

Sant Longowal Institute of Engineering and Technology, Longowal, Distt. Sangrur, Punjab – 148106

(Deemed To Be University under Ministry of Education)

TENDER DOCUMENTS / TERMS AND CONDITIONS OF TENDER FOR ONLINE RECRUITMENT PROCESS OF TEACHING AND NON-TEACHING POSITIONS THROUGH WEBSITE/WEB PORTAL AT SLIET, LONGOWAL

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Sant Longowal Institute of Engineering and Technology, Longowal, Distt. Sangrur, Punjab – 148106

(Deemed To Be University under Ministry of Education)

Ref. No.: SLIET/Admn/A1/2021/01 Dated:17.02.2021

NOTICE INVITING TENDER

Sealed Tenders in two bid system i.e. technical and financial bid for providing "Online Recruitment Process of Teaching and Non-Teaching positions through website/web portal upto preparation of merit and declaration of result" at SLIET, Longowal are invited from ISO 27001:2013 & ISO 9001:2015 certified Agencies/Firms. The last date and time for submission of Tenders is 10.03.2021 up to 04:00PM. **For more details, please log on** www.sliet.ac.in.

DIRECTOR



Sant Longowal Institute of Engineering and Technology, Longowal, Distt. Sangrur, Punjab – 148106

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NOTICE INVITING TENDER

Sealed Tenders in two bid system i.e. technical and financial bid for "Online Recruitment Process of Teaching and Non-Teaching positions through website/web portal upto preparation of merit and declaration of result at SLIET, Longowal" are invited from reputed Agencies/Firms fulfilling the following eligibility criteria:-

- a) The bidder should have completed minimum three works of similar nature during last five years of which at least one should be of Central Universities/Institutes. Copies of the completion certificates/orders should be submitted along with the bid.
- b) Bidder should be ISO 27001:2013 & ISO 9001:2015 certified company.
- c) The bidder should have an average annual turnover of at least Rs.2 crores in last 3 financial years viz, 2017-18, 2018-19 and 2019-20. Audited balance sheet of the last 3 financial years to be attached.
- d) The bidder should have experience in developing software in open source technologies and must deploy the same at our in-house servers. Links of at-least three recruitment systems deployed in open source technologies must be provided along with the technical bid.
- e) The bidder should have prior experience of minimum 8 years in successfully implementing online recruitment or application service for higher educational institutions with a minimum of 10 such installations out of which at least 3 should be central universities/institutes. Copy of the work order and experience details need to be provided through a certificate issued by the organization.
- f) The bidder should have implemented the system as per UGC 2018/latest recruitment guidelines in at least one institution.
- g) Security & Data Privacy The bidder should have open SSL Secured SSH Gateway, DDoS Prevention System, Fail2Ban Setup and Hardened Firewall at Load Balancer Level.
- h) Portal should be SSL Certified (with at least 128 bit encryption). Provide proof for the same.
- i) The user load handled in a single day by the bidder should be greater than 25,000. Proof against the same should be furnished.
- j) The bidder should have dynamic autoscale servers with minimum RAM capacity of 15 GB and dedicated storage server capacity starting from 15 GB and expandable upto 150 GB. Proof of the same should be attached.
- k) Bidders should not have been barred or black-listed by any of the Central Government/ Organization/Central PSU's on the scheduled date of tender opening.
- I) The bidder should have in-house call centre and tech support to address the queries by the users of the system with a maximum TAT of 24 hours. Proof of the same shall be furnished.
- m) Bidders must attached a self attested copy of PAN number issued in the name of the firm or the proprietor of the firm along with the tender. The Tenderers who fails to submit the same shall be render invalid automatically.
- n) Bidder must attach an authenticated photocopy of the GSTN Registration No. issued in the name of the firm along with tender. The Tenderer who fails to submit the same shall be render invalid automatically.



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Schedule of Tenders

| Last date for submission of Tender Documents duly completed in all respect. | The last date of submission of Tele 10.03.2021 in the Office of Registrar through Registered/Speed Post only. | |
|---|---|---------------------|
| | Tenders received after due date i.e 10.03.2021 will be straightway rejecte will not be responsible for delay in postal delay. | d and the Institute |
| Date of opening of tenders and presentation | Date of Technical Evaluation Bid | 11.03.2021 |
| | Date of Financial Evaluation Bid | 17.03.2021 |

The tenderer should attach proofs of all the documents mentioned in the pre-requisite conditions.

