



E - Tender for providing student help line facility services

E- Tender F. No. MLSU/E-TENDER/2022-23/906

Issue Date: 13.04.2022

Last Date for Bid Submission: 28.04.2022

Issued By:

Comptroller

Mohanlal Sukhadia University, Udaipur (Rajasthan)

Email ID: compt@mlsu.ac.in

Phone No: 02942470918

E-Tender for Providing Student Help Line Facilities

1. Online unconditional Bids under Two-Cover system (Technical and Financial) are invited for **Providing Student Help Line Facilities** as listed below, from manufacturers/ authorized distributors/ authorized. Bidders can participate in the online bid process from 28.04.2022, 06.00 pm onward after registering on the website <https://eproc.rajasthan.gov.in>.

S. No.	Name of Article	Estimate Coast in Rs	Fess (Rupees)
1.	E-Tender for Providing Student Help Line Facilities	15.00 Lac	EMD : 30000.00 Bid Fee : 1000.00 RISL Processing Fee : 500/-

1. The complete Bidding Document including the conditions of contract, evaluation and qualification criteria and procedure, bidding forms, specifications etc. can be seen at and downloaded from the website <https://sppp.rajasthan.gov.in>; <https://eproc.rajasthan.gov.in> or the official web site of the University www.mlsu.ac.in up to **06:00 PM on 13-04-2022**
2. For participation in the online Bid process, Bidder must procure a Digital Signature Certificate (DSC) (Type-III) as per Information Technology Act-2000 using which they can digitally sign their electronic Bids. Bidders can process the same from any CCA approved certifying agency such as TCS, Safecrypt, Ncode etc. Bidders who already have a valid DSC need not procure a new DSC. Also the bidder must register on <https://eproc.rajasthan.gov.in>. Bidders already registered need not do so.
3. Bidders are advised to refer, Bidders Manual Kit" available at E-procurement website for further details of the e-tendering process.
4. The Bid is for a Rate Contract.
5. The evaluation criteria have been specified in the Bid documents.
6. Bid fee of Rs. 1000/- and EMD Rs. 30000/- payable to Comptroller Mohanlal Sukhadia University , Udaipur and RISL Bid processing fees of Rs. 500/- for MD RISL, Jaipur payable at Jaipur (Managing Director, RajComp Info Services Ltd.) must be paid through RTGS/NEFT **latest by 06:00 PM on 28.04.2022:**

Beneficiary Name: SUKHADIA UNIV. DEPOSIT A/C.
Bank Name: ICICI BANK
Branch Address: ICICI Bank University Campus Udaipur
Bank Account No : 694201001326
IFSC Code: ICIC0006942

The Bid Fee and RISL Bid processing fee shall be non-refundable. The NEFT/RTGS/UTR No. and Date along with certified bank details to be uploaded with the Fees Cover and Technical Bid.

7. The Bidders shall upload the specifications, catalogue and other characteristics of the product offered. They shall also include details on their backup services offered, warranties, etc. in the Technical Bid file.

8. Technical Bid form duly signed on all pages and serially numbered accompanied with scanned copy

of the NEFT/RTGS/UTR No. for the Bid Fee and RISL Processing Fee, EMD Technical Bid as well as the Technical Bid submission form in one file; and Financial Bid submission sheet as well as the Financial Bid in another file shall be uploaded in the cover content of, TECHNICALBIDⁿ and, FINANCIALBIDⁿ respectively in electronic format up to **06:00 PM on 28-04-2022** on <https://eproc.rajasthan.gov.in>.

9. The Bids shall be opened at 12.00 Noon on 29.04.2022 in Comptroller office Mohanolal Sukhadia University, Udaipur.

12. The Procuring Entity is not bound to accept the lowest Bid and may reject any or all Bids without assigning any reason thereof. Other terms and conditions laid down under the RTPP Act, 2012 and RTPP Rules, 2013 as amended and mentioned in the Bid documents shall be applicable.

Any dispute arising there out of this Bid shall fall under the jurisdictions of courts of law at Udaipur.

Comptroller, Mohanolal Sukhadia University Udaipur, (Rajasthan)

Important Dates for Tender

S.No.	Events	Date and Time
1	Date of Issue of Notice Inviting Tender (NIT)	13.04.2022
2	Start Date & Time for downloading of Tender documents	13.04.2022 at 6:00 pm
3	Website for downloading Tender Documents	http://eproc.rajasthan.gov.in
4	Tender document submission start Date & Time	13.04.2022 at 6:00 pm
5	Last Date & Time of downloading of Tender	28.03.2022 at 6:00 pm
6	Last Date & Time for online submission of Tender	28.04.2022 at 6:00 pm
7	Date & Time for receipt of DDs towards Tender cost, Tender processing Fee, EMD and tender documents (Hard copy) to Comptroller Office MLSU	29.04.2022 at 11:00 pm
8	Pre- Bid Meeting at Comptroller Office MLSU/Online/Offline mode	23.04.2022 at 12:00 pm
9	Date & Time for online opening of Technical Bid	29.04.2022 at 12:00 noon
10	Date & Time for online opening of Financial Bid	To be announced after evaluation of technical bids

Eligibility Criteria

The following criteria must be fulfilled by a Bidder

1. The bidder must be a company/firm registered under the India Company Act, 1956 or a proprietary firm or a firm registered under partnership Act 1932. No consortium is allowed. Necessary certificates must be enclosed
1. The bidder must have at least 3 year experience in providing help line facilities to any University/College/School/Board with more than 2.0 lakh students, the bidder must be IT Company. Attach work order with technical bid.
2. The Bidder must have a running office in Udaipur.
3. Turn over the firm during last one financial year must be Rs 15.00 Lakhs or more. Copies of financial report such as P&L A/c Balance sheet, IT returns should be accompanied with technical bid
4. The firm must have necessary GST/EPF and ESIC Registration, Copy of registration/registration No. should be attached with technical bid
5. Must have sufficient human resources for call Centre operation. Brief details of the human resources should be provided.

