



Maharshi Dayanand University, Rohtak, Haryana
(A State University established under Haryana Act No. XXV of 1975)
NAAC Accredited 'A+' Grade

Ref: MDU/COE/764

Dated: 17-12-2021

Phone: 01262-274169, Email: coe@mdu.ac.in

STANDARD BIDDING DOCUMENT FOR OUTSOURCING OF RESULT PROCESSING ACTIVITIES, PRINTING OF DEGREES, DETAILED MARKS CARD (DMCs) & OTHER RELATED REPORTS OF MAHARSHI DAYANAND UNIVERSITY (MDU), ROHTAK, ON BEHALF OF CONTROLLER OF EXAMINATIONS (COE), MDU, ROHTAK

PRESS NOTICE

MAHARSHI DAYANAND UNIVERSITY, ROHTAK Notice Inviting Tender	
Name of Work:	OUTSOURCING OF RESULT PROCESSING ACTIVITIES, PRINTING OF DEGREES, DMCs & OTHER RELATED REPORTS OF MDU, ROHTAK
Estimated Cost:	Rs. 2.50 Crores per Annum
Earnest Money:	i) From Bidders/Contractors: Rs 5,00,000/- ii) From MSME: As per Haryana Govt. norms
Performance Guarantee:	5% of the Tentative Value of the Contract
Time limit:	03 Weeks
e-Tenders to be received till 07.01.2022 upto 04.30 PM	
(i) The tenders will be received only through e-tendering. For further details visit website https://www.etenders.hry.nic.in	
(ii) Cost of Bid document is Rs.15,000/- (non refundable) which will be deposited through online mode from https://etenders.hry.nic.in	
(iii) Earnest Money (as mentioned above) will be deposited through online mode from https://etenders.hry.nic.in	
(iv) Willing bidders shall have to pay is Rs.1000/- +GST as the e- Service/Processing Fee through online mode from https://etenders.hry.nic.in	
(v) The interested parties/bidders should visit the University website (https://www.mdu.ac.in) or https://www.etenders.hry.nic.in regularly for corrigendum(s) which may be issued regarding extension of date, modification of eligibility or amendments in other terms & conditions etc., as corrigendum(s) will not be published in newspapers.	

COE, MDU, Rohtak

DETAIL NOTICE INVITING TENDER

e-Tender on behalf of COE, MDU, Rohtak is invited for **OUTSOURCING OF RESULT PROCESSING ACTIVITIES, PRINTING OF DEGREES, DMCs & OTHER RELATED REPORTS, OF MDU, ROHTAK** in single stage two cover system i.e. Request for Pre-Qualification/Technical Bid (online Bid under PQQ/ Technical Envelope) and Request for Financial Bid (comprising price bid Proposal under online available Commercial Envelope):-

Sr. No	Description of work / Items	Appx. Cost (Rs. In lacs)	EMD to be deposited by Bidder	Tender Document Fee & e-Service/ processing fee (Rs.)	Start Date & Time of Bid Preparation & Submission	Expiry Date & Time of Bid Preparation & Submission
1.	Outsourcing of Result Processing Activities, Printing of Degrees, DMCs & other related Reports of MDU, Rohtak	Rs 2.50 Crores per Annum	Rs 5,00,000/-	Rs 15,000/- for Tender/Bid Document fee and Rs.1000/- +GST for e-service/processing fee	17.12.2021 (05.00 PM)	Upto 07.01.2022 (04:30 PM)

1. Any clarification regarding the detailed notice inviting tender can be sought from the COE office during office hours at 01262-274169 or coe@mdu.ac.in.
2. Bidding documents are available on websites <https://www.mdu.ac.in/> and <https://www.etenders.hry.nic.in>
3. The bidders would submit bid through e-tendering only on the Haryana Government e-Procurement System website i.e. <https://www.etenders.hry.nic.in>

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

1. The payment of Tender Document Fee as well as EMD and e-Service/Processing Fee shall be made by eligible bidders through online mode from <https://etenders.hry.nic.in>.

2. Interested bidders will be mandatorily required to online sign-up (create user account) on the website <https://www.etenders.hry.nic.in> to be eligible to participate in the e-Tender.

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

Key Dates

Sr. No.	Department Stage	Bidder's Stage	Start date and time	Expiry date and time
1		Tender Document Download and Bid Preparation/Submission	17.12.2021 (05.00 PM)	07.01.2022 (04:30 PM)
2	Technical Bid Opening			10.01.2022 at 03:00 PM in the office of the Registrar
3	Financial Bid Opening			After evaluation of the Technical Bids (in the office of the Registrar)

Important Note:

1. The Applicants/bidders have to complete 'Application / Bid Preparation & Submission' stage on scheduled time as mentioned above. If any applicant / Bidder fails to complete his / her aforesaid stage in the stipulated online time schedule for this stage, his / her Application/Bid status will be considered as 'Application / Bid not submitted'.
2. Applicant/Bidder must confirm and check his/her Application/Bid status after completion of his/her all activities for e-bidding.
3. Applicant/Bidder can rework on his/her bids even after completion of 'Application/Bid Preparation & submission stage' (Application/Bidder Stage), subject to the condition that the rework must take place during the stipulated time frame of the Applicant/Bidder Stage.
4. In the first instance, the payment details of tender document fee + e-Service and EMD & PQQ/Technical Envelope shall be opened. After that the financial bid quoted

against each item by the shortlisted bidder/ agency wherever required shall be opened online, in the presence of such bidders/ agencies who either themselves or through their representatives willing to be present. The bidder has to submit online bids as per the dates mentioned in the schedule/Key Dates above.