Terms & Conditions:

| 1 | In case the last date for opening Technical & Financial Bid is holiday then these will opened on the next working day at same time & venue. | | |
|---|--|--|--|
| 2 | The incomplete, conditional, telephonic or telegraphic Tenders shall not be entertained. | | |
| 3 | For details regarding terms and conditions / tender documents, please visit our website www.sliet.ac.in. | | |
| 4 | The Tender Form can be downloaded from Institute website. | | |
| 5 | The Director, SLIET, Longowal reserves the right to accept/reject any or all the tenders without assigning any reason thereof. | | |
| 6 | The tender documents will be received / accepted in the office of Registrar, SLIET, Longowal till 10.03.2021. | | |
| 7 | Tenders will be opened as per the schedule given in above mentioned table. | | |
| 8 | Tenders received after 4.00 P.M on 10.03.2021 will be straightway rejected and the Institute will not be responsible for delay in delivery including postal delay. | | |

OTHER TERMS & CONDITIONS

VALIDITY OF TENDER: The validity of the present tender for allotment and re-allotment shall be for a period of 90 days from the date of opening of tender.

In case the successful bidder/allottee do not accept the work within the 15 days from the date of allotment and then in that case the Institute will be at liberty to re-allot the work to the next lowest successful bidder and the said re-allotment will be subject to the approval of the competent authority.



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02. Tender must be submitted in 03 (Three) sealed envelopes, as per detail given below :-

| 01 | The Tender Form Pages No and, duly signed on every | Master |
|----|---|----------|
| | page along with all the required documents in Envelope. | Envelope |
| | | |

| 02 | The Technical Evaluation Bid on the prescribed form i.e. Form-A. | Envelope-A |
|----|--|--------------|
| 03 | The Financial Bid on the prescribed format given in Annexure –B | . Envelope-B |

The **Envelope A** & **Envelope-B** are required to be sealed in a **Master Envelope.** The tenderer should write Name, Postal Address, E-mail address & Phone Number on the front of all the envelopes. They should also mention name of the Tender i.e. "**Online Recruitment Process of Teaching and Non-Teaching positions through website/web portal upto preparation of merit and declaration of result at SLIET, Longowal" at the top of the envelope. Those who fail to follow this procedure may be disqualified.**

- **03.** All rates shall be written in the column meant for Price Bid properly. The tenderers are required to quote the rates in figures as well as in words (capital only), neatly. Any cutting or over-writing should be attested by the tenderer with date.
- **04. PRE-QUALIFICATION DOCUMENTS:** The following pre-qualification documents are to be submitted along with **Form-A** in the envelope to be marked **Envelope "A"** already explained above.
 - a) Self attested photocopy of the Ownership Document of existing business/ Partnership Deed/in case of a Firm or Company require also to be attached. An attested copy of Registration of partnership firm/Company issued by the Registering Authority alongwith declaration regarding continuity partnership/ firm should be attached with the Tender Document.
 - **b)** In case of a Firm, self attested photocopy of authority to negotiate and sign tender and agreement on behalf of the Firm should be attached.
 - c) Self attested passport size photograph(s) to be pasted on the last page of the Tender Form.
 - d) Affidavit attested by a Magistrate 1st Class or Oath Commissioner/Notary to the effect that the individual/firm/company is not blacklisted by any Government Organization and that neither any criminal case nor any economic offence is pending under any Court of Law/Registered with Police.
 - e) Copies of Experience Certificates along with previous three years Income Tax Returns and audited Balance Sheet of individual or firm/Company.
 - f) Self attested photocopy of highest academic and Professional qualification.
 - g) Self attested photocopy of PAN Number, GST No. etc.



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- **5. AGREEMENT:** The successful bidder shall execute necessary agreement specifying the terms and conditions as mentioned herein, on the Non-judicial stamp papers worth Rs. 100/-at his own cost, within 15 days from the issue of work order, along with other documents/payments.
- **6. ARBITRATION:** Any dispute arising out of or in connection with this contract agreement shall be referred to the Sole Arbitration of an Arbitrator to be nominated by the Director, Sant Longowal Institute of Engineering & Technology, Longowal. The award by the Arbitrator shall be final and binding on both the parties to the agreement.
- 7. DURATION OF THE CONTRACT

The Development, deployment and service support is tendered for Two year. The Project may be extended by another Two years depending upon the satisfactory performance on yearly basis.



