



संत लौगोवाल अभियांत्रिकी एवं प्रौद्योगिकी संस्थान,
लौगोवाल, संगरूर, पंजाब - १४८ १०६

(मानव संसाधन मंत्रालय के अधीन समविश्वविद्यालय)

Sant Longowal Institute of Engineering and Technology
Longowal, Dist. Sangrur, Punjab - 148106
(Deemed to be University under MHRD)

Ref. No. SLIET/SET/ 45/19/1091-1098

Date: 18/12/2019

(Registered Post)

M/s _____

Sub: Proposals for hiring of online services for students' admission & counseling.

Sant Longowal Institute of Engineering & Technology was established by Ministry of Human Resource and Development (MHRD), Govt. of India in the year 1989. The institute is an autonomous body, fully funded by Govt. of India and controlled by SLIET society.

The admission & counseling process of students is administered by the SET office of the Institute for admission in different courses at the level of Integrated Certificate & Diploma (ICD), Degree, Masters level (ME/M.Tech, M.Sc) & Ph.D. The SET office intends to hire online services for students' admission & counseling. Hence, proposals are invited in a sealed cover for providing Online Registration, Call Centre Support, Fee Payment Gateway, Online Counseling Registration, Reporting, Help Desk and all related supporting solutions for Counseling and Admission duly super-scribed on envelop "Proposal for hiring of online services for students admission & counseling" so as to reach latest by closing date i.e. 10.01.2020 positively through registered/speed post only in the following format in respect of 4,000 students (approx.):

A) Online Admission and Counseling of students:

S. No.	Particulars	Unit	Rate/charges (per student)	Remarks
1.	Online pre-counseling/registration process	01		The total payment against all the items inclusive of taxes shall not exceed Rs. 10,00,000/-. Detailed scope of work and facilities to be provided by the institute is placed at "Annexure-A".
2.	Online counseling process	01		
3.	GST (as applicable)			

B) Online Recruitment Process of Teaching & Non-Teaching Staff (Optional):

S. No.	Particulars	Unit	Rate/charges (per Candidate)	Remarks
1.	Online recruitment process for Teaching and Non-Teaching staff upto declaration of result/preparation of merit	01		Detailed scope of work and facilities to be provided by the institute is placed at "Annexure-B".
2.	GST (as applicable)			

DR (Store & Purchase)

TERMS & CONDITIONS FOR PROPOSAL

- 1) It may be noted that proposals received through registered/speed post only shall be considered. Any post received through courier/by hand will not be considered. The institute is located in a remote area and it takes 5 to 7 days to reach the post, therefore, quotation be dispatched well in time to avoid any sort of delay.
- 2) Rate of GST/IGST, if extra must be mentioned clearly along with GST number.
- 3) Proposals received later than due date are liable to be rejected and returned as it is.
- 4) Proposal must be sent on the letter head of the company duly addressed to Deputy Registrar (Store & Purchase) along with a certificate that the firm/company is not blacklisted by any govt. organization/dept.
- 5) As per instructions if purpose of proposal is not super scribed and envelope is opened by mistake then it will be rejected out rightly.
- 6) The bid security of **Rs. 25,000/-** is required to be submitted in the form of Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the Commercial Bank in favour of Director, SLIET, Longowal.
- 7) The bidder must have relevant experience of atleast 03 years for providing online services for students' admission & counseling in the similar educational institutions.

8) **PAYMENT TERMS**

The payment of the party/successful bidder shall be made in following phases:

- 50% payment of Pre-Counseling tasks shall be paid on completion of Pre-counseling tasks before starting of Online Counselling, money paid earlier shall be deducted from this amount.
- Balance payment of counseling tasks shall be paid within six weeks after completion of all task of counseling and submission of bill by the party/successful bidder.
- For recruitment related services 40% payment shall be made after completion of registration/generation of admit cards and balance payment shall be made after completion of the work on submission of bill by the party/successful bidder.

9) **VALIDITY OF OFFER**

This offer shall remain valid for a period of three years and it will be renewed on annual basis, if the performance of the party/successful bidder found satisfactory.

- SLIET reserves all the rights to terminate the contract if there are any guidelines/orders from Government authorities against the continuation of this work or counseling.
- SLIET reserves all the rights to terminate the contract if any statutory/mandatory orders of circumstances are against the contract.
- If the work of the party/successful bidder is found satisfactory, then after 3 years, agreement can be extended for further 3 years as per the revised terms and conditions.