5. The bids shall be submitted online in two separate envelopes:

Envelope 1: Technical Bid

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

Envelope 2: Commercial Bid

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

CONDITIONS

1. The tenderer will keep in touch with the University Website for any change in the NIT/DNIT till the last date/revised last date of online invited tender and incorporate such changes in NIT/DNIT and the tender bids.
2. DNIT & prequalification criteria can be seen on any working day during office hours in office of the undersigned.
3. Conditional tenders will not be entertained & are liable to be rejected.
4. In case the day of opening of tenders happens to be holiday, the tenders will be opened on the next working day. The time and place of opening of tenders and other conditions will remain unchanged.
5. The University reserves the right to reject any tender or all the tenders without assigning any reasons.
6. The societies shall produce an attested copy of the resolution of the executive/ governing body for the issuance of tenders.
7. The Jurisdiction of court will be at **Rohtak**.
8. The tender of the bidder who does not satisfy the eligibility/qualification criteria in the bid documents are liable to be rejected summarily without assigning any reason and no claim whatsoever on this account will be considered.
9. **The bid for the contract shall remain open for acceptance during the bid validity period to be reckoned from the last date of submission of the tender. If any bidder/tenderer withdraws his/her bid/tender before the said period or makes any modification(s) in the terms and conditions of the bid, during the fixed validity period, the earnest money shall stand forfeited. Bids shall be valid for three months from the date of bid closing i.e. from last date of submission of EMD. In case the last day to accept the tender happens to be holiday, validity to accept tender will be the next working day.**
10. **Any work, here tendered, may be withdrawn from further processing at any stage at the discretion of the competent authority without assigning any reason.**

11. The COE is competent to increase / decrease the volume of work. In case of decrease of volume of work, the contractor shall have no claim to any payment or compensation whatsoever on account of any profit or advantage which he might have derived from the execution of the work in full.

12. The University reserves the right to accept or reject or negotiate any of the tender or conditions/items without assigning any reason.

COE, MDU, Rohtak

DNIT for Outsourcing of Result Processing Activities, Printing of Degrees, DMCs & Other Related Reports of MDU, Rohtak

University is looking for Outsourcing of Result Processing activities, printing of Degrees, DMCs & other related Reports of Examination System and online e-Tender applications are invited from IT service providers of national and international repute for Outsourcing of all services relating to Result Processing activities of university, described in brief along with terms and conditions in following paragraphs/points:

1. SCOPE OF WORK:

Result Processing and Management of Related Activities:

The university is handling the pre-examination (registration, fee, admit card, exam conduction, sessional/practical marks etc.) through in-house systems, the scope of further post examination activities (to be outsourced) under Result Processing and related activities is as follows:

- i. Mechanism to use data provided by MDU in specified formats:
 - a. Academic Structure & ordinances
 - b. Student Master Data
 - c. Awards/Marks
 - d. Old posting (awards of previous exams) etc.
- ii. Mechanism to use the Student Master Data/Cut list (student details, name, course, subjects etc.) provided by the university to successful bidder, to process results course-wise and semester/year wise.
- iii. Mechanism to use the Sessional and Practical marks course-wise, semester-wise and examination scheme/ordinance-wise etc. as provided by the university to successful bidder.
- iv. Mechanism to use the attendance details of the students as provided by the university course-wise, semester-wise, etc.
- v. Mechanism to use the Theory marks as provided by the university after digital/manual evaluation of the answer sheets. It is pertinent to mention that the marks of Theory papers (evaluated by evaluators) are digitally/OMR scanned by an outsourced Scanning agency, which will be provided by the university to successful bidder in digital form (MS Excel Format etc.) course-wise, semester wise in the same format as received from the Scanning Agency. In most of the courses the Theory marks are digitally/OMR scanned but in some cases (less than 10%) where OMR answer sheets are not used, the successful bidder may have to get the Theory marks punched from hard copy (as received from evaluators) in award lists.

- vi. Mechanism/provision to tackle Adhoc marks, Grace marks, Unfair Means Decisions (UMC), Fee Defaulters, Eligibility or other Discrepancy/Hold etc. course-wise, semester-wise (provided by university to successful bidder) for result processing, as per examination schemes/ordinances.
- vii. Mechanism to process results course-wise, semester-wise strictly as per respective/applicable examination schemes, rules and ordinances of university.
- viii. Mechanism to use the digital (MS SQL Server) student marks from centralized (post exam) student result database (as available in university Datacenter) and use it to process the results for reappear, additional, improvement and grand total cases. In case of any discrepancy or missing old marks record in centralized student result database, the successful bidder will be required to rectify the old student marks/scheme etc. details by digital modification or punching of old semester awards/scheme etc. from hard copy resultsheets, so that the results of all students are accurately processed.

