

Notice Inviting Tender (NIT)

***“Development of Web Based Portal
& Conduct of Pre & Post Examination
Processing work & Online
Counseling for CET-2016”***



**WEST BENGAL STATE COUNCIL OF
TECHNICAL & VOCATIONAL
EDUCATION & SKILL DEVELOPMENT
(Technical Education Division)**

***Erstwhile: - West Bengal State Council of Technical Education
(A Statutory Body under Government of West Bengal Act XXVI of 2013)
Karigari Bhavan, 4th Floor, Plot No. B/7, Action Area-III,
Newtown, Rajarhat, Kolkata-700 160***

Vide Memo no. WBSCTVESD/TED/2015-2016/327

Dated : 26.02.2016

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Introduction:
Key Requirements

Introduction: Key Requirement

1. Brief Description

Notice inviting e-Tender for Development of Web based portal and conduct of Pre & Post Examination Processing work and Online Counseling for admission through CET-2016 to Govt. ITIs / ITCs/Jr. Polytechnic in West Bengal for the academic session 2016–2017

(Through Pre-qualification Online submission of Bids)

The Council conducts competitive Entrance Examinations (CET) for admission to Govt. ITIs / ITCs/Jr. Polytechnics. The Council has decided to outsource the jobs detailed below for efficient and timely discharge of procedural formalities related to admission of students in different Govt. ITIs / ITCs/Jr. Polytechnics in the State of West Bengal for the academic session 2016–2017.

In its endeavor to conduct Online Counseling for different modes of admission as Stated above, Competent authority of this Council invites e-tenders for Pre & Post Examination Processing work and Online Counseling as detailed below in conformity with the job listed in BOQ (Bills of Quantity).

2. Memorandum

- | | |
|----------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| (A) <i>Earnest-Money</i> | : 1,50,000/- in DD (Demand Draft) in favour of “ West Bengal State Council of Technical and Vocational Education & Skill Development ” Payable at Kolkata |
| (B) <i>Performance Bank Guarantee</i> | : 10% of total work value. |
| (C) <i>Performance, if any to be Deducted from bills</i> | : T.D.S. as per I.T. rules in force. |
| (D) <i>Validity Period</i> | : 2 years from the date of issuing of Work order along with the provision of extension for another one year |

3. Abstract Scope of Work:

Sl. No.	Name of Work <i>(all work / services as a single package work)</i>	Details of Work	Cost of Tender Form	Earnest Money
1	<i>Developing Online Application Forms, Pre and Post Examination Processing work & Conducting of online counseling using web-enabled user-friendly software for admission through CET into Govt. ITIs / ITCs /jr. Polytechnics in West Bengal for the session 2016-17 & setting up of Help Desk Centres and Tele-call centre..</i>	<i>As per Annexure</i>	Nil	1,50,000/-

N.B.: Fully dedicated portal to be designed for CET-2016

4. Information Regarding e-Filing:

For e-filing, the bidders are required to download the tender documents from the website: <http://wbtenders.gov.in> directly using Digital Signature Certificate and submit the duly signed copy of the NIT along with EMD, a scanned copy of which is to be uploaded online at the time of submission of the bid. The bidders shall have to submit the hard copy of the same to this office as per the time schedule mentioned. Failure to submit the hard copy within the time period prescribed for the purpose shall invalidate the bid.

Organization/Company having SSI (Small Scale Industry)/NSIC registration etc. on similar kind of projects shall be allowed EMD exemption.

1. Both Technical Bid and Financial Bid duly digitally signed are to be submitted concurrently in the website <http://wbtenders.gov.in>.
2. The time schedule for obtaining the bid documents, pre bid meetings, registration with the tendering authorities, submission of bids and other documents etc. Will be as per the list provided in serial no 15 below.

5. Eligibility for Quoting:

A. Project Execution Requirements:

The firms should have experience of executing similar projects having value not less than Rs.1.5Crore/Annum for at least two years over the period of last 4 financial years.

