

Notice Inviting Tender (NIT)



**“Post Examination Processing
& Conduct of Online Counseling
Through Web-based Portals for
JEXPO-2016 & VOCLET-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/2015-2016/326

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Introduction:
Key Requirements

Introduction: Key Requirement

1. Brief Description

Notice inviting e-Tender for **Post Examination Processing Works and Online counseling for admission through JEXPO, VOCLET to Diploma in Engineering / Technology courses affiliated to the Council in the State.**

(Through Pre-qualification Online submission of Bids)

The Council conducts competitive Entrance Examinations (JEXPO & VOCLET) to merit-list the applicants for admission to the Polytechnics for pursuing Diploma in Engineering and Technology courses. 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 categories of Institutes in the State of West Bengal for the academic session 2016-2017.

To carry out Post Examination Processing Works and conduct Online Counseling for different modes of admission as Stated above, competent authority of this Council invites e-tenders for Post Examination Processing Works and Online Counseling as detailed below in conformity with the job listed in BOQ (Bills of Quantity).

2. Memorandum

- (A) *Earnest-Money* : **80,000/-** in DD (Demand Draft) in favour of **“West Bengal State Council of Technical and Vocational Education & Skill Development”** Payable at **Kolkata**
- (B) *Performance Bank Guarantee* : 10% of total work value.
- (C) *Performance, if any to be Deducted from bills* : T.D.S. as per I.T. rules in force.
- (D) *Validity Period* : 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 (all work / services as a single package work)	Details of Work	Cost of Tender Form	Earnest Money
1	Post Examination Processing Works, Conducting of Online Counseling using web-enabled user-friendly software through separate portals for JEXPO & VOCLET for admission to the 1st year and 2nd year of Diploma courses respectively in the academic session 2016-2017 & setting up of Help Desk Centres and Tele-call centre.	As per Annexure	Nil	Rs. 80,000/-

N.B.: Two (2) separate fully dedicated portals are to be used for JEXPO & VOCLET.

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 'Key Dates & Instruction to Bidder'.

5. Eligibility for Quoting:

A. Project Execution Requirements:

The firms should have experience of executing similar work having value not less than Rs.1.5 Crore/Annum for at least two years over the period of last four 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 of similar nature related to Development of web based portal, Pre & Post examination processing work and conduct of On-line Counseling 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.
- 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 CMMI3 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 a minimum turnover of Rs. 6 Crore in the last Financial Year (i.e. FY 2014-15) and average of Rs. 5 Crore for last three consecutive financial Years (i.e. FY 12-13, FY 13-14 & FY 14-15) . In support of these criteria bidders shall furnish self-attested copy of Audited Accounts/ Balance Sheet/ Annual report.

6. Mandatory Disclosure:

Tenderer has to participate for performing all works/ 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 registered candidate in online counselling.

7. Submission of the Tenders:

All tenders must be submitted online as provided in Table below in compliance with Annexure detailing the scope 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.80,000/- (Rupees Eighty 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 INFORMATION	D1. P/L & BALANCE SHEET 2012-2013	P/L & Balance sheet 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
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**** 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 registered candidate in online counseling) 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 Bidder quoting the **lowest single basic rate per candidate** in “**Bid B**” will be considered as **successful**, if otherwise eligible.
4. 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 of the software is to be done at the cost of the bidder before final delivery and put it to action.

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) Supplies substandard items within tender period as determined by the Competent Authority.
 - iv) Submits false or fabricated documents 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 or 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 2 lakhs (two 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.5,00,000 (five Lakhs) whichever is less will be deducted from the billed amount.
 - d. Any firm who fails 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 from any other source of item/ items/services for which orders have been placed, 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 centres, Bidder (service provider) shall be liable to financial penalty @ Rs. 50,000/- (Rupees fifty thousand only) 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/services 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 has 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 contract.

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. Any objection in this respect raised by any Bidder will not be entertained.
3. 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.