Old Student Data Migration/use of legacy MS SQL student result database shall entirely be the responsibility of the successful bidder. Incorporation of student result database, hard copy schemes, rules, ordinances etc. in successful bidder's software format shall be the responsibility of the successful bidder. University shall share the digital data as available in the MS SQL database and the successful bidder shall incorporate its own tools or manpower to interpret/migrate the student result database/schemes etc. in successful bidder's system. It is pertinent to mention that university shall not be responsible for converting/formatting the student result database/schemes/ordinances etc. in successful bidder's formats/requirements. The successful bidder shall have to develop mechanism for data exchange with the system prevailing in the University.

- ix. Mechanism to provide course-wise semester-wise relevant reports in printed hard copy and digital form, such as Marks Checklist, Error Lists, Duplicate Marks List, Wrong Roll Number List, Subject Mismatch List, Super Flush/Extra Awards List, Examination Schemes, Rough Result Sheet etc. (as per prevailing result processing practices of university) to respective university dealing hands, so that the dealing hand may get the discrepancies removed from university's end as well as successful bidder's end and may properly verify the results processed by successful bidder before allowing the actual declaration of the results.
- x. Mechanism to provide the verified processed result to the university in predefined digital format (MS Excel etc.) so that the verified processed result may be pushed into the centralized University database (presently in MS SQL Server) in university Datacentre. University may also provide a panel to the successful bidder from which he can directly upload the verified processed result into the university centralized database.

- xi. Mechanism to provide digital (MS Excel, Portable Document Format (PDF) etc.) reports of the verified processed results which need to be kept by university and/or required to be uploaded on the university website for students and public – such as Detailed Marks Card (DMC), Degree, Result Gazette, Result Sheet, Pass Percentage, Award Checklist, Error Lists, two copies of Merit List etc. (as per prevailing result processing practices and requirements of university).
- xii. Mechanism to provide relevant printed hard copy reports course-wise semester-wise required by university after result processing and declaration of results - such as DMC, Degree, Result Sheet, Result Gazette, two copies of Merit List, two copies of Pass Percentage, Award Checklist etc. (as per prevailing result processing practices and requirements of university).
- xiii. Mechanism to provide relevant reports to the Re-evaluation and Secrecy etc. branches of the university for re-evaluation work, resolution of discrepancies/student grievances etc. of the declared results – such as Award Checklist, Super Flush/Extra Awards List in the digital (Excel, PDF etc.) and printed hard copy formats (as per prevailing result processing practices and requirements of university).
- xiv. Mechanism of re-processing of declared results, inclusion of re-evaluation decisions and correction of student results, re-issue of certificates etc., such as Marks, Student Name, Father Name, Mother Name and other details may be modified/re-processed and/or duplicate certificates may be required for students in case being lost. Relevant reports, such as DMC, Degree, departmental reports in digital and printed hard copy format will be provided by the successful bidder in the re-processing, re-evaluation, discrepancy resolution cases.
- xv. Mechanism to provide other Administrative, Statistical, Right to Information (RTI) digital (MS Excel, PDF etc.) and printed hard copy reports based on the results processing activities which may be required by university, government, students or public etc. in Administrative, RTI, Internal Quality & Assurance, Student Grievances and other matters. Successful bidder shall be responsible to develop a mechanism to provide digital (MS Excel, PDF etc.) and hardcopy data & reports in required formats for government initiatives/schemes like National Academic Depository (NAD), Digilocker etc., as per universities specifications and requirements. The format or fields of such reports may vary as per required information at a point of time.
- xvi. Mechanism for timely processing and declaration of the results as the examination system is strictly Time Bound. The successful bidder is required to provide hard copy and digital/soft copy of all the reports (as mentioned in above points) for declared results strictly in a date bound manner, as required/decided by result branches, for future process and record purposes.

- xvii. Mechanism for full support to university in handling existing/old result processing activities by result correction/re-processing of the results already processed/declared and printing of relevant reports (DMC, Degree etc.) for the same, in case of resolution of pendencies from previous agency.
- xviii. Mechanism to print Student Photograph on DMCs, Degrees if required by university.
- xix. If required, university may direct the successful bidder to depute a project manager at university premises for better coordination, grievance handling and management of project. The accommodation etc. of any manpower deployed shall be the responsibility of the successful bidder. The University shall not provide any accommodation or other facilities/allowances for the manpower of agency.
- xx. Use of any direct or indirect software, hardware, stationery will be the responsibility of the successful bidder and university will not bear any additional financial and legal implications for the same.
- xxi. **MODE OF DELIVERY & RECEIVING OF DOCUMENTS / DATA / REPORTS**

Documents relating to awards, eligibility list, correction, error settlement, result processing, student grievances etc. shall be provided only by the authorized signatory of the concerned result branches (Branch Officer) to authorized signatory of the successful bidder (or other designated official). Result branches and successful bidder shall maintain a proper diary and dispatch record (name of person, date, time, document information etc.) of the documents, data, information shared with successful bidder for awards, eligibility list, correction, error settlement, result processing, student grievances etc.

The successful bidder shall not make any modification/changes in the data or result without proper approved authorization from the concerned result branch.

MDU to provide Data/Information to successful bidder: The concerned dealing hands (with the approval of the authorized signatory – Branch Officer) shall provide the relevant documents, data to successful bidder's office in hard copy or soft copy (email etc.) for result processing, corrections etc. The responsibility of providing the said information/data to successful bidder for result processing, corrections etc. will be of MDU. The Travelling, Dearness and other allowances of the MDU employees shall be borne by MDU.

Freight on Road (FOR) shall be concerned result, secrecy, re-evaluation etc. branches of MDU, Rohtak. The Successful bidder shall be responsible to provide/transport the result processing related reports (DMC, Degree, Result Sheet, Result Gazette, Checklist etc.) in concerned branches to the authorized MDU signatories. MDU shall not pay any transport or other charges to successful bidder for the handing over of result processing related reports to concerned result branches. Successful bidder shall provide the digital (Excel etc.) copy (apart from printed hard copies) of processed/corrected student data to university through email.

xxii. The successful bidder shall give a certificate regarding declaration of results that:

- a. The results shall be prepared on the basis of awards/data supplied by MDU.
- b. The results shall be prepared according to the scheme(s) of examination(s) and ordinances of the MDU

xxiii. The specifications for result processing reports stationery is as under:

Printing of DMC (Century Paper), Grand Total DMC (non-tearable Polyethylene Terephthalate media), Degrees (non-tearable Polyethylene Terephthalate media), Result Sheets and other reports , such as Result Gazette, Marks Checklist, Error lists, Administrative Reports, Merit List etc., shall come under following categories:

- a. All Reports Printing work for the results processed by the successful bidder.
- b. Printing work for Old Sessions, like Duplicate DMC (Century Paper and Non-tearable media) or Degree (Non-tearable media). Lost or damaged - Result Sheets and other Reports, such as Result Gazette, Marks Checklist, Error lists, Administrative Reports, Merit List etc., if required by university, to be printed by successful bidder.
- c. Some courses are processed in-house in university, so to maintain symmetry in the material/media of Non-tearable Degrees and Grand Total DMCs, university shall provide processed/finalized data (students all academic details to be printed) for printing of Non-tearable Degrees and Grand Total DMCs of such courses to the successful bidder.

The stationery for providing all hard copy reports related to the result processing activities will be of the bidder. The guidelines, ordinances, format, designing, such as logo, size, format etc. for the result processing reports shall be instructed by the university. The successful bidder shall have to provide following hard copy reports to university:

S.No	Report Name	Stationery Description
a.	<p><u>Detailed Marks Card (DMC):</u> Pass DMC in Red Color and Reappear DMC in Green Color, for all semesters (including 'Pass Provisional' DMC of Final Semesters excluding Grand Total DMC):</p> <ol style="list-style-type: none"> 1. The approx. volume of all semester DMCs out of total strength of 08 lakhs would be around 6,75,000 annually (excluding Grand Total DMCs) 2. Also, university shall provide DMCs data for printing of Duplicate DMCs for students of old sessions. This data may be around 5,000 annually. 	<p>120 GSM Century Paper, around A4 size (size/format etc. may vary as per prevailing pattern/guidelines of university)</p>
b.	<p><u>Grand Total DMC (Multicolor):</u> (This is final semester DMC containing the Grand Total Marks of a course and is issued to a student only after he/she has successfully passed all semesters):</p> <ol style="list-style-type: none"> 1. The approx. volume of Grand Total DMC may be around 1,25,000 annually, for the results processed by successful bidder. 2. University shall provide Grand Total DMC's data to the successful bidder for printing of Duplicate Grand Total DMCs for old session students. This data may be around 2,000 annually. 	<p>High Strength 125 Micron thickness Polyethylene Terephthalate Media, non-tearable, 100% water proof and Size A4 with defined security features and student variable & static data printing, details mentioned in Annexure-1</p>

	<p>3. University shall provide Grand Total DMC's processed/finalized data to the successful bidder for printing of Grand Total DMCs for the courses which are processed in-house in university. Volume of additional Grand Total DMCs printing for in-house results may be around 22,000 annually.</p>	
c.	<p><u>Degrees:</u> (Multicolor with Hindi translation):</p> <ol style="list-style-type: none"> 1. The approx. volume of degrees may be around 1,25,000 annually, for the results processed by successful bidder. 2. University shall provide Degree data to the successful bidder for printing of Duplicate Degrees for old session students. This data may be around 2,000 annually 3. University shall provide additional degree data to the successful bidder for printing of Degrees for the courses which are processed in-house in university. Volume of additional degrees printing for in-house results may be around 22,000 annually. 	<p>High Strength 200 Micron thickness Polyethylene Terephthalate Media, non-tearable, 100% water proof and Size A4 with defined security features and student variable & static data printing, details mentioned in Annexure-1</p>
d.	<p>Result Sheet</p>	<p>120GSM Century Paper, Around A3 size (size may vary as per prevailing pattern/guidelines of university)</p>
e.	<p>Other Reports, such as Result Gazette, Marks Checklist, Error lists, Administrative Reports, Merit List,</p>	<p>70GSM Century Paper (size may vary A4 or A3 as per prevailing pattern/guidelines of university)</p>

	Duplicate Marks List, Wrong Roll Number List, Subject Mismatch List, Super Flush/Extra Awards List, Examination Schemes etc.	
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VOLUME OF WORK:

The following are the key statistics of the semester/annual examination of the MDU, Rohtak:

i. Majority of courses are based on semester system (bi-annual) and some courses are on annual pattern.

ii. Approximate number of students appearing in a semester is 04.00 lakhs including regular and reappear etc. students, i.e around 08.00 Lakh per annum. This volume also includes the result processing activities (result corrections, duplicate/revised DMC/Degree etc.) pertaining to the old students of university whose results have already been processed/declared for previous academic sessions.

iii. Printing work related to Old Sessions: The successful bidder shall be required to carry out printing work for Old Sessions students/results/courses, like Duplicate DMC (century paper or non-tearable media), Degree (non-tearable media). Also, the university branches may require to send the data (scanned copies or excel etc.) for printing of damaged or lost Result Sheets and other Reports, such as Result Gazette, Marks Checklist, Error lists, Administrative Reports, Merit List etc., to the successful bidder.

iv. Some courses are processed in-house in university, so to maintain symmetry in the material/media of non-tearable Degrees and Grand Total DMCs, university shall provide processed/finalized data (students' all academic details to be printed) for printing of non-tearable Degrees and Grand Total DMCs of such courses, to the successful bidder. The volume of such in-house processed degrees may be around 22,000 annually and volume for in-house processed GT DMCs may be around 22,000 annually.

Note:

1. The above data is only indicative and the numbers may vary depending upon the number of affiliated colleges, scheme revisions, students enrolled etc.

2. Any other work that has not been mentioned explicitly but required for successful execution of the project will form part of agreement.

3. BIDDER'S ELIGIBILITY CONDITIONS:

- i. The bidder should have prior experience of 12 years of Result Processing activities for end-term examinations for Educational Institutions out of which 08 years should be of Central/State Government Universities - proof to be enclosed.
- ii. The Result Processing activities as mentioned in point 3.i above should have been done for at least 04 lakh students for minimum 05 years for at least one university every academic session – proof to be enclosed. The university may be different for different year.
- iii. The average Annual Turnover of the bidder should be at least Rs 03 Crores per year for last 03 Financial years – proof to be enclosed.
- iv. The bidder is required to produce a Work Satisfaction certificate from the institutions where it worked, for fulfilment of eligibility as mentioned in point 3.ii”

4. PRICING SCHEDULE:

Pricing Schedule:

Sr. No	Job Description	Quantity	Unit Cost (Rs) without GST	Total Cost Without GST	Total Cost In Words without GST
1.	<p>Full Result Processing Activities & Reporting for Regular, Reappear, Improvement, Additional, Old Session Corrections etc. students (with printed stationery) with respect to mentioned Scope of Work – as per Student basis course-wise semester/year-wise.</p> <p><u>Note:</u></p> <p>a. Out of 08 lakh student strength, the count of all semester DMCs (Century Paper) may be around 6,75,000 approx. annually</p> <p>b. Out of 08 lakh student strength, the count of Non-tearable Grand Total DMCs may be around 1,25,000 approx. annually</p> <p>c. Count of Non-tearable Degrees to be printed may be 1,25,000 approx. annually</p>	8,00,000			
2.	Printing work for Old Sessions Duplicate DMC (Century Paper), count may be around 5,000 annually	5,000			
3.	<p>a. Printing of non-tearable degrees for in-house processed courses (22,000 approx. annually)</p> <p>b. Old Sessions non-tearable Duplicate degrees (2,000 approx. annually)</p>	24,000			
4.	<p>a. Printing of non-tearable Grand Total DMCs for in-house processed courses (22,000 approx. annually)</p> <p>b. Old Sessions non-tearable Duplicate Grand Total DMCs (2,000 approx. annually)</p>	24,000			
5.	Per page price, in case university requires to get Printing of Result Sheet for old damaged/lost records (approx. volume of 5,000 pages annually)	5,000			

6.	Per page price, in case university requires to get hard copy printing of Other Reports, such as Result Gazette, Marks Checklist, Error lists, Administrative Reports, Merit List etc., for old damaged/lost records (approx. volume of 5,000 pages annually)	5,000			
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Note:

1. **Goods and Services Tax (GST)/other taxes, if applicable, shall be extra.**
2. **Per Student course-wise semester/year-wise Cost (point no. 1 in Pricing Schedule table)**:- It must include all the necessary result processing iterations for a student in a single semester/year exam (fresh or reappear or additional or improvement etc. - all counted as separate) of a course.

For example, the per student price must also include cost of re-evaluation settlement, award/result/name etc. corrections, Grand Totaling due to resolution of previous semester reappear/correction results etc., meaning thereby all kinds of iterations for a student in a single semester/year of a course.

This also includes the result processing activities (result corrections/revisions, duplicate or revised DMC/Degree etc.) pertaining to the old session students of university whose results have already been processed/declared for previous academic sessions.
3. There should be no boundation/limitation for “Minimum number of students” for processing or reprocessing a result or resolving student grievances, re-evaluations, corrections, printing of degrees, printing of DMCs etc. and other reports.
4. All charges payable by the University should clearly be stated. University shall not be bound to pay any charges not mentioned in the quote.
5. Conditional pricing/quotations may be liable to be rejected without assigning any reason.
6. The rates should be quoted Freight On Road (FOR) MDU, Rohtak i.e. inclusive of all charges like Taxes, Loading, Unloading, Packaging, Forwarding, and octroi etc.
7. The required quantity/volume of item (s) as given in tender document is tentative. The University reserves the right to increase or decrease any item without assigning any reason.

5. TIME SCHEDULE

Following shall be the time schedule for result processing activities:

S.N	Work	Timeline
1.	Completion of result processing work, declaration of results and providing digital copy of result & reports for website upload	Within 10 days of receipt of last set of awards
2.	Providing printed Reports, such as DMCs, Result Sheet, Result Gazette, Marks Checklist, Errorlist, administrative reports etc.	Within 15 days of declaration of result
3.	Resolution of RL (Result late/Hold) cases and Re-evaluation cases and providing relevant reports, such as revised DMCs etc.	Within 03 days of receiving the information/material in this regard
4.	Providing printed Degrees	Within 15 days of receiving information/intimation in this regard from concerned branch, which will be provided within six months of declaration of result

6. TERMS AND CONDITIONS:

1. The bidders or their authorized representatives shall be allowed to attend the meeting of the e-Tender Opening Committee at their own (bidder's) costs.
2. The individual signing the tender or other document, in connection with the tender must certify as to whether he or she has signed as:-
 - i. A "Sole Proprietor" of the firm or constituted attorney of such sole proprietor.
 - ii. A Partner of the firm, if it be partnership, in which case he must have authority to refer to arbitration disputes concerning the business partnership either by virtue of the partnership agreement or a power of attorney. In the alternative all the partners should sign the tender.
 - iii. Authorized Signatory of Public Ltd. Co. or Pvt. Ltd. Co.

3. The firm selected for the purpose shall enter into a binding agreement/Memorandum of Understanding (MoU) with the University for Execution of the work/project and framing further terms and conditions.
4. The ownership of the marks, database, complete student record (digital and physical) and other data of this entire project shall be vested with M.D. University, Rohtak. The successful bidder shall provide the same to university in desired format as per requirement of university.
5. The infrastructure, hardware, software etc. shall be maintained by the successful bidder for the duration of the contract and the successful bidder shall be responsible for maintenance of database, student records etc. till the satisfactory hand-over of the entire data to university after expiry of the contract. The university shall not provide any Infrastructure, hardware and software etc. for the purpose.
6. During the tenure of contract, the successful bidder shall be responsible for implementing any policy or administrative or scheme or ordinance or reports etc. changes in result processing activities which may affect result processing conditions/scenarios, without any extra cost/charges. It implies that university may direct the successful bidder to implement required changes/updates/upgradations etc. from time to time in the result processing activities (with respect to the changes/reforms in academic/administrative structure), changes in softcopy/hardcopy of reporting formats/designs/structures etc., changes in scheme of examinations/ordinances etc., the successful bidder shall implement all such required changes (as conveyed by result/concerned branches) without any extra cost/charges.
7. The successful bidder shall provide Performance Guarantee as 5% of the Tentative Value of the Contract in shape of FDR or Deposit at Call or Bank Guarantee with validity for the period of contract + 3 months or till settlement of all dues/pending work/issues with the successful bidder, before release of first payment installment by MDU.
8. The firm selected for the purpose shall place its infrastructure (computer hardware, software and manpower) in position for result processing activities within 15 days from the date of award of the contract.
9. **INDEMNITY**
 1. The successful bidder shall agree jointly and severally to indemnify/compensate MDU/its representatives, administrators and its properties for all losses caused or likely to be caused by any action for and against the University, demand, proceedings, prosecutions, attachments, non-payment of taxes, non-clearance of

liabilities and the like arising due to former's (successful bidder) fault. MDU shall also agree jointly and severally to indemnify/compensate successful bidder for losses caused or likely to be caused by any objectionable action of MDU employee(s).

2. MDU shall not be responsible for payment of any claim whatsoever made by the employees or vendors engaged by the successful bidder. The successful bidder shall be solely responsible for payment of wages and implementation of labour laws for the employees engaged by it (the successful bidder).
3. MDU shall not be liable for discharging any financial, judicial and or administrative commitments made by the successful bidder to any entity whatsoever.
4. **PENALTY:** The successful bidder will be liable to pay penalty if there is error or delay in the processing of results or providing reports to university or there is a system failure which may cause error or delay in the execution of any function of the University or there are serious mistakes in results. The quantum of penalty shall be decided by Monitoring Committee (based on the report of relevant branches), with the approval of the Vice-Chancellor, as follows:
 - i. Delay Penalty: If the work or some part is not completed as per schedule mutually agreed upon in section "TIME SCHEDULE" and the responsibility for delay lies with successful bidder, then Delay Penalty of 1% of the affected bill/work value per day may be imposed by the Monitoring Committee on recommendation of concerned result branch based on the severity/quantum of the delay, subject to maximum of 25% of the affected bill/work value.
 - ii. Error Penalty: Preparation of result and all types of other reports should be 100% accurate. In case any mistake/error is found in any result or reports, successful bidder will be liable to pay 5 times (of per student rate) upto 3% errors and 10 times if errors are more than 3% <= 5% and contract may be cancelled if errors exceeds 5% of an examination work/volume, as Error Penalty for negligence, as decided by the Monitoring Committee on recommendation of concerned result branches. In such cases the revised result, reports, DMCs, Degrees etc. shall also be prepared by successful bidder without any charge.
 - iii. Wilful/Deliberate/Criminal Manipulation of Data/Database/Reports (including DMC, Degree, Result Sheet etc.) by successful bidder or its

employee(s) shall be liable for such Major Penalty as may be decided by the Monitoring Committee, besides legal action as per law.

- iv. Damages Penalty: In case there are serious technical, functional, procedural or financial flaws in the work of successful bidder, then the firm shall be liable to pay Damages Penalty upto 25% of the total work value for that exam session.
- v. If the University has to contest any litigation arising out of mistake, negligence, omission or inaction on the part of successful bidder, then the University shall defend the same at the costs and expenses of successful bidder, which shall be recoverable from successful bidder. In that event, successful bidder shall be liable to pay immediately to the University all such amounts and costs and if there are pending dues of agency, the University shall be competent to deduct such amounts from pending dues of the agency.

However, the Vice-Chancellor will be competent to reduce or waive off the above mentioned penalties, subject to valid justifications extended by the successful bidder for seeking waiver of proposed penalty. Vice-Chancellor shall pass speaking order for such waiver of penalty.

- 10. In case, the firm selected for the purpose fails to execute the order on the rates, terms and conditions to be contained in the order, culminating into termination of contract, the firm shall be liable to such action as blacklisting, debarring from having any business with this University, forfeiture of earnest money/security, recovery of loss (minimum 10% (ten per cent) of the cost of the contract) that might be caused to the University.
- 11. There will be no advance payment. The release of payments will be linked to clearly specified milestones (course-wise semester-wise deliverables – as mentioned at section “1. Scope of Work” and further agreement/ MoU) of result processing activities duly verified by the concerned branches. The 90% of the payment to the successful bidder for result processing activities; declaration of results and submission of relevant reports (including DMCs and Result Sheets etc.) as mentioned in section “1. Scope of Work” for a session shall be made, subject to satisfactory completion of the job, submission of bills in duplicate & completion of all formalities by the successful bidder, verification of the bills by the respective result/other branches and relevant administrative approvals.

Remaining 10% payment for a session shall be released after 3 months of declaration of main results and supply of all reports by the successful bidder. TDS/relevant taxes shall be deducted as prescribed by the State/Central government under the respective rules, from time to time.

12. **Additional Work:** As per requirement, MDU may assign additional work (not defined in Section “1. Scope of Work”) to the successful bidder. In case any additional work is done by the successful bidder for university, apart from Scope of Work enshrined in the MOU, an additional fee shall be paid by MDU to the successful bidder at such rates and terms & conditions for undertaking/executing such additional work, as may be mutually agreed upon by the parties.
13. **Termination of Agreement/MoU:**
 - i. **Incompetency of the successful bidder:** The University may, in case of incompetence, non-performance, incapacity or for similar other reasons, terminate the agreement, after giving 15 days notice to the successful bidder to explain their position, without any liability. In that event, the successful bidder shall be solely and exclusively responsible for inaction on their part and consequential loss to the University.
 - ii. **Criminal Misconduct:** The University may, in case it is satisfied that the successful bidder has been guilty of any criminal offence or, are otherwise liable to be proceeded against for indulging in, or are suspected to have indulged in any activity leading to criminal prosecution, terminate the agreement without any liability by giving 15 days notice to the successful bidder to explain their position. The University, however, reserves the right to initiate legal action against the successful bidder without giving any notice.
 - iii. **Improved In-House Capabilities of MDU:** Partial roll back may be done where some courses may be withdrawn from the successful bidder for in-house result processing
 - iv. Agreement/MoU may be terminated by either side by giving three months notice.
14. **Force Majeure:** In the event of non-fulfillment of terms and conditions of this Agreement due to any reason of force majeure, namely, fire, wars, riots, strikes, natural calamities, and other accidents beyond reasonable control of either party i.e. MDU or the successful bidder, shall not be held responsible for any loss or consequential damages. However, both parties to the agreement shall maintain a

- backup of student data for easy restoration of the same in case of loss due to unforeseen reasons.
15. The firm selected for the purpose shall not use any pirated software. The University shall not be responsible for any liability arising out of use of pirated software, if any. The University shall not be responsible for any suit for demands on account of infringement of copyright and other laws by the firm selected for the purpose.
 16. The offer must be valid for a period of at least three months from the date of opening of e-tender.
 17. **Validity of MoU/Contract:** The validity of the MoU/contract shall be 03 (Three) years in the first instance and can be extended for further two more years with 10% increased cost in the Fourth year whereas the rates for the Fifth year will remain same as that for Fourth year i.e without any further increase in Fifth year, subject to the satisfactory work performance of the successful bidder, as per terms and conditions to be framed/decided in the MoU.
 18. The acceptance of the quotation/tender shall rest with the Monitoring Committee, and the Committee does not bind itself to accept the lowest quotation and reserves the right to reject any or all items of quotation/tender without assigning any reason. The Committee also reserves the right to accept quotation/tender in part i.e. acceptance of any item or any quantity and to reject it for the rest.
 19. Scope of work and qualifying criteria of the bidders may be amended, if required.
 20. The bidder shall append a certificate with the quotation/e-Tender that the firm has not been debarred/blacklisted for any reason/period by DGS&D, DS&D (Haryana) or any other Central/State Govt. Dept./University/PSU etc. If so, particulars of the same may be furnished. Concealment of facts shall not only lead to cancellation of the work order, but may also warrant legal action.
 21. In case, any family member of the bidder is serving in the University, then the bidder must provide a certificate to that effect on the offer, failing which the e-Tender may be rejected.
 22. In case, any other information/clarification is required, Controller of Examinations may be contacted at Telephone No. 01262-274169 or coe@mdu.ac.in on any working day (Monday to Friday) during office hours (9.00 a.m. to 5.00 p.m.)
 23. Arbitration: Any dispute arising with regard to any aspect of this tender notice and subsequent MoU shall be settled through mutual consultation and agreement by the parties to the MoU. In case, settlement is not arrived at, the disputes(s) will

- come under the purview of Arbitration and Condition Act, 1996 of India and the area of jurisdiction will be at Rohtak. The appointment of Arbitrator shall be decided by the Vice-Chancellor.
24. Confidentiality: The firm selected for the purpose shall maintain complete confidentiality of all the operations relating to result processing activities. Breach of confidentiality by the successful bidder may attract imposition of penalty by university as per Penalty clause.
 25. Jurisdiction: Disputes, if any, shall be subject to the jurisdiction of Courts at Rohtak, Haryana. Any other jurisdiction mentioned in the quotation or tender or invoices etc. shall be invalid and shall have no legal sanctity.
 26. Amendment to Agreement/MoU: The obligations of the successful bidder and MDU shall be spelt out in MoU to be entered into as soon as Work Order is issued. However, during the operation of the MoU, circumstances may arise which may call for amendment or modifications of the terms and conditions of this MoU. In such a situation, the amendments/modifications as may be mutually agreed upon shall be incorporated in this MoU.
 27. Doubts/Ambiguities: If any doubt or ambiguity arises as to the meaning and effect of any provision (s) of this Agreement, the same shall be referred to the Vice-Chancellor, M.D. University Rohtak for clarification. The clarification so provided by the Vice-Chancellor shall be final and binding on both parties
 28. Terms and conditions printed on quotation/Invoice of the firm, if any, shall not be binding on the university, except those mentioned specifically on the Work Order/MoU, and acceptance of the work order shall be construed as the firm's agreement to all the terms and conditions contained in the order.
 29. The Micro, Small and Medium Enterprises (MSME) firms who are registered with Haryana Govt. are exempted for payment of EMD as per Haryana Government Rules notified by the Government vide letter No.G.O. No.2/2/2016-4IBII(1) dt.20-10-2016. However, the firms will have to submit the affidavit on the prescribed format available on the Haryana Govt. Website.
 30. The interested parties/bidders should visit the University website (<https://www.mdu.ac.in>) or <https://www.etenders.hry.nic.in> regularly for corrigendum(s) which may be issued regarding extension of date, modification of eligibility or amendments in other terms & conditions etc., as corrigendum(s) will not be published in newspapers.

Regarding Degrees and Grand Total DMCs

Degrees:

1. Degree printing is bilingual – English and Hindi
2. Degrees (multicolor) shall be of High Strength 200 Micron thickness Polyethylene Terephthalate Media, non-tearable, 100% water proof and Size A4. Security features and student variable & static data printing etc. , as described below.
3. The Successful bidder shall be required to use the student degree data (in English), such as student, father, course, college name, session, division etc., provided by university, for printing of bilingual degrees (English and Hindi).
4. Hindi Translation: Translation of Hindi content (dynamic or static) shall be the responsibility of the successful bidder and no extra cost will be paid by the University for Hindi translation.
5. Hindi Translation Corrections: Corrections relating to Hindi translations in degrees and issuance of corrected degree, if any, shall be done by the successful bidder without extra cost/charges.

Grand Total DMCs: Shall be of (multicolor) High Strength 125 Micron thickness Polyethylene Terephthalate Media, non-tearable, 100% water proof and Size A4. Security features and student variable & static data printing etc., as described below. Corrections, such as result, name, father name correction etc., in Grand Total DMCs, if any, shall be done by the successful bidder without extra cost/charges.

Following static and dynamic Security Features are to be provided for both Degrees and Grand Total DMCs:

1. MDU Logo laser printed as color watermark in background.
2. Alpha-numeric Barcode printing carrying variable data of student.
3. Alpha-numeric Quick Read (QR) code printing carrying variable data of student.
4. UV Variable data printing, readable by ultraviolet Beam.
5. Micro-text printing carrying variable data of student, visible with 60x magnifying lens.
6. Background variable data printing in interspaces of background script.
7. Coded lenticular variable data printing, readable by a lenticular decoder.
8. Eraser-proof laser printing of degree content.
9. Time and date stamp as security feature in the back ground, which cannot be scanned as it is.
10. Color photograph of the student to be printed.
11. Unique Serial number on each degree.
12. Other guidelines, formats etc. to be followed as per prevailing university rules/ordinances.
13. UV Fibres visible under UV light