked

- summary pages of answer books separately outside the system or server and then manually attaching it to the answer book to create a PDF is strictly not allowed.
13. The service provider shall provide the marks of each candidate in a table format that is mutually agreed upon by the University and the service provider at the project stage. The qp-wise marks shall be released within two days from the date of completion of the evaluation of the last answer book by the evaluators.
  14. The data and other credentials with proper documentation should be handed over to the University for future access.
  15. The entire evaluation activity along with data and audit logs shall be kept safe and transferred to the University data centre after the completion of the entire evaluation work. The data that supported the evaluation can be deleted by the service provider server only after explicit confirmation from the University in writing.
  16. The system shall provide convenience to examiners and moderators such that they can perform an on-screen evaluation of answer books from any authorized Evaluation Centre of the University with his/her username and password. Audit logs shall capture the location of evaluation for every answer book.

#### **Warranties and Liability:**

- The tenderer/company warrants that the website will be free of programming errors and defects in workmanship and materials, and that it will be in full conformity with the specifications in the work plan. Any shortcomings noticed or identified by the university in this regard will make the tenderer liable to penalties and the tenderer will be required to rectify the defects promptly at own expense.
- The tenderer/company further warrants that it owns and has complete rights to license, convey and without any encumbrance the Website and deliverables covered in the contract.
- The tenderer/company further warrants that it has obtained all required registrations, permissions and consents from all third parties necessary to deliver the Website, background technology and deliverables.
- The tenderer/company expressly warrants that the Website does not contain any protective feature designed to restrict or prevent its use by university or its users.
- The tenderer/company further warrants that the Website or any associated portion of it does not contain any virus, worm, Trojan horse routines, trap door, time bomb, or any other codes or instructions that may be used to access modify damage or disable the Website or computer system including that of the customers and other users of the Website.
- The tenderer/company warrants that the Website does not infringe upon the trademark, copyright patent trade secrets or any other rights of any third party and where there is a use or infringement the tenderer/ company shall obtain a license for use from the rights holder permitting such use. The tenderer/ company shall indemnify the university against liability for infringement. The tenderer/company warrants that all content forming part of the Website is provided from or obtained only from university. The intellectual property rights of the website will be the propriety of the university and cannot be used by anyone else without the permission of the university.
- The tenderer/company warrants Security and Data Integrity through Implementation of robust security measures to protect exam data, prevent unauthorized access, and ensure compliance with data protection regulations.

  
29/11/24  
Sundesh

  
Sundesh

  
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Sundesh







Verify

Print

Help

BoQ

Tender Inviting Authority: MADHYA PRADESH BHOU OPEN UNIVERSITY BHOPAL

Name of Work: e-Tender for Admission and Examination Support Suite

Contract No: -----/IT/MPBOU/2025 DTD. -----/01/2025

Name of the  
Bidder/ Bidding  
Firm / Company

**PRICE SCHEDULE**

(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only )

NUMBER #	TEXT #	NUMBER #	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Description (Pls. refer Annexure - II of Tender doc.)	Weightage (Multiplier)	BASIC RATE PER STUDENT TO BE ENTERED BY THE BIDDER IN INR WITHOUT GST	Balanced Rate after Weightage Without Taxes In Rs. P	Balanced Rate after Weightage In Words
1	2	4	13	54	55
1	Part A : Integrated Core Services	1.000		0.00	INR Zero Only
2	Part B : Comprehensive Digital Evaluation Process	6.000		0.00	INR Zero Only
3	Part C : Admission Process through Entrance Examination	0.250		0.00	INR Zero Only
Total in Figures				0.00	INR Zero Only
Quoted Rate in Words				0.00	INR Zero Only

done by  
11/03/25

11/03/25

11/03/25