GENERAL TERMS AND CONDITIONS

NOTE: Tenderers should read these conditions carefully and comply strictly while sending their tenders. If a tender has any doubt regarding the interpretation of any of the conditions or specification mentioned in the tender notice, he should before submitting the tender, refer these to the undersigned and obtain clarification. The decision of the University regarding the interpretation of the conditions and specifications shall be final and binding on the tenderer.

1. Tender should be sent to the **COMPTROLLER MOHANLAL SUKHADIA UNIVERSITY UDAIPUR 313001 (Rajasthan)** by registered post so as to reach this office on or before due date and time or can be directly submitted in the office of the Comptroller. The sealed envelope must contain

(A) TECHNICAL BID in a sealed envelope marked “TECHNICAL BID”

- (i) Earnest Money Deposit in the form of a Crossed Bank draft/NEFT/RTGS in the name of COMPTROLLER, MLSU, UDAIPUR
- (ii) Tender form page -1 duly filled and signed by the bidder
- (iii) Terms and conditions of the tender signed by the bidder
- (iv) Scope of the work & details signed by the bidder
- (v) Technical Bid form dully filled and signed along with all supporting documents to prove eligibility of the bidder to submit the offer.

TECHNICAL BID MUST CONTAIN FOLLOWING DOCUMENTS

- (a) Copy of Registration of the firm
- (b) Copy official reports such as P&L account Balance sheet, IT returns
- (c) Copy of Tax Registration certificates
- (d) Brief report about the business conducted by the bidder
- (e) Work orders and Work experience certificates issued by Institutions and Government organizations to prove experience
- (f) Any other documents to prove certifications, Professional competency to carry out the work Please do not enclose any financial bid or documents where rates or cost are quoted in the upload envelope containing technical bid. If a quote or financial bid is found inside technical bid, the tender may be rejected. All technical bid without requisite EMD will be rejected.

(B) FINANCIAL BID in a sealed envelope marked “FINANCIAL BID” and must contain financial Bid form where rates or cost are filled in. All rates must be quoted without any corrections.

Please write down the name of the Bidder on both sealed envelopes TECHNICAL BID and FINACIAL BID Enclose both sealed envelopes of TECHNICAL BID and FINACIAL BID inside a single envelope and write following details on it

- i. bear the name and address of the Bidder;
- ii. should be addressed to the tendering authority
- iii. bear the specific identification of this bidding process pursuant to NIT and any additional information as specified in the bidding document; and

iv. bear a warning not to open before the time and date for bid opening, in accordance with the NIT.

NIT No..... dated.

DUE DATE:

TENDER ITEM:.....

Name and address of the Tenderer:.....

Technical Bid will be opened on the prescribed due date of the tender. All tenders without EMD will be rejected. The date of opening of financial bid will be either declared in the meeting or will be informed separately.

The Financial of the firms satisfying eligibility conditions and quoted for items as per specifications will only be opened. Decision of the committee constituted for this purpose will be final.

2. In case the bids are not received from sufficient number of firms up to the stipulated day and time, last date for receiving and opening the tenders can be extended by the University.

3. If the tenderer resiles from his offers new terms after opening of the tender, his earnest money is liable to be forfeited.

4. The submission of more than one tender for the one and same category and under different names is prohibited. If any time it is discovered that this condition has been violated, all the tenders of the firm shall be rejected or contract (s) cancelled the earnest money or security deposit(s) forfeited to the University.

5. The tender must be accompanied by an Earnest Money as demanded in the NIT without which it will not be considered and rejected outright. The earnest money should be remitted as crossed Bank Drafts, of any scheduled bank in the name of Comptroller, MLSU

Note: Cheques and FDR are not acceptable in any case.

6. Refund of Earnest Money: The earnest money of unsuccessful bidders shall be refunded soon after final acceptance of tender/ bid;

7. The successful tenderers shall be required to deposit an amount of security equal to 5% of the value of the order placed with them and execute an agreement with the University on a non-judicial stamp paper of Rs 1000/- for providing service/carrying out work as given in details of work as well as terms and conditions .

8. Forfeiture of Earnest Money: The earnest money shall be forfeited in the following cases:-

i. When the bidder withdraws or modifies the offer after opening of tender/ bid but before acceptance of the tender/ bid;

ii. When he does not execute the agreement, if any, prescribed within the specified time;

iii. When he fails to commence the supply of the items as per purchase order within the time prescribed;

iv. When the bidder does not deposit the security money after the purchase order is given.

9. Forfeiture of security deposit: Security deposit shall be forfeited in the following cases:-

i. When any terms and conditions of the contract are infringed;

ii. When the bidder fails to provide services/carry out work satisfactorily;

Notices will be given to the bidder with reasonable time before earnest money or security deposit is deposited is forfeited.