10) **ARBITRATION**

Both the parties shall settle the problems or differences, if any in an amicable manner. If amicable settlement is not arrived at, the same shall be referred to the Arbitration. In such cases each party shall appoint an arbitrator who can further appoint neutral arbitrator to form a 3 (Three member) arbitration committee. The decision of the arbitration committee shall be acceptable and binding on all. The jurisdiction of disputes, if any shall be Sangrur.

- 11) For other terms & conditions please refer "**Scope of work**" and "**Draft MOU**" annexed herewith.
- 12) The bidders are required to submit their bids in respect of items specified at A & B (Item B is optional) separately. SLIET may get the services for optional item (Item B), if required. SLIET also reserve the right to award the work in respect of optional item to any of the bidder on lowest cost. It is not binding for the bidder to quote their rate for optional item.


Deputy Registrar
(Store & Purchase)

a) SCOPE OF WORK: For student's admission and counseling:

The tasks to be accomplished are:

- 1 Design, Development and maintenance of SLIET website/portal. Dedicated Web Portal for SLIET counseling with world class security features and upto 20 mbps Bandwidth support. Servers for Data handling, Application support, web server support, collocation server support, firewall, routers, call centre setup and other hardware and software support.
- 2 Setting up of Coordination office at University: Setting up of coordination office at the university premises with employees including computers, LAN setup and internet/Wi-fi connectivity for complete counseling support.
- 3 Online Registration through Website & digitize form submission.
- 4 Student Zone with specific login shall be provided to students to edit/update personal details and check updates.
- 5 Online Fee collection & Financial Process: Cash deposit in any Nationalized Bank (as finalized by the institute), E-cash coupon, credit card/debit card including sale, Collection and Reporting, Mobile payment Gateway etc.
- 6 Admit Card Generation and allotment of Centre, Roll Nos. etc.
- 7 Providing Attendance Sheets Centre wise, course wise.
- 8 Printing of OMR sheets for Examination process. OMR scanning post examination and result declaration, Merit Generation as per University Norms and generation of various reports as per requirement.
- 9 Online rank card generation with printing access to the candidates.
- 10 Online choice filling and preparation of result based on choice filling and merit position, allotment of seat and re-allotment of seat after up-gradation, arrangement of manual counseling for seats not filled-up through online-counseling, etc. for all admissions.
- 11 Providing online provisional seat allotment letter to the successful students.
- 12 The party/successful bidder shall maintain all the students data of SLIET and it shall be handed over to SLIET within 6 weeks of completion of all processes of admission for the respective session.
- 13 Unlimited SMS & e-mail support for better student Co-ordination as per requirement.
- 14 Conducting Seminars and distributing information regarding the whole counseling process as per requirement.
- 15 Grievance Management System of better student query handling and response management.
- 16 Online panel for document verification shall be provided by the party/successful bidder.
- 17 Manpower to support for the above mentioned activities to provide help/support service for admission, counseling, refunds etc to the students and parents through phone, Email etc.
- 18 It has been agreed that all the infrastructure requirements for the support office like electricity, utilities etc in addition to the space for call centre and basic amenities and facilities would be provided by SLIET at some of its University premises or prominent colleges. Maintenance of all such centres would be done by the party/successful bidder. All required manpower and services would be provided by the party/successful bidder for the tasks mentioned.
- 19 General terms submitted in the bid by the party/successful bidder. "Project Report" shall apply. All related MIS Reports to the SLIET and institutes to be provided by the party/successful bidder.
- 20 Any other work which may be relevant and under the purview of registration, counseling and Payment gateway solutions.
- 21 Along with the above said tasks the party/successful bidder shall maintain the complete confidentiality of data and shall make sure that all the data shall be handled with utmost care. The data shall be the property of the SLIET. The party/successful bidder shall not use this data without permission of competent authority of SLIET.

RESPONSIBILITIES OF SLIET

- 1 Tie-up for gateway with a bank will be arranged by the University and due authorization shall be provided to the party/successful bidder for implementation of all required gateways like bank to bank transfer etc. at SLIET's portal. All fee payments such as registration/exam/course fees etc. from the students or from respective colleges/institutions' will be received in the Bank account maintained at designated bank specified by the University. However, the party/successful bidder shall also accept payments in all other modes such as cheques, bank drafts etc. except cash, and deposit the same in the University account either on the same day or at the most next day. Cash payments of fees etc. from students, colleges and others will be accepted by the university cashier.
- 2 SLIET shall provide required space and working area to the party/successful bidder inside the University premises for setting up its office, call centre, data centre, from desk etc. This location will be provided free of cost and no rent shall be charged till the validity of agreement. University shall provide more space, if required in future.
- 3 Electricity, water and other establishment has to be provided by the university as per the requirements placed by the the party/successful bidder and due usage charges, if applicable shall be paid by the party/successful bidder at the university rates.
- 4 SLIET shall approve all the results before publishing on website.

