

Detailed Tender Document

Tender : Tenders are invited for conduct of All India JEE (popularly known as **NCHM-JEE**) for admission to 1st Year of B.Sc. Hospitality and Hotel Administration Program for academic year 2018-19.

General Information : 1) The **National Council for Hotel Management and Catering Technology (NCHMCT)** is an apex organization of Ministry of Tourism, Govt. of India, functioning from its campus at A-34, Sector 62, Noida, pin- 201309. The NCHMCT regulates and run the academic programs in 58 Hotel Management Institutes all over India, which are under affiliation with it. NCHMCT conducts JEE (popularly known as NCHM-JEE) every year towards admission to 1st Year B.Sc. Hospitality and Hotel Administration Program. Fresh bids are invited from the reputed agencies/organizations/ firms having required number of years of experience as mentioned in the tender document for conducting **NCHM-JEE 2018** in 33 cities of about 60 centres all over India.

2) The date of Written Test Examination (**NCHM JEE 2018**) is on **SATURDAY 28th April, 2018 (10.00 am to 1.00pm)** at all the test centres. Submission of on-line application would likely to be started from **18th December 2017**. Last date of receiving of on-line applications may be **16th April 2018**. Candidates will be allowed to download their admit cards from **20th April to 28th April 2018** to appear for the exam.

3) Pattern of NCHM JEE question paper will be of MCQ type as under:

Sl No	Subject	No. of Questions	Duration
1	Numerical Ability and Analytical Aptitude	30	3 hours
2	Reasoning and Logical Deduction	30	
3	General Knowledge & Current Affairs	30	
4	English Language	60	
5	Aptitude for Service Sector	50	
Total		200	

Question Paper will be bilingual i.e. in English and Hindi (except for English Language). Each correct answer under Numerical Ability & Analytical Aptitude, Reasoning & Logical Deduction, General Knowledge & Current Affairs and English Language components carry one mark. For any wrong answer 0.25 marks will be deducted. The Graded mark(s) will be awarded under Aptitude for Service Sector component in the following manner; the most appropriate answer carries 1.00, the next appropriate answer carries 0.75, the next to next appropriate answer carries 0.50 whereas the inappropriate answer shall carry negative mark of 0.25 to be deducted.

4) The agency has to submit the complete result of NCHM JEE 2018 to the Council in the soft copy (Excel format) and hard copy as per requirement latest by mid of 3rd week of May 2018 to enable the Council to start the counselling process towards admission and so as to start the Academic session on **16th July 2018**.

Scope of work : 1) Development of dedicated NCHM JEE portal and making it online, towards online receipt of application with the option of uploading photo and signature, also option of sending photo and signature with the confirmation copy, which can be uploaded by the agency on receipt. (to be completed and tested by **18th of December 2017**)

2) Activation of dedicated payment gateway and integration of it with the admission portal, having option of payment of application fee by- online banking, Debit cards/ Credit cards of all banks, DD with confirmation sheet. (to be completed and tested by **18th of December 2017**)

3) Other activities:

- Uploading of photo and signature in such cases the online applicants could not able to do that
- Online confirmation of status of application

- c) Receiving of application money paid through payment gateway on behalf of NCHMCT
- d) Activation of (pen paper) test centres (in 33 cities at all over India, but number of test centres will depend on the number of candidate in each city. However, during JEE 2017 total test centres were 59)
- e) Segregation of applications and allotment of roll number- centre wise
- f) Designing of Admit card, obtaining approval of NCHMCT and uploading it in the portal in downloadable format for the candidate
- g) Making of seating plan at the test centres as per the capacity of each class rooms. Generation of Attendance Sheet with the photo of each candidate.
- h) Setting up and printing of (MCQ) question papers in four sets with required numbers. The printing should be done either in-house or from such printer who have confidentiality agreement with the agency. Each question should have its set numbered and serial numbered (details of the content of the questions are given in scope of work)
- i) Alternative arrangement of a different set of question paper be ready as standby.
- j) Dispatch of Question papers and OMR answer sheets along with other examination material to the test centres in confidential manner and in such a way that the materials should reached the centres before JEE
- k) Conducting of JEE as per schedule in all centres
- l) Fool proof transfer of examination materials at the agency for further processing
- m) Opening of boxes before NCHMCT representative, scanning and processing of OMR answer sheets as per guidelines of exam at agency venue by using their infrastructure in presence of NCHMCT representative
- n) Finalising of result and providing of result in soft copy (in excel format) as well as hard copy in different statistics as required within time
- o) Providing of one question paper of each set and the answer key of each set to the NCHMCT for it's record
- p) Pay back the entire amount collected through payment gateway of the agency along with a detailed reconciliation statement within one month after completion of JEE application process work.