B. Other Requirements:

- i) The Bidder must have working experience in handling turnkey projects (e.g. Creation of Database with necessary software, Evaluation of answer script, Merit panel preparation & On-Line counseling) in the area of selection for admission / recruitment for at least three years from 01.04.2012 to 31.03.2015 in any Govt. / Semi Govt. organization.
- ii) The bidder should have satisfactorily completed at least 5 turnkey projects related to Development of web based portal, Pre & Post examination processing work and conduct of On-line Counseling for Govt. / Semi Govt. organization.
- iii) The bidder should have experience of establishing/creation of Help Desk Centers consisting of Internet connectivity & providing Manpower .
- iv) The Bidder must have facilitated/established call center facility for handling admission related tasks for any Govt. / Semi Govt. organization .
- v) The bidder should have its own/hired functional data center (since last 3 months) with minimum of 3 high end servers and dedicated bandwidth minimum of 100 mbps speed to host the website.
- vi) **The agency must have been registered under the Companies Act, 1956.**
- vii) **The bidder shall be ISO 9001 certified along with ISO 27001 and CMMI 3 level certified.**
- viii) The bidder should have online integrated grievance management module to facilitate student queries.
- ix) The bidder should not have been blacklisted by any Govt. / Semi Govt. organization in the last five years.
- x) **The bidder should have satisfactorily completed at least 5 turnkey projects of similar nature related to Development of web based portal, Pre & Post examination processing work and conduct of On-lineCounseling for Govt. / Semi Govt. organization over the last 4 years of which at least one project should be of value not less than 75 Lakhs.**

6. Mandatory Disclosure:

i) Tenderer has to participate for performing all work / services as a single package work, the developed web based Software for online Counseling should be handed over to the Council. Rate should be quoted per candidate basis eligible for getting e-Admit card.

ii) Tentative date of making the Portal Live for Online Application : 22nd March, 2016

iii) Ensure Data Integrity along with post entry signature & Photo identity verification with provision of IP Addressing/Tracking of data.

7. Submission of the Tenders:

All tenders must be submitted online as provided in Table below in compliance with Annexure detailing the scopes of work. Tenders will be opened in presence of such bidders, or their authorized representatives.

The tender is to be submitted in a Two Bid System.

"BID A":

One folder for "Essential Requirements of the Tendering Firm for participation" shall contain all papers related to the essential requirements of the Bidder for participation in the tender viz.

Prequalification doc/ Statutory Documents:

1	Demand Draft/Pay Order of Rs.1,50,000/- (Rupees One lakh Fifty Thousand only) favouring "West Bengal State Council of Technical and Vocational Education & Skill Development" payable at KOLKATA as Earnest Money
2.	Application form duly signed in the Letter Head of Company
3.	Copy of Tender document signed on each page signifying acceptance of terms & conditions

**** A folder will contain only one file. A file may contain multiple pages.**

Non statutory documents/my documents to be attached with the Technical Bid:

Sl. No.	Category Name	Sub Category Name	Sub Category Description
A	CERTIFICATES	A1. CERTIFICATES	PAN Card, Professional Tax Registration, Service Tax/VAT Registration, as applicable
B	COMPANY DETAILS	B1. COMPANY DETAILS 1	TRADE Licence/Enlistment, Registration with the Registrar of Companies as applicable
		B2. COMPANY DETAILS 2	BIS certification/I.S.I. certificate as applicable
C	CREDENTIAL	C1. CREDENTIAL 1	Current Non-conviction certificate or affidavit of non conviction affirmed before a First Class Judicial Magistrate (affidavit sworn after 1st Jan. 2016);
		C2. CREDENTIAL 2	
D	FINANCIAL	D1. P/L & BALANCE SHEET	P/L & Balance sheet 2012-2013