b) SCOPE OF WORK: For Recruitment of Teaching and Non-Teaching Staff:

The tasks to be accomplished are:

1. Design, Development and maintenance of SLIET website/portal. Dedicated Web Portal for SLIET counseling with world class security features and upto 20 mbps Bandwidth support. Servers for Data handling, Application support, web server support, collocation server support, firewall, routers, call centre setup and other hardware and software support.
2. Setting up of Coordination office at University: Setting up of coordination office at the university premises with employees including computers, LAN setup and internet/Wi-fi connectivity for complete counseling support.
3. Online Registration through Website & digitize form submission.
4. Student Zone with specific login shall be provided to candidate to edit/update personal details and check updates.
5. Online Fee collection & Financial Process: Cash deposit in any Nationalized Bank (as finalized by the institute) , E-cash coupon, credit card/debit card including sale, Collection and Reporting , Mobile payment Gateway etc.
6. Unlimited SMS & e-mail support for better student Co-ordination as per requirement.
7. Admit Card Generation and allotment of Centre, Roll Nos. etc. for written test.
8. Providing Attendance Sheets Centre wise, course wise.
9. Printing of OMR sheets for Examination process. OMR scanning post examination and result declaration, Merit Generation as per University Norms and generation of various reports as per requirement, i.e., scrutiny of application data and short listing the candidates as required by SLIET.
10. Along with the above said tasks the party/successful bidder shall maintain the complete confidentiality of data and shall make sure that all the data shall be handled with utmost care. The data shall be the property of the SLIET. The party/successful bidder shall not use this data without permission of competent authority of SLIET.

RESPONSIBILITIES OF SLIET

- 1 Tie-up for gateway with a bank will be arranged by the University and due authorization shall be provided to the party/successful bidder for implementation of all required gateways like bank to bank transfer etc. at SLIET's portal. All fee payments such as registration/exam/course fees etc. from the students or from respective colleges/institutions' will be received in the Bank account maintained at designated bank specified by the University. However, the party/successful bidder shall also accept payments in all other modes such as cheques, bank drafts etc. except cash, and deposit the same in the University account either on the same day or at the most next day. Cash payments of fees etc. from students, colleges and others will be accepted by the university cashier.
- 2 SLIET shall provide required space and working area to the party/successful bidder inside the University premises for setting up its office, call centre, data centre, from desk etc. This location will be provided free of cost and no rent shall be charged till the validity of agreement. University shall provide more space, if required in future.
- 3 Electricity, water and other establishment has to be provided by the university as per the requirements placed by the the party/successful bidder and due usage charges, if applicable shall be paid by the party/successful bidder at the university rates.
- 4 SLIET shall approve all the results before publishing on website.

Memorandum of Understanding

"Sant Longowal Institute of Engineering and Technology, Longowal (Punjab)"

and

M/s _____

This agreement is being entered into hereby on _____ between "Sant Longowal Institute of Engineering and Technology, Longowal (Punjab)" (here in after referred as SLIET) through its authorized representative _____ and M/s _____ (here in after referred as _____) through its authorized representative Sh. _____

As per the rates quoted by the party, SLIET has finalized _____ for providing Online Registration, Call Centre Support, Fee Payment Gateway, Online Counseling Registration, Reporting, Help Desk and all related supporting solutions for Counseling and Admission co-ordinated by SLIET for the years _____ and thereafter.

_____ shall have to start the work with immediate effect under following terms and conditions:

a) SCOPE OF WORK: For student's admission and counseling:

The tasks to be accomplished are:

