Tender Documents

For

E- TENDER DOCUMENT FOR CREATION OF QUESTION BANK, AUTO GENERATION OF QUESTION PAPERS FROM THE QUESTION BANK, UPLOADING OF QUESTION PAPERS AND DELIVERY THROUGH E-MODE OF QUESTION PAPERS (SECURED ONLINE QUESTION PAPER DELIVERY SYSTEM (SOQPDS)) TO ALL EXAMINATION CENTRES FOR WINTER EXAMINATIONS 2026 TO SUMMER EXAMINATIONS 2027.

FOR

ONE YEARS

(MAY BE EXTENDED UPTO 3 YEARS DEPENDING ON THE PERFORMANCE OF VENDOR)

FOR

SHREEMATI NATHIBAI DAMODAR THACKERSEY WOMEN'S UNIVERSITY, MUMBAI

Ref No: Exam/E-Tender/Creation of Question Bank and Delivery of Question Paper through E-mode/2026-27/232

Date of Issue: 26/10/2026

Last date of Submission: 11/11/2026

CONTENTS

No.	Particulars	Page No
1.	Invitation to Tender	3
2.	Tender Schedule	4 - 5
3.	Tender Submission Procedure	6
4.	Instructions to Vendors	7
5.	Pre-Qualification Criteria (Eligibility)	7 - 11
6.	General Conditions	12 - 13
7.	Time Line, Deliverable, Payment Schedule and Help Desk	14 – 16
8.	Prices and Taxes	16
9.	Evaluation of Tender	17 – 20
10.	Other Terms	20 - 21
11.	Selection Method	21 – 22
12.	Brief Introduction and Scope of Work	22 - 33
13.	Period of Contract with Renew Option	34
14.	Right to Termination & Exit	34
15.	Intellectual Property Rights	34 – 35
16.	Confidentiality of Data	35
17.	Technical & Security Audit Issues	35 – 36
18.	Pre Bid Clarification and Queries	36 – 37
19.	Affidavit	38
20.	Declaration of the Bidder	39
21.	Form A	40
22.	Form B	41
23.	Form C	42
24.	Proforma – I	43
25.	Proforma – II	44
26.	Commercial Bid format (Appendix A)	45
27.	ANNUAL RELATED PARTY DECLARATION	46

Contact Details:

Tender Authority : SNDT Women's University, Mumbai
Contact No : 022-26615159, 022–26615138, 022–26608374

1. Invitation of TENDER

E-Tender Notice No.: Exam/E-Tender/Creation of Question Bank and Delivery of Question Paper through E-mode /2026-27/232 **dated** 26.10.26.

SNDT Women's University, Mumbai invites Online Request for Proposal for Creation of Question Bank, Auto generation of Question papers from the Question Bank, uploading of question papers and Delivery through E-mode of Question papers (Secured Online Question Paper Delivery System (SOQPDS)) to all Examination Centres for three years - Winter Examinations 2026 to Summer Examinations 2027 on or before, 11th November, 2026 till 06:00 p.m.

1. BIDDERS having experience of successfully execution similar projects are invited.
2. The detailed TENDER document is available at UNIVERSITY website sndt.ac.in The TENDER shall be submitted along with the necessary supporting documents and Tender Document fee of Rs.10,000/- (Non-refundable) with EMD fee of Rs.1,00,000/- only (Refundable for unsuccessful bidder) as per the date and time mentioned in the document.
3. Security Deposit @2% cost of the agreement. Total @100% Security Deposit will be refunded after the completion of the total work.
4. This TENDER document contains the scope of work, qualifying requirements, terms and conditions, forms and procedure for submission of proposal for interested Organizations.
5. The Bidder submits a detailed technical and financial proposal (Two BID System) for the objectives set forth in this TENDER document.
6. UNIVERSITY reserves the right to accept or reject any or all the offers at any stage of the process without assigning any reasons thereof and no claim/dispute on this aspect shall be entertained.
7. Please visit Government website at https://mahatenders.gov.in contact the undersigned for more technical details:

Note: In the event of any dispute or differences in connection with the tender the same will be subject to an arbitration of Vice–Chancellor, **SNDT Women's University, Mumbai** and the same will be governed by the provision of Arbitration act 1940 in Mumbai.

Registrar
SNDT Women's University, Mumbai

2. Tender Schedule

"Creation of Question Bank, Auto generation of Question papers from the Question Bank, uploading of question papers and Delivery through E-mode of Question papers (Secured Online Question Paper Delivery System (SOQPDS)) to all Examination Centres for three years - Winter Examinations 2026 to Summer Examinations 2027".

With reference to above, the SNDT Women's University has decided to invite online tenders for three (03) years for "Creation of Question Bank, Auto generation of Question papers from the Question Bank, uploading of question papers and Delivery through E-mode of Question papers (Secured Online Question Paper Delivery System (SOQPDS)) to all Examination Centres for three years - Winter Examinations 2026 to Summer Examinations 2027".

The Tender document and its supporting are available on www.mahatenders.gov.in between 10.00 am to 6.00 pm from 26.10.2026 to 11.11.2026.

Tender Reference No	Exam/E-Tender/Creation of Question Bank and Delivery of Question Paper through E-mode/2026-27/232
Form Fees Rs.	Rs. 10,000/- through online mode (Non Refund)
Earnest Money Deposit (EMD)	Rs. 1,00,000/- through online mode
Security Deposit	@2% cost of the agreement
Refund of Security Deposit	Total @100% Security Deposit will be refunded after the completion of the total work.
Tender Uploaded on	Date : 26.10.2026 at 11.30 am
Tender available period	From : 26.10.2026 from 01.00 pm To : 11.11.2026 till 6.00 pm
Contact Officer	The Director, S.N.D.T. Women's University, Juhu Campus, Santacruz, Mumbai – 400049.
Period for submission of Tender, Tender application Payment Receipt, EMD payment Receipt with tender related document	Tender available from 26.10.2026 till 11.11.2026 up to 6.00 pm
Last date for submission of tender	11.11.2026 till 6.00 pm
Tender opening date	16.11.2026 at 11.00 am
Tender pre-bid Meeting (no doubt or complaint will be considered after this date.)	4.11.2026 at 2.00 pm **Venue** :- SNDT Women's University, Churchgate, Mumbai - 400020
Tender validity period	120 Days
Tender opening place	The office of the Registrar, S.N.D.T. Women's University, 1, N.T. Road, New Marine line, Churchgate, Mumbai -20

General instructions:

1. **SNDT Women's University, Mumbai** INVITES ONLINE TENDERS FOR ONE (01) YEARS for "Creation of Question Bank, Auto generation of Question papers from the Question Bank, uploading of question papers and Delivery through E-mode of Question papers (Secured Online Question Paper Delivery System (SOQPDS)) to all Examination Centres, Winter Examinations 2026 to Summer Examinations 2027".

2. **SNDT Women's University, Mumbai** reserves the option of taking over the implemented & developed technology and shall be entirely at the discretion of the UNIVESITY though vendors need to mention the charges in the financial bid.

3. Interested Tenders may download further information and inspect the Tender Documents from https://mahatenders.gov.in If any contactor have any query regarding e-Tender, they may contact Call On **022-26615159, 022–26615138, 022–26608374**

4. All Tenders must be accompanied by an **Earnest Money Deposit (EMD) for an amount of Rs.1,00,000/-** should be paid online only by using Debit Card/Credit Card/Net Banking/RTGS/NEFT. In case of any exemption, Exemption Certificate should be uploaded online in the Technical Envelope-I. Tender accompanied by Cheques/Cash/DD/Pay Order or **without EMD will not be considered and will be rejected out rightly.**

5. **SNDT Women's University, Mumbai**, will not be responsible for any costs or expenses incurred by Tenders in connection with the preparation for delivery of Tenders, including costs and expenses related to visits to the site of **SNDT Women's University, Mumbai**.

6. The tender will be in two Part, Commercial – I will contain technical bid and part -II will contain price bid as per the online system at said website of Govt.

7. Last date for submission of Technical & Price Bid is 11.11.2026 at 18.00 hrs.

8. Bid of Technical Envelope – will open on 16.11.2026 at 11.00 a.m.

3. Tender Submission Procedure

3.1. All eligible / interested Bidders are required to be enrolled on portal https://mahatenders.gov.in before downloading tender documents and participate in e-tendering. Bidders are requested to contact on following telephone numbers for doubts/ information/ difficulty regarding online enrolment if any.

Contact Nos : **022-26615159, 022–26615138, 022–26608374**

3.2. Bidders should submit the document related to tender by online mode. The bidders who wish to submit the payment of EMD by way of RTGS/NEFT should pay the same in two working days in advance before the last day of bid preparation. Cost of tender form of Rs.10,000/- (all taxes inclusive) should be credited in to UNIVERSITY account by online payment gateway, before opening of the Technical Bid otherwise Bidders cannot participate in e-tendering.