10. The tendered rates must be valid at least for a period of 24 months from the date of issuing the order. If the rate quoted is not valid for the above period, tenderer should mention the same explicitly in their offer. However, in the event of downward trend in the rate, university reserves the right to negotiate the rate or reduce the validity of the rate.

11 The Comptroller, Mohanolal Sukhadia University, Udaipur reserve the right to accept any tender, not necessarily the lowest, reject any tender without assigning any reason and accept any tender for all or any one or more items for which tender has been submitted.

12. In case the rates quoted by all the tenderers are very high, or do not suit to the University, negotiation can be conducted as per rules.

13. The contract can be repudiated at any time by the Comptroller, Mohanolal Sukhadia University, Udaipur if the Purchase order is not executed in time and or to satisfaction after giving an opportunity to the contractor (tenderer) for being heard.

14. The tender must be submitted accurately in accordance with the conditions of the tender and all the enclosures (duly signed and stamped) must be attached along with the tender as demanded otherwise the tender will be rejected.

15. Legal proceedings if any arising on this tender shall have to be lodged in the courts situated in Udaipur and not elsewhere.

16. The tenderers should not quote their own (means counter) conditions while submitting the tender. Any counter conditions or counter proposals submitted by the tenderers will not be considered at all. If a tenderer imposes conditions mentioned herein his tender is liable to summarily rejection. The firms intending any conditions shall not be considered in any case.

17 **RATES MUST BE QUOTED IN THE TENDER FORM ONLY.** Rates must be quoted against each item in the tender form. Tenderer should not quote the rates like open bid type. Rates quoted any place other than tender form will not be considered.

18. After placing the order, the approved firm will be required to provide the Service/items ordered within a period of 30 days. Wherever, software development work is involved, the firm should complete system study and present the report within 15 days from placing the order. Based on the complexity and effort required for software development assessed by a committee, time period of 15 days to 45 days will be provided for completion of the software development work and commissioning the software.

19. Wherever application development work is involved, the approved firm should provide the source code on a DVD to the university along with license agreement permitting the university to use the application directly by compiling source code with or without modifying the same. However, the source code of the application shall not sold or will be shared with any other party.

20. If the tenderers fails to provide the service or required work within the period specified in the purchase order, the purchase officer shall make following deductions

(a) Delay upto 1/4th of the time period of supply : 2.5%

(b) Delay 1/4th and above but less than 1/2 of supply period: 5%

(c) Delay 1/2 and above but less than 3/4th of the supply period: 7.5%

(d) Delay more than 3/4th of the time period of supply : 10%

If the delay is more than 30 days from the period of supply mentioned in the order, department/purchasing officer may deduct amount after evaluating loss due to the delay.

21. University shall not accept any advance payment terms of the tenderer.

22. The services /Work mentioned in the tender form is based on requirements received from different departments/Units. Purchase orders will be released by Drawing and Disbursing Officers (DDO's) Purchase Officers as per their requirement and payment for the same will be made by the DDO's concerned.

23 The approved tenderer shall not assign or sublet the contract or any part thereof to any other party.

24. The University reserves the right to accept any tender not necessary to lowest, reject any tender without assigning any reason and accept any tender for all or any one or more items or the articles for which tender has been given.

25. It is made clear that tender must be submitted accurately in accordance with the condition of the tender and the necessary documents must be invariably be enclosed where demanded. In the event of non- submission of these essential documents, the tender shall not be considered and shall be treated as rejected without notice or any reference.

26. All the human resources deployed in the university to provide services must wear Identity badge of the Approved agency (Name of the firm, Name of the resource, Signature of the authorized signatory) using a neck lace. Penalty of Rs 100/- per day will be deducted from the bills if the resources are found not wearing the Identity badge.

27. All the resources deployed in the university premises for providing services must wear only socially acceptable dresses. The approved firm should have a dress code and the resources should strictly adhere to it.

28. All human resources deployed to provide services in the university by the approved firm must be employee of the approved firm. Payment of their salary and other benefit shall be the responsibility of the approved firm. The approved firm shall be responsible for supervision of the human resources. The university shall not be responsible for any claim from the part of the human resources deployed by the firm.

29. Special terms and conditions specific to the work to be carried out, if any, given in the Section "SCOPE OF THE WORK" or with details of the work shall be a part of the terms and conditions of this tender.

30. The Income Tax and GST will be deducted from the bill OR as per Central /State Govt. Rules at the time of payment by the concerned DDO's.

31. Provision of Rajasthan Transparency in Public Procurement Act 2012 (Act No.21 of 2012) Govt. of Rajasthan shall be applicable with regard to delay in supplies and other residue eventuates.

COMPTROLLER

I/We hereby declare that I/We read carefully all the above mentioned TERMS AND CONDITIONS. I/We agree to these.