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|--|---|--|
| Eligibility of the Agency/Firm/Organization | : | <ol style="list-style-type: none"> 1) The agency/organization/firm should be based in Delhi/Noida/ Ghaziabad/Faridabad/Gurgaon only. 2) The agency/firm/organization should have at least last five years experience in physically conducting of All India level 10 similar exam starting from receipt of application, conduct of examination and compilation of results (as per the scope of work detailed in above para). All India level exam should cover the exam centres in minimum of 30 cities all over India covering at least 15 states (From J&K to Tamilnadu and North East to Gujarat). Experience in conducting JEE/ Similar Exam in regional level will not be considered under this eligibility condition. 3) The agency/firm/organization should have expertise in developing online admission portal for receiving application and arrangement of their own payment gateway for receiving application fee. The agency should have sufficient infrastructure to take up such job at their own as per the scope of work. 4) The agency/firm/organization should have annual turnover on conducting exam related work not less than Rs.3.00 Crore. 5) The agency/firm/organization should have physical infrastructure and expertise in-house which is required for conducting such exam. |
| Dates | : | <ol style="list-style-type: none"> 1) Wax sealed tender in double bid i.e. technical bid and financial bid separately in separate envelope can be submitted either in person or by post to the Director (A&F), NCHMCT on all working days between 27th November to 11th December 2017 during 9.00 AM to 5.30 PM. 2) Tender received in the office of Director (A&F) after 11th December 2017 will not be entertained. 3) Tender without proper seal, incomplete, filled with cuttings in the columns, without EMD or exemption certificate be rejected summarily. 4) Technical Bid will be opened on 12th December at 2.00 p.m. at NCHMCT, Noida by the tender committee. Participants may send their representative to watch the process. |

- 5) Financial Bids for the successfully qualified Bidders (after evaluation of Technical Bids) will be opened on the same day i.e. **12th December 2017 at 4.00 p.m.** at NCHMCT, Noida by the same tender committee. Successful bidders may send their representative to watch the process.
- 6) The DDs/ Bankers Cheques submitted towards EMD by the unsuccessful bidders will be returned by the Council by Speed Post only to the address mentioned in the Technical Bid by **31st of December 2017.**
- Requirement of EMD** :
- 1) The Technical Bid should accompany the prescribed EMD to the tune of **Rs.2.00 Lakhs** in the form of Demand Draft/Banker's Cheque in favour of NCHMCT and payable at Noida. No cheque will be accepted and the bid enclosed with personal cheque in the form of EMD will also be summarily rejected. However, the agency/firm/ organization having exemption of EMD should submit their technical bid along with the copy of exemption certificate.
- 2) The agency/firm/organization who will be entrusted the job will have to furnish a bank guarantee of Rs.4.00 lakhs, which will be valid from the date of placing the order to the date of finalization of the contract.
- MOU** :
- The firm/agency/organization who will be shortlisted and be offered the job of conducting NCHM-JEE 2018 should have entered into an Agreement with NCHMCT on an Indian Non-Judicial Stamp Paper of Rs.100/- stating therewith all the terms of agreement and the jobs to be done by the agency/firm/organization as well as payment terms as mentioned in the above paras, on acceptance of the job.
- Arbitration** :
- Any dispute in the matter during the period of contract may be settled by an Arbitrator to be appointed on mutual consent of NCHMCT and the agency/firm/organization. The decision of the Arbitrator in this regard will be treated as final.
- Disclaimer** :
- The NCHMCT shall have full power to cancel the entire tendering process and return all the EMDs or may call for fresh tender, if considered necessary by it.

TECHNICAL BID

(to be filled in by the bidders)

1. General Information:

1.1	Name of the firm/ agency/ organisation	
1.2	Registered office of the firm/ agency/ organisation	
1.3	Complete postal Address of the firm/ agency/ organisation with land line phone numbers.	
1.4	If the firm/ agency/ organisation has branches other than main office, provide the complete details of the branch offices	(Attach separate sheet if space is insufficient)
1.5	Status of the firm/ agency/ organisation (Circle the appropriate one. In case the status is different than the mentioned columns, must mention the status in the any other column)	I. A Registered Company registered under companies act II. A registered public trust III. A society managed by private trust or individual IV. A society/ organisation owned by Central/ State Govt. V. A public Sector Undertaking of Central/ State Govt. VI. A registered business firm VII. Any other (please mention):
1.6	Registration Number	(Please attach a copy of registration certificate also) Number
1.7	Whether the firm/ agency/ organisation has the licence to take-up such job as mentioned in the detailed scope of work in the document	(Please attach a copy of such document in support of claim) Yes / No
1.8	PAN Details of the firm/ agency/ organisation (attach a copy)	
1.9	Administrative structure of the firm/ agency/ organisation (viz. Chairman/ Director/ Secretary/ Board of Directors/ Board of Governors etc and the name of owner in case of single ownership firm/ agency/ organisation)	
1.10	Main and all other function/ business of the firm/ agency/ organisation	