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TENDER DOCUMENT FOR ONLINE RECRUITMENT PROCESS OF TEACHING AND NON-TEACHING POSITIONS THROUGH WEBSITE/WEB PORTAL UPTO PREPARATION OF MERIT AND DECLARATION OF RESULT AT SLIET,

INTRODUCTION:

Sant Longowal Institute of Engineering and Technology (SLIET) Longowal, District Sangrur (Punjab), Deemed-to-be-University, under Ministry of Education (MoE), Government of India invites Bidders to submit their technical/financial proposals for Online Recruitment Process of Teaching and Non-Teaching positions through website/web portal upto preparation of merit and declaration of result.

ABOUT SLIET:

Sant Longowal Institute of Engineering and Technology (SLIET) was established in 1989 by the Government of India to provide technical education in emerging areas of Engineering & Technology. It caters to the technical manpower requirements at various levels by adopting a concept of modular system with emphasis on practical training in industry. The Institute is fully funded by Ministry of Education, Government of India. The Institute offers programs at Integrated Certificate Diploma, Degree, Post Graduate (M.Tech., MBA, M.Sc.) levels in various branches of Engineering, Technology, Sciences and Ph.D. programs in Science, Management, English and Engineering/Technology. The Institute has acquired the status of Deemed-to-be-University in the year 2007.

A. SCOPE OF WORK

Online Recruitment Process of Teaching and Non-Teaching positions through website/web portal upto preparation of merit and declaration of result at SLIET, Longowal.

1. ONLINE RECRUITMENT PORTAL

Design, Development and maintenance of dedicated SLIET website/portal for SLIET online recruitment process with world class security features and high speed Bandwidth support. Server for Data handling, Application support, web server support, collocation server support, firewall, routers, call centre setup and other hardware and software support.

Online recruitment should have following functionality:

- a. Entire teaching & non-teaching recruitment process to be automated as per SLIET Rules/AICTE/UGC Regulations of Minimum Qualification for appointment of Teachers and other Academic Staff in Universities/Institutes etc.
- Managing the recruitment portal for all the current & upcoming posts/advertisements.
- c. Enlisting of all the useful links specific to eligibility criteria, application procedures, important dates, FAQ's etc. pertaining to each active post/advertisement.
- d. Categorization of each post as per different reservation categories as per Central Government norms like SC, ST, OBC, EWS and PH etc.
- e. Automated calculation of scores at the application level and application filtration/qualification based on the scores.
- f. Short-listing modules for result preparation and selection process.



संत लौंगोवाल अभियांत्रिकी एवं प्रौद्योगिकी संस्थान, लौंगोवाल, संगरुर, पंजाब - १८८ १०६

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- Customized module to create customized fields, setup email alerts, generate customized reports, manage customized workflows etc.
- h. Workflows for all inter-department approval procedures and data communication to be automated.
- Each form follows a complex workflow of approval in terms of eligibility i. qualification from different department.
- Configurable application form. Support for Data Validation, Multiple Languages j. OR LINGUAL FORMS and other attributes required by the organization.
- Automated scoring needs to be calculated as per SLIET/AICTE/UGC regulations k. displayed in the applicant's profile as well as in the admin panel.
- Ι. The system should accept Application only upon verification of published work in SLIET listed/ AICTE listed/UGC listed/ WOS/SCOUPS listed Journals via automated checker.
- Provision to capture scanned image copies of: Photographs, signatures, thumb impressions, mark sheet, certificates etc. Uploading PDF documents like Challan, mark sheets etc. also supported.
- n. Application preview feature to be present.
- Admin Dashboard control for enabling & disabling of various posts/ advertisements.
- Multi-level access control to various departments around 13-14 departments p. including Admin. Departments.
- Role Based Access Controls to be defined for multi-level authorization(s) by q. different department(s) of SLIET.
- Only authorized users i.e faculty/officials can access the system. r.
- Every user shall have an individual profile to view their profile/history and download form, interview letter etc.
- All the data collected and payment information to be synced real-time in the t. existing ERP of SLIET.
- Form Receipt, admit card generation allotment of Centre, Roll Numbers etc. for written test, interview call letter generation to be available at multiple profiles of users, admins, superadmin based on the role access.
- Results to be supplied to SLIET discipline wise, category wise (i.e. General, SC, ٧. ST, OBC, EWS, PH/Departmental etc.) as per the benchmark provided by the Institute.
- Detailed analytics for entire system to be available in the central dashboard. W.
- SMS and Email gateway integration to be enabled.
- SMS & Email communications to be enabled at various levels of the recruitment process during registration, successful form submission, further process intimations etc.
- Onsite man-power deployment at SLIET campus to handle various posts, system requirements, applicant queries etc.
- aa. Dedicated Quality check processes to ensure the photographs and/or signatures are in proper format and readable for necessary use. Special manpower to be deployed by the bidder for the same.
- bb. Deployment of Query Management System with proper ticketing system to resolve applicant queries via all the channels Emails, SMS, Chat and Calls etc.



