

UTTARAKHAND BOARD OF TECHNICAL EDUCATION

137 / 3 PRAKASH PLAZA , CIVIL LINES , ROORKEE
PH- 01332-276371,FAX- 01332-276349, www.ubter.in

PRE-QUALIFICATION CRITERIA

EXPRESSIONS OF INTEREST (EOI) FOR PROVIDING THE SUPPORT & SERVICES TO CONDUCT ONLINE COUNSELLING FOR ADMISSIONS IN VARIOUS DIPLOMA COURSES IN UTTARAKHAND BASED ON JEEP-2010 EXAMINATION

The invitation to EOI is open to reputed/experienced organization eligible bidders only as per the following prequalification norms:

1. Should have enclosed Rs:10,000/- Bank Draft in favor of "**Secretary, Uttarakhand Board of Technical Education, Roorkee**" with EOI Document.
2. It is desirable that the organisation should be a reputed solution/Service provider preferably possessing at least ISO 9001:2000, CMM Level 3 certification, capable of handling large IT/Computer based projects involving similar automation processes.
3. Should have experience of handling **Online Counseling work** for at-least one Technical Education Department/State Govt./Govt. University of India during last 1 to 2 years.
4. Should have inbuilt ready **Online Counseling Software** for students registration, collecting the counseling fee online through payment gateways and module for student grievance redressal etc, in the absence of which the party shall be out rightly rejected.
5. Should have national level tie-up with at least one nationalized bank.
6. Should have experience of managing more than 20000 students per annum for any Technical Education Department/State Govt./ Govt. University of India in last 1 to 2 years in providing Admission/Counseling Services.
7. Should have experience of handling 24x7 call centre/help-line support and online payment gateway services.
8. Should have a minimum turnover of Rs:1 crore annually.
9. Should have tie up with mobile subscriber companies for SMS gateway services.
10. Should have experience of conducting Online Counseling and establishment of technical support desks in multiple locations.

11. Should be able to provide hardware and software for conducting the counseling if required.
12. The organization shall open its project office at Dehradun and shall station a team exclusively dedicated for this project on a permanent and regular basis for the duration of the assignment.

Other Terms and Conditions for the submission of EOI for managing the Online Web Based Counseling for various courses offered by "Uttarakhand Board of Technical Education, Roorkee" using the modern technology as per the qualitative requirements for the Board.

1. Services Required :

- Provide Online Student Registration and Counseling Gateway in English.
- Provide Online and Offline Fee payment Gateway including Pre-paid Cash Coupon facility, Bank to bank transfer, net-banking/Credit Card payment etc.
- Provide all necessary facilities including manpower, computer, LAN, Electricity, Broadband Connection, Remuneration of working staff etc. as per feasibility of web based counseling at all counseling centers.
- Provide Call Centre for Student Helpline in the state.
- Provide SMS, Email and online Chat based Helpline services during Counseling.
- Internet broadband connectivity at All the Affiliated Govt. Institutes of Uttarakhand Board of Technical Education, Roorkee in the state.
- Provide all related Hardware and software for conducting Online Web based counseling, if required.
- Take care of all miscellaneous activities and expenses required for entire counseling process.
- The company should have to provide at least three co-location web server with 10 MBPS Leased Line Connectivity for on line counseling.

2. Execution of Work :

The establishment of infrastructure and facilities required for the execution of the project has to be borne by the party itself. The Board shall provide required space in their own building and at other premises in the state. All other facilities are to be created by the service provider. The Board will also provide required space for Front desk support wherever the services are required.

3. Selected vendor shall receive RFP document from UBTE through mail and submit the duly filled in RFP form (Technical Bid), in a sealed cover along with a DD for Rs:5,00,000/- from any bank as EMD drawn in favour of Secretary, Uttarakhand Board Of Technical Education, Roorkee till 5.00pm on the date & place decided by UBTE. RFP sent by post will not be accepted. Bank guarantee will not be accepted towards EMD. The Department will not be liable for any sort of postal delays in obtaining EOI schedules.

4. In case of successful bidder, the EMD amount will be returned only after the execution of the work to the satisfaction of the Board, as per agreed terms & conditions. EMD amount will be forfeited in case of violation of the terms and conditions leading to cancellation of order besides any other action as deemed fit by the department.

5. The parties should furnish the following information along with the EOI, failing which the EOI is liable to be rejected.
 - a) Letter of Application on the Company Letter Head.
 - b) Articles of Association and Memorandum of Association for Companies, registration certificate.
 - c) Full contact details of persons including mobile numbers, phone numbers, emails, websites and complete postal address.
 - d) Company's Management structure with details of key personnel's
 - e) TAN / PAN No.
 - f) Experience proofs of any similar works
 - g) CVs of available staff with applicant
 - h) List of Software requirements and their availability
 - i) Project report with explanation of Detailed Counselling Procedure that should be implemented for Various Courses. Counselling 2010-11
 - j) A CD containing screen shots of Online Counselling Software that shall be later evaluated during a detailed presentation after the opening of the technical bids, justifying your selection as service provider.
 - k) **No financial Bid is required** unless Board asks in writing after selection of eligible parties based on their Technical Bid.