- 1 Design, Development and maintenance of SLIET website/portal. Dedicated Web Portal for SLIET counseling with world class security features and upto 20 mbps Bandwidth support. Servers for Data handling, Application support, web server support, collocation server support, firewall, routers, call centre setup and other hardware and software support.
- 2 Setting up of Coordination office at University: Setting up of coordination office at the university premises with employees including computers, LAN setup and internet/Wi-fi connectivity for complete counseling support.
- 3 Online Registration through Website & digitize form submission.
- 4 Student Zone with specific login shall be provided to students to edit/update personal details and check updates.
- 5 Online Fee collection & Financial Process: Cash deposit in any Nationalized Bank (as finalized by the institute), E-cash coupon, credit card/debit card including sale, Collection and Reporting, Mobile payment Gateway etc.
- 6 Admit Card Generation and allotment of Centre, Roll Nos. etc.
- 7 Providing Attendance Sheets Centre wise, course wise.
- 8 Printing of OMR sheets for Examination process. OMR scanning post examination and result declaration, Merit Generation as per University Norms and generation of various reports as per requirement.
- 9 Online rank card generation with printing access to the candidates.
- 10 Online choice filling and preparation of result based on choice filling and merit position, allotment of seat and re-allotment of seat after up-gradation, arrangement of manual counseling for seats not filled-up through online-counseling, etc. for all admissions.
- 11 Providing online provisional seat allotment letter to the successful students.
- 12 The party/successful bidder shall maintain all the students data of SLIET and it shall be handed over to SLIET within 6 weeks of completion of all processes of admission for the respective session.
- 13 Unlimited SMS & e-mail support for better student Co-ordination as per requirement.
- 14 Conducting Seminars and distributing information regarding the whole counseling process as per requirement.
- 15 Grievance Management System of better student query handling and response management.
- 16 Online panel for document verification shall be provided by the party/successful bidder.
- 17 Manpower to support for the above mentioned activities to provide help/support service for admission, counseling, refunds etc to the students and parents through phone, Email etc.
- 18 It has been agreed that all the infrastructure requirements for the support office like electricity, utilities etc in addition to the space for call centre and basic amenities and facilities would be provided by SLIET at University premises. Maintenance of all such centres would be done by the party/successful bidder. All required manpower and services would be provided by the party/successful bidder for the tasks mentioned.
- 19 General terms submitted in the bid by the party/successful bidder. "Project Report" shall apply. All related MIS Reports to the SLIET and institutes to be provided by the party/successful bidder.
- 20 Any other work which may be relevant and under the purview of registration, counseling and Payment gateway solutions.
- 21 Along with the above said tasks the party/successful bidder shall maintain the complete confidentiality of data and shall make sure that all the data shall be handled with utmost care. The data shall be the property of the SLIET. The party/successful bidder shall not use this data without permission of competent authority of SLIET.

b) SCOPE OF WORK: For Recruitment of Teaching and Non-Teaching Staff:

The tasks to be accomplished are:

1. Design, Development and maintenance of SLIET website/portal. Dedicated Web Portal for SLIET counseling with world class security features and upto 20 mbps Bandwidth support. Servers for Data handling, Application support, web server support, collocation server support, firewall, routers, call centre setup and other hardware and software support.
2. Setting up of Coordination office at University: Setting up of coordination office at the university premises with employees including computers, LAN setup and internet/Wi-fi connectivity for complete counseling support.
3. Online Registration through Website & digitize form submission.
4. Student Zone with specific login shall be provided to candidate to edit/update personal details and check updates.
5. Online Fee collection & Financial Process: Cash deposit in any Nationalized Bank (as finalized by the institute) , E-cash coupon, credit card/debit card including sale, Collection and Reporting , Mobile payment Gateway etc.
6. Unlimited SMS & e-mail support for better student Co-ordination as per requirement.
7. Admit Card Generation and allotment of Centre, Roll Nos. etc. for written test.
8. Providing Attendance Sheets Centre wise, course wise.
9. Printing of OMR sheets for Examination process. OMR scanning post examination and result declaration, Merit Generation as per University Norms and generation of various reports as per requirement, i.e., scrutiny of application data and short listing the candidates as required by SLIET.
10. Along with the above said tasks the party/successful bidder shall maintain the complete confidentiality of data and shall make sure that all the data shall be handled with utmost care. The data shall be the property of the SLIET. The party/successful bidder shall not use this data without permission of competent authority of SLIET.

B: RESPONSIBILITIES OF SLIET

1. Tie-up for gateway with a bank will be arranged by the University and due authorization shall be provided to the party/successful bidder for implementation of all required gateways like bank to bank transfer etc. at SLIET's portal. All fee payments such as registration/exam/course fees etc. from the students will be received in the Bank account maintained at designated bank specified by the University.
2. SLIET shall provide required space and working area to the party/successful bidder inside the University premises for setting up its office, call centre, data centre, from desk etc. This location will be provided free of cost and no rent shall be charged till the validity of agreement. University shall provide more space, if required in future.
3. Electricity, water and other establishments has to be provided by the university as per the requirements placed by the party/successful bidder and due usage charges, if applicable shall be paid by the party/successful bidder at the university rates.
4. SLIET shall approve all the results before publishing on website.

