



**DIRECTORATE OF DISTANCE EDUCATION  
KURUKSHETRA UNIVERSITY KURUKSHETRA**

(Established by the State Legislature Act XII of 1956)

**NOTICE INVITING TENDER**

Sealed Tenders are invited from reputed, experienced and technologically sound Firms/Companies for providing **ICT Support (Online and Offline) ODL Programs for students of Directorate of Distance Education (DDE)**. The tender document is available at University website [www.ddekuk.ac.in](http://www.ddekuk.ac.in). Any amendment/correction in the tender will be done through website only. Prospective bidders are requested to regularly check the above website. The Pre-Bid Conference will be held on **18-04-2016 at 11.00 A.M.** in the office of the Director, Directorate of Distance Education, Kurukshetra University, Kurukshetra. The last date for receipt of filled-in bid by Registered/Speed Post in the office of the Directorate of Distance Education, Kurukshetra University, Kurukshetra is **28-04-2016 upto 4.00 P.M.** Incomplete bids shall be summarily rejected. The undersigned reserves the right to reject any or all tenders without assigning any reason.

**DIRECTOR (DE)**

## TENDER SUMMARY

1.	Tender No.	<b>DDE-201</b>
2.	Description	<b>ICT support (Online and Offline) for students of the ODL Programs of the Directorate of Distance Education</b>
3.	EMD	<b>Rs. 50,000/- (Fifty thousands)</b>
4.	Tender Document Cost	<b>Rs. 1000/- (One thousand)</b>
5.	Pre-Bid Conference	<b>18-04-2016 at 11.00 A.M.</b> <b>The office of the Director, Directorate of Distance Education, Kurukshetra University, Kurukshetra</b>
6.	Last Date of Bid Submission:	<b>28-04-2016 upto 4.00 P.M.</b>
7.	Date & Time for Opening Technical Bid	<b>10-05-2016 at 11.00 A.M.</b>
8.	Date & Time for placing the list of Technically short listed bidders on DDE, KUK website	<b>18-05-2016</b>
9.	Date & Time for Demonstration of Capabilities as part of Technical bid	<b>02-06-2016 at 10.30 A.M.</b>
10.	Venue for Demonstration	<b>The office of the Director, Directorate of Distance Education, Kurukshetra University, Kurukshetra</b>
11.	Date and Time for Opening Financial Bid	<b>14-06-2016 at 11.00 A.M.</b>
12.	Tentative date for placement of order and signing of Agreement	<b>15-07-2016</b>
13.	Tentative date for Online admission	
14.	Address for Tender	<b>The office of the Director, Directorate of Distance Education, Kurukshetra University, Kurukshetra</b>

**DIRECTORATE OF DISTANCE EDUCATION  
KURUKSHETRA UNIVERSITY KURUKSHETRA**  
(Established by the State Legislature Act XII of 1956)  
Website: [www.ddekuk.ac.in](http://www.ddekuk.ac.in)

**E-mail** : ddekuk@rediffmail.com  
: ddekuk@gmail.com

**March, 2016**

**TENDER DOCUMENT**

The tenders are invited **for ICT Support (Online and Offline) for students of the ODL Programs of Directorate of Distance Education (DDE)** as per details of scope of work laid in the tender document. The details of the tender are given below:

**1. REQUEST FOR PROPOSAL:**

The Directorate of Distance Education, Kurukshetra University, Kurukshetra enrolls every year around 30000 students in about 38 undergraduate and postgraduate traditional as well as job-oriented professional courses in the areas of Education, Computer Science, Management, Science, Commerce, Library & Information Science, Journalism, Law etc. The Kurukshetra University, Kurukshetra intends to start **ICT Support (Online and Offline) for students of the ODL Programs**. For this purpose, **sealed tenders are invited from reputed, experienced and technologically sound Firms/Companies/ Agencies having adequate infrastructure and experience of handling academic & administration work of similar nature i.e. ICT Support (Online and Offline) for students of the ODL Programs of various Universities/Government/Private organization involving multiple subjects and having experience of Facility Management Service.**

The sealed tenders are to be submitted with Technical and Financial Bid in separate sealed envelope and both envelopes sealed in a single envelop to the **office of the Director, Directorate of Distance Education, Kurukshetra University, Kurukshetra-136119** latest by **28-04-2016 at 4.00 P.M.**. The Technical bid will be opened on **10-05-2016 at 11.00 A.M.** The short listed firms/companies/agencies are required to make a presentation to prove their processing capabilities as the part of the Technical bid on **02-06-2016 at 10.30 A.M.** The Financial bid of only those bidders who qualify in technical evaluation will be opened on **14-06-2016 at 11.00 A.M.**

## **2. Technical Specifications/Scope of Services**

### **2.1 Scope of Services**

The Tenderer should be able and will be required to extend all the services mentioned below to all the students who shall be taking admissions to all distance courses of the university:

1. Providing the required Technology Infrastructure for the University (No capital expenditure to University)
2. Up-dation and optimization of the University website relating to distance courses to provide the information about the University and the upgraded services to the prospective students. The Tenderer may be required for updation of existing website of the Directorate for the distance programs that will be linked to the main website of the University
3. Provisioning and Hosting of the content on a server/ cloud based Learning Management System (LMS) provided by the Tenderer
4. Provisioning and Hosting of a server cloud/ based student information system and streamlining the process of student admissions
5. Setting up of payment gateway to enable collection of fees using debit/credit card and net banking and streamlining the process of Fee Collection
6. Academic support services delivered to the students on behalf of the University in the form of Multimedia Content Development and Content Provisioning, marketing and engaging academic expertise.
7. Creation and operations of a video content recording infrastructure in the University
8. Content Development, Provisioning and customization in English and/or Hindi as required
9. Providing telephonic, email and other modes of support to the students
10. Providing a team at the University to manage the project. The team should be headed by a Project Manager (minimum 10 years' experience) and assisted by project executives, academicians and subject matter experts as needed.
11. Creation of a Call-center for managing and answering student's queries. The infrastructure should be able to record, log and store all inbound calls for future auditing.
12. Creation of the SMS and e-mail gateway for inbound and outbound messaging
13. Creation of the Mobile learning platform
14. Admissions management for new students – the tenderer may be required to create the appropriate student counseling and promotional network and undertake marketing and promotional activity for these courses.

## **Overview of Technology Infrastructure Required**

The project envisages centralized cloud/dedicated server placed in India core application consisting of a Learning Management System and a Student Information System. The hosting infrastructure should include necessary servers as required in the data center together with other network infrastructure including firewalls, switches and storage. The infrastructure should include UPS and Power Generators to ensure uninterrupted power. The Tenderer should select the IT infrastructure and hosting environment that is best suitable for the proposed solution. The Infrastructure and hosting should ensure highest level of security for the data and reliability of the services offered to students.

The Tenderer will provide IT infrastructure with necessary licensed Software free of cost that is required by the team that will operate in the DDE Premises. The University will not be providing any IT infrastructure or software.

On completion/termination of the project, Software, documentation and data will be handed over to the Directorate of Distance Education (DDE), K.U.K. by the Tenderer.

## **Content Requirements**

The Online Content should at minimum include the following:

1. Electronic copy of Textual Notes / SLM provided by the University.
2. Video lectures in both language (Hindi and English) as per requirement of the subject.
3. List of reference books and web links.
4. Forums and Web chat.
5. Virtual classrooms.

The quality of the content will be reviewed by a joint committee headed by the DDE, K.U.K. designated official and any changes suggested by the committee will be implemented by the Tenderer.

## **Software Requirements**

The broad software requirements are listed below. The Tenderer will however be required to provide all licensed software free of cost that is necessary for provisioning the services envisaged in the proposal.

- a) The automation should be web-based solution (having web-based front-end for users and as well as for system administrative functions) having centralized database, web and application server
- b) Should support interoperable, portable, and scalable applications, services, interfaces, data formats and protocols
- c) The system should work on the latest version of the proposed Open Source/ RDBMS based database systems
- d) Integration of the core application with a payment gateway and messaging gateways

- e) Implementation of a Learning Management System for the students
- f) Document management integrated with the admission management system
- g) Development of web portal for online enquiry, admissions, fees payment
- h) Mobile application for android to access the LMS
- i) Offline content viewing facility for the students

### **Online Examination**

The broad scope of services that the Tenderer has to provide for conducting Online examination as and when required by the University are as follows:

1. Providing Technology Infrastructure to conduct assignments, mock tests and exams
2. Setting up question banks and question papers provided by the University on the exam system with utmost secrecy as per the direction of the University
3. Providing technology that will prevent malpractices including copying from the Internet and other sources etc.
4. Administrative support for exam fee collection, hall ticket generation and dispatch to students
5. Preparing the necessary reports required by the University

### **Implementation Schedule**

The project must be implemented and launched in 8 weeks' time to ensure that the system will be operational before the admission cycle commences. Consequently, the DDE, K.U.K. invites proposals only from experienced Tenderer who have implemented such projects earlier and have the necessary software, content and other components ready. The Tenderer should be able to provide services in respect of all the courses decided by the DDE, K.U.K. during the admission session of 2016-2017.

The Tenderer has to provide a detailed implementation schedule including Infrastructure and content development in his response.

### **NOTE:**

- **Works indicated above are only illustrative and any work(s) not mentioned in the above scope of work but is/are essential for ICT Support (Online and Offline) for students of the ODL Programs of Directorate of Distance Education (DDE), training of DDE staff, and facility Management Service will be treated as part of the above scope of work and the selected vendor will be required to execute such jobs without any additional financial liabilities for the DDE, KUK.**
- **Interested bidders are advised to visit DDE, KUK website ([www.ddekuk.ac.in](http://www.ddekuk.ac.in)) for perusing prospectus of DDE, KUK for the previous year in order to have an idea of procedures and variety of courses, seats, eligibility, fee structure and other relevant details.**

### 3. ELIGIBILITY CONDITIONS:

The bidder must fulfill the following qualifying conditions:

1. The bidder must have independently managed atleast three Government Universities with similar scope of work.
2. The bidder must have minimum average turnover of **Rs. One crore** in the last three financial years viz. 2012-13, 2013-14 and 2014-15 respectively.
3. The bidder must requisite valid registrations including PAN number
4. Partnership Deed in case of Partnership firm, the bidder must have Articles of Association (in case of company), by laws and Certificate of Registration (in case of registered co-operative societies).
5. The bidder should **neither** have been blacklisted by any Central/ State government department/Universities /Educational Institutions/ organization in last three years **nor** should have any litigation pending with any of these departments or Court of Law.

### 4. CONSORTIUM

No Consortium Bid will be allowed.

### 5. DEMONSTRATION OF CAPABILITIES:

The bidders who qualify in technical evaluation by the University will be required to demonstrate the previous work of similar nature done by the bidder on **02-06-2016 at 10.30 A.M.** in the Office of Director, DDE, KUK to prove their processing capabilities as part of technical bid. **Non participation in the demonstration for showing Processing Capabilities shall disqualify the bidder from participating in tender process.**

### 6. PROCEDURE FOR SUBMISSION OF BIDS:

- (i) The cost of **Tender Form (Rs.1000/-)** shall be in the shape of Demand Draft of any scheduled bank payable at Kurukshetra in favour of the **Registrar, K.U. Kurukshetra**. The cost of the form is non-refundable and non transferable.
- (ii) The **Earnest Money Deposit of Rs.50,000/-** which shall be in the shape of Demand Draft of any scheduled Bank Payable at Kurukshetra in favour of **Registrar, K.U. Kurukshetra** be enclosed with the tender proposal. No interest shall be payable on the Earnest Money Deposit (EMD) of the Bidder. For successful bidder the EMD will be refunded /released after successful completion of assigned job. Earnest Money Demand Draft should be attached with the Technical Bid. The EMD of unsuccessful bidders will be refunded without interest.
- (iii) The tender should be sealed in a **single envelope** containing:
  - (a) Earnest Money of Rs. 50,000/- in form of Demand Draft drawn in favour of **“Registrar, Kurukshetra University, Kurukshetra”** in one envelope super-scribing **“Earnest Money Deposit”**.
  - (b) **Technical Bid** (in the format placed as Annexure-I) in a sealed envelope duly signed on each page, super-scribing **“Technical Bid”**.
  - (c) **Financial bid** (in the format placed as Annexure-II) in a sealed envelope duly signed on each page, super-scribing **“Financial Bid”**.

## **ICT Support (Online and Offline) for students of the ODL Programs:**

The selected bidder shall be required to provide ICT Support (Online and Offline) for students of the ODL Programs of Directorate of Distance Education (DDE) and other work (as per requirement prescribed by the DDE, KUK in Scope of Work; Section 2.1 of this Tender Document). During the period of contract, the selected agency shall be responsible for maintenance, operation and necessary updation within the price quoted. **The bidder is required to quote the price of bid per student basis admitted for the full duration of contract. The bidders shall quote all inclusive rates (including service tax, VAT/CST/Excise Duty and other levies payable by the Directorate of Distance Education etc.).**

### **7. TERMS & CONDITIONS:**

(i) The main sealed envelope must be super-scribed **“Tender for ICT support (Online and Offline) for students of the ODL Programs for the Sessions 2016-17, 2017-18 and 2018-19”** should be submitted only by post to the Office of the Director, DDE, KUK by **28-04-2016 upto 4.00 P.M.** In the event, the specified date for the submission of bids is declared a holiday of DDE, KUK, the bids will be received up to the appointed time on the next working day. Any bid received by DDE, KUK after the deadline prescribed above will be summarily rejected. DDE, KUK will not be responsible for any postal delay or non-receipt/non-delivery of the bid. No further correspondence will be entertained on the subject.

(ii) Non-submission of prescribed earnest money will disqualify the bidder and their Technical Bid/Financial Bid will **NOT** be considered.

(iii) **Technical Bid** will be opened on **10-05-2016 at 11.00 A.M.** **The names of bidders who qualify the preliminary screening shall be posted on the KUK website on 18-05-2016.** Demonstration of short listed bidders to prove their processing capabilities will be held on **02-06-2016 at 10.30 A.M.** The **Financial Bid** of all the bidders who are short listed after evaluation of their technical bid will be opened on **14-06-2016 at 11.00 A.M.** The venue for opening of bids will be the Office of the Director, Directorate of Distance Education, K.U. Kurukshetra. **The bidder, if they so wish, may be present on these Date(s) & Time(s).**

(iv) Tenders must accompany a copy of the **“Terms and Conditions, Annexure-I and Annexure-II** of this document signed and stamped on each page indicating that they agree to these.

(v) Only those organizations that have already successfully completed implementation of such services, in totality (including creation of IT Infrastructure, Content, Student Service Infrastructure, Mobile Learning platform), for the Online Programs/ICT Support for Students of at least three government Universities in India should submit proposals. Organizations that have the track record of managing a variety of programs including but not limited to Humanities, Arts, Science, IT and Management shall be preferred. Organizations having better experience shall have an advantage. Organizations having proven capability of creation of vernacular content in India shall have an advantage.

(vi) Tenderer shall submit the proposals with all necessary evidences to support the information submitted by them. Failure to furnish all information required in every respect will be at the Tenderer risk and may result in rejection of



the Tender. Bids from organizations that do not have the necessary experience as detailed above will not be technically qualified and their Financial Bid will not be opened.

**(vii)** The Tenderer may also be required to facilitate a visit to the Government Universities where its services are currently in use for verification of facts.

**(viii)** If required, the Tenderer will be required to submit copies of the agreements that it has currently signed with other Government Universities.

**(ix)** The DDE, K.U.K. will provide the syllabus, structure and all academic support that is required by the Tenderer for creation and provisioning of the content and other services to students. The Tenderer may however be required to engage the services of external academic experts to improve the quality of content on a case to case basis.

**(x)** The DDE, K.U.K. will provide appropriate space within its campus to the Tenderer with basic utilities at no cost to the Tenderer.

**(xi)** At its sole discretion, the DDE, K.U.K. may consider changes in its processes for effective integration of the services envisaged under this project.

**(xii)** The Tenderer may propose provisioning of additional programs (that are currently not offered by the University) during the term of the agreement. It will however be the sole discretion of the DDE, K.U.K. to offer these additional programs. In case the University agrees to offer any such new programs proposed, the Tenderer shall have to take the additional responsibility of marketing, promotion and engaging academic expertise.

**(xiii)** The Tenderer should provide the bid on per student basis admitted through Online of the tuition fees that are collected from the student.

**(xiv)** The Tenderer may offer value added services to the student and the University may not be entitled to a share of the same. However, such services have to be optional and should be approved by the University before they are offered to the student.

**(xv)** In the event the DDE, K.U.K. uses the support of the Tenderer for Online Exams, the cost of supporting the University with Technology infrastructure for conducting the exams at centers identified by the University should also be provided.

**(xvi)** The DDE, K.U.K. will not bear any costs other than those that are explicitly mentioned in this document.

**(xvii)** The payment terms has to be clearly mentioned in the proposal by the Tenderer. The University does not have a policy to issue any advance against its agreements.

**(xviii)** The DDE, K.U.K. at its sole discretion will decide on the rollout of the services covered under this agreement, both in respect of the courses and also the batch of students from which the coverage will commence.

**(xix)** The DDE, K.U.K. will continue to hold the copyright of any content and material provided to the Tenderer and the Tenderer may not use this for any other purpose. The Tenderer is however free to use content created by him at his cost for

any other purpose.

**(xx)** The contract will be valid for the duration of Three Years from the date of agreement and this may be renewed for a further period of 03 years based on performance.

**(xxi)** All other charges including Service Tax/VAT/CST, Excise Duty and other levies payable by the Directorate of Distance Education, K.U. Kurukshetra should be clearly indicated otherwise it will be presumed that the rates quoted are inclusive of all these charges and will not be paid.

**(xxii)** All required personnel, technology, infrastructure and materials for satisfactory provision of services are to be provided by the bidder at their own cost.

**(xxiii)** Reconciliation of payments of Admission fee & other fees with applications received is to be done by the selected vendor to whom the work is awarded.

**(xxiv)** Web hosting on the servers, data security & data backups is the responsibility of the selected vendor.

**(xxv)** Hosting includes all the things specified in the scope of work.

**(xxvi)** The qualifying bidder shall sign the Agreement.

**(xxvii)** The Bidder shall perform the services and carry out its obligations under the contract with due diligence and efficiency.

**(xxviii)** KUK reserves the right to assess the performance of the bidder prior to commencement or in between the work progress.

**(xxix)** The selected vendor shall indemnify the KUK against all third party claims of infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied/used software/hardware/manpower etc. and related services or any part thereof.

**(xxx)** The selected vendor shall indemnify the KUK against all claims of loss of data, loss of documents or damages to the files rising from the handling/updation by the vendor. Accordingly, the selected Vendor shall indemnify the University from any claims made or damages suffered by the University by reason of any default on the part of the Vendor in due observance and performance of obligations work under the scope of this tender.

**(xxxi)** The selected vendor shall bear the damage/cost/penalty etc. imposed by the court in any court case related to Online Admissions other work mentioned in the scope of work.

**(xxxii)** The selected Vendor shall not outsource the works assigned to any other agency under any circumstances. This violation will attract forfeiture of EMD/Performance Guarantee and cancellation of work order.

**(xxxiii)** The selected agency shall ensure the timely implementation of the project. If the selected vendor is not able to fulfill its obligations under the contract, which includes non-completion of the work in decided time frame, KUK reserves the right to select another bidder to accomplish the work and in such eventuality any costs, damages etc. resulting out of the same shall have to be borne by the first vendor.

**(xxxiv)** The date of completion of the project can be extended by Director, DDE, KUK with the approval from the Honourable Vice-Chancellor only on the facts submitted by him which are genuine and created circumstances with the vendor so that the firm was not able to complete the work within the specified time. However, the acceptance or rejection of such requests from vendor for extension of completion period will be the sole discretion of the university.

**(xxxv)** The offers submitted through Telex/Telegram/Fax/E-mail or any manner other than specified above will not be considered. No further correspondence will be entertained on this matter.

**(xxxvi)** The selected vendor shall deposit with the KUK a sum equivalent to 10% of the value of the work order in the form of a Bank Guarantee furnished by a scheduled/nationalized Bank within 15 days of placement or order by the University for the entire tenure of the contract.

**(xxxvii)** Bids not complying with all the given clauses in this tender document are liable to be rejected summarily. Failure to furnish all information required by the tender document or submission of a bid not substantially responsive to the Tender document in every respect will be at the bidder's risk and may result in the rejection of the bid.

**(xxxviii)** The Kurukshetra University, Kurukshetra reserves the right to accept/reject any bid, and to annul the Tender process at any time prior to award of contract without assigning any reasons thereof.

**(xxxix)** The selected agency shall be liable to observe all prevailing and applicable laws of the land.

**(xl)** Charges not mentioned in tender shall not be payable.

### **Terms of Payment:**

- The fees paid by the student shall be paid to the Directorate of Distance Education (DDE), K.U. Kurukshetra immediately. The DDE, K.U.K. shall split fees to the required proportion to tenderer after 31<sup>st</sup> December, i.e after receipt of 1<sup>st</sup> installment of fee and after 30<sup>th</sup> June after submission of 2<sup>nd</sup> installment. The Tenderer shall activate the Student for the ICT services within 07 days from the date of admission.

The payments are subject to Deduction of Income Tax at source as per Income Tax Act, 1961 and Works Contract Tax (WCT) under Haryana value added Tax Act, 2003.

### **8. PENALTY:**

- The conditions stipulated in the contract shall be strictly adhered to and violation of any of these conditions will entail termination of the contract automatically without prejudice to the rights of the KUK and forfeit of the EMD/Performance Guarantee.
- The schedule of work completion as per agreed upon time-frame shall be strictly adhered to by the Vendor. However, depending on the job volumes, the time limit may extend. Any inordinate delay in work completion beyond the schedule agreed upon, shall attract a penalty of 1% per week of the total

value of work order upto three months. Beyond three months the KUK will be free to cancel the work order and get the balance work executed any alternate source(s) at the cost and risk of the defaulting Vendor. Besides, forfeiture of the Earnest Money, the DDE, K.U.K. shall be at liberty to take such action as recovery of compensation to the extent of 10% of the amount of the supply/contract order, blacklisting, etc. An appeal against this penalty shall, however, lie with the Vice-Chancellor, Kurukshetra University, Kurukshetra whose decision shall be final.

**9. FORCE MAJEURE:**

- (i) Notwithstanding the provisions of the tender, the selected vendor shall not be liable for forfeiture of its performance guarantee, liquidated damages or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.
- (ii) For purposes of this Clauses, “Force majeure” means an event beyond the control of the Vendor and not involving the Vendor’s fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of DDE, KUK either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- (iii) If a Force Majeure situation arises, the agency shall promptly notify DDE, KUK in writing of such conditions and the cause thereof. Unless otherwise directed by DDE, KUK in writing, the agency shall continue to perform its obligations under the contract as far as reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. DDE, KUK may terminate this contract, by giving a written notice of minimum 15 days to the Vendor, if as a result of Force majeure, the Vendor being unable to perform a material portion of the services for a period of more than 30 days.

**10. ARBITRATION:**

All questions, disputes and differences arising under and out of, or in connection with the agreement, shall be referred to the Vice-Chancellor, Kurukshetra University, Kurukshetra and if either of the parties hereto is dissatisfied with the decision, the dispute shall be then referred to the Arbitrator, who will be appointed by the Vice-Chancellor of the University. The decision of such arbitrator shall be final and binding on both the parties. All disputes are to be settled within the jurisdiction of Kurukshetra Courts.

**Director (DE)**

**TECHNICAL BID**

1.	(a) Name of the Firm/Company/ Agency	
	(b) Name of the contact person with details & Mobile Numbers	
2.	Full Address	
	i) Head Office	
	ii) Local Branch Office	
3.	e-mail Address	
4.	Telephone Number (s) / Fax No.	
5.	Date of establishment of the Agency	
6.	Status of Agency: (Proprietorship/ Partnership / Company/Others)  Attach Copy of Certificate of Registration / incorporation	
7.	TAN/PAN number (attach copy of proof)	
8.	List of Projects of similar nature handled/completed in last three years.	
9.	Satisfactory work certificate from clients for the last three years.	
10.	Past three year's Turn Over (in Lakhs)  (Copies of the IT returns filed by the company/audited balance sheets during the past three financial years be attached)	
11.	Name and Address of Bankers	
12.	Details of time likely to be taken for the completion of work (time proposed to be taken in reaching various stages be indicated detailing prerequisites from the University in achieving the time schedule)	

13.	D.D. No._____date_____Amount Rs.1000/- tender documents fee (Non-refundable)
14.	D.D. No._____date_____Amount Rs.50,000/-(Refundable) EMD.

***Note: Documents in support of all above points must be submitted as enclosures alongwith the technical bid.***

**Certified that:**

1. I/We have read the terms and conditions governing this work of the University and hereby agree to abide by them.
2. The Agency/Firm/company has **neither** been blacklisted by any Central or State Government organization in the last three years **nor** there is any litigation pending with any Central or State departments or Court of Law.
3. The information provided by us above regarding the details of firms is correct and nothing has been concealed. In case any information is found by the Inspection Team of your office to be incorrect, our bids may be summarily rejected.

***Name & Signature  
of the authorized signatory  
with seal of the firm/company***

**FINANCIAL BID****ICT SUPPORT (ONLINE AND OFFLINE) FOR STUDENTS OF THE ODL PROGRAMS:**

All inclusive Price in INR for **ICT SUPPORT (ONLINE AND OFFLINE) FOR STUDENTS OF THE ODL PROGRAMS** [as per requirement prescribed by the DDE, KUK in scope of work; section (2.1) of this tender document], operation of the facility for the academic session 2016-17, 2017-18 and 2018-19. Maintenance, operation and necessary updation of the portal.

<b>No.</b>	<b>Item</b>	<b>Specifications</b>	<b>Unit</b>	<b>Price Offered</b>
1	ICT Support for distance Students of the University, for whom the services are provided	All services described in the Tender document	Percentage of the Fees paid by student	
2	ICT Support for New Programs proposed by the Tenderer and offered by the University	Marketing, promotion and engaging academic expertise in addition to all services described in the Tender document	Percentage of the Fees paid by student	
6	Technology support for Online exams	All technology and facilitation support to conduct exams at centers organized by the University	Cost per Student per subject in Rs.	

We hereby agree that the University reserves the right to decide on the courses that will be covered under this tender from amongst those that are offered by the University.

We understand that for the purpose of evaluation of this Financial Bid, the University will use \_\_\_\_\_ as the number of students for all categories in the bid and \_\_\_\_\_ as the approximate fee per student per annum.

Agreed and Accepted,

**Date:**

**Authorized Signatory**  
**Name of the Firm/Company with seal**