6. EOI's will be received up to **5.00pm** on **07/07/2010** at "**Uttarakhand Board of Technical Education, Roorkee.**"

7. The Board reserves the right either to accept or reject the EOI's without assigning any reason. The decision taken by the Board in this regard shall be final.

8. The successful party is required to enter into an agreement with the Department with all terms and conditions on Rs.100/- Non Judicial Stamp Paper.

9. For disputes arising if any, the courts at Roorkee shall have the jurisdiction to try/settle the matter.

Secretary
Uttarakhand Board of Technical
Education, Roorkee

Sd/-
Secretary
Uttarakhand Board of Technical Education, Roorkee.

Note: For any further information please contact:

Mr. Mukesh Pandey

Deputy Secretary

Uttarakhand Board of Technical Education, Roorkee.

E-mail: ubte_roorkee@yahoo.com

Address: 137 / 3 PRAKASH PLAZA , CIVIL LINES , ROORKEE

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Format of Application Form

(On Applicant Organization's Letterhead)

<reference no. , date>

To,

Secretary

Uttarakhand Board of Technical Education, Roorkee.

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Subject: **Expression of Interest for Web Based Admission Counseling Services**

Dear Sir,

This has reference to the advertisement published in **<give the name of the Newspaper, Edition and the date>** pertaining to the above captioned subject.

We are interested in submitting our Expression of Interest for the same. We are enclosing demand draft No. **<_____>** dated **<_____>** drawn on **<Name of Bank>** for Rs:10,000/- (Rupees Ten Thousand Only) **(NON REFUNDABLE)** drawn in favour of "Secretary, Uttarakhand Board of Technical Education" payable at "Roorkee" as application fee for participating in this EOI.

We would like to clearly state that we qualify for this work as our organisation meets all the pre-qualifying criteria indicated by you and our organisation is not under a declaration of ineligibility for corrupt or fraudulent practices.

We understand that if the details given in support of claims made by us are found to be untenable or unverifiable or both our EOI will be rejected without any reference to us. We further clearly understand that Uttarakhand Board of Technical Education is not obliged to inform us of the reasons of rejection of our bid.

Yours sincerely,

<signature>

<Name, designation,

contact address,

telephone number

and seal of the authorized signatory>

CHECK-LIST

S.No	Prequalification Details	Pl. Tick
1.	NON REFUNDABLE BANK DRAFT RS:10000/- Enclosed	YES/NO
2.	ISO 9001:2000, CMM level 3 certification (Attach Valid Certificate)	YES/NO
3.	Proof of successfully completed Web Based Online Counseling work for at-least one Technical Education Department/State Govt./Govt. University of India during last 1 to 2 years and experience of managing more than 20000 students per annum in conducting the online counseling. (Attach necessary proof such as Completion certificate)	YES/NO
4.	Proof of having inbuilt ready Online Counseling Software for student Registration along with online fee payment gateways, in the absence of which the party shall be out rightly rejected. (Attach Technological details of the product)	YES/NO
5.	Proof of having national level tie-up with at least one bank for providing online fee collection support. (Attach Proof)	YES/NO
6.	The organisation should have a minimum cumulative turnover of Rs:1 crore for the last three years.(Attach Balance sheet for FY2007-08,FY2008-09,FY2009-10 as proof), Indicate PAN/TAN number.	YES/NO
7.	Proof of having an experience of handling 24x7 call centre support and online payment gateway services. (Attach Proof)	YES/NO
8.	The organisation is ready to open its project office at Dehradun and shall station a team exclusively dedicated for this project on a permanent regular basis during the counseling process.	YES/NO
9.	Complete Address and Contact details of the Organization	YES/NO
10.	Having tie up with mobile subscriber companies for SMS gateway services.	YES/NO
11.	Approach Document – Outlining the features being offered in the solution for Uttarakhand Board of Technical Education for Web based counseling and complete arrangements (manpower, computers/UPS, LAN, computer consumables/stationary, Electricity, Internet Broadband Connection, Remuneration of staff, etc) for at least 20 counseling centers in State. (Please note that only space shall be provided by the Client)	YES/NO
12.	Documents for Organisation structure, Article of Association/ Registration , details of Key Person etc.	YES/NO

<signature>

<Name, designation,
contact address,
telephone number
and seal of the authorized signatory>