Dated:_____

**SIGNATURE OF THE TENDERER
FIRM'S RUBBER STAMP**

SCOPE OF THE WORK

A. HELPLINE FACILITIES:

- (a) To setup four seat call centre facility with following facilities in each seat - One Computer, one multifunctional laser printer with scanner facility, four wireless/Wired Telephone lines with handset, Computer Table, Chair, UPS for a period of tender.
- (b) To provide Two telecaller and one information Assistant having good communication skill and working knowledge of English having Higher secondary or above educational qualifications for telecaller and Graduate with Technical qualification in Computer/ information Technology area from a recognized institution of duration one or more year in PGDCA/MCA/MSC-IT/B.Tech/CS/IT, Comp. Engg. for Information Assistant at the help line centre/university premises from 10.00 AM to 6.00PM on all days (Six days in a week) except on national holidays/Sundays.
 - (i) to answer incoming calls and provide required information
 - (ii) to provide examination and admission related information to the students
 - (iii) to register online grievances received from students by entering telephonically received information and provide grievance number and its status
 - (iv) To maintain record of calls received by recording mobile number, name, roll number/enrollment number and subject of grievance
 - (v) To make call back and provide information available from the examination section & student counselor to students/colleges etc.
 - (vi) Informing candidates desired information by call back, contacting Colleges, teachers as per direction of helpline in charge.
 - (vii) To provide fee refund information of online fee deposited /counseling fee deposited of examinations/admissions based on information available and register fee refund requests
 - (ix) When the services of the Telecaller is required to operate from Examination section single windows, the telecaller will be required to be deployed at the examination section with one Wireless Phone.
- (c) One information Assistant must be deployed at the reception counter of the University to carry out following work daily in addition to providing above services
 - (i) To receive grievances from students/candidates by getting a grievance preform filled by them

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- (ii) Register the grievances and provide grievance registration number to the candidates
 - (iii) To provide status of the grievances to the students/candidates
 - (iv) To forward grievances received from candidates with attached documents to the examination/ secrecy / any other sections of the university
 - (v) Enter the status of the grievances received from various sections of the university
 - (vi) Carry out scanning of documents provided by the university or as per work assigned to them
 - (vii) To receive documents/letters or any other documents received from various units/ sections /public and forward the same to respective sections by maintaining dispatch register
 - (viii) Operate online dispatch system
 - (ix) To provide Internet facilities/document preparation facilities/data entry facilities as per direction.
- (d) Providing student Counseling service daily except on national holidays and Sundays 10.00AM to 6 PM by deploying a student counselor having good knowledge of Office software MS office ,Internet and web tools and having one of the following qualifications and experience
- (i) A person who is graduate with good communication skills served in a university/College for 3 or more years' experience in dealing with students
 - (ii) A person who is professionally qualified as (a) M.A. Psychology with good communication skill or (b) MBA/MHRM or any business/service related post graduate degrees or (c) MCA/M.SC(IT) equivalent courses with good communication skill and having minimum one years' experience in a University or educational institution in dealing with students

The student counselor shall be required to carry out following work daily

To make arrangements daily to receive grievances

- (a) Online
- (b) grievance windows & Reception counter
- (c) Telephone
- (d) E-mail

The counselor will be required to carry out following works daily

- (i) Hear the grievances of the students and any other stake holders
- (ii) To get the grievances registered in the help line and provide grievance registration number and status of grievances to the candidates
- (iii) To get the grievances solved from concerning section through a follow-up and give reasonable date & time at which the grievances are expected to be get solved

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- (iv) get the status of grievances from concerned sections/officers/dealing assistants and update grievance application status pass grievance status information to the candidates to counsel the candidates by hearing their problems & difficulties and keep a record of the same and prepare a list of such problems & difficulties
 - (v) To provide information about admission, examination and other university /college information relevant to students by contacting Deans/Teachers/Officers/Officers of the University.
 - (vi) Handle refund of fee related information by providing refund status.
 - (vii) Prepared Daily report of work carried out by the staff of helpline, call flow, grievances registered, unsolved issues /grievances and mail to the Incharge
 - (viii) To supervise and manage the telesales and information Asst and get their daily reports to build knowledge base of helpline by adding common problems, difficulties faced by stakeholders and the related information.
 - (ix) Complete management of the Helpline facilities.
- (e) To provide SMS, E-mail, Printing, scanning, outgoing call and photocopy facilities to the university and students on payment basis as per rate approved by the university by installing necessary facilities and by stationing operator for the same.

SPECIAL TERMS AND CONDITIONS FOR ESTABLISHING CALL CENTRE FACILITIES

1. The firm will establish Call Centre facilities at different locations in the University Administrative Office. Maximum distance between two seats can be 100 meters.
2. Internet connectivity will be provided by the University. However, at one location, the firm should provide broadband connectivity if required.
3. All installations, cables and equipment's must be provided by the firm.
4. The firm will be required to train their tele-operators to answer all queries related to university examinations using information provided to them.
5. If information for queries are not readily available, call must be transferred to the Student counselor.
6. The student counselor will be required to satisfy students with proper answers to their queries after consulting University Officers.
7. The Telecallers and students advisors stationed by the bidder must be employees of the tenderer. The service provided by these staff must be good quality. The service provided by the staff will be assessed by a committee. If service is not satisfactory, the firm will be required to replace these staff to provide services up to the satisfaction of the committee. If the firm fails to provide good service even after replacing their staff two times, or call centre fails due to technical problems, contract will be cancelled, security deposit will be forfeited and service will be hired from other service providers.
8. Incharge of the helpline will arrange mock calls to monitor operation of the Helpline. Deductions if any to be made, then the same will be made from monthly charges will be made by a committee after going through report and hearing from the firm.
9. In case, ready answer is not available, call back must be made to the students as and when answers are made available.
10. All query requires information from affiliated /constituent college must be obtained from concerned principal/Dean by the Counselor/Tele-Operator
11. An queries for which answers could not be provided within 24 hours must be entered in the computers and must be send to the COE/Incharge for solution.
12. Candidates must be helped for online filling of examination forms/admission forms/ supplementary examination.
13. All information provided must be correct and must have a source. The source may be Notifications, Office orders, Advertisements, Office notes, information bulleting, web site