	INFORMATION	2012-2013	
		D2. P/L & BALANCE SHEET 2013-2014	P/L & Balance sheet 2013-2014
		D3. P/L & BALANCE SHEET 2014-2015	P/L & Balance sheet 2014-2015
E	DECLARATION WITH SUPPORTING DOCUMENTS	E1.DECLARATION 1	Last return of Income Tax
		E2.DECLARATION 2	Last return of VAT (As applicable)
		E3.DECLARATION 3	Last return of Service Tax (As applicable)
F	LEVEL OF CERTIFICATION	QUALITY CERTIFICATION	ISO 9001 along with ISO 27001 and CMMI 3 Level

**** The above Statutory Documents as well as the NSD (Non Statutory Documents) are Compulsory for qualification under Technical BID.**

BID B”:

1. Another folder as “Financial Bid” shall contain the financial bid (Item-Rate BOQ) with the base rate per accounting unit (Per candidate basis eligible for getting e-Admit card) inclusive of all charges, taxes, duties, freights etc but exclusive of VAT /Service Tax, if any, which is to be put separately in a separate column. However Evaluation will be made on the basis of Base Rate.
2. During the tender evaluation process, the “Bid A” will be opened first. Bidders having qualified for the essential requirements will be identified on the basis of the supplied documents. The Tender Selection Committee / Purchase Committee will assess the capability of the bidders for executing the deliverable service of the Council during the tender period.
3. The “Bid B” of those bidders, failing to meet the essential requirements of participating in the tender and subsequently failing to qualify in the opinion of the TENDER SELECTION/ PURCHASE COMMITTEE after the presentation, will not be opened and be rejected.
4. The Bidder quoting the **lowest single basic rate per candidate** in “Bid B” will be considered as **successful**, if otherwise eligible.
5. The decision of the tender selection committee / purchase committee will be final in this matter.

All above documents/papers as applicable should be submitted with Bid -‘A’

8. Testing: A test run is to be done at the cost of the bidder before final delivery

9. Withdrawal /Cancellation & Purchase Policy of Tendering Authority:

- i) The tendering authority reserves the right to withdraw any item from the tender at any stage. The selection of such item, if already made in favour of any Bidder, shall be treated as cancelled.
- ii) The tendering authority reserves the right to reject or accept any tender or part thereof at any stage or to split any tender without assigning any reason thereof. Withdrawal of tender or any revision after submission of tender by the Bidder will not be allowed.
- iii) The tendering authority reserves the right to accept or reject any tender, in part or in full, without assigning any reason.

10. Penalty Clause:

- (A) In case of execution of services, any such items determined by the appropriate authority will not be accepted and the payment for such items will not be made to the supplier.
- (B) Debarment from participation in next tender processes of the Technical Education & Training Department: The Tender Selection Committee / Purchase Committee reserves the right to declare a firm/ Company blacklisted for five years due to the following reasons:

If the supplier

- i) Withdraws from agreement after being the “Lowest Quoted Bidder”
 - ii) Fails to execute within stipulated period.
 - iii) For supplies of substandard items within tender period as determined by the Competent Authority.
 - iv) Submits false or fabricated documents by any firm/ company for participating in the tender, even if proved later on.
 - v) Quotes absurdly high or low rate in the opinion of Tender selection Committee, with the intention to vitiate the tender process.
 - vi) Submits tender for the product(s) for which the concerned company has been blacklisted either by the State Government/ other State / Central Government Organization.
 - vii) Submits tender during the period of blacklisting of the Concerned Company either by Tender Inviting Authority or by any State Government or by other State/Central Government.
- (C) Financial Penalties for deficiencies in services/supplies during the period of the tender and its subsequent extensions:
1. For, any delay in the supply of deliverable service: (The procuring officer shall provide the evidence of sending the order to the approved service provider or his authorised distributor or dealer, as the case may be). Partial execution will not be considered as “delivery in full” unless specified in the work order.
 - a. First time offence:
If orders are not executed as per the schedule provided by the Council - one day’s delay at any stage of online counselling as mentioned in the work order - Caution to be sent along with the copy of the order.
 - b. Second time offence - one day’s delay occurring at any subsequent stage of online counselling: as mentioned in the caution notice as provided in a above - 5% of the total value of the order or Rs 4 lakhs (four lakhs) whichever is less will be deducted from the billed amount.
 - c. Third time or each subsequent offence - one day’s delay occurring at any subsequent stage of online counselling - 15% of the total value of the order or Rs.10,00,000 (ten Lakhs) whichever is less will be deducted from the billed amount.:
 - d. For firms who fail to execute the full order on five occasions within the tender period and its extensions- the whole Performance Bank Guarantee will be forfeited and the firm and its principals will be debarred from participation in tenders of this Council for the next five years.
 3. The names of the defaulting parties will be put up in the Departmental website.