3.3. Other instructions can be seen in the tender form. All or any one of the tender(s) may be rejected by competent authority without giving any reason whatsoever.

3.4. Earnest Money Deposit: Rs. 1,00,000/- (Rupees One Lac Only) through Online Payment via net banking mode by Electronic tendering system of Government Maharashtra which is available on the Portal https://mahatenders.gov.in

However, these are only broad level details and bidders are advised to refer https://mahatenders.gov. in for further details about the e-Tendering process. For queries related to e-Tendering Portal, https://mahatenders.gov.in, kindly contact on Call On 022-26615159, 022–26615138, 022–26608374

3.5. Blank Tender Forms

Tender Forms can be purchased from the e-Tendering Portal of Government of Maharashtra i.e. https://mahatenders.gov.in after paying Tender Fees by Online Gateway as per the Tender Schedule.

3.6. Guidelines to Bidders:

To operate on the Electronic Tendering System of Government of Maharashtra, the computer System of the Contractors is required be set up. The Contractors are required to install Utilities available under the section Mandatory Installation Components on the Home page of the System.

The Utilities are available for download freely from the above mentioned section. The Contractors are requested to refer to the E-Tendering Toolkit for Bidders available online on the Home page to understand the process of setting up the System, or alternatively, contact the Helpdesk Support Team on information / guidance on the process of setting up the System.

4. Instructions to Vendors

4.1. Bidder/ Agencies are advised to study this RFP document carefully before submitting their proposals in response to the RFP Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

4.2. The complete bidding document has been published on https://mahatenders.gov.in for the purpose of downloading. The downloaded bidding document shall be considered valid for participation in the electronic bidding process (e-Tendering) subject to the submission of required tender / bidding document fee and EMD.

4.3. Bidders who wish to participate in this bidding process must register on https://mahatenders.gov.in

5. Pre-Qualification Criteria (Eligibility)

Qualification Criteria

UNIVERSITY invites Tender from experienced Services Provider Organizations (henceforth, will be referred to as Vendor/Bidder) with track record in e-solutions, Software Development, Customization, Maintenance, Management and User support with Porting, Onsite Establishing, Developing, Implementing, Operating and optional Transfer of e-solutions preferably with expertise in "End to End Web based" in core business for last five year in Creation of Question Bank, Auto generation of Question papers from the Question Bank, uploading of question papers and Delivery through E-mode of Question papers (Secured Online Question Paper Delivery System (SOQPDS)) to all Examination Centres in atleast two Central/State Universities/ Any Education Board Exams and bidder who have work for continuous existing with the following Terms of Reference (TOR).

Following are the general Criteria for the vendors to assess and fancy their chances of getting eligible for the next stage. **Section 9 Evaluation of Tender** shall decide the final eligibility and marks scored by the bidder.

5.1 The Bidder shall be a single entity, registered as a Company, under The Companies Act 2013 in India and should have prominent presence in existence in Maharashtra.

5.2 The Bidder preferably should have executed atleast two to five assignments of e-solutions for Government, Semi Government, Government established Universities / Institutions with Devnagari Language Interface.

5.3 The Bidder should have the presence in Indian IT Market preferably from the last 10 years with registered Office and logistics facility for easy access and availability of upgrades in India to ensure the proper Web-end/Back-end support for smooth Implementation/Execution along with post-Implementation/Execution Operational Support.

5.4 The Bidder should have experience of preferably more than 5 years in e-solutions, Software Development, Customization, Maintenance, Management and User support with Onsite Porting, Establishing, Developing, Implementing, Operating and Transfer of e-solutions preferably with expertise in "End to End Web based"

5.5. The Bidder should have experience of preferably 5 Government, Semi Government, Government established Universities / Institutions in e-Solutions and Services in the areas such as online Academic Solutions / Educational / Examination related Software, Process Management, Recruitment and related Software solutions in India.

5.6 The Bidder preferably should have expertise of working / providing Software services to Software Development, Customization, Maintenance, Management and User support with Onsite Porting, Establishing, Developing, Implementing, Operating "End to End Web based" related work of Creation of Question Bank, Auto generation of Question papers from the Question Bank, uploading of question papers and Delivery through E-mode of Question papers (Secured Online Question Paper Delivery System (SOQPDS)) to all Examination Centres in atleast two Central/State Universities/ Any Education Board Exams within State of Maharashtra/India.

5.7 The Bidder should be capable of delivering all the required modules of the system. No Subcontracting will be allowed.

5.8 The proposed software should be preferably Govt. of India compliant CERT – IN certified for IT security or a valid CMMi level Certificate or ISO 270001 from bidder.

5.9 The Bidder should have successfully implemented at least 1 (one) Secure Online Question Paper Delivery System (SOQPDS) in any University / Board / Recognized exam conducting authority during last 3 years in which there should be at least 50 to 200 exam centers on Single Day and Single Session. The bidder should submit the certificate from University/ Board / Recognized exam conducting authority regarding the same.

5.10 The bidder should have the capability to carry out the work of total solutions for Secure Online Question Paper Delivery System (SOQPDS) of examinations.

5.11 <u>Following certificates/ documents are required:</u>

(1) Scanned and certified copy of Company Profile of Bidder:
Covering letter with details of bidders, address, name of proprietor, telephone number, mobile number, email-ID, name, signature and seal. In case of partnership firm - name and address of the partners and copy of Partnership Deed.

(2) Scanned and Certified GST Certificate and Latest Return. If GST is not applicable then declaration of the same.

(3) Scanned and Certified PAN Copy.

(4) Scanned and Certified copy of Registration / Shop and Establish License /

Certified of Dealership / Certificate of incorporation whichever is applicable.

(5) Scanned and Certified copy of the work experience certificated from bidder for Continuations existing in core business for ANY four years (due to pandemic period of 1 years) of last 5 years (One certificate per year; **No work order please**). **No purchase order please**) and experience certificate of Creation of Question Bank, Auto generation of Question papers from the Question Bank, uploading of question papers and Delivery through E-mode of Question papers (Secured Online Question Paper Delivery System (SOQPDS)) to all Examination Centers in at least two Central/State Universities/ Any Education Board Exams.

(6) Scanned copy of list of clients for last four years (due to pandemic period of 1 years) of last 5 years.

(7) Scanned and Certified copy of the tender document with stamp, seal and signature of the authorized representative.

(8) The proposed software should be preferably Govt. of India compliant CERT – IN certified for IT security or a valid CMMi level or ISO 270001 Certificate from bidder.

(9) Include all other certificates /documents mentioned in the Technical bid preparation document, Commercial bid document, Evaluation table.

(10) Solvency certificate from Bank (which should not be older than 3 months from the date of tender) equal to amount Rs 45,00,000/- .

(11) Technical bid table in the given format.

(12) All other necessary documents and certificate, if any

(13) Notarized affidavit on Rs.500 stamp paper (self-attested) for not being black listed or debarred by …….. (refer affidavit format)

(14) Declaration by the contractor proforma

(15) Tender letter proforma

(16) Form B

(17) Form C

5.12 The Desirable Turnover of the Bidder should be more than Rs.1 Crore for any of three out of six financial years (FY 2020-21, 2021-22, 2022-23, 2023-24 , 2024-25 & 2025-26) which should be authorized by CA certificate indicating it should be attached

5.13 The Agency should neither be blacklisted by any Government, Semi Government, Government established Universities / Institutions nor debarred from bidding. Notarized affidavit is to be submitted on Rs 500 stamp paper (self-attested).

5.14 All the above claims by the Bidder should be supported by authentic documents and Verifiable Certificates.

Bidder May need to:

- Demonstrate in detail the Similar System Implemented/used at other State Owned Universities preferably in the state of Maharashtra
- give the detailed presentation indicating the flow of work / methodology of execution / implementation, duration of completion of the work etc
- Provide Any other details as required by the University

Table 1. : Technical Bid Preparations Documents

Sr. No.	***Point No.***	***Particulars***	***Criteria***	***Documents to be submitted with technical bid***	***Page No. From …. To ……***	***Remarks***
1		Bidder/Registration	Scanned and certified copy of Company Profile of bidder: Covering letter with details of bidders, address, name of proprietor, telephone number, mobile number, email-ID, name, signature and seal. In case of partnership firm-name and address of the partners and copy of Partnership Deed	• Certificate of Incorporation • Proprietorship Certificate • Partnership Deed • Any other document to justify		
2		Prior similar experience	Scanned and Certified copy of the work experience certificated from bidder for continuations existing in core business for last five years. (One certificate per year**. No purchase order please**) and Experience certificate of Creation of Question Bank, Auto generation of Question papers from the Question Bank, uploading of question papers and Delivery through E-mode of Question papers (Secured Online Question Paper Delivery System (SOQPDS)) to all Examination Centres in atleast two Central/State Universities/ Any Education Board Exams.	Experience certificate from the authorized signatories		

3		Blacklisting for fraudulent practices	The organization should not have been blacklisted for fraudulent practices by any of its clients, central / state/ UT / Government /University	Affidavit On Rs. 100 Stamp Paper as per given format stating that the organization has not been blacklisted by Central / State/UT Government/University has not been charged for any Fraudulent activity.		
4		Organization Credentials including financial credentials, Turn Over & Work Order etc	Organization Credentials	Organization should be in the business for at least 5 years. The Bidder should have valid GST, Income tax certificates. ITRs, CA Certificates, Work Orders etc.		
5		Experience	Professionally Qualified, Experienced project managers, technical managers Available with the organization	Details of team members having more than 5 years work experience in the technology and preferably In the academic industry. Details should be genuine		
6		Declaration of contractor	Declaration of contractor	Declaration of contractor on letter head as per given format in the tender document		
7		Tender Fee of Rs.10,000/- (Rupees Ten Thousand Only)	Online through E-transfer Available on tendering portal.			
8		EMD of Rs.1,00,000/- (Rupees One Lac Only)	Online through E-transfer Available on tendering portal.			

9		Affidavit	As per Tender Document			
10		Form A	As per Tender Document			
11		Form B	As per Tender Document			
12		Form C	As per Tender Document			
13		Proforma – I	As per Tender Document			
14		Proforma – II	As per Tender Document			
15		Appendix A	Commercial Format			

6. General Conditions

6.1 This Invitation for Bids is open to all bidders. Attempts are made to accommodate the genuine software solutions & services provider agencies based on Quality and Cost considerations. Accordingly weighting to the marks are defined in the selection criteria.

6.2 Selection of Bidder will be made purely on merit, past experience and reputation as per Quality-cum-Cost-Based Evaluation Method. As the work to be entrusted is of very sensitive and important nature, merely quoting lower rates will not make the Bidder eligible for selection.

6.3. There should be no overwriting in the bidder's offer. If required, striking out entries and writing afresh the bidder can make corrections. The initials of the bidder's authorized person and the seal of the bidder's company must verify each correction. All rates given in this tender must be expressed as Unit Price as stated in Appendix. After award of the contract, if the bidder does not perform the work satisfactorily or delays the execution of the contract, UNIVERSITY reserves the rights to cancel contract and get the balance contract executed by another party of its choice. In such case, no payment shall be remitted to the bidder and his EMD shall be forfeited.

6.4 **Cost of Bidding**
The Bidder shall bear all costs associated with the preparation and submission of its bid and the University will in no case be responsible or liable for these costs.

6.5 The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of its bid.

6.6 **Period of Validity of Bids**
Bids shall remain valid for 120 days after the date of bid opening prescribed by the University. A bid valid for a shorter period shall be rejected by the University as non-responsive.

6.7 **Contacting the Purchaser**

No Bidder shall contact the University on any matter relating to its bid, from the time of the bid opening to the time the Contract is awarded.

6.8 **University's Right to Accept Any Bid and to Reject Any or All Bids**

The University reserves the right to accept or reject any bid and to annul the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to the affected Bidder or Bidders.

The Option of Transfer (Handover and Takeover) of the Developed Technology is reserved with the University. The University may exercise its right to take over the Developed Technology at any stage on mutually agreeable conditions.

6.9 **Authorized Signatory:**

The 'Applicant' mentioned in the TENDER document shall mean the one who has signed the TENDER document form. The applicant should be the duly Authorized Representative, for which a certificate of authority should be submitted. All certificates and documents (including any clarifications sought and any subsequent correspondence) received hereby, shall, as far as possible, be furnished and signed by the Authorized Representative. All the sheets and the forms submitted by the vendor shall be signed by the person/persons duly authorized to sign on behalf of the applicants with affixing the applicant's rubber stamp.

6.10 **Signing of Contract**

At the same time as the University notifies the successful bidder that its bid has been accepted, the University will send the bidder the Contract Form provided in the bidding documents, incorporating all agreements between the parties. Within 15 days of receipt of the Contract Form, the successful bidder shall sign and date the Contract and return it to the University. If bidder fails to do the same, his EMD will be forfeited and next bidder will be called for agreement.

6.11 **Delays in the Supplier's Performance**

Delivery of the system shall be made by the Supplier in accordance with the time schedule specified by the University. If at any time during performance of the Contract, the Supplier should encounter conditions impeding timely delivery of the system components. The Supplier shall promptly notify the Purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Supplier's notice, the University shall evaluate the situation and may, at its discretion, extend the Supplier's time for performance with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of the Contract.

6.12 The successful bidder has to train the University's designated staff for the Operation free of cost.

6.13 **Deliveries and Completion**:

a) The bidder has to take the follow up and complete job of question bank creation well in advance before the actual commencement of the term wise summer and winter examinations.
b) The job of setting up of Secure Online Question Paper Delivery System (SOQPDS) at the Examination Centers of SNDT Women's University situated in the seven states and one union territory as per the time-table / per day / per scheduled center / per course for both (morning and afternoon) sessions inclusive of translation, has to be delivered as per schedule.
(a) Approximate 15000 Question paper through E-mode delivery in Winter Exams 2026
(b) Approximate 15000 Question paper through E-mode delivery in Summer Exams 2026

6.14

7. Timeline, Deliverable, Payment Schedule and Help Desk

The bidder will be responsible to deliver the Question Paper as per the schedule of the work order.

c) The bidder has to take the follow up and complete job of question bank creation well in advance before the actual commencement of the term wise summer and winter examinations.
d) The job of setting up of Secure Online Question Paper Delivery System (SOQPDS) at the Examination Centers of SNDT Women's University situated in the seven states and one union territory as per the time-table / per day / per scheduled center / per course for both (morning and afternoon) sessions inclusive of translation, has to be delivered as per schedule.

a) Approximate 15000 Question paper through E-mode delivery in Winter Exams 2026
b) Approximate 15000 Question paper through E-mode delivery in Summer Exams 2026

Payment: Payment will be done after each term examination after the satisfaction report of the actual downloaded question papers as per the time tables to all the respective examination centers and data transfer of same to the confidential examination unit of the Pariksha Bhavan. No advance will be paid. TDS will be deducted as per rules.

7.1 Help Desk:

Dashboard and Management Information System (MIS) for Question bank creation:

The solution should also have a provision for making Dashboards (real – time) / MIS reports available to appropriate authorities at any point in time for efficient tracking and decision making.

Help Desk Support:

I. The bidder would be responsible for providing Help Desk Support

II. The bidder should arrange for the necessary physical and IT infrastructure along with setting up the Help Desk
III. The help Desk should be functional on all working days from 10:00 AM to 5:30 PM
IV. An online ticketing system needs to be developed to log the incidents and queries and track timely evaluation of the same
V. The application should generate detailed reports on status of the complaints logged

The Help Desk shall guide the University Teaching Faculty as well as Pariksha Bhavan confidential unit on effective usage of the system.	**Help Desk Support Resource Qualification & Experience** ▪ The resource should have work experience as helpdesk support. ▪ Should have working knowledge of IT Service desk. ▪ Proficient in MS office and Internet Based Project Management ▪ Effective verbal communication skills (English, Marathi, Gujarati and Hindi)

Training

The successful bidder must provide the training and documentation for all the stake holders & users of the system across the University Jurisdiction by preferably by virtual methods.

The following activities need to be performed by the bidder as part of Training Documentation:

I. Defining overall training requirements in consultation with University.
II. Preparation of training plan, schedule etc.
III. Make provision of self-guided online training modules accessible over web or offline.
IV. Plan and impart training for trainers.
V. Documentation to be provided to University in electronic medium.
VI. Based on the skills of the users, the bidder has to provide comprehensive training, recommend approach for the same.
VII. Bidder is required to provide application software training to end user. The classroom trainings may be provided at taluka level / district level or as mutually decided by the bidder and University.

Data Creation and Migration

The bidder in collaboration of University is advised to create the master data collection and incorporation of the same in the server system for creating a question bank of all subjects semester wise and language wise from the examiners, moderators and chief paper setters under jurisdiction of Examination Section of SNDT Women's University.

The successful bidder, under guidance of SNDT Women's University, shall have to ensure data digitization / migration of such data related to question papers term wise to confidential examination unit of the Pariksha Bhavan of SNDT Women's University.

7.2 Invoicing & Payment Terms

7.2.1 Payments

a) University shall not pay separately any advance.

b) University shall pay only the charges as per the details mentioned here under and more specifically mentioned in the financial bid.

7.2.2 University shall pay/release the bills/invoices within 3 week of receipt of Invoices from Bidder after the satisfactory report.

7.2.3 Deductions: Any payment that may be made to the bidder in respect of the supply of the material/services in terms of the tender will be subject to the deduction of taxes applicable at source at the rate in force from time to time. **Any other deductions as University deems so (as per the agreed deductions clauses in Contract / Tender Document) shall be deducted/adjusted in the current yet-to-pay pending invoices with University and the blanket permission from the bidder is assumed.**

8. Prices and Taxes:

8.1Prices quoted by the Bidder should remain same during the contract period.

8.2 Prices quoted by the Bidder should be inclusive of all types of taxes, Octroi, GST etc., **excluding GST or any such equivalent Tax as may be implemented by Government in future** with the delivery at UNIVERSITY. The rates should be quoted inclusive of supply, installation, commissioning, acceptance and delivery as per schedule.

8.3 There shall not be any revision or escalation in the mutually agreed price during the period of contract.

Submission of Tender:

For the purpose of selection of the bidder, a two-stage bidding process will be followed. The response to the tender should be submitted in two parts viz. Technical Bid and Commercial Bid, which must be submitted in separately instruction as per website www.mahatenders.gov.in

Technical bid should contain documents as per Table 1. : Technical Bid Preparations Documents. Commercial part will be opened provided technical bid is found satisfactory.

Commercial bid should contain price as per format **Commercial format (Appendix A)** mentioned in the Tender form, duly filled and signed by the authorized person. The bidder is advised to fill-up all the columns in the commercial bid and not keep any column unquoted.

9. Evaluation of Tender

Sr. No.	Criteria / sub Criteria (A)	Basis of Valuation (B)	Maximum Marks	Bidders response W.r.t column (C)	University Revaluation	Supporting Documents (E)
1	The Desirable Turnover of the Bidder should be more than Rs. 1 Crore for any of three out of five financial years (FY 2020-21, 2021-22, 2022-23, 2023-24, 2024-25 & 2025-26) which should be	≤ 1cr = 1 Mark >1cr but ≤ 3 cr = 3 Marks > 3 cr = 5 Marks	5			1.1 Audited financial statement OR Certificate authorized by CA certificate indicating it
2	Years of existence of the sole bidder in Indian IT market for Creation of Question Bank, Auto generation of Question papers from the Question Bank, uploading of question papers and Delivery through E-mode of Question papers (Secured Online Question Paper Delivery System (SOQPDS)) to all Examination Centres	1 to 3 years = 2 marks ≥ 4 and < 10 yrs = 3 marks ≥ 10 years = 5 marks	5			2.1 Copy of Certificate of Incorporation signed by Authorized Signatory of the Bidder

3	Net Worth/ Liquidity of Organization / Directors/ Partners/ Proprietors/ Owner set c	< 50 lac = 01 mark ≥ 50 lac < 2 cr = 03 marks ≥ 2 cr = 05 marks	5			3.1 Certificate of Chartered Account necessary
4	Experience of working with number of Govt, Semi govt Universities/ Boards services related to Creation of Question Bank, Auto generation of Question papers from the Question Bank, uploading of question papers and Delivery through E-mode of Question papers (Secured Online Question Paper Delivery System (SOQPDS)) to all Examination Centres	1 to 2 nos = 1 mark 2 to 4 nos = 3 marks ≥5 nos = 5 marks	5			4.1 Experience Certificate Letter / Work Completion Certificate from the concerned institutions/ organizations
5	Number of Employees on the payroll of Bidder as on 31st March 2026	≥5 and < 15 = 1 mark ≥15 and < 25 = 3 marks ≥ 25 = 5 marks	5			5.1 Self-attested letter on Bidder's letter head with seal and signature of authorized signatory
6	Experience in terms of years working with Govt, Semi government, Universities	1 to 2 years = 1 mark 2 to 4 years = 3 marks ≥5 years = 5 marks	5			6.1 Experience Certificate from the concerned institutions/ organisations
7	Number of Universities / boards where similar work provided	Only 1 University = 5 marks 2 Universities = 10 marks 3 or More than 3	15			7.1 Client experience certificate and work order of the Creation of Question Bank, Auto generation of Question

		= 15 marks				papers from the Question Bank, uploading of question papers and Delivery through E-mode of Question papers (Secured Online Question Paper Delivery System (SOQPDS)) to all Examination Centres
8.	Number of Academic Cycles for which similar work are provided to the Government Universities.	Minimum 6 cycles = 15 marks Minimum 4 cycles = 10 marks Minimum 2 cycles = 5 marks	15			8.1 Client experience certificate of Creation of Question Bank, Auto generation of Question papers from the Question Bank, uploading of question papers and Delivery through E-mode of Question papers (Secured Online Question Paper Delivery System (SOQPDS)) to all Examination Centres
9.	Certificates	CERT – IN certificate for IT security = 5 marks Or CMMi level Certificate = 5 marks Or ISO 270001 certificate = 5 marks	5			9.1 Copy of Certificates. (Preferably)
10	Working Office	(a) Mumbai Office = 5 marks	5			10.1 Authorised Proof of Office Address

		(b) Maharashtra Office = 3 marks (c) Out of Maharashtra Office = 2 marks				
11	Presentation part		30			
	Grand Total		100			

10. Other Terms

1. Cancellation of Contract:

In case of any breach of any terms and conditions by the successful bidder / contractor, UNIVERSITY reserves the right to cancel the agreement by giving 7 days notice to the Bidder.

2. Liquidated Damages

If the Supplier fails to deliver any or all of the Goods or to perform the Services within the period(s) specified in the Contract, the University shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5% per week of the value of undelivered price of the Goods or unperformed Services limited to 05% of value of services requisitioned. Once the maximum is reached, the University may consider termination of the Contract.

3. Termination for Default

The University may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Supplier, terminate the Contract in whole or part at risk & cost of defaulting Supplier:

- **a.** If the Supplier fails to deliver any or all of the Goods within the period(s) specified in the Contract, or within any extension thereof granted by the University, or
- **b.** If the Supplier fails to perform any other obligation(s) under the Contract, or
- **c.** If the Supplier, in the judgment of the University has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
- **d.** Source code of the product/software shall be the property of the University.

For the purpose of this Clause:

"Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution.

4. Maintenance:

The supplier will accomplish preventive and breakdown maintenance activities to ensure that all Software/hardware/Unit execute without defect or interruption. If any critical component of the entire configuration is out of service for more than three days, the Supplier shall either immediately replace the defective unit or replace it at its own cost. The Supplier

will respond and commence support within 48 hours of being notified of equipment malfunction.

5. Tenders received late, incomplete tenders and tenders not in conformity with our prescribed specifications, terms and conditions will be rejected. UNIVERSITY will not be responsible for postal delay, non-receipt / non-delivery of tender documents or loss of documents in transit.

6. Not-withstanding anything contained in the memorandum and/or articles of association of the party the Court situated at Mumbai will have the jurisdiction to deal and decide any matter arising out of the order.

I/We have read all the enclosed Terms and Conditions carefully and ready to accept and according to that I/We are submitting herewith the tender.

11. Selection Method

11.1 UNIVERSITY shall publish tender through an e-tendering site

11.2 The interested vendors may carry out the study of the requirements at their own cost, based on the Terms of Reference (TOR) of UNIVERSITY.

11.3 The interested vendor shall submit a detailed Technical and Financial Proposal as per the tender document.

11.4 The technical proposals submitted by the vendor shall be evaluated by a Technical Evaluation Committee.

11.5 The short listed vendors will be required to provide detailed demonstration of similar types of works undertaken by them earlier, on specified date as will be decided by the University.

11.6 The financial proposal of the short-listed vendors will be evaluated by the Evaluation Committee formed by the authority of the UNIVERSITY.

11.7 In the event of any dispute or differences in connection with the tender the same will be subject to an arbitration of Vice–Chancellor of University and the same will be Governed by the provision of Arbitration act 1940 in Mumbai.

Introduction:

SNDT Women's University, Mumbai is having its territorial limits covering Entire India with Approximately 380 Affiliated Colleges /Conducted Colleges / Autonomous College/ Departments / Institutes/ Centres/ Schools/ Centre for Distance Education.

The University has contributed in many ways for economic, social and cultural uplifting of the society and tribal section in particular by offering quality education and administering academic activities.

The Registrar, **SNDT Women's University, Mumbai** invites Request For Proposal (RFP) by virtue of e-tendering process at https://mahatenders.gov.in from reputed Companies providing Solutions and Services with proven experience in Creation of Question Bank, Auto generated Question paper from the Question Bank and Delivery of

E-mode Question paper to all Examination Centers as mentioned here under and more specifically in financial bid.

12. Brief Introduction and Scope of Work

The proposal should cater the following activities and should cover all the necessary process automation methods as mentioned below.

Brief Introduction:
Creation of Question Bank, Auto generation of Question papers from the Question Bank, uploading of question papers and Delivery through E-mode of Question papers (Secured Online Question Paper Delivery System (SOQPDS)) to all Examination Centres for Winter Examinations 2026 to Summer Examinations 2029.
➢ Quotation for preparation and execution of Question Bank system with Typesetting, Auto generation of Question papers from the Question Bank, uploading of question papers and Delivery through E-mode of Question papers (Secured Online Question Paper Delivery System (SOQPDS)) to all Examination Centres for Winter Examinations 2026 to Summer Examinations 2029 as per the time-table / per day / per scheduled centre / per course for both (morning and afternoon) sessions. ➢ Course details, paper details, Time-tables, scheduled centres will be provided by the Pariksha Bhavan for every examination event. ➢ The total cost will include Creation of Question Bank with Typesetting, Auto generation of Question papers from the Question Bank, uploading of question papers and Delivery through E-mode of Question papers (Secured Online Question Paper Delivery System (SOQPDS)) to all Examination Centres. The payment will be done according to the time-table, per day / per course/ per paper/ per scheduled centre for both (morning and afternoon) sessions as per actual download.
Scope of Work:
Following will be the scope of the work in detail.
The proposed system will have modules like A. Users and Roles Management B. Master data management C. Question Bank Creation D. Generation of Question Papers from Question Bank

E. Question Paper Upload
F. e-mode transfer of Question Papers (RPD)
G. Dashboard
H. Backup and restore facilities

A. Users and Roles Management

a. Different roles like admin (DBoEE, DR, AR), Contents Manager (Confidential unit staff), Chief papers setters, Paper setters, Moderators, Translators are required to handle the system.
b. The software should provide unique OTP based user authentication facilities.
c. For every event, Pariksha Bhavan will upload/update details of Chief paper setters, Paper setters, Moderators and Translators for every Course /Paper /Medium as per the selection committees' (BOS) appointments (panels).
d. The letters/emails/SMS will be sent to these Chief paper setters, Paper setters, moderators and translators through system.
e. The system will receive acceptance/regret from these members.
f. The login credentials will be created for the panel members who have accepted the assigned role.
g. Through these login credentials paper setters should be able upload questions to question bank, upload papers, moderate papers, translate papers etc as per the duties assigned to them.
h. Based on regrets received, the Pariksha Bhavan staff should be able to upload details of other Chief paper setters, Paper setters, moderators and translators for a particular paper.
i. The system should ensure to hide identity of Chief paper setters, Paper setters, moderators and translators.
j. The system should reduce manual interference in the system.
k. System provided to the exam centres should be menu driven and user-friendly.
l. The system should be able to carry the data uploaded in earlier events to further events as per the need.

B. Master Data management

a. Uploading/Updating details of all courses/patterns/papers/mediums in the

system for every event.

b. Uploading/Updating time table for all courses/patterns/papers for every event
c. Uploading/Updating scheduled centres for each course for every event
d. Uploading/Updating Chief Paper setter/Paper setters/Moderators/Translators for each course/pattern/paper for every event
e. The system should be able to carry the data uploaded in earlier events to further events as per the need.

C. Question Bank Creation

- **Questions Creation**
  a. Typesetting (DTP) of questions with answer key
  b. Defining attributes of every question like
     i. Main question/sub question
     ii. Topic/subtopic
     iii. Question type
     iv. Difficulty level
  c. Identifying duplicate questions
  d. The Bidder has to do Typesetting of questions and answer keys, defining attributes, identifying duplicate questions based on the contents provided by the Pariksha Bhavan.
- **Moderation of questions**
  a. After type-setting & primary proof reading, a proof will be submitted to the respective chief paper setter/moderator for moderation of the questions.
  b. After moderation, validation and approval the questions will be included in the database to form a question paper bank of the particular subject. This will be the final question bank after which no corrections are done.
- **The Software should be able to**
  a. Collect, arrange and administrate innumerable questions.
  b. Do the type-setting of question in any language using Unicode fonts
  c. Support languages like English, Marathi, Hindi, Gujrati, Urdu.
  d. Support Special characters, tables, pictures, graphs, symbols, mathematical equations, chemistry formulas, images, accounting tables etc.

e. Include single option, multiple options, comprehensive-type questions, subjective questions etc (all types of questions)
f. Store the questions in database along with their answer keys and various attributes.
g. Re-use the question bank created for earlier events and other course with similar contents

D. Generation of Question Paper from Question Bank

- **Question Paper Format/Template (blue print)**
  a. Define Exam Name, Subject, Pattern, Languages, title, total number of questions, and marks
  b. Define number of sets of question papers
  c. Define number of shuffle copies of question papers
  d. Define Repetition criteria from earlier events
  e. Define instructions of that question paper
  f. Define various question types for each topic & sub-topic based on the syllabus of the question paper along with the difficulty level of the question.
- **Question Paper Generation**
  a. Software will generate question papers as per the template (blue print) provided for the course, on basis of attributes like weightage of topics/sub-topics, question type, difficulty level
  b. can generate shuffle copies of particular papers
  c. having provision of re-generate & finalized the question papers
- **The Software should be able to**
  a. Create question papers as per choice and difficulty level.
  b. select questions randomly.
  c. Intelligently generate questions automatically.
  d. Handle no repetition of question (as per university policy).
  e. Eliminate burden of making question paper every exam.
  f. Generate question papers with great ease and accuracy in less time.
  g. Keep record of generated question papers through logs.
  h. Store generated papers as .pdf files in the system in 256 bit encryption or industry norm which is higher than 256 bit encryption.
  i. Provide well-arranged syllabus in modules/units/chapters/topic etc.
  j. integrate new features easily as per requirement

E. Question Paper Upload

a. There should be provision for the University to upload the Question papers in the system.
b. The question papers will be uploaded by the paper setters and chief paper setters for the course/pattern/paper assigned to them.
c. Uploaded question papers will be moderated by the respective chief paper setter.
d. The chief paper setters/Paper setters/Translators/moderators should have appropriate login credentials to access and update the course /pattern /paper assigned to them.
e. The chief paper setters/Paper setters/Translators/moderators should not be able to view or update the course /pattern /paper not assigned to them.
f. Translators should have appropriate login credentials to upload the translated paper in the system
g. The system should have appropriate screens to upload /moderate /translate /approve the papers.
h. The system should maintain the log for all these activities.
i. The system should be able to re-use the papers uploaded for earlier events for particular Course/Pattern/Paper.

F. e-mode transfer of Question Papers

1. The Bidder should handle all the logistics and distribution of question paper through e-mode transfer.
2. The Bidder should check / study the IT infrastructure and readiness of each and every centre free of cost and should visit every centre for a demo or training through online.
3. The rates, shall be final and no escalation will be admissible, under any circumstances.
4. The Bidder should ensure that a complete and comprehensive mock test is carried out two days before the exam in the presence of the principal and examination coordinators of the centre to identify the problems in real-time execution.
5. The Bidder shall deliver the question paper by e-mode transfer to only to those examination centres where the concerned University examinations is being held and the list of examination centre thereof is being provided by the Director, Board of Examinations and Evaluation before the commencement of the concerned examination.

6. The Bidder should do safe E-Delivery of question papers with watermarking technology
7. The bidder should upload Question paper with Secured Domain name and has portal software.
8. Respective exam centres' watermark should be embedded on every page of the downloaded question paper automatically.
9. The Bidder should assure that the demonstration, onsite training, and support for the centre's principal and examination coordinator for downloading question papers and other technical aspects are done.
10. The Question paper can be published to various centres through Question Paper Delivery Software after the approval by Dean / DOBEE.
11. The Bidder should assure that the Question Paper should be password protected. The 'encryption of PDF files' activity should be done by the Bidder as per the directives and send SMS to all the centres.
12. The Bidder should ensure that Question papers should be seamlessly downloaded in 256 bit encrypted form at the respective exam centre in a simplistic and secure way.
13. The Bidder should confirm/ensure the downloading/printing of question papers by the examination centres in time.
14. The exam centre needs to be provided the list to view the Question papers to be downloaded on a particular exam session & date.
15. The Question papers downloaded should be decrypted through a secure key i.e., day password and based on the requirement printing of Question papers has to be done at exam centres.
16. The Bidder should give Log Data of all examinations, Programmes, subjects, sessions, etc. to Examination Section with details about login, downloading time, name of the person, date, time, IP address, etc. for all the users; which will be useful and shall be preserved as official documents with feedback from examination centres. This log data is used for examination audit purposes and question bank.
17. The Bidder should monitor each centre to ensure a smooth transfer, guidance and telephonic support 24*7.
18. The Bidder should set up a call centre to handle various queries regarding downloading question papers. The call centre should work 24*7 with designated

E-mail to the University.

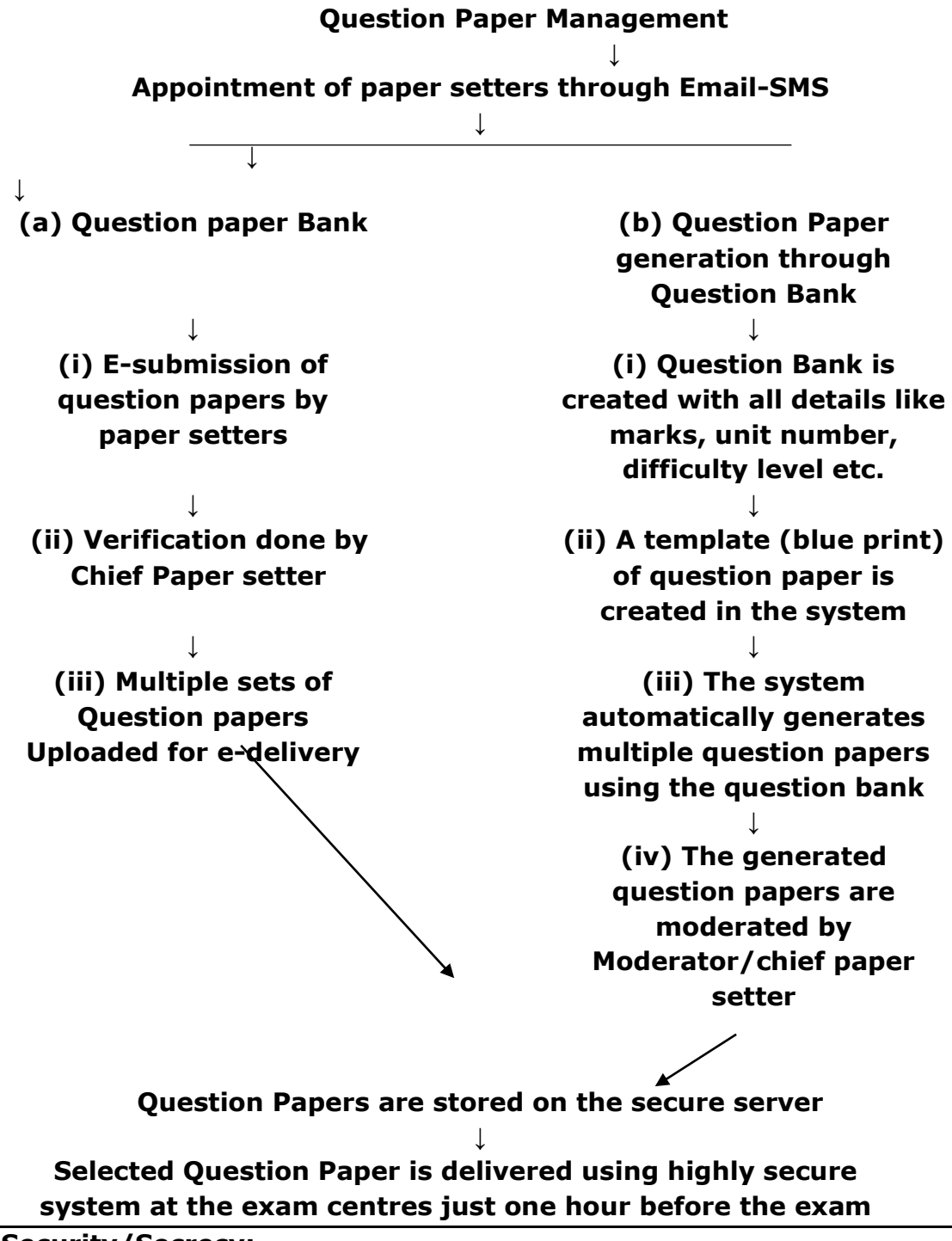
19. The Bidder should maintain secrecy and also maintains a necessary record of downloading question papers, and provides services for Secured Delivery of question papers to all exam centres.
20. Penalty up to 10% of the contract value shall be levied for the delay in supply of the material or deficiency in the service, as per the rules prescribed in the Maharashtra Public Universities Act, 2016 and the Maharashtra University Accounts Code, 2012 or the agreement and work contract will be terminated if issues and problems are not resolved mutually consent.
21. The University shall have right to schedule the visits of its officials to the site where the assigned work is carried out by the Bidder.
22. The Bidder shall adhere with all seriousness to the time schedule provided by the S.N.D.T. Women's University, Mumbai.
23. Taxes should be applicable as per the rules.
24. The Contract period will be extended upto 5 years and that has to signed by the Bidder who will get the work order as per the Decision of the Tender Committee for the Creation of Question Bank, Auto generation of Question papers from the Question Bank, uploading of question papers and Delivery of E-mode Question paper to all Examination Centres.
25. All the activities related to e-mode transfer of question papers must be done from the designated premises of the University.

G. Dashboard

a. The bidder should provide web application to monitor, from the control centre at Pariksha Bhavan, SNDT Women's University, for the duration examinations are held, for the pre-examination, during examination and post-examination activities for all the centres in India.
b. The University needs to have a dashboard view the list of the exam centres where the Question papers was downloaded, time of download, centres where the Question papers has not been downloaded etc. The entire records/log of the Question papers download activities needs to be captured.

H. Backup and Restore facilities

a. Timely Database backup and restore backup facilities should be provided in the system.



❖ **Security/Secrecy:-**

- To ensure data security at highest.
- Question papers should be highly secure and within the control of the University's authorized officials. This should be accessible only to authorized personnel through

authorized systems as per the University role based workflow.

- 256 bit encryption or industry norm which is higher than 256 bit encryption, should be used while Question paper is being uploaded and for Question paper storage and transfer and when it is downloaded at the respective examination centre.
- Entire content/material supplied by the University has to be encrypted with at least 256- bit encryption system.
- Question papers should only be able to decrypted using two-layer security i.e., both public and private keys for additional security.
- Dynamic water mark of respective exam centre code should be printed on Question papers downloaded to identify the exam centre that has downloaded the Question papers.
- The successful bidder should provide with specifications for devices and systems to be used for authentication, hardware and software required at all stages for Central server and Exam Centres.
- The successful bidder should demonstrate the secured software set-up for completing Question Paper transmission.

❖ **Trouble Shooting & Handholding:-**

The bidder should be able to provide year round client support system in terms of physical as well as through remote access (telephone/mail/chat/virtual or remote connectivity) to resolve any issues faced by exam centres/University with regards to online question paper delivery system. The service provider should maintain two independent and dedicated servers; one as primary and Second as a backup. Both servers should be SSL certified with minimum 2048 Bit encryption. If primary server goes down, the system should automatically shift to the backup server. The bidder should have capabilities of preventing any hacking and malpractices in the Secured Online Question Paper Delivery System (SOQPDS). The successful bidder should have live investigation techniques to curb any types of threat revolving around the cyber world.

Other Conditions –

(A) The proposed software should be preferably Govt. of India compliant CERT – IN certified for IT security **or** a valid CMMi level Certificate.

(B) The bidder must be clear about the proposed system with Technical Architecture; Mandatory and Optional Modules; Module Integrations and Report Generation etc.

(C) Online and onsite support shall be given to examination centres by the Bidder.

(D) The typesetting and proof correction work of question-papers shall be carried out as far as possible at the Pariksha Bhavan, Santacruz (West), Juhu Campus, Mumbai 400 049 and as per the directives of the Director, Board of Examinations and Evaluation.

(E) The charges, if any, for software, computer, data cards / instruments, arrangement for electricity (UPS & Generator ETC) Photocopier, printer, if any, shall be borne by the Bidder.

(F) The time management and examinations schedule shall be strictly followed

(G) After the examinations are over, the Bidder should deliver all the questions paper which are published in the examination as per course wise, semester wise, subject wise for the office records to be preserved.

(H) Letter of acceptance of terms and conditions of the work to be given by Bidder to the undersigned.

(I) **Security Deposit** - Separate Bid Security Declaration Form duly signed by the authorized signatory of the bidder has to be submitted along with the Technical Bid and successful bidder has to deposit **@2% cost of the agreement at the time of receiving the work order.**

(J) **Taxes -** The rate must be inclusive of all charges. Taxes are to be mentioned clearly in the quotation.

(K) **Payment:** Payment will be done after each term examination after the satisfaction report and data transfer to the confidential examination unit of the Pariksha Bhavan. No advance will be paid. TDS will be deducted as per rules.

(L) **Penalty:** Penalty up to 10% of the contract value shall be levied for the delay in supply of the material or deficiency in the service, as per the rules prescribed in the Maharashtra Public Universities Act, 2016 and the Maharashtra University Accounts Code, 2012 or the agreement and work contract will be terminated if issues and problems are not resolved mutually consent.

(M) **Validity:** The rate validity will be upto 120 days from the date of submission deadline.

(N) **Fraud And Corrupt Practices:**

"Fraudulent practice" means misrepresentation of facts in order to influence a procurement process or execution of a contract, to the detriment of the purchaser and includes collusive practices among tenderers designed to establish tender prices at artificial non-competitive levels to deprive the purchaser of the benefits of free and open competition

- The Applicants and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Bidding Process. Notwithstanding anything to the contrary contained herein, the Authority may reject an Application without being liable in any manner whatsoever to the Applicant if it determines that the Applicant has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the Bidding Process.
- Without prejudice to the rights of the Authority under relevant Clause hereinabove, if an Applicant is found by the Authority to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Bidding Process, such Applicant shall not be eligible to participate in any tender or RFQ issued by the Authority during a period of 2 (two) years from the date such Applicant is found by the Authority to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.
- For the purposes of this Clause, the following terms shall have the meaning hereinafter respectively assigned to them:

❖ "corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Bidding Process (for avoidance of doubt, offering of employment to, or employing, or engaging in any manner whatsoever, directly or indirectly, any official of the Authority who is or has been associated in any manner, directly or indirectly, with the Bidding Process or the LOA or has dealt with matters concerning the Concession Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the

Authority, shall be deemed to constitute influencing the actions of a person connected with the Bidding Process);

or

save and except as permitted under the relevant sub clause, engaging in any manner whatsoever, whether during the Bidding Process or after the issue of the LOA or after the execution of the Concession Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Concession Agreement, who at any time has been or is a legal, financial or technical adviser of the Authority in relation to any matter concerning the Project;

- "fraudulent practice" means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Bidding Process;
- "coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence any persons participation or action in the Bidding Process;
- "undesirable practice" means (i) establishing contact with any person connected with or employed or engaged by the Authority with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bidding Process; or (ii) having a Conflict of Interest; and
- "Restrictive practice" means forming a cartel or arriving at any understanding or arrangement among Applicants with the objective of restricting or manipulating a full and fair competition in the Bidding Process.
- If the Employer/Financier determines that the Vendor has engaged in corrupt, fraudulent, collusive, coercive or obstructive practices, in competing for or in executing the Contract, then the Employer may, after giving 14 days" notice to the Vendor, terminate the Vendor's employment under the Contract and expel him from the Site, and the provisions of relevant Clause shall apply as if such expulsion had been made.
- Should any employee of the Vendor be determined to have engaged in corrupt, fraudulent, collusive, coercive, or obstructive practice during the execution of the Works, then that employee shall be removed in accordance with relevant Clause. For the purposes of this Sub-Clause:

- "corrupt practice" is the offering, giving, receiving to soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
- "another party" refers to a public official acting in relation to the procurement process or contract execution. In this context, "public official" includes Financer staff and employees of other organizations taking or reviewing procurement decisions
- "fraudulent practice" is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
- "collusive practice" is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
- "coercive practice" is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
- "obstructive practice" is deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede the Financier investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or
- acts intended to materially impede the exercise of the Financer's inspection and audit rights provided.
- "party" refers to a public official; the terms "benefit" and "obligation" relate to the procurement process or contract execution; and the "act or omission" is intended to influence the procurement process or contract execution.
- "parties" refers to participants in the procurement process (including public officials) attempting to establish bid prices at artificial, non-competitive levels.
- a "party" refers to a participant in the procurement process or contract execution.

(O) **Repeat Order:** Repeat orders may be placed against a previous order recently placed, but in any case not later than six months after the initial order was place provided

a) Repeat order can be given only once and with a value and quantity not more than 50 percent of initial order; or Rs. Ten Crore or whichever is less can be purchased

b) Repeat order should not be placed if the original order was placed to cover an urgent demand;

c) Repeat order can only be placed after the delivery of the subject matter of procurement from the original order has been completed;

d) Repeat order may be placed in year of procurement of subject matter or in the subsequent financial year. However, the repeat order should be given within six months of the original purchase order.

e) The quality of the material to be procure through repeat order should not be inferior than the original order quantity;

f) The officers concerned are satisfied that there has been no downward trend in the prices or that the rates are either steady or are standardized. Such a certification along with the necessary documents needs to submitted to the tender /purchase committee;

g) Proposal for repeat order in case of deviations from the guiding principles given above should be submitted to the respective purchase committee for final decision, with special justification for resorting to such purchase. The unit value used for the repeat order is not be more than the original unit value.

h) All repeat order proposals needs to be approved by tender / purchase committee.

i) The original tender should have a clause about repeat order specifying the possible quantities in percentage that could be ordered by the department; and

j) In case procurement department is aware of the procurement of the subject matter of same specification made by the other department then the procuring department may procure from the same supplier, provided the procurement is of a quantity less that of the other department and procuring department orders would be placed within six months after the initial order was placed. It is also necessary that such a purchase is brought to the notice of the other department.

(P) **Office Visit, Checking of Computer, Server Machine and any other related Equipments** will be checked any time during the contract period.

(Q) If there is any changes in the Taxation Policy from the Government then the cost of the tender has to be reduced after the contract has been allotted.

(R) Discontinuation of services will not be allowed before 18 months after the bidder get the order and bidder has to Creation of Question Bank, Auto generation of Question papers from the Question Bank, uploading of question papers and Delivery through E-mode of Question papers (Secured Online Question Paper Delivery System (SOQPDS)) to all Examination Centres for minimum 3 Examinations terms and If the bidder wants to leave in between contract period than 6 months notice period has to be given after completing contract period of 18 months.

13. Period of Contract with Renew Option:

- The period of contract shall be for 1 year from the date of **Contract with renew option thereafter with mutually agreed Terms and Conditions.** The Extension for the second year will be given only after the performance is found satisfactory and the report of same and in the same way the extension for the third year will be given.
- No request for the increase in the rates will be entertained.
- No change in the constitution of the contract shall be made during the contract period without prior permission of SNDT Women's University. In such changes are made without prior permission of SNDT Women's University than the contract placed with the bidder shall be cancelled and the security deposit will be forfeited.

14. Right to Termination & Exit

Either parties may exit the Contract by serving the other party a notice of not less than six months without giving any reason whatsoever.

The Contract can be terminated by either party giving the other party, a prior written notice of not less than six months of its intention to do so but without dishonouring any commitment entered into prior to the date of termination notice and no party shall leave its commitment unfinished which may result in tangible losses to the other party.

The Contract may also stand terminated for any reasons such as legal processes between UNIVERSITY & Successful Agency, acts of the State or similar such exigencies beyond the normal control of the party concerned and which disable any of the parties hereto from functioning further.
The Contract may be terminated by both parties by mutual consent.

Both the parties shall honour commitments made prior to the date of notice, complete the ongoing work to avoid major inconveniences or serious dislocations of the work of either party and shall settle any outstanding dues without recourse to compelling action, upon such termination.
Despite termination, the parties shall abide by the usual professional ethics and normal code of conduct to maintain the confidentiality of the information and intellectual property rights.

15. Intellectual Property Rights

The bidder shall explicitly and exclusively develop / customize / amend the software and/or its versions required for rendering the said software solution & services with and shall be transferring the technology by hosting on Web server. During the phase of Build and operations as such, the software code, whether compiled or un-compiled, in printed or electronic format, with software design logic including Database & Schema Design, graphical user interfaces (GUI) and their design, look and feel, are explicitly Intellectual Property of the Agency including the ownership at any given stage of Development / Customization/Implementation before the stage transfer of technology is achieved.

Once the stage of optional Takeover/Handover/Transfer of Developed Technology including Source Code / Web platform / framework / databases is achieved and all the invoices are received by the Agency the ownership shall be exclusively with University and it shall treated as the property of the University.

Each party hereby undertakes to inform the other party of any violation of Intellectual Property Rights and General Rights or its unlawful use, under prevalent laws of the land.

The data as received and generated in the Developed /Customized Applications and the content in any form shall be the property of the University and the bidder shall have right of access thereto only to the extent of and for performing its responsibilities. If any application/s for information is received by the Agency under The Right To Information Act regarding any of the said matters then, only University shall be responsible for replying since the property rights of the data and information are held by the University.

Further, each of the party herein, agrees to co-operate with the other to the extent possible in the process of investigating such cases of any violation of Intellectual Property Rights and General Rights or its unlawful use and taking legal action against the said infringement.

16. Confidentiality of Data

The Data generated through the process of implementation / usage will strictly be kept confidential and will not be shared be with any outside agency.

17. Technical & Security Audit Issues

Technical Requirements:

The successful bidder shall be responsible to adhere to all the technical requirements as mentioned in this section below.

a. The Solution should be web-based application having centralized database and application server.
b. The Solution should be compatible and be able to be integrated with various Open Source Standards and Technologies.
c. The system's development environment and databases should not restrict University Teaching faculty and Pariksha Bhavan confidential examination unit staff from using the application or data in any future applications.
d. The solution should support bilingual (English and Marathi) and should be UNICODE compliant supporting Screens, data entry, search facilities, reports etc.
e. Should support interoperable, portable, and scalable applications, services, interfaces, data formats and protocols.
f. The solution should be browser, platform independent.
g. The portal shall be accessible through mobile and other handheld devices like iPad; tablets etc. and the pages shall adjust suitably as per the device.

Please understand & fill-up the FORMS in next pages with utmost care

18. Pre Bid Clarifications & Queries

The bidders shall forward the queries regarding tender issues in the following format to the contact address at which the bids are to be submitted as well as the email id mentioned. The actions and response taken in regards to the queries will be web-published on https://dhe.maharashtra.etenders.in. These actions and response if any to the pre-bid queries shall stand as a valid and extended document of this RPF document.

Kindly note that telephonic queries shall not be entertained.

University Reserves all rights of pre-bid queries and responses and shall be not an obligation to consider any or reject all.

Contact Details to forward pre-bid queries:

Contact Details:

Tender Authority : SNDT Women's University, Mumbai
Contact No : 022-26615159, 022–26615138,022–26608374

Format for pre-bid queries

RPF No : **Name of Organization :** **Name of Authorized Person:**			
Postal Address of Organization **Telephone No:** **Email ID**			
Sr. No.	**Page No or Section details**	**Details of existing Text/Contents as per RPF**	**Expected changes / amendments**
1			
2			
3			

19. Affidavit

(Executive Magistrate/Notary Public.)

Affidavit

I, _____ (Name of Contractor/ Authorized person), Aged about _____ years, residing at _____

_____ (Postal Address) do hereby swear this affidavit that, I am the proprietor/Partner of _____ (Name of company/firm) Registered at _____.

I do hereby swear that, the documents submitted in envelope No. 1 of the tender document for the work of _____are true, correct and complete. I am not blacklisted in any organization. In case the contents of envelope No.1and other document pertaining to the tender submitted by me are found to be incorrect or false, I shall be liable for action under the relevant provision of Indian Penal Code and other relevant laws.

Signature of Authorised person

Applicant/Contractor
Name

_____

Address

_____

Place : - _____
Date : - _____

E-mail ID

_____

Mobile No.

_____

20. DECLARATION OF THE BIDDER

I/We hereby declare that I/we have made myself/ ourselves thoroughly conversant with the local conditions regarding all materials and labour on which I/we have based my/our rates for this tender. The specifications and lead of materials on this work have been carefully studied and understood by me/us before submitting this tender. I/we undertake to use only the best materials approved by the **Name of University** or his duly authorized representative before starting the work and to abide by his decision.

I/We hereby undertake to pay the labourers engaged on the work as per minimum wages Act 1948 applicable to the Zone concerned.

Signature of Bidder

21. FORM-A

TENDER Letter Performa

To,
The Registrar,
Name of University

Sub: Tender for selection of Agency for three (03) years for "Creation of Question Bank, Auto generation of Question papers from the Question Bank, uploading of question papers and Delivery through E-mode of Question papers (Secured Online Question Paper Delivery System (SOQPDS)) to all Examination Centres for Winter Examinations 2026 to Summer Examinations 2029"

The undersigned having read and examined in detail all the TENDER documents pertaining to your assignment-do hereby expresses the interest to do the work as specified in the scope of work in tender document and agreed to all terms and conditions as specified in the scope of work in tender document.

Sr. No.	Description	Response
1.	Name of the Vendor	
2.	Address	
3.	Name, designation of the person to whom all references shall be made.	
4.	Telephone (with STD code)	
5.	Mobile No. of the contact person	
6.	E-mail of the contact person	
7.	Fax No. (with STD code)	

I/We hereby declare that my/our TENDER is made in good faith and the information contained is true and correct to the best of my/our knowledge and belief.

Thanking You,

Yours faithfully,

(Signature of the Applicant)
Name:
Designation:
Seal:
Date:

Witness by – Signature:
Name:
Address
Date:
Place

22. FORM-B

To,
The Registrar,
Name of University

Sub: Tender for selection of Agency for three (03) years for "Creation of Question Bank, Auto generation of Question papers from the Question Bank, uploading of question papers and Delivery through E-mode of Question papers (Secured Online Question Paper Delivery System (SOQPDS)) to all Examination Centres for Winter Examinations 2026 to Summer Examinations 2029"

Sr. No.	Name and Address of Universi	Name and Contact No of Concerned Authority	Start Date of Assignment	End Date of Assignment	No of Academic Cycles Completed	Work Order / Certificate Attached
1.						
2.						
3.						

Note: Please also note that copies of work orders and satisfactory completion certificate from the customers shall be required to be submitted for all the references mentioned above. If required, you may to attach extra sheets.

23. FORM-C

DECLARATION BY VENDOR TO BE SUBMITTED ON NON- JUDICIAL STAMP PAPER Rs.100.00/-I/WE,……owner of …… representing ……,

Hereby solemnly declare & confirm that:

(1) No employee or direct relation of any employee of UNIVERSITY, is anyway Connected as Partner/Share holder/ Director/ Advisor /Consultant/Employee etc. with the firm.

(2) The information furnished is correct to the best of my knowledge and belief. If any information furnished by me is found to be false/ misleading, at any stage, my application/registration shall be liable for cancellation and forfeiture of EMD/Performance Guarantee/Security Deposit.

(3) My/our firm has not been black listed by any institution of the Central/ State Government/any PSU/other institute etc. in the past.

(4) I/We understand and authorize the UNIVERSITY to reserve the right to add/delete/alter any of the items to amend/add or any of the terms and conditions without assigning any reason (s) for the same.

(5) The decision of the University shall be acceptable & binding upon me/us.

……..

(Signature of Proprietor/Partner /Chief Executive)

Name:

Date:

Place:

24. Proforma – I

DECLARATION regarding NON - Blacklisting

Date:

To,
The Registrar,
Name of University

Sub: Tender for selection of Agency for three (03) years for "Creation of Question Bank, Auto generation of Question papers from the Question Bank, uploading of question papers and Delivery through E-mode of Question papers (Secured Online Question Paper Delivery System (SOQPDS)) to all Examination Centres for Winter Examinations 2026 to Summer Examinations 2029"

Dear Sir,

In response to your Tender ref No._____, as a Proprietor/Director/Owner of M/S _____ I/We hereby declare that our Company is not blacklisted by Government of India/Government of Maharashtra or any other state government/union territory as well as there are no criminal cases against company and any of the board members.

Also our Company is having clean legal records. Also there are no open legal cases / petitions in any of the courts / high courts related to our service.

Thanking you;

Signature of Authorised Signatory with Name, Designation & Seal

25. Proforma – II

BIDDER'S AUTHORISATION CERTIFICATE

To,
The Registrar,
Name of University

Sub: Tender for selection of Agency for three (03) years for "Creation of Question Bank, Auto generation of Question papers from the Question Bank, uploading of question papers and Delivery through E-mode of Question papers (Secured Online Question Paper Delivery System (SOQPDS)) to all Examination Centres for Winter Examinations 2026 to Summer Examinations 2029"

Dear Sir,

_____is hereby authorized to sign relevant tender documents on

behalf of the Company in dealing with Tender of reference

_____ dated _____. He is also authorized to

attend meetings and submit Technical and commercial information as may be required by you in the course of processing above said tender.

Thanking you,

The Specimen signature of the authorized person is as:-

AUTHORIZED SIGNATORY

Name :

Seal:

26. Commercial Bid format (Appendix A)

Name of University

Tender for selection of Agency for three (03) years for "Creation of Question Bank, Auto generation of Question papers from the Question Bank, uploading of question papers and Delivery through E-mode of Question papers (Secured Online Question Paper Delivery System (SOQPDS)) to all Examination Centers for Winter Examinations 2026 to Summer Examinations 2027"

Name of Agency:			
Sr. No.	Details of Store Material (Without Make) & Details of Required Technical Specification	Qty.	Total Cost & Taxes (Inclusive of taxes)
1.	Creation of Question Bank, Auto generation of Question papers from the Question Bank, uploading of question papers and Delivery through E-mode of Question papers (Secured Online Question Paper Delivery System (SOQPDS)) to all Examination Centres - Winter Examinations 2026 to Summer Examinations 2027 ❖ **Please read all the instructions carefully in Sr. no. 12 - Brief Introduction and Scope of Work from page no. 22 to 33.**	15000 paper Approx (Winter Exam) 15000 paper Approx (Summer Exam) (One year)	
***Total of (Inclusive of Taxes) =**			

1. Above Charges should be inclusive of all taxes and excluding taxes. (GST Charges at actual)
2. The Bidder must quote all the columns mentioned above. Charges must be quoted/mentioned in Amount i.e. Indian Rupees (INR) that too in number & words both.
3. The execution of activity of Transfer of Developed Technology with Source Code shall at the discretion of University.
4. Amount mentioned in Words shall be considered if amounts mentioned in Number and Words differ.

5. It is assumed that the bidder has understood the above method of indicating and mentioning the charges.
6. No overwriting is allowed in the financial bid.
7. No condition of minimum colleges/ transactions shall be entertained.

Signature and Seal of the Bidder

*****

***End to End ***