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cc. A call-centre team to be deployed for handling applicant queries via call/emails/SMS.

2. PAYMENT OPTIONS

- a. All payment options for major banking institutions, including net banking, credit cards, debit cards, AMEX, UPI, Multiple Cash cards and multiple wallets.
- b. Payment reconciliation and settlement for all payment related activities to institute/ university bank account.
- c. The payment settlement cycle should be T+1 from the date of transaction (T).
- d. Each payment shall be reconciled centrally with the finance/accounts department.
- e. Dashboard (for Monitoring and quick view) with AI and big data capabilities.
- f. Every individual form/payment workflow to be enabled with real-time activity fo audit log purpose.
- g. Extensive reporting features and data exports.

B. ELIGIBILITY CRITERIA OF BIDDERS

- a) The bidder should have completed minimum three works of similar nature during last five years of which at least one should be of Central Universities/Institutes. Copies of the completion certificates/purchase order/supporting documents should be submitted along with the bid.
- b) Bidder should be ISO 27001:2013 & ISO 9001:2015 certified company.
- c) The bidder should have an average annual turnover of at least Rs.2 crores in last 3 financial years viz, 2017-18, 2018-19 and 2019-20. Audited balance sheet of the last 3 financial years to be attached.
- d) The bidder should have experience in developing software in open source technologies and must deploy the same at our in-house servers. Links of at-least three recruitment systems deployed in open source technologies must be provided along with the technical bid.
- e) The bidder should have prior experience of minimum 8 years in successfully implementing online recruitment or application service for higher educational institutions with a minimum of 10 such installations out of which at least 3 should be central universities/institutes. Copy of the work order and experience details need to be provided through a certificate issued by the organization.
- f) The bidder should have implemented the system as per UGC 2018/latest recruitment guidelines in at least one institution.
- g) Security & Data Privacy The bidder should have open SSL Secured SSH Gateway, DDoS Prevention System, Fail2Ban Setup and Hardened Firewall at Load Balancer Level
- h) Portal should be SSL Certified (with at least 128 bit encryption). Provide proof for the same
- The user load handled in a single day by the bidder should be greater than 25,000.
 Proof against the same should be furnished.



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- j) The bidder should have dynamic autoscale servers with minimum RAM capacity of 15 GB and dedicated storage server capacity starting from 15 GB and expandable upto 150 GB. Proof of the same should be attached.
- k) Bidders should not have been barred or black-listed by any of the Central Government/ Organization/Central PSU's on the scheduled date of tender opening.
- The bidder should have in-house call centre and tech support to address the queries by the users of the system with a maximum TAT of 24 hours. Proof of the same shall be furnished.
- m) Bidders must attached a self attested copy of PAN number issued in the name of the firm or the proprietor of the firm along with the tender. The Tenderers who fails to submit the same shall be render invalid automatically.
- n) Bidder must attach an authenticated photocopy of the GSTN Registration No. issued in the name of the firm along with tender. The Tenderer who fails to submit the same shall be render invalid automatically.

C. DURATION OF THE CONTRACT

The Development, deployment and service support is tendered for Two year. The Project may be extended by another Two years depending upon the satisfactory performance on yearly basis.