C: RATE FOR WORKS:

- I. Rate applicable for online counseling services for participating candidates shall be for scope of work at a) above.

S. No.	Particulars	Unit	rate/charges (per student)	Remarks
1.	Online pre-counseling/registration process/Exam./Results	01 (Paid candidate)		The total payment against all the items inclusive of taxes shall not exceed Rs. 10,00,000/-.
2.	Online counseling process	01		
3.	GST (as applicable)			

- II. Rates applicable for online Recruitment for teaching and non-teaching staff as detailed above in b) Scope of work

S. No.	Particulars	Unit	rate/charges (per Candidate)	Remarks
1.	Online recruitment process for Teaching and Non-Teaching staff upto declaration of result/preparation of merit	01 (Paid candidate)		
2.	GST (as applicable)			

D. PAYMENT TERMS

The payment of the party/successful bidder shall be made in following phases:

- 50% payment of Pre-Counseling tasks shall be paid on completion of Pre-counseling tasks before starting of Online Counseling, money paid earlier shall be deducted from this amount.
- Balance payment of counseling tasks shall be paid within six weeks after completion of all task of counseling and submission of bill by the party/successful bidder.
- For recruitment related services 40% payment shall be made after completion of registration/generation of admit cards and balance payment shall be made after completion of the work on submission of bill by the party/successful bidder.

E: VALIDITY OF OFFER

This offer shall remain valid for a period of three years and it will be renewed on annual basis, if the performance of the party/successful bidder found satisfactory.

- SLIET reserves all the rights to terminate the contract if there are any guidelines/orders from Government authorities against the continuation of this work or counseling.
- SLIET reserves all the rights to terminate the contract if any statutory/mandatory orders of circumstances are against the contract.
- If the work of the party/successful bidder is found satisfactory, then after 3 years, agreement can be extended for further 3 years as per the revised terms and conditions.

F: FORCE MAJURE

In the event of non-fulfilment 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 human control, neither SLIET nor the party/successful bidder shall be held responsible for any loss or consequential damages.

G: INDEMNITY

- the party/successful bidder hereby agrees to indemnify/compensate SLIET/its representative, administrators and its properties for all losses caused or likely to be caused by any for and against action, demand, proceedings, prosecutions, attachments, non-payment of taxes, non-clearance of liabilities and the like arising due to former's (the party/successful bidder) fault. Similarly SLIET agrees to indemnify/Compensate the party/successful bidder on account of any losses arising due to the former's (SLIET) fault.
- SLIET shall not be responsible for payment of any claim whatsoever made by the employees engaged by the party/successful bidder.
- SLIET shall not be liable for discharging any financial, judicial and or administrative commitment made by the party/successful bidder to any entity whatsoever.
- the party/successful bidder shall be solely responsible for payment of wages to the employees engaged by it (the party/successful bidder)
- the party/successful bidder shall be solely responsible for insurance claims, provident fund and all other benefits for which its employees may be entitled as per ruled approved by State/Central Govt. rules and laws.

H: 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 Director SLIET, Lorigowal for clarification. The clarification so provided by the Director shall be binding on both the parties.

I: ARBITRATION

Both the parties shall settle the problems or differences, if any in an amicable manner. If amicable settlement is not arrived at, the same shall be referred to the Arbitration. In such cases each party shall appoint an arbitrator who both can further appoint neutral arbitrator to form a 3 (Three member) arbitration committee. The decision of the arbitration committee shall be acceptable and binding on all. The jurisdiction of disputes, if any shall be Sangrur.

J: AMENDMENT TO THE AGREEMENT

The obligations of the party/successful bidder and SLIET have been spelt out in this Agreement. However, during the operation of the Agreement, circumstances may arise which may call for amendment or modifications of the terms and conditions of this

Agreement. In such a situation, the amendments/modifications as may be mutually agreed upon shall be incorporated in this Agreement.

This agreement is hereby implemented with effect from date of agreement.

On behalf of
Sant Longowal Institute of Engineering and Technology
Longowal, District Sangrur(Punjab)

On behalf of _____

(Director)

(Authorized Signatory of the party/successful bidder)

Witness 1:

Witness1:

Witness2:

Witness 2:

Place: Longowal

Dated: