



SOUTH ASIAN UNIVERSITY

Akbar Bhawan Campus, Chanakyapuri

New Delhi – 110 021

Phone: +91 -11-24122512-13, Fax: +91-11-24122511 www.sau.ac.in

Call for Limited Tender From Online Admission Service Providers

Tender NO.: SAU/SP/AO/2017

Dated: 22.12.2017

| | |
|--|------------------------|
| Last Date for Submission of Technical & Financial Bids | 1.1.2018 till 11.00 AM |
| Opening of Technical Bids and Presentation | 1.1.2018 at 11.30 AM |
| Opening of Financial I Bids | 4.1.2018 at 11 AM |

This document is meant for the exclusive purpose of Bidding as per the Specifications, Terms, Conditions and Scope indicated and shall not be transferred, reproduced or otherwise used for any purpose other than for which it is specifically issued

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Scope of work

1. The details of scope of work for various activities related to DESIGNING, DEVELOPMENT OF ONLINE ADMISSION SYSTEM and EVALUATION of OMR are as under:
 - Designing and developing of different online registrations/ applications for different courses of South Asian University with custom workflow & documents upload
 - Processing of Online Admission Forms
 - Generation of various reports and data
 - Real-time viewing of application details and data
 - Multi-level verification of the applicant's profile via individual admin panels to different departments of the institute
 - The Application registration module should have provision for stage by stage saving of the draft of application before the final submission to avoid any loss of data.
 - The firm should enable online payment options through Credit card, Debit card & Net-Banking for various SAARC countries. Due to strict payment laws of SAARC nations, special provisions need to be made by the firm to collect payments from the other SAARC nations
 - Deployment of Query Management System with proper ticketing system to resolve student queries via various channels: Emails, SMS, Chat & Calls etc.
 - 24x7 technical support during admission process.
 - Offline application processing (data entry)
 - Executing various pre and post examination processes like bulk emailing, merit list generation as per the formula provided by the university
 - Support for generating criteria based ranking for students. e.g. Ranking based on Admission category, Social Status, Admission Quota, Overall Merit etc. Option of creating a custom Rank Logic to formulate & generate a merit list /rank list based on parameters like entrance exam marks, past academic records, weightages etc
 - Automated generation of multiple letters to applicants depending on their stage in the admission process. Ex: Admit card generation, Final Admission Letter, Student ID card generation etc.
 - Real Time Analytics to Admission Officials: Admission Dashboards, Analytical Charts for daily admission trends, admission step-wise status reports, Summary analysis as of date
 - Designing, printing and evaluation of OMR Sheets (10000 approx), Scanning of OMR sheets, Result preparation, printing of programme and country wise results at SAU premises.
 - Printing of merit lists, country, programme wise, provision of online results,
 - Updation and printing of data regarding fees paid, confirmed and admitted candidates
 - **Promotional Emails & SMS platform and campaign/s:** The vendor should be able to send Promotional/transactional emails and SMSs on demand with Event Triggered Automated Responsive Feedback mechanism using SMS/Email id. The database for the same shall be provided by SAU. However, the vendor should be able to provide the reports and statistics of the campaign on a real-time view basis
 - Open ratio
 - A/B split testing ratio
 - Click through ratio
 - Links clicked and number of time clicked
 - Any other work relevant to the admission process of South Asian University as and when required by the officials of the university



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Eligibility:

2. South Asian University invites sealed quotations for SAU Admissions 2018-19 session from reputed online admission agencies providing A-Z online admission services continuously for the last three years as on 31.3.2017 to educational institutes/universities.
3. If the quotes offered by two or more firms are the same, the firm having the highest average turnover during the last three years as on 31.12.2017 will be selected for award of work.
4. Every bidder will be required to provide a list of universities/institutes to whom online admission services have been rendered in the last 3 years.
5. Technical Staff: List of technical staff with qualifications and experience must be provided.

Evaluation Procedure and Selection

6. The award of contract will be based on lowest bid. The evaluation of Technical and Financial bid will be made on the following parameters: Out of 100 marks, the technical bid and presentation will be allotted 70 marks and 30 marks will be allotted to the financial bid. The technical bid will be evaluated on following parameters:

Relevant experience, Technological advancement, Qualified technical staff, Professional registration/certification, financial turnover and presentation.

7. The bidders who have attained 60% marks in the technical bid & presentation, will be considered for opening of financial bids.
8. The qualified bidder could be identified after considering both the bids including presentation.

Technical Bid: This should include the following:

9. All pages of the Bid document duly signed by the bidder along with seal.
10. The bidder is required to make an Earnest Money Deposit (EMD) of Rs 20,000 (Rupees twenty thousand only), accompanied with the Bid in the form of Demand Draft/Pay Order from any of the schedule banks drawn in favor of “**South Asian University**” New Delhi. Bids not accompanied by earnest money of the requisite amount will be summarily rejected. No interest will be payable on the EMD.
11. List of technical staff with qualifications and experience. .
12. Copy of certificate of registration/certification, experience and GST Registration certificate, PAN etc.
13. Certified copy of annual turnover of the firm for the last three financial years as on 31.3.2017.
14. An undertaking that the firm has not been delisted/blacklisted by any Govt. Institution/Organization/University etc. in the last three years.
15. List of clients along final completion certificates whom services were rendered.



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Financial Bid: It should comprise of the following:

16. Estimated number of paid applicants are 7500. Financial Bids to be submitted at the rate of per paid applicant inclusive of all services including application processing, evaluation of OMR, printing of OMR, etc.

Financial bid shall be submitted as per Annexure I of the bid document.

Collection of Data, Proformas, Forms etc

17. The successful bidder shall make his own arrangement at his own cost to get the reports and documents collected from the Admission Office of South Asian University as and when required.

In case of inability to collect and deliver the data or documents at as per the requirement of the SAU or not furnishing required reports within stipulated time, the University reserves the right to impose a penalty on the vendor and deduct any extra cost incurred by the university in this regard.

In case of delay in performance, penalty will be imposed @ 1 per day of total bill

Submission of Reports

18. Timely delivery, error free reports and results and lists would be the essence of the contract. The approved bidder must make necessary arrangements at his cost to deliver error free reports and results and lists within the minimum possible time to SAU

Duties and Responsibilities of the online admission agency

19. It shall be the duty and responsibility of the agency at all times, to obtain, maintain and sustain valid registrations and high quality and standard of its services.

Integrity and obligations during agreement period

20. The successful bidder will be responsible for and obliged to provide all facilities in accordance with the agreement using state of the art methods and economic principles and exercising all means available to achieve the performance specified in the agreement. The agency will be responsible for managing the activities of its personnel and will hold itself responsible for their violation, negligence, misconduct or deficiency in services, if any.

Termination for Default

- a. The President of the University may, without prejudice to any other remedy, for breach of agreement in whole or part, terminate the contract.
- b. The agreement will be terminated if
 - (i) It fails to provide any or all of the services for which it has been recognized within the period(s) specified in the agreement, or within any extension period thereof if granted by the University pursuant to conditions of the agreement **or**



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- (ii) In the judgment of the University it is engaged in corrupt or fraudulent practices in competing for or in executing the agreement. **or**
 - (iii) It fails to follow instructions, guidelines, submission of reports, lists, data.
 - (iv) It is found to be involved in or associated with any unethical, illegal or unlawful activities. The agreement will be summarily suspended by the University without any notice and thereafter the agreement may be terminated after giving a show cause notice and considering its reply, if any, received within 10 days of the receipt of the show cause notice.
21. Matters regarding any dispute shall be referred for arbitration to any Officer appointed by the President of SAU, whose decision shall be binding and final.
22. While submitting the EOI, the bid document must be signed and stamped and be submitted along with the Technical Bid as a token of acceptance of all terms and conditions.
23. *The bid shall be submitted in two parts in sealed covers. Technical bid to be super scribed as “Technical bid for empanelment of Online Admission Process” to be placed in one envelope. The financial/price bid super scribed as “Financial bid for empanelment of Online Admission Process” to be placed in another envelope.*
- 24. Both bids should be placed in a larger envelope super scribed: Bids for Providing Online Admission Services at South Asian University.**
25. A performance Security Deposit of Rs. 50,000 in the form of Bank Draft drawn in favor of South Asian University will be submitted by the successful bidder.
26. The Bids can to be submitted through courier/registered post or can be hand delivered so as to reach the undersigned by 1.1.2018 till 3:00 AM. at the following address:
- Assistant Registrar (S&P)
South Asian University
Akbar Bhawan, Chanakyapuri
New Delhi – 110021, Tel.: 91 11 24122512-13 (Extn. 135)
27. Bids received after the due date and time of submission are liable to be rejected.
28. The financial bid of only those bidders whose technical bids are accepted by the University shall be opened.
29. In case the agency/firm fails to execute the job after entering into the contract or terminates the contract before completion of the period of the contract shall forfeit the security money deposited by the firm.

Signature of Authorized Representative & Seal of the firm



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General Terms and Conditions

1. The bidder should submit a copy of the certificate of registration, certification, accreditation, PAN & GSTIN registration, etc.
2. The bidder must have necessary in house facilities in respect of latest technology & technical knowhow to carry out the online admission process round the clock for which rates are being quoted.
3. In case the firm, to whom the contract is awarded, fails to accept the offer, it shall forfeit the EMD deposited by the firm. No correspondence in this regard will be entertained.
4. The bidder shall have to mention his name and address (along with the telephone, fax, mobile No., email address) for all future communications and shall be the sole signatory of the quotation.

Performance Security

5. Performance security of **Rs. 50,000.00** shall be deposited by the successful vendor. The same will be released after 60 days after satisfactorily completion of the contract period. No interest shall be payable on the said deposit in any circumstances.

Duration of Contract

6. The contract will remain in force for a period of one year. However, it may be extended for another year subject to satisfactory performance and fulfillment of all terms and conditions of this agreement.

Liquidated Damages

7. Agency shall provide the services as specified under terms & conditions of agreement. In case of violation of the provisions of the agreement by the agency there will be forfeiture of security deposit.

Payment Schedule

8. 50% of the total cost will be paid after the conduct of the entrance test and 50% after the completion of the admission process.

Name & Address of Firm
Signature of Authorized Representative & Seal of the firm



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ANNEXURE-I

Financial Bid (price schedule)
(To be submitted on letterhead of the firm/company)

For Online Admission Process:

| Particulars | Rate |
|---|--|
| Estimated number of paid applicants: 7500 | Financial Bids to be submitted at the rate of per paid applicant inclusive of all services including application processing, evaluation of OMR, printing of OMR, etc. Rate: Rs ----- per paid applicant |

Date:

Place:

Name & Address of Firm
Signature of Authorized Representative & Seal of the firm