D. RESPONSIBILITIES OF SLIET

- a. Tie-up for gateway with a bank will be arranged by the SLIET and due authorization shall be provided to the partly/successful bidder for implementation of all required gateways like bank to bank transfer etc. at SLIET's portal. All fee payments such as registration/application fee etc. from the applicant will be received in the bank account maintained at designated bank specified by the SLIET.
- b. SLIET shall provide required space and working environment to the party/successful bidder inside the SLIET premises for setting up its office, call centre, data centre etc. This location will be provided free of cost and no rent shall be charged till the validity of agreement. SLIET shall provide more space, if required in future.
- c. Electricity, water and other establishment has to be provided by the SLIET, as per the requirement placed by the party/successful bidder and due usage charges, if applicable shall be paid by the party/successful bidder at the SLIET rates.
- d. SLIET shall approve all the results before publishing on website.
- e. SLIET shall appoint/designate one Nodal Officer from Admin. Section for coordination with the party related to any query/support from Institute side.

E. PAYMENT TERMS

The payment of the party/successful bidder shall be made by the Institute as per agreement on production of Tax Invoice clearly mentioning GST No. of the Institute and the party.

F. ADDITIONAL TERMS & CONDITIONS

a. 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/successfully bidder shall not use this data



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without permission of competent authority of SLIET.

- Successful bidder should provide information on priority during selection process as desired by Admin. Section from time to time. All communication will be done between Admin. Section and successful bidder.
- c. SLIET reserve all the rights to terminate the contract if there are any guidelines/orders from Government authorities against the continuation of this work.
- d. SLIET reserves all the rights to terminate the contract if any statutory/mandatory orders of circumstances are against the contract.

G. TAXES/LEVIES

Payment shall be released after deduction of Taxes/Levies as applicable from time to time.

H. JURISDICTION OF THE DISPUTES

All the disputes related to tender will be subject to the jurisdiction of Distt. Sangrur (Punjab) Courts only.

I. ARBITRATION

Any dispute arising out of or in connection with this contract agreement shall be referred to the Sole Arbitration of an Arbitrator to be nominated by the Director, Sant Longowal Institute of Engineering & Technology, Longowal. The award by the Arbitrator shall be final and binding on both the parties to the agreement.

J. TERMINATION OF CONTRACT

Any violation of the terms and conditions under the agreement will tantamount to breach of the contract agreement and termination of the contract agreement after giving 07 days notice and no claim on account of damages to the Agency on this account shall be payable by the Institute.

K ACCEPTANCE OF TENDER

The Director of the Institute reserves the right to reject any or all the tenders received without assigning, of any reason.

L SIGNING OF AGREEMENT

Contractor shall complete all the formalities and sign the agreement within 15 days of issue of letter of acceptance. In case the successful bidder/allottee do not accept the work within the 15 days from the date of allotment and then in that case the Institute will be at liberty to re-allot the work to the next lowest successful bidder and the said re-allotment will be subject to the approval of the competent authority.

M SUB-LETTING

The Agency will not sub-let the contract for these services to any other Agency or individual (s).



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N PERFORMANCE SECURITY DEPOSIT

The successful bidder will deposit Performance Security amounting to Rs.50,000/- in advance as per the demand raised by the Institute in the form of Cheque/DD in favour of Director, SLIET, Longowal, which will be released on successful completion of contract period. The performance security deposit may be forfeited if contract is Cancelled / Terminated for any reason or bidder is unable to run the contract or leaves in between. Recovery if any can also be made from performance security amount. The Performance Security amount will not carry any interest.

The performance security deposit or remainder thereof, if not forfeited shall be refunded without any interest to the bidder after the expiry of contract and after adjusting dues, if any. In the event of breach or non observance of any of terms & conditions of this contract, the Director may forfeit the security either in full or part thereof.



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FORM-A

TENDER FORM FOR PROVIDING ONLINE RECRUITMENT PROCESS OF TEACHING AND NON-TEACHING POSITIONS THROUGH WEBSITE/WEB PORTAL UPTO PREPARATION OF MERIT AND DECLARATION OF RESULT AT SLIET, LONGOWAL

- (a) Name of the tenderer [in block letters]
- (b) Status of the Agency whether Public Ltd./ Pvt. Ltd./ Partnership Firm/ Proprietorship firm
- (c) Registration No. and Year of Establishment of firm / Company (if any)
- (d) Name and designation of the authorized signatory of the tenderer
- (e) Name of Father / Husband of the authorized signatory of the tenderer
- (f) Full residential address of the authorized signatory (with Proof having photograph)
- (g) Tenderer's Registered office address
- (h) Tenderers address for correspondence
- (i) PAN and GST No.
- (j) Details of Performance Security Amount submitted.
- (j) Pre-requisite qualifications details*
 - *The Tenderers who fails to submit/attached pre-requisite documents along with Tender shall be render invalid automatically.