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.wbscte@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. Bhattacharya)
Chief Administrative Officer
WBSCTVE&SD



*Key Dates
&
Instruction to Bidder*

Key Dates:

<i>Sl. No.</i>	<i>Items</i>	<i>Publishing Date(s)</i>
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. Online counseling portals for JEXPO-2016 & VOCLET-2016 are to be made live in 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://etender.wb.nic.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 documents in two covers (folders) containing Statutory Documents (SD) & Non statutory Documents (NSD).

7. **Financial proposal**

Another folder as "Financial Bid" shall contain the financial bid (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. Bhattacharya

Chief Administrative Officer

Technical Education Division,

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 Post Examination Processing Works & On Line Counseling.

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 (JEXPO&VOCLET)

Basic features of Post Examination Processing Works:

- (a) Scanning of OMR Answer scripts (last year 1,15,000 nos. approx.) for both JEXPO-2016 and VOCLET-2016 at Siliguri and Kolkata.
- (b) Development of software for preparation of merit list of eligible candidates (category wise, reservation-wise etc. as per requirement of the Council) for JEXPO-2016 and VOCLET-2016 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.
- (c) Supply of Merit lists in hard and soft copy to the Council.

Basic features of the Online Counselling Software: line mode

1. User-friendly, dynamic, web-enabled software has to be in place for Online Counseling for different modes of admission to Diploma in Engineering/Technology courses affiliated to this Council in the State for the academic session 2016 - 2017.
2. Critical Variables to be considered for enabling the dynamic reporting by the software are ~
 - a. Modes of admission [JEXPO, VOCLET etc.]
 - b. Institute as well as Discipline- wise intake with confirmation of AICTE approval of intakes (year/academic-session-wise)
 - c. Category-wise distribution of intakes
3. The Provisions of the Following Modules are Obligatory in The Web-Enabled Software.
 - A) Login for Registration
 - B) Payment Provision & Confirmation of Registration;
 - C) Login & Choice Filling
 - D) Login & Choice Modification
 - E) Auto Saving of Entered Choices
 - F) Auto Up gradation facility with provisional Seat Booking fees.
 - G) Saving & Locking of Choices.
 - H) Login & Re-Registration
 - I) Up Loading of Pop up menu.
 - J) Processing For Allotment of Seats In Conformity With the Seat-Matrix;
 - K) Payment Provision for Allotment & Confirmation of Payment;
 - L) Online Generation of Allotment Letter (both provisional & final) cum money receipt;
 - M) Auto-Up gradation, as per Requirement, for next round of Counseling;
 - N) Online confirmation of admission/ provisional seat booking by the Institutes after receiving fees.

- O) Preparation of Vacancy Seat Matrix for next phase of Seat allotment.
 - P) Supply of complete allotment data (Institute-wise & branch-wise) of each category of admission in soft form and hard form to the Council and any other relevant data.
4. Controls are to be incorporated in the web-enabled software through different categories of users e.g. Administrator, Operator, Institute, Applicant having Different User-Rights towards Cross Verification of Data.
 4. Sample Data Shall Be Provided By The Council During Pre-Bid Meetings As Scheduled;
 5. Details Of The Process Shall Be Made Available To The Bidders Attending The Pre-Bid Meetings As Scheduled.

Basic features for conduct of the Online Counselling:

- A. Execute the above process for each round of counseling;
- B. Arrangement of an accessible web-site/portal for independent functioning through dedicated web-server;
- C. Last year's registration in online counseling: 50,000 Nos. (approx.)
- D. Last years' total allotments: 33000 (approx.)
- E. Different reports to be presented with soft-copy as well as hard copy
- F. Processing to be conducted in presence of Council's Expert Committee by the Vendor/Service Providers /Programmer;
- G. Programmer(s) and software expert team are to remain present in the Control Room at the Council's Office premises.
- H. Printing of Provisional and Final allotment letter cum money receipt.
- I. Online validation of admission/provisional seat booking at the Institute level.
- J. Generation of vacancy seat matrix for the subsequent stages of seat allotments.

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 all over the State.
- c. Each help desk should be furnished with one computer, a printer and other infrastructure which will be provided by Institutes.
- 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 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 have to be submitted to the Council prior to the start of online counseling.

Further clarifications & other minute details shall be available in the scheduled Pre-bid meeting.