4. Enhancement of rates or the fact that the tender period has been extended will not be acceptable as a plea for non-delivery within the stipulated period as provided in the work order.
- (D) Non-supply/Risk Purchase
- i) If Bidder fails to execute within the stipulated period, the Tender inviting authority is at liberty to make alternative purchase of item/ items/services for which orders have been placed from any other source, following provisions of the existing Acts/ Rules/ Orders.
 - ii) For the situation as enumerated in points i), ii), under Clause 7(B), the supplier will be imposed penalty apart from forfeiture of Performance Guarantee. The excess expenditure over and above contracted prices incurred by the Tender inviting authority in making such purchases from any other sources or in the open market or from any other money due and will become due to the default supplier/service provider and in the event of such amount being insufficient, the balance will be recovered personally from the supplier or his pending bills, if any.
- (E) In case of failure to provide satisfactory services to the candidates at the help desk centre, bidder (service provider) shall be liable to financial penalty @ Rs. 50,000(Rupees fifty thousand) per non performing help desk centre.
- (F) Similar penal actions may be imposed in case of non satisfactory performance of tele call centre and help lines.

11. Penalty for formation of cartel or furnishing of fraudulent/misleading documents:

If during the tender process or at any stage during the validity of the tender period, it is found that a Bidder(s) has formed a cartel in whatsoever form or name to fix up the rates or suppliers to the detriment of the fairness of the tender process, penal measures shall be initiated. Similar penal measures shall also be initiated against those bidders who have submitted false/ misleading/ fraudulent documents or made incorrect declarations. The penal measure will be -

- i) Forfeiture of Earnest Money
- ii) Forfeiture of Performance Bank Guarantee.
- iii) Cancellation from the approved list of suppliers and debarment from further work orders
- iv) Black listing from all Departmental tenders (called by the TET or others) of the Bidder, the Principals of the firm(s) and the concerned distributor(s) for a period of five years

12. Appeal:

Appeal against the decision to impose such a penalty will lie with the Tender Selection Committee/PURCHASE COMMITTEE. Review against the decision of the Tender Selection Committee/Purchase Committee will lie with appropriate authority of West Bengal State Council of Technical & Vocational Education & Skill Development. The Chief Administrative Officer will be the appellate authority. Before imposing any penalty as per clauses mentioned above, the concerned supplier/service provider may appeal to the authority citing the proper reasons justifying for non-imposing the penalty as stated.

13. Agreement:

On a tender being accepted Letter of intimation (LOI) will be forwarded to the Bidder by the tendering authority. After communication of the same, the Bidder will have to execute agreement in the prescribed form with the tendering authority or his nominee. This present document and the tender forms filled in by the Bidder or copies thereof in so far as they are not inconsistent with these terms & Conditions will be incorporated as part of the agreement. Such agreement will be binding on the Bidder.

14. Validity period of agreement:

The initial contract period will be for a period of 2 Years .However it may be extended for another one year with prior approval of the appropriate authority of the Council, if necessary.

15. Order & Providing Services:

- i) **All Orders** for the supply of estimated quantities of items/service in this tender will be placed **with one of the successful bidders** after the execution of the agreements, and such supply shall have to be made in such instalments as may be fixed or spread over the period to be specified in the work orders to be made in pursuance of the agreements,
- ii) An idea as to quantities of different items that may be required should be obtained by getting in touch with the WBSCT&VE&SD(TED), if the bidders so desire. The assessed quantities may be increased or decreased at the discretion of the tendering authority at any time throughout the period of validity of the tender/ contract.

16. Performance Bank Guarantee:

- i) The performance bank guarantee will be mandatory for all service providers and will not be waived in any case.
- ii) The successful bidders shall be required to furnish the 'Performance Bank Guarantee' equal to **10%** of the value of the order shall be kept with the procuring office as Performance Bank guarantee.
- iii) 'Performance Bank Guarantee' should be submitted within three working days from the date of issue of work order.
- iv) The Performance Bank Guarantee will be liable to forfeiture as enumerated in penalty clauses above.

17. Payment Terms:

Payment will be made after satisfactory and complete execution of deliverable services as ordered subject to:

- i) Submission of Performance Bank Guarantee and penalty as mentioned in relevant clauses.
- ii) Supply of the materials/services as per specification as provided in the tender documents and the work order
- iii) Installation and Commissioning, if needed, up to the satisfaction of the competent authority
- iv) Successful passing of the test conducted on the supplied material/service by the Expert Committee of this Council.
- v) Supply of the materials/services within the period as specified in the work orders
- vi) All deliveries under the contract are to be made based as per direction of Council.
- vii) Approval of Proofs for all printing documents/works have to be approved from the appropriate authority of the Council before final delivery.
- viii) Supply of All materials/services which will be supplied from the Council for the purpose of furnishing information and all materials/services which will have to be supplied by the firm to the Council under the contact.

18. Other related Information:

1. WBSCT&VE&SD(TED) reserves the right to change the above schedule in case of any exigency after putting up a notice in the website www.webscte.org and www.wbtenders.gov.in .
2. All the Technically qualified willing bidders are requested to be present during opening of the financial bid, venue to be notified later in the website www.webscte.org and www.wbtenders.gov.in.
3. No objections in this respect will be entertained raised by any Bidder who will be present during opening of bid, or from any Bidder who will be absent at the time of opening of Financial Bid.
4. During the scrutiny, if it comes to the notice of the tender inviting authority that the credential or any other paper of any bidder is incorrect/ manufactured/ fabricated, that bidder would not be allowed to participate in the tender and that application will be summarily rejected without any prejudice.
5. Prospective bidders may mail their queries in the following e mail addresses : report.webscte@gmail.com
6. Any litigation in this connection is to be settled in Kolkata.
7. The **Tender Selection Committee/Purchase Committee** reserves the right to cancel the N.I.T. due to unavoidable circumstances and no claim in this respect will be entertained.
8. For assistance on procedure of e-tendering, contact NIC helpdesk (033-2337-6098) OR Ms. Sangeeta Mall 9831899991 .

Sd/-
(B.Bhattacharyya, IAS)
Chief Administrative Officer
WBSCTVE&SD



*Key Dates
&
Instruction to Bidder*

Key Dates:

Sl. No.	Items	Publishing Date(s)
1.	<i>Date of uploading of N.I.T. Documents (online)</i>	<i>26.02.2016 at 4.00 P.M.</i>
2.	<i>Documents download start date (Online)</i>	<i>27.02.2016 at 9.00 A.M.</i>
3.	<i>Date of Pre-Bid Meeting with the intending bidders on Karigari Bhavan, 4th Floor, Plot No. B/7, Action Area-III, Newtown, Rajarhat, Kolkata-700 160</i>	<i>29.02.2016 at 12.00 Noon</i>
4.	<i>Bid Submission start date (On line)</i>	<i>01.03.2016 at 9.00 A.M.</i>
5.	<i>Bid Submission closing (On line)</i>	<i>14.03.2016 up to 4.00 P.M.</i>
8.	<i>Last Date of submission of Earnest Money Deposit (Off line)</i>	<i>14.03.2016 up to 4.30 P.M.</i>
9.	<i>Bid opening date for Technical Proposals (Online)(Bid A)</i>	<i>15.03.2016 at 10.00 A.M.</i>
10.	<i>Date of uploading list for Bid A Qualified Bidder</i>	<i>15.03.2016 at 5.00 P.M.</i>
11.	<i>Bid opening date for Financial Proposals (Online)(Bid B)</i>	<i>16.03.2016 at 11.30 A.M.</i>
12.	<i>Date of uploading of the name of successful bidder along with the approved rate</i>	<i>To be notified later.</i>

N.B.

- a. The tentative date of going LIVE of 'ONLINE APPLICATION'-portal for CET-2016 is **21.03.2016**.
- b. The tentative timing of 'ONLINE COUNSELLING'-portal CET-2016 going live is 3rd week of June, 2016.

General guidance for e-Tendering

Instructions/ Guidelines for tenders for electronic submission of the tenders online have been annexed for assisting the prospective Bidders to participate in e-Tendering.

1. **Registration of Bidders:**

Any Bidder willing to take part in the process of e-Tendering will have to be enrolled & registered with the West Bengal Government e-Procurement system, through logging on to <https://wbtenders.gov.in> The prospective Bidder is to click on the link for e-Tendering site as given on the web portal.

2. **Digital Signature certificate (DSC)**

Each Bidder is required to obtain a class-II or Class-III Digital Signature Certificate (DSC) from NIC for submission of tenders, from the approved service provider of the National Information's Centre(NIC) on payment of requisite amount details which are available at the Web Site Stated in Clause-2 of Guideline to Bidder DSC is given as a USB e-Token.

3. The Bidder can search & download NIT & Tender Documents electronically from computer by logging on to the website mentioned in Clause 2 using the Digital Signature Certificate. This is the only mode of collection of Tender Documents.

4. **Participation:**

A prospective bidder shall have to offer rate for all items subject to fulfillment of conditions laid down hereinabove and conforming to production capacity to be laid down in the tender paper.

5. **Submission of Tenders.**

Tenders are to be submitted through online to the website in two folders at a time for each work, one in Technical Proposal & the other as Financial Proposal before the prescribed date & time using the Digital Signature Certificate (DSC). The documents are to be uploaded virus scanned copy duly Digitally Signed. The documents will get encrypted (transformed into non readable formats).

6. **Technical proposal**

The Technical proposal should contain scanned copies of the following in two covers (folders) containing Statutory Documents (SD) & Non statutory Documents (NSD).

7. **Financial proposal**

Another folder as "Financial Bid" shall contain the financial bids (BOQ) .

8. Bidders may mail their queries to any of the e-mail-ids: registrar_i@webscte.org; registrar_ii@webscte.org, report.wbscte@gmail.com.

Application Form

Application Form

(Duly signed scanned copy to be uploaded under
Prequalification Folder in the letter Head of Company)

To

B. Bhattacharyya, IAS

Chief Administrative Officer,
West Bengal State Council of Technical &
Vocational Education and Skill Development.
Karigari Bhavan, 4th Floor, Plot No. B/7, Action Area-III,
Newtown, Rajarhat, Kolkata-700160

Sub: NIT for Development of Web Based Portal & Conduct of Online Admission Processing.

Ref: N.I.T. No. _____ dated _____

Sir,

Having examined the pre-qualification documents (N.I.T.), I /we hereby submit all the necessary information and relevant documents for evaluation.

The application is made by me / us on behalf of _____
_____ in the capacity of _____
_____ duly authorized to submit the order.

The necessary evidence admissible by law in respect of authority assigned to us on behalf of the group of Firms for Application and for completion of the contract documents is attached herewith.

We are interested to provide the services mentioned in the Bill of Quantities.

We understand that:

- (a) Tendering Authority can amend the scope & value of the contract bid under this project.
- (b) Tendering Authority reserves the right to reject any application without assigning any reason thereof

Date : _____

*Signature of applicant including title
& capacity in which application is made.*

Scope of Work

Scope of Work

(All Work/ Services as a Single Package Work)

Annexure (CET)

Basic features of the Online Application form & Pre & Post Examination Work:

1. Development of software for on line submission of Application Forms for CET-2016, and preparation of database for the eligible candidates of CET-2016.
2. Scanning of submitted Filled-in OMR Application Forms, and preparation of database for the eligible candidates of CET-2016 and verification of valid photograph and signature of Applicants.
3. Merging of database obtained from Sl. No. 1 & 3, and preparation of a common database for issuing e-Admit Card. (Last year's candidate number: 1,20,000 approx.)
4. Preparation and issue of e-Admit Card for admission test to the eligible applicants. Issue of admit card should be done through online portal service as well as from the help desk.
5. Scanning of OMR Answer scripts for both 'M' & 'E' Group of trades at Siliguri and Kolkata & Evaluation of answer sheet.
6. Development of software for preparation of merit list of eligible candidates (institute wise, category wise, district wise etc. as per requirement of the Council) for 'M' & 'E' Group of trades separately and display in website of the service provider. Preparation of portal facility so that applicant can see their rank position as well as get a print copy of merit rank.
7. Supply of Merit lists in hand and Soft copy to the Council.
8. Delivery of admitted trainee data base institute wise including photograph as per NCVT-MIS Format.

Modalities of the Payment of Fees against Online Application:

A Candidate, willing to apply online, has to enter to the respective web portal, register their name and upload application. A print out of the filled application form has to be taken by candidate, put his/her signature on it with date and submit to any of the receiving centres with application fee in cash . Receiving centres shall verify the form, receive the fee and validate the application in the respective portal.

Basic features of Conduct of Online Counselling & Allied Work:

- i) Development of software for conducting online counseling and actually conducting the same (institute wise), issuance of trade confirmation slip mentioning all particulars of the intending candidates both for 'M' & 'E' Group, supply of detail list in excel sheet stating all particulars of the selected candidates (institute wise) along with soft copy of scanned application form to individual institutes.
- ii) Admission to be taken by the concerned institutes on the basis of trade confirmation slip.
- iii) Execute the above process for each round of counseling;
- iv) Arrangement of accessible web-site/portal for independent functioning through dedicated web-server;
- v) Last year's registration for online counseling : 66,000 (approx.)

- vi) Approximate 25,000(+/- 10%) allotment to be processed
- vii) Different reports to be presented with soft-copy as well as hard copy
- viii) Processing to be conducted in presence of Council's Expert Committee by the Vendor/Service Providers /Programmer;
- ix) In the first stage of conduct, during the 1st round of counseling, the programmer is to remain present in the control room at the Council's Office premise.
- x) Printing of allotment letter cum money receipt.

Basic features for Maintenance of Help Desk:

- a) For guiding the applicants, maintain one help-desk in each sub-division of the State - by providing man-power and internet connection facility will be arranged by Vendor.
- b) There would be approximately 66 help desks
- c) Each help desk should be furnished one computer, a printer and other infrastructure which will be provided by Institute.
- d) Help desk is to be manned by 2 duly trained personnel.

Basic features for maintenance of a Tele-call centre:

- i) Maintain a 24 hours tele-call-center to help & guide the applicants to undergo the process online counseling. Only BSNL service should be availed.
- ii) The tele-call center should be based in Kolkata
- iii) The tele-call center should have 5 supporting lines are to be manned by duly trained personnel.
- iv) No. Telephone bill above the quoted rate will be paid from the Council. If any telephone bill is received from the service provider after completion of work, the same should be paid by the vendor.
- v) Help Line numbers has to be submitted to the Council prior to the start of online counseling.

For further clarification & other minute details shall be available in the scheduled Pre-bid meeting.