- information or information provided by an officer of the University.
14. The Free Tele call seat of the Call centre will be used by university for examination data processing and other work.
 15. Tele-callers must be polite to the persons making queries.
 16. One telecaller is expected to handle traffic of about 100 calls/per day
 17. Telecallers will be required to answer queries from candidates seeking information through information counters.
 18. Telecallers/Counsellor will be required to register grievances from Candidates and provide grievance number to them after recording details. The student counselor will solve the grievances with the help of university officer or follow up the matter regularly till the matter is solved.
 19. On every day before leaving the seat, number of the calls received on that date, nature of queries, unsolved queries etc. must be recorded in a register and submit the same to the Incharge.
 20. Telecaller will be assigned following work depending their telephone call load
 - a. Receive documents and register the same
 - b. Sending FAX/E-mails
 - c. Search information
 21. The student counselor must speak softly and in a manner to students to satisfy the students with answers for their queries.
 22. Student counselor will provide full back support to the tele callers to operate Helpline.
 23. In case, university holidays declared/ technical reasons any other reason, or if the university is closed, tele-caller & Counsellor will be required to answer calls from any other location / premises of the firm as per direction.
 24. **The persons deployed must wear neck lace Identity cards/badges when they are in the university premises.**
 25. The persons deployed to provide services must behave Politely and gently with students and staff of the university. They should never get into argument/shout to others.
 26. If conduct and work of the contractor or their staff is found not satisfactory, work order will be cancelled immediately.
 27. While giving services, if any loss of equipments, documents or by providing wrong information or due to any other lapses loss is created for university, then the approved agency providing

- services will be required to compensate for the same.
28. Information/documents etc. should not be given to any person without getting necessary permission.
29. All mobile numbers and data collected from students will be the property of the university and should not be given to any third party.
30. Monthly payments will be released monthly against production of verification of the work by the Incharge of the concerned section.
31. The bidder must paid approved rated salary to the student Counsellor, Tele callers and I.A. on time, within 5 days from the date of monthly payment released by the university. IT is also required to submit the details of payment transferred to the Bank of helpline personnel and employees, in the University.
32. During the heavy workload (at the time of Examination form filling) two extra tele callers should be engaged (for upto four months) with prior approval of Comptroller.
33. All the records as mentioned in scope of the work should be maintained especially the call records and RL application records and their replies also should be recorded properly on a daily basis.
34. Grievances regarding colleges and exam centers must be informed and resoled immediately with concerned section and appropriate reply should be provided to the concerned centers/colleges.
35. The photocopier and scanning devices, Internet facilities etc. installed must be of good quality to provide good services to the students.
36. Penalty if any will be deducted from the due payments
37. TDS will be deducted as per government rules.

33 Penalties

Penalty for replacement of resource for call centre\ established in the university.

(a) The penalty would be imposed in case of replacement of resource from providing service of counselor as per the following

- Within six month: Rs 5,000/- per resource
- After six months to 1 year: Rs 2,000/- per resource

(b) The replaced resource will be accepted by the purchaser only if he/she fulfills the minimum qualification and experience as per appendix-A and their services are found suitable to the satisfaction of the purchaser. The outgoing resource should complete knowledge transfer

with the replaced resource as per satisfaction of the purchaser

34. Penalty for non-satisfactory operation of the Help line

The operation of call centers will be checked randomly by a monitoring committee through calls to the helpline numbers. If the help line numbers are found not answering the call (line is not busy) or wrong information are provided, penalty will be imposed by noting the date and time of the call made.

Penalty for not answering calls: Rs 100/- per call

Wrong information/unsatisfactory answers: Rs 100/- per case

Denial/refusal of services: Rs 100/- per instance

Absence of person on desk: Rs 100/- per instance or Rs 500/- per day

This is to certify that I/We have read all the terms and condition of the tender and agree to abide by the same. We have also read eligibility conditions to participate in the tender, Details of the work to be carried out and other details made available with this form and understood them. We agree to install equipments and facilities as described above and will be responsible for any liabilities arising from the above services provided on payment basis. We also agree for penalties/liquidated damages leviable as per terms and conditions of the tender. We also agree for the safe custody and maintenance of the equipments installed by us.

Signature of the Authorized Signatory

Date:

(Rubber Stamp of the firm)

TECHNICAL BID FORM

Tender for Providing Student Help Line Facilities

Please Upload technical bid with supporting documents along with EMD in as a separate envelope as prescribed under para (1) of special terms and conditions

S.no.	Particulars	Information to be provided by the Bidder
1	Name of the Bidder with complete address & Telephone/Mobile number	
2	Details of Tender Fee ,Earnest Money RISL Processing Fess Deposit DD/NEFT/RTGS	DD/NEFT/RTGS Details..... Date.....
3	Registration Number & Date of establishment of the firm Copy of registration should be attached as a proof.	
4	Registration to provide Telecaller Service /operate call centre if available. (Attach certificate)	
5	Turn over during last two financial Year (Submit CA certificate /Audited balance sheet) if Audited	
6	No of years' experience in providing help line services (Attach Work Order)	
8	Give name of Educational Institutions/ Govt firms for which Helpline services provided (Enclose List with contact numbers of Incharge)	
9	Any other Certifications/Licenses (Enclose proof)	
10	GST Number EPf No. ESIC No.	
11	PAN number	

This is to certify that I/We have read all the terms and condition of the tender and agree to abide by the same. We have also read eligibility conditions to participate in the tender, Details of the work to be carried out and other details made available with this form and understood them. We agree to install equipments and facilities as described above and will be responsible for any liabilities arising from the above services provided on payment basis. We also agree for penalties/liquidated damages leviabale as per terms and conditions of the tender. We also agree for the safe custody and maintenance of the equipments installed by us.

Signature of the Authorized Signatory

Date:

(Rubber Stamp of the firm)

Tender for Providing Student Help Line Facilities**FINANCIAL BID TENDER FORM**

(To be Upload separately with financial bid documents with BOQ..... as per of Special terms and conditions)

NIT No. & DATE:

ITEM-A: HELP LINE INSTALLATION AND OPERATION FROM UNIVERSITY PREMISES

S. no.	Item	Rate per month	Quantity	Total Cost for One Year (Excluding Taxes)
1	Setup charges for setting up helpline facilities by providing and installing four computers, One multifunctional Printer, four computer Table with chair, four wireless Phones, UPS for computers, Handsets, one steel Almirah, Wireless Dongle for Internet connectivity (Electricity and space will be provided by the university)		One setup for complete items as per item specification	
2	Tele call operator service from 10.00AM to 6PM for six days in a week to answer calls as per work description at University. Quote rate per Tele callers per month at university premises		Two	
3	Student counselor Service at University Premises from 10.00AM to 6.00PM as per work description. (Quote rate per month)		One	
4	Providing Assistance of Information Assistant as per work description from 10.00AM to 6.00PM six days in a week premises (Quote rate per month)		One	
5	Phone Connection with Unlimited Outgoing Calls Per Connection		Four	
6	Toll Free Number with 1800-with 20,000 Free Minutes per month.		One	
	Total Charges for helpline			

Item- B

S. No.	Item	Rate per month	Qty	Total cost
1	Internet Connection with Speed of 50 MBPS or above to be terminated in the university Internet Centre /Administrative Office (Yearly Charges) 99% uptime with satisfactory Speed.		One	
2.	Charges for providing DND/ OTP/ Transactional SMS and sending SMS as per direction (quick SMS) for educational purposes		Rate Per 1 Lakh	
3.	Charges for providing DND / OTP /Transactional SMS and sending SMS as per direction (quick SMS) for educational purposes		Rate Per 10 Lakh SMS	
4	Toll free number extra		One per minute	

This is to certify that I/We have read all the terms and condition of the tender and agree to abide by the same. We have also read eligibility conditions to participate in the tender, Details of the work to be carried out and other details made available with this form and understood them.

Signature of the Authorised Signatory
Rubber Stamp of the firm

Date:

Annexure A: Compliance with the code of Integrity and No Conflict of

Interest

Any person participating in a procurement process shall -

- (a)** not offer any bribe, reward or gift or any material benefit either directly or indirectly in exchange for an unfair advantage in procurement process ;
- (b)** not misrepresent or omit that misleads or attempts to mislead so as to obtain a financial or other benefit or avoid an obligation;
- (c)** not indulge in any collusion, Bid rigging or anti-competitive behavior to impair the transparency, fairness and progress of the procurement process;
- (d)** not misuse any information shared between the procuring Entity and the Bidders with an intent to gain unfair advantage in the procurement process;
- (e)** not indulge in any coercion including impairing or harming or threatening to do the same, directly or indirectly , to any party or to its property to influence the procurement process;
- (f)** not obstruct any investigation or audit of a procurement process;
- (g)** disclose conflict of interest , if any ; and
- (h)** disclose any previous transgressions with any Entity in India or any other country during the last three years or any debarment by any other procuring entity.

Conflict of Interest:-The bidder participating in a bidding process must not have a Conflict of Interest.

A Conflict of Interest is considered to be a situation in which a party has interests that could improperly influence that party's performance of official duties or responsibilities, contractual obligation, or compliance with applicable laws and regulations.

- i.** A Bidder may be considered to be in Conflict of Interest with one or more parties in a bidding process if, including but not limited to:
 - a.** have controlling partners/shareholders in common; or
 - b.** receive or have received any direct or indirect subsidy from any of them; or
 - c.** have the same legal representative for purposes of the Bid; or

-
- d.** have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the bid of another Bidder, or influence the decisions of the Procuring Entity regarding the bidding process; or
 - e.** the Bidder participates in more than one Bid in a bidding process. Participation by a bidder in more than one Bid will result in the disqualification of all Bids in which the bidder is involved. However, this does not limit the inclusion of the same subcontractor, not otherwise participating as a Bidder, in more than one Bid; or
 - f.** the Bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specification of the Goods, works or Services that are the subject of the Bid; or
 - g.** Bidder or any of its affiliates has been hired (or is proposed to be hired) by the Procuring Entity as engineer-in-charge/consultant for the contract.

Annexure B : Declaration by the Bidder regarding Qualifications:-**Declaration by the Bidder**

In relation to my/our Bid submitted to for procurement of..... in response to their Notice Inviting Bids No Dated..... I/we hereby declare under section 7 of Rajasthan Transparency in public Procurement Act, 2012, that:-

1. I/we possess the necessary professional, technical, financial and managerial resources and competence required by the Bidding Document issued by the Procuring Entity;
2. I/we have fulfilled my/ our obligation to pay such of the taxes payable to the union and the State Government or any local authority as specified in the Bidding Document;
3. I/we are not insolvent, in receivership, bankrupt or being wound up, not have my/our affairs administered by a court or a judicial officer, not have my/our business activities suspended and not the subject of legal proceedings for any of the foregoing reasons;
4. I/we do not have, and our directors and officers not have, been convicted of any criminal offence related to my/our professional conduct or the making of false statements or misrepresentations as to my/our Qualification to enter in to a procurement contract within a period of three years preceding the commencement of this procurement process. Or not have been otherwise disqualified pursuant to debarment proceeding.
5. I/we do not have a conflict of interest as specified in the Act, Rules and the Bidding Document, which materially affects fair competition;

Date:

Signature of bidder

Place:

Name :

Address :

Designation :

Annexure C : Grievance Redressal during Procurement Process

The designation and address of the First Appellate Authority.....

The designation and address of the second Appellate authority is.....

(1) Filing an appeal

If any Bidder or prospective bidder is aggrieved that any decision, action or omission of the Procuring Entity is in contravention to the provisions of the Act or the Rules or the Guidelines issued thereunder, he may file an appeal to first Appellate Authority, as specified in the Bidding Document within a period of ten days from the date of such decision or action, omission, as the case may be, clearly giving the specific ground or grounds on which he feels aggrieved:

Provided that after the declaration of a Bidder as successful the appeal may be filed only by a Bidder who has participated in procurement proceeding:

Provided further that in case a Procuring Entity evaluates the Technical Bids before the opening of the Financial Bids, an appeal related to the matter of Financial Bids may be filed only by a Bidder whose Technical Bid is found to be acceptable.

(2) The officer to whom an appeal filed under para (1) shall deal with the appeal as expeditiously as possible and shall endeavor to dispose it of within thirty days from the date of the appeal.

(3) If the officer designated under para (1) fails to dispose of the appeal filed within the period specified in para (2), or if the Bidder or prospective bidder or the Procuring Entity is aggrieved by the order passed by the first Appellate Authority, the Bidder or prospective bidder or the procuring Entity, as the case may be, may file a second appeal to second Appellate Authority specified in the Bidding Document in this behalf within fifteen days from the expiry of the period specified in para (2) or of the date of receipt of the order passed by the First Appellate Authority, as the case may be.

(4) Appeal not to lie in certain cases

No appeal shall lie against any decision of the Procuring Entity relating to the following matters, namely :-

- (a) Determination of need of procurement;
- (b) Provisions limiting participation of Bidders in the Bid process;
- (c) The decision of whether or not to enter into negotiations;

- (d) Cancellation of a procurement process;
- (e) Applicability of the provisions of confidentiality.

(5) Form of Appeal

- (a) An appeal under para (1) or (3) above shall be in the annexed form along with as many copies as there are respondents in the appeal.
- (b) Every appeal shall be accompanied by an order appealed against, if any, affidavit verifying the facts stated in the appeal and proof of payment of fee.
- (c) Every appeal may be presented to First Appellate Authority or Second Appellate Authority, as the case may be, in person or through registered post or authorized representative.

(6) Fee for filing appeal

- (a) Fee for first appeal shall be rupees two thousand five hundred and for second appeal shall be rupees ten thousand, which shall be non-refundable.
- (b) The fee shall be paid in the form of bank demand draft or banker's cheque of a Scheduled Bank in India payable in the name of Appellate Authority concerned.

(7) Procedure for disposal of appeal

- (a) The First Appellate Authority or Second Appellate Authority, as the case may be, upon filing of appeal, shall issue notice accompanied by copy of appeal, affidavit and documents, if any, to the respondents and fix date of hearing.
- (b) On the date fixed for hearing, the First Appellate Authority or second Appellate authority, as the case may be, shall , -
 - (i) hear all the parties to appeal present before him; and
 - (ii) peruse or inspect documents, relevant records or copies thereof relating to the matter.
- (c) After hearing the parties, perusal of documents and relevant records or copies thereof relating to the matter, the Appellate Authority concerned shall pass an order in writing and provide the copy of order to the parties to appeal free of cost.
- (d) The order passed under sub-clause (c) above shall also be placed on the state public procurement portal.

Annexure D: Additional Conditions of Contract**1. Correction of arithmetical errors**

Provided that a financial Bid is substantially responsive, the Procuring Entity will correct arithmetical errors during evaluation of Financial Bids on the following basis:

- i. if there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of the Procuring Entity there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;
- ii. if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
- iii. if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (i) and (ii) above.

If Bidder that submitted the lowest evaluated Bid does not accept the correction of errors, its bid shall be disqualified and its Bid Security shall be forfeited or its Bid Securing Declaration shall be executed

2. Procuring Entity's Right to vary Quantities

(i) At the time of award of contract, the quantity of Goods, works or services originally specified in the Bidding Document may be increased or decreased by a specified percentage, but such increase or decrease shall not exceed fifty percent, of the quantity specified in the Bidding Document. it shall be without any change in the unit prices or other terms and conditions contract.

(ii) If the procuring Entity does not procure any subject matter of procurement or procures less than the quantity specified in the Bidding Document due to change in circumstances, the Bidder shall not be entitled for any claim or compensations except otherwise provided in the Condition of Contract.

(iii) In case of procurement of Goods or services, additional quantity may be procured by placing a repeat order on the rates and conditions of the original order. However, the additional quantity shall not be more than 50% of the value of Goods of the original contract and shall be within one month from the date of expiry of last supply. If the Supplier fails to do so, the Procuring Entity shall be free to arrange for the balance supply by limited Bidding or otherwise and the extra cost incurred shall be recovered from the Supplier.

3. Dividing quantities among more than one Bidder at the time of award (in case of procurement of Goods)

As a general rule all the quantities of the subject matter of procurement shall be procured from the Bidder, whose bid is accepted. However, when it is considered that the quantity of the subject matter of procurement to be procured is very large and it may not be in the capacity of the Bidder, whose Bid is accepted, to deliver the entire quantity or when it is considered that the subject matter of procurement to be procured is of critical and vital nature, in such cases, the quantity may be divided between the Bidder, whose Bid is accepted and the second lowest Bidder or even more Bidder in that order, in a fair, transparent and equitable manner at the rates of the Bidder, whose Bid is accepted.

FORMAT FOR PERFORMANCE BANK GUARANTEE

(To be typed on Non-judicial stamp paper of the value of Indian Rupees of One Hundred)
(TO BE ESTABLISHED THROUGH ANY OF THE NATIONAL BANKS (WHETHER SITUATED AT UDAIPUR OR OUTSTATION) WITH A CLAUSE TO ENFORCE THE SAME ON THEIR LOCAL BRANCH AT UDAIPUR OR ANY SCHEDULED BANK (OTHER THAN NATIONALISED BANK) SITUATED AT UDAIPUR. BONDS ISSUED BY CO-OPERATIVE BANKS ARE NOT ACCEPTED.)

To,

Mohanlal Sukhadia University
Udaipur-313001
India

LETTER OF GUARANTEE

WHEREAS Mohanolal Sukhadia University (Buyer) have invited Tenders vide Tender No.....dt.....for purchase of

and whereas the said tender document requires that any eligible successful tenderer (seller) wishing to supply the equipment /machinery etc. in response thereto shall establish an irrevocable Performance Guarantee Bond in favor of **“Mohanlal Sukhadia University, Udaipur”** in the form of Bank Guarantee for Rs and valid till **one years** from the date of issue of Performance Bank Guarantee may be submitted within 15 days from the date of acceptance as a successful tenderer.

NOW THIS BANK HEREBY GUARANTEES that in the event of the said tenderer (seller) failing to abide by any of the conditions referred in tender document / purchase order / performance of the equipment / machinery, etc. this bank shall pay to Mohanolal Sukhadia University on demand and without protest or demur Rs (Rupees.....).

This bank further agrees that the decision of Mohanolal Sukhadia University, Udaipur (Buyer) as to whether the said Tenderer (Seller) has committed a breach of any of the conditions referred in tender document / purchase order shall be final and binding.

We, (name of the bank & branch) hereby further agree that the guarantee herein

contained shall not be affected by any change in the constitution of the Tenderer (Seller) and/ or Mohanolal Sukhadia University, Udaipur (Buyer).

Notwithstanding anything contained herein:

1. Our liability under this Bank Guarantee shall not exceed Rs. (Indian Rupees on
2. This Bank Guarantee shall be valid up to (date) and

3. We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if Institute serve upon us a written claim or demand on or before(date). This Bank further agrees that the claims if any, against this Bank Guarantee shall be enforceable at our branch office at situated at(Address of local branch).

Yours truly,

Signature and seal of the guarantor:

Name of Bank:

Address:

Date:

Instruction to Bank: Bank should note that on expiry of Guarantee Period, the Original Guarantee will not be returned to the Bank. Bank is requested to take appropriate necessary action on or after expiry of bond period.

TENDER FEES DETAILS

TENDER FEES DETAILS	<p>1. If Bidder Submit Demand Draft: The Demand Draft for bidding document fee Rs. 1000/- and bid security Rs. 30,000.00 should be drawn in favor of COMPTROLLER, MLSU, payable at Udaipur and the Demand Draft of Rs 500/- towards RISL processing fee should be drawn in favor of “Managing Director, RajComp Info services Ltd” payable at Jaipur.</p> <p>2. If bidder use NEFT/RTGS option than he deposit bidding document fee bid security and RISL Fess in given the Bank Account details of Comptroller Mohanolal Sukhadia University, Udaipur</p> <p>Name of Account Holder: SUKHADIA UNIV. DEPOSIT A/C. Bank Name: ICICI Bank University Campus Udaipur Bank Account Type: Saving Account Bank Account No: 694201001326 IFSC code: ICIC0006942</p> <p><u>MUST BE PAID Before 28-04-2022</u> <u>AT 06.00 P.M.</u></p>
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