S. Contents Yes/No If yes, enclose detail of proof

- The bidder should have completed minimum three works of similar nature during last five years of which at least one should be of Central Universities/Institutes.
- ii. The Bidder should be ISO 27001:2013 & ISO 9001:2015 certified com
- iii. The bidder should have an average annual turnover of at least Rs.2 crores in last 3 financial years viz, 2017-18, 2018-19 and 2019-20
- iv. The bidder should have experience in developing software in open source technologies and must deploy the same at our in-house servers. Links of at-least three recruitment systems deployed in open source technologies must be provided along with the technical bid.
- v. The bidder should have prior experience of



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minimum 8 years in successfully implementing online recruitment or application service for higher educational institutions with a minimum of 10 such installations out of which at least 3 should be central universities/institutes.

- vi. The bidder should have implemented the system as per UGC 2018/latest recruitment guidelines in at least one institution.
- The bidder should have open SSL Secured SSH vii. Gateway, DDoS Prevention System, Fail2Ban Setup and Hardened Firewall at Load Balancer Level.
- Portal should be SSL Certified (with at least 128 bit encryption).
- ix. The user load handled in a single day by the bidder should be greater than 25,000.
- The bidder should have dynamic autoscale servers х. with minimum RAM capacity of 15 GB and dedicated storage server capacity starting from 15 GB and expandable upto 150 GB. Proof of the same should be attached.
- xi. Whether bidders have been barred or black-listed the Central Government/ any of Organization/Central PSU's on the scheduled date of tender opening.
- The bidder should have in-house call centre and xii. tech support to address the queries by the users of the system with a maximum TAT of 24 hours.
- Bidders must attached a self attested copy of PAN xiii. number issued in the name of the firm or the proprietor of the firm along with the tender.
- Bidder must attach an authenticated self attested xiv. photocopy of the GSTN Registration No. issued in the name of the firm along with tender.
- Form for Declaration for Bid Security (EMD) XV.

I / We, the undersigned being the tenderer as mentioned above, hereby apply to the Director, SLIET, Longowal for providing Online Recruitment Process of Teaching and Non-Teaching positions through website/web portal upto preparation of merit and declaration of result at SLIET, Longowal as



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described above in accordance with the terms and conditions of the tender. I/We have read and understood the terms and conditions of the tender and hereby unequivocally accept the same.

The terms and conditions of the tender and the Notice Inviting Tender are also signed and being submitted with the tender form.

| | (Signature of the Authorized Signatory with Name & Seal) |
|-----------------|--|
| Place: Date: | |

Note: Any Correction in the application form should be fully signed by the authorized signatory of the tenderer. All pages of the tender application form should be fully signed by the authorized signatory of the tenderer. Strikeout item whichever is not applicable.



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FORM-B

Form of Price Bid

| S.No. | Particulars | Unit | Rate/Charges (in Rs.) # | Remarks |
|-------|---|------|--|---------|
| 1. | Online Recruitment Process of Teaching and Non-Teaching positions through website/web portal upto preparation of merit and declaration of result. | 01 | Upto 500 candidates >500 and ≤ 1000 candidates >1000 and ≤ 2000 candidates >2000 and ≤3000 candidates >3000 and above candidates | |
| 2 | GST (As applicable) | % | | |

#Bid shall be evaluated based upon the average rate/charges.



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Declaration for Bid Security (EMD)

| l, | on behalf of M/s |
|----|------------------|
| | declare that:- |

- 1.) I/We will not withdraw or modify the bid during the period of validity.
- 2.) I/We shall fulfil all the terms and conditions of the contract, if awarded.
- 3.) In case of my/our failure to fulfil all the terms and conditions of the contract, my candidature to submit the quotation/tender in SLIET would be suspended for a period of one year.

Signature with seal