

E-Tender Document



Satavahana University
Karimnagar, Telangana State – 505 002 INDIA

For
Work Contract relating to
Post Examination Process concerning to the University
Examinations.

SATAVAHANA UNIVERSITY

**Malkapur Rd, Chintakunta,
Karimnagar, Telangana 505002**

Tender No. 08/SU/Tenders/KNR/2025-26

Dated:19.05.2025

E-Tender Document

For

Post Examination Process, Concerning to the University Examinations

Important Dates

Date of release of Tender through e-procurement : 19-05-2025

Last date & time for submission of Bid : 02-06-2025 at 5.00 pm

Online tenders are invited under Two-Bid system through eProcurement Process from the reputed Companies / Organizations incorporated as Private or Public Limited Company under Indian Companies Act 1956 having minimum experience of 8 years in Post examination works including results processing at UGC recognized State Universities in Telangana. The work includes Post Examination Processes including result processing concerning to the University Examinations at Satavahana University, Karimnagar as per the technical specification & as per the Terms & Conditions of the contract through e-tendering procurement process.

Note: After scrutiny & verification of received bids, a separate communication will be sent to the eligible firms regarding technical presentation and opening of financial bid.

Sd/-

REGISTRAR

E-TENDER DOCUMENT**Tender Processing Fee : ₹.10,000/- (Rupees Ten Thousand only)****Earnest Money Deposit : ₹.2,00,000/- (Rupees Two lakh only) through online**

Online e-tenders are invited from the reputed and experienced service providers for executing the work that includes **Post-Examination Work including Results Processing** for University. Interested firms, who wish to participate in the e-tenders can take part through e-tender mechanism and submit online application along with necessary enclosures. i.e. EMD, Tender Processing Fee, and other essential documents for Technical and Commercial bids through e-tender on or before **02-06-2025, 5.00 p.m.** Please note that the application / tender processing fee should be remitted through Demand Draft drawn in favor of The Registrar, Satavahana University and uploaded along with the e-tender bid. However original DD must be handover to the Office of the Registrar, Satavahana University on or before the last date and time. Bids not accompanied with the tender processing fee are liable to be rejected. The EMD should be paid online in form of E-Challan or Net Banking.

University, reserves all the rights to re-schedule, cancel or reject the tender without assigning any reasons whatsoever. For more details visit us at website: www.satavahana.ac.in.

Last Date of Submission of E -Tender : 02-06-2025, 5.00 p.m.

Note: After scrutiny & verification of received bids, a separate communication will be sent to the eligible firms regarding technical presentation and opening of financial bid.

1. INVITATION OF THE BID

The Satavahana University invites e-tenders through e-procurement for **Technical and Commercial bids** for executing: **Post-Examination work including Results Processing Work.**

General Instructions, Terms and Conditions:

- 1.1 The Bidder should be a company incorporated as private or public limited company under Indian Companies Act 1956 and should have minimum experience of 8 years in examination results processing (Post Examinations) jobs at UGC recognized State Government Universities in Telangana.
- 1.2 The bidder must provide documentary evidence of having rendered similar services, such as Online Post-Examination processes, for the last five years to reputed State Universities in Telangana with a student strength of 30,000 or more. Additionally, a satisfactory completion report from the respective university, duly signed by the Registrar must be submitted.
- 1.3 The bidder should participate as a single entity. No consortium or group of Companies will be allowed. The service provider or Agency shall be a single point of contact with the University and shall be solely responsible for the execution and delivery of the work. The works for which the bids are invite dare highly confidential in nature and therefore the Joint Ventures and Sub-contracting of any items of work is not allowed.
- 1.4 The Firm/Agency must have a Registered Office or Branch Office located in the State of Telangana for a minimum period of two (2) years, actively engaged in examination-related operational work. Documentary evidence in support of the same must be submitted. Failure to provide the required proof will result in rejection of the bid.
- 1.5 The Firms should submit their tender through Online and pay of ₹.10,000/- (**Rupees Ten Thousand Only**) through Demand Draft drawn in favour of **Registrar, Satavahana University, Karimnagar** and handover at office for registering the exclusive name of the party who intends to actually submit the bids. The tender document fee is non-refundable, non-adjustable and non-transferable.
- 1.6 **Intellectual property Rights** – The proposed Software solutions should be developed by the Bidder in-house and the bidder should own the complete source code of the Software being executed for this project.
- 1.7 Online payment of ₹.2,00,000/- (**Rupees Two Lakh Only**) in favour of the “**The Registrar, Satavahana University, Karimnagar** payable towards Earnest Money Deposit (EMD) must accompany the bid. Bids

- without EMD will be rejected. The EMD will be refunded to all the unsuccessful bidders without any interest only after the work orders are placed on the successful bidder.
- 1.8 University reserves the right to select certain items (in single or multiple units) and reject the other mentioned in the tender document without assigning any reasons whatsoever. University also reserves the right to revise or alter the specifications of the work before the acceptance of any bids.
 - 1.9 Incomplete bids, amendments and additions to bids after opening or late bids are liable to be ignored and rejected by university.
 - 1.10 The bidder shall be responsible for the delivery of the services, its successful demonstration and implementation training as required, as per specifications listed in the tender and at the sites allotted by the University.
 - 1.11 The prices must be quoted in the format as specified in the tender document.
 - 1.12 The prices mentioned in the tender document should be valid for acceptance up to a period of 3 years. The bidders should be ready to extend the validity, if required by the University.
 - 1.13 Any terms and conditions of the bidders if submitted will not be considered as forming part of the bid.
 - 1.14 The bidders shall be responsible for the supply, installation, commissioning and all service deliveries as listed in this tender document.
 - 1.15 The bidder should commence work as per the scope mentioned in the tender document within **4 weeks** from the date of issue of the work order and/or entering into contract.
 - 1.16 Bidders should enclose with bids full details of all latest customized software and/or solutions proposed for the scope of work with full documentation/descriptive literature/leaflets indicating all features proposed.
 - 1.17 Two Separate bids for Technical (Annexure II) & Commercial (Annexure III) be submitted.
 - 1.18 Demonstration of the software is mandatory before commercial bid opening to the satisfaction of the University.
 - 1.19 All the bids must be submitted on or before **02-06-2025, 5.00 p.m.** on <https://tender.telangana.gov.in>
 - 1.20 The Company has to transfer the data within 60 days from the date of declaration of the results and the students data after conclusion of the Admissions.
 - 1.21 The Company should handle the previous results data for executing the jobs Post Examinations.
 - 1.22 The behalf of university does not bind himself to accept the lowest bid on any item and reserves the right of accepting the whole or any part of the bid or portion of the quantity offered; and the bidder should supply the same at the rate quoted. The Registrar on behalf of university reserves the right to reject any or all offers received in response to tender or cancel or withdraw the tender notice without assigning any reason, whatsoever.
 - 1.23 Acceptance of the bid in all aspects shall be communicated to the successful bidder.
 - 1.24 Any specific queries, communications and references should be addressed to and made only through an email Id: registrarsatavahana@gmail.com
 - 1.25 The bidder must enclose a copy of PAN Card, GST No. and last 3 years (2023-24, 2022-23, 2021-22) audited financial statements and IT returns.
 - 1.26 The bidder must furnish with details of their customers (state or central universities) of reputed institutions with full Addresses, Telephone number, etc.
 - 1.27 **Gross Turn Over:** -The bidder should have a minimum total gross turnover of at least ₹.1.00 crore per year during past three financial years (2023-24, 2022-23, 2021-22) from examination related works. The agency should be a profit-making organization in the last three financial years. Audited balance sheet, Income statement and Income Tax Returns of last three financial years (2023-24, 2022-23, 2021-22) along with certificate of incorporation are to be submitted in support. Turnover generated from other than examination related activities is not considered.
 - 1.28 No Blacklist Certificate: The Agency / firm should not have been blacklisted by any organization / educational institution / University in last 10 (Ten) years. An undertaking on non-judicial stamp paper (Annexure I) is to be submitted along with technical bid

- 1.29 Even if bidders satisfy the above requirements, they may be disqualified if they have:
- 1.29.1 Made misleading or false representation of facts or deliberately suppressed the information to be provided in the forms, statement and enclosures of this document.
- 1.29.2 Record of poor performance such as abandoning work, not properly completing the contract or financial failures / weaknesses.
- 1.29.3 If an inquiry reveals facts contrary to the information provided by the bidder.
- 1.30 Only those bidders who meet the qualification criteria in the technical bid shall be eligible for next stages of evaluation.
- 1.31 Subject to the satisfactory performance of the company as assessed by the competent authority, the contract may be extended on same agreed terms by one year at a time the total period of the contract shall not exceed more than three years. At the end of the three years, the University may go through the whole process of calling fresh tenders, giving equal opportunity to other service provider/agencies.
- 1.32 The Bidder must also upload the signed and stamped e-tender document (All pages) as confirmation of acceptance of all terms and conditions outlined in the tender.

UNDERSTANDING THE SCOPE OF WORK

The Agency / Firm shall also submit the detailed note about the scope of the work to be executed.

Penalty Clause:

- The Agency/ Firm have to complete the work as per the agreed schedule and strictly in accordance with the terms and conditions of the tender. A penalty of Rs. 10,000/- (Rupees Ten Thousand Only) per day for delay in carry out in examination works shall be imposed except due to any reason beyond the control of the Agencies (Force Majeure). The Registrar, Satavahana University, Karimnagar with approval of Vice- Chancellor shall have the discretion to waive of such penalty as he/she deems fit, provided further that the Agency shall explain in writing the reasons which caused such delay.
- In the event of failure to complete the work within the stipulated period, the Satavahana University reserves the right to get the work done from any other agency at the risk and the cost of the Successful agency, along with penalty as stipulated above. If the Agency abandons the work in the middle of execution, it shall be liable to pay a penalty of 50% of the total bill amount payable for the entire period of the contract and have to forgo the EMD.

Other Terms & Conditions

Additional terms and conditions of the Agency / Firm will not be considered. In case any of the terms and conditions of the work are not acceptable, the Agency / Firm should clearly specify deviation in the technical bid. University reserves the right to accept or reject such deviation and will not be bound to give reasons for its refusal to consider the tender with deviation.

- The work has to be executed in the Premises of Agency/firm, any other places identified by the University. Agency should provide the proof of adequate space availability for execution of work and ensure security measures such as CCTV surveillance and necessary IT infrastructure for conducting the processing.
- Agency/ Firm shall be required to provide zero error certificates in respect of data captured and outputs
- Agency / Firm need to process the data in required format on daily basis. The processed data in the required format along with reports / lists after all the data entered are to be submitted to the Satavahana University within 5 days of the declaration of result and to be updated in the University data base, process and maintained at premises.
- Programmers / System Administrator are to be deployed at University for Data Maintenance as per the requirements.
- Data Exclusivity: Agency / Firm shall not use or share the data-base generated for any other purpose other than those specified by the University. The University shall have exclusive right to the data-bases. The Agency shall undertake to ensure that the data bases are not shared with any third parties. Disclosure and sharing of such data shall attract Legal Action including Criminal Action.

- The agency/firm deploy at least two of their executives during the examination related work at university premises.
- The Rates quoted shall remain valid for 3 years as per terms & Conditions. Extension of orders up to 3 years will be given to the agency on the successful completion of work of every year, upon satisfactory performance with due approval of competent authority of the University.
- The Agency / Firm would be required to sign an agreement as per the format of the University
- The Agency / Firm should keep the execution of the entire project confidential and should not indulge in any kind of fraud or corruption practices. If they do so, the contract will be cancelled, criminal action will be taken apart from forfeiting the E.M.D
- The entire work is of a time bound nature, and the company will have to execute work as per the agreed schedule.
- The awarded bidder must provide a **CERT-In Certification** for the software application to ensure compliance with cybersecurity standards. Additionally, the bidder should be capable of hosting the application in the **Telangana State Data Centre** to align with state infrastructure requirements and ensure secure and reliable operations
- The Agency / Firm will be selected on the basis of combined rate per candidate for all activities as well as on basis of technical presentation.
- The University shall inspect the premises of the Agency for Infrastructure and facilities to execute the job before awarding the tender, in case the Agency does not have enough infrastructure or space, the University will not consider the Agency / firm if may reject award of contract.
- Payment will be released on satisfactory completion & certification of all the work assigned to the agency for each Semester / Exam
- Forfeiture of E.M.D: The EMD will be forfeited if the vendor withdraws or amends impairs and derogates from the tender in any respect within the period of validity of tender.
- The rates should be quoted in the format for Commercial bid as per e-procurement. The prevailing government tax rates should be quoted separately. In the event of revision of tax rates in future, new tax rates shall apply. The approximate number of students in the university and affiliated colleges are 1.40,000.
- Pre-Printed stationery will be provided by the University whenever it is required.
- Arbitration: All disputes or differences whatsoever arising between the parties relating to the contract shall be settled by arbitration in accordance with the rules of the arbitration of Indian Council of Arbitration and the award made in pursuance thereof shall be binding on the parties. The venue of arbitration shall be Karimnagar, Telangana. The appointment of arbitrator will be made by the Vice-Chancellor, Satavahana University.

Termination of Agreement

- a. In case of any delay in execution of the assigned work, the Agency would be liable to pay penalties. However, in case of regular delays, Satavahana University would be entitled to cancel the agreement and in that case the agency will not be entitled to any amount payable to them under this contract.
- b. In case of excessive errors and if Satavahana University is of the view that the work has not been performed satisfactorily and cannot be performed by the Agency, Satavahana University at its discretion may terminate the agreement without any prior notice and in the case Satavahana University would not be liable to pay any amount on any account to the agency.
- c. If the work of the agency is not found satisfactory or any breach is noticed or manipulation is reported to or notices, Satavahana University reserves the right to cancel the contract and / or forfeit EMD submitted by the agency and / or to take legal action including black listing the agency, at any point of time during the period of contract without prior notice.
- d. In case the contract is terminated with agency, Satavahana University would be entitled to get the work done from any other firm / agency or person and the Agency / Firm would be liable to handover all data, other valuable information / reports, completed and uncompleted works to Satavahana University and will not object in any manner to the work being competed by any other agency for the purpose under this

clause. Completion of work denotes satisfactory execution of all the items / modules as mentioned in scope of work. The Agency will handhold with the new selection company for three months (if required)

- e. The Agency shall strictly comply with terms and conditions of the Agreement. In case of violation of any of the terms and conditions, the agreement shall be liable to be cancelled immediately and the performance guarantee shall also be forfeited and the agency will not be entitled to any amount payable to them under this contract.

Criteria for Award of Contract:

- i. The contract shall be awarded based on the marks secured by the Agency / Firm in technical evaluation followed by the demonstration and the rates quoted by the short-listed Agency / Firm in technical evaluation.
- ii. Final selection will be made on the basis of presentation and demonstration by the short-listed Agency / Firm as per the criteria laid down.
- iii. The University shall take into consideration the technical competitiveness and financial feasibility for awarding the contract.
- iv. A minimum of **three agencies/firms** must participate in the tendering process. If fewer than three agencies/firms submit bids, the University reserves the right to either proceed with the tender, cancel it, or renotify, as deemed appropriate including extensions.
- v. The successful agency / firm should give acceptance / consent within one week from the date of issue of work order. Otherwise, the work order will be given to next agency / firm as desired by the university.
- vi. If only one bidder qualifies for the commercial evaluation, the University reserves the right to proceed with awarding the contract, following due negotiations with the firm

2. GENERAL INFORMATION

- 2.1 **“Course”** referred to, as ‘papers’ is a component of a programme of study. All courses need not carry the same weight.
- 2.2 **“Programme”** is defined as a combination of courses of an educational programme requirement leading to award of a Degree (s), Diploma including Under graduate, Post graduate and Doctoral programmes; For Example, a B.A./B.Com./B.Sc./B.B.A. Programme of a particular combination consists of 6/8 semesters and each semester contains a predefined set of Courses with different credits assigned to them. As an illustration, B.A. (EHP) is a programme, BA (EPP) is another programme. Likewise in Post-Graduation MA (English) is a Programme and MA (Telugu) is another Programme.
- 2.3 **“Credit”** means the unit by which the course work is measured.
- 2.4 **“Degree”** means a degree awarded by an Indian Higher Educational Institution in accordance with the provisions of the section 22 of the UGC Act.

3. BROAD SCOPE OF WORK:

The Service provider must be capable of developing a Solution that should do the following functions:

3. POST EXAMINATION WORK

3.1. NR Data preparation for Stickers

- a. Generating nominal rolls data.
- b. Integration of question paper codes
- c. Providing additional data of late submission/approval/special permission data, if any

3.2. Integration of Awards data

- a. Awards data review
- b. Integration of Awards
- c. Missing awards report

3.3. Scrutiny of Awards

- a. Scrutiny of Internals, Practical awards
- b. Data mismatching, error fixing
- c. Preparing of missing awards if any
- d. Verifying data with absentees list
- e. Reviewing readmission data
- f. Reviewing internal transfer cases
- g. Reviewing external transfer cases

4.4 Generation of Moderation report

- a. Processing the data applying moderation rules
- b. Providing course wise moderation report
- c. Get approval from examination branch

4.5. Results Processing

- a. Complete data verification and applying moderation awards
- b. Implementing/verifying results process rules
- c. Year/ Semester wise results processing by considering back data
- d. Providing results analysis report and send to examination branch for approval
- e. Data consolidation for outgoing batch, maintaining overall status of the student
- f. Preparing Semester wise, consolidated data for memos printing
- g. Preparing data for consolidated memos
- h. Preparing data for Provisional Certificates
- i. Preparing tabulation register
- j. Preparing data to publish results
- k. Hosting results online

4.6. Printing of Memos

- a. Semester memos
- b. Consolidated memos
- c. Provisional Certificates
- d. Tabulation Register

Note: The various items listed above under the modules are not exhaustive and only indicative. The University reserves the right to modify the above depending on the requirement and even add new items to further improve the examination system without extra charges.

Date: 19-05-2025

Sd/-
REGISTRAR

STRUCTURE OF THE ORGANIZATION

1. Name and address of tenderer :
2. Telephone No./Fax No./Email address :
3. Legal Status (Attach copies of original document defining the legal status).
 - 3.1 An Individual/Consortium :
 - 3.2 A Proprietary/Partnership firm :
 - 3.3 A Trust:
 - 3.4 A Limited Company or Corporation:
4. Particulars of Registration with various Government bodies (attach attested photocopy)
 - 4.1 Registration Number :
 - 4.2 Organization/Place of registration:
 - 4.3 Date of validity :
5.
 - a. Names and titles of Directors & Officers with designation:
 - b. Individuals to authorized concerned with work:
6. Were you or your company ever suspended the work for a period of more than six months continuously after the commencement of the works? If so, give the name of the project and reasons for not completing the work. :
7. Have you or your constituent partner(s) ever left the work awarded to you incomplete? If so, give name of the project and reasons for not completing the work. :
8. Have you or your constituent partner(s) been debarred / black listed for tendering in any organization at any time? If so, give details:
9. Area of specialization and interest. :
10. Details of Infrastructure available
11. Any other information considered necessary but not included above. :

Date:

(Signature of the Tenderer)

WARRANTY DECLARATION

(Should be submitted on the Letter head or Non-Judicial Stamp Paper)

We Certify that,

We shall abide by all the specifications, terms and conditions listed in the tender document.

We warrant that all deliverables to be supplied by us as part of the tender shall be free from all defects and errors. All products and services shall be highly professional and in full conformity with the specifications therein.

We accept that any deviations in the software and/or services from that specified in the tender document and the accepted terms are liable to be rejected. The bidder will be bound to provide the service in the specified form as per the order/contract and demonstrate the same at their own cost.

Date:

(Signature of the Tenderer)

LIST OF DOCUMENTS TO BE UPLOADED

The bid will be rejected out rightly in case of non-uploading the scanned copies of any of the following documents at <https://tender.telangana.gov.in>

- a. Copy of SGST, CGST and IGST Registration Number.
- b. Copy of Challan submitting of last three (2021-22, 2022-23, 2023-24) VAT/GST/Annual Sales Tax Return, duly signed and stamped by Trade & Taxes Department of the concerned State.
- c. Copy of PAN card.
- d. Copy of annual financial turnover (Trading A/c and Balance Sheet) for the last three years (2021-22, 2022-23, 2023-24), duly audited by C.A.)
- e. Copy of EMD submitted.
- f. Provide the documentary evidence of similar service (Post Examinations job) for the previous 08 years provided to reputed State Universities in Telangana having the strength of 30,000 and above students.
- g. Provide the details of the customers of reputed institutions with full Addresses, Telephone number, etc.
- h. Submit the warranty declaration as mentioned in the tender document.
- i. No Black listed undertaking on the non juridical stamp paper
- j. Any other document as per tender document

Annexure- I

UNDERTAKING

To,
The Registrar,
Satavahana University,
Karimnagar.

Sub: Outsourcing of Examination Services – Regarding

Sir / Madam,

With reference to above tender, having examined and understood the terms & conditions forming part of the tender and as detailed in tender document for the above work, I / We hereby submit my / our bid and declare as under.

1. I/We hereby certify that all the statement made and information supplied in the enclosed annexures / forms accompanying statement is true and correct.
2. I / We have furnished all information and details necessary for eligibility and have not further pertinent information to supply.
3. I / We have not been blacklisted by any State Government / Central Government / Public Sector undertaking / University in India and also any enquiry pending in Last 10 (Ten) years.
4. I / We _____ (Name & Designation) is authorized to singed the document on behalf of the Company / firm.

Yours faithfully,

Signature of Agency / Firm with seal
(Name and Designation)

Date:

Place:

Annexure- II
TECHNICAL BID (ELIGIBILITY CRITERIA BID)

Eligibility criteria to identify suitable/prospective bidder, whose technical criteria bids will be opened for review by the University Committee.

S. No.	Eligibility Criteria for the Bidder	Marks Scheme	Max Marks
1	Company registered in India with minimum of 8 years of existence with profitability at least in 3 financial years of last 5 financial years.	10Yrs: 2 Marks More than 10 years up to 15 years: 8 Marks More than 15 years:10 Marks	10
2	The organization should have facilitated Post examination services for a minimum of 8 years with any UGC recognized State Universities in Telangana.	8 Yrs: 2 Marks More than 8 years up to 15 years: 8 Marks More than 15 years:10 Marks	10
3	Audit Cell: The organization should have facilitated Student Information Tracking System services for a minimum of 8 years with any UGC recognized State Universities in Telangana	10Yrs: 2 Marks More than10years up to 15 years: 8 Marks More than 15 years:10 Marks	10
4	The Bidder should have implementation experience of Post Examination job for at least two Institutions of mentioned criteria for a minimum of 30,000 students in each institute in a single spell of examinations for a single Institute. (Serving two eligible criteria Institutes is must)	Serving 30,000 students in a single institute in a spell of examination :2Marks Serving More than 30,000 to 50,0000 students for a single institute in a spell of examination :8 Marks Serving More than 50,000 students for a single institute in a spell of examination: 10 Marks	10
5	The Bidder should have a turnover of at least Rupees 1.00 Crores in all the three previous financial years of operation from only examinations related work.	₹. 1.00 Crs: 2 Marks More than ₹.1.00 crs to ₹ 1.50 Crs in all the three years : 8 Marks More than ₹1.500 crs in all the last three years: 10 Marks	10
6	The Bidder Should have a minimum of 15 employees as in-house team strength for software Development/Services. At least half of them should be working for a minimum period of last three financial years.	15 Members: 6 Marks >15Members: 10 Marks	10
7	An ISO 9001 – 2015 company	Letter of incorporation and ISO certificate	05
8	The proposed solution (Post Examination applications) should be owned by the bidder.	Software owned by bidder	15
9	Technical Presentation of solution proposed	Presentation	20

Evaluation and Comparison of Bids:

Each Technical Bid will be assigned a Technical Score (Ts) out of a maximum of 100 marks and minimum Score should be 60 marks. Financial Bids of only those scored 60 and above marks will be considered.

(Please note, the bidders are requested to furnish the relevant documents in the order it is mentioned in the technical score table for error free scoring of technical marks).

Date:

(Signature of the Tenderer)

Annexure- III

FINANCIAL BID FOR SERVICES SOUGHT UNDER SECTION

Sl. No	Particulars	Rate
1.	Post Examination Work including Result Processing Post Examination Work including Result Processing (Processing Results and Printing Stationary and all other tasks as mentioned in the schedule) The rate is to be quoted on per student & per semester basis. For the purpose of calculating the total cost the following criteria will be adopted a. In Conventional UG Programmes (B.A./B.Com./B.Sc.) the actual total count of students will be considered b. In all other Programmes (whether at UG level or PG level), the total actual number of students in a given semester will be considered provided such number is more than 300. Otherwise, the number will be treated as 300	

The rates mentioned above for the project should not have any hidden costs.

Date:

(Signature of the Tenderer)