2. Infrastructure and expertise :

2.1	Whether the firm/ agency/ organisation is functioning from it's own building or leased building or rented building	
2.2	(a) In case of leased building, mention the period of lease and from when the lease got (b) In case of rented Building, mention the tenure and other condition of rent	(copy of lease deed / rent agreement may also be attached)
2.3	Floor area of the Building in the Main office of the firm/ agency/ organisation And Area of the branch offices (if any) of the firm/ agency/ organisation	(area in sq. meter)
2.4	Total Number of Employees in the entire organisation and the number of employees involved in the particular job of JEE	
2.5	Whether the firm/ agency/ organisation already has any software for such purpose which is only need customisation for NCHM or They have to develop a new dedicated software for that.	
2.6	Whether the firm/ agency/ organisation has in-house expertise to customise or develop software for that or to be outsourced	
2.7	In case of in-house arrangement (as stated in	

	2.6), give the details of the persons engaged with their qualification and experience in the field OR In case of outsource (as stated in 2.6), the name of the outsourcing agency and their details	
2.8	Number of Computer, Scanner and printer is available for this job	Computer: Scanner: Printer:
2.9	Capacity and number of server of the agency	
2.10	Whether admit cards for JEE/Exam earlier conducted by the agency were dispatched or downloaded by the candidates	

2.11. Number of all India level JEE jobs undertaken and completed successfully during last five years (starting from set up of portal for receiving online application by using own payment gateway as well as through DD, printing and supply of offline application, data entry of offline application, development of question paper, conduct of examination, scanning of answer sheets and up to the compilation of result and supply of the result in soft and hard copy) **(The projects in which entire scope of job as mentioned, is not undertaken, should not be mentioned in the tables below. Similarly, in the projects in which the total number of applicants are below 25,000 and exam centres is below 30 cities and below 15 states in all over India should also not be mentioned. One city might have more than one centres, like in our case Delhi city need 8-10 centres, but it will be considered as one city only).**

2013

	Name of the project and for whom	Only online application or both online & offline	Number of applicants	Online exam or offline exam conducted	Exam centres in how many states	Exam centres in how many cities.	Total number of Exam centres
1							
2							
3							
4							
5							

2014

	Name of the project and for whom	Only online application or both online & offline	Number of applicants	Online exam or offline exam conducted	Exam centres in how many states	Exam centres in how many cities.	Total number of Exam centres
1							
2							
3							

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4							
5							

2015

	Name of the project and for whom	Only online application or both online & offline	Number of applicants	Online exam or offline exam conducted	Exam centres in how many states	Exam centres in how many cities.	Total number of Exam centres
1							
2							
3							
4							
5							

2016

	Name of the project and for whom	Only online application or both online & offline	Number of applicants	Online exam or offline exam conducted	Exam centres in how many states	Exam centres in how many cities.	Total number of Exam centres
1							
2							
3							
4							
5							

2017

	Name of the project and for whom	Only online application or both online & offline	Number of applicants	Online exam or offline exam conducted	Exam centres in how many states	Exam centres in how many cities.	Total number of Exam centres
1							
2							
3							
4							
5							

2.12	Status of the exam centres that are fixed for each exam (Circle the appropriate one. In case the status is different than the mentioned columns, must	I. Only Central Schools II. Any private schools III. Only State Govt. Schools IV. As per the demand of the client V. Any other, please specify:
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	mention the status in the any other column)	
2.13	How the Exam centres are fixed (Circle the appropriate one. In case the status is different than the mentioned columns, must mention the status in the any other column)	I. They are in direct contract of the Agency II. Through Central School administration III. Through private vendors IV. Any other, please specify:
2.14	How many days before of the exam date, the firm/ agency/ organisation will be able to intimate NCHM about the details of the exam centres	
2.15	How the question paper and Exam stationery handled towards delivering to the exam centres and further collection from exam centres to your premises. (Circle the appropriate one. In case the status is different than the mentioned columns, must mention the status in the any other column)	I. Through Currier with proper confidentiality agreement. II. Through speed post with proper agreement III. Through registered cargo service with proper confidentiality agreement IV. By deputing own employee V. Any other, please specify:
2.16	Whether the firm/ agency/ organisation has its in-house experts or panel experts for developing of Question papers	I. In-house experts II. Panel experts III. Outsource from expert agencies
2.17	Whether the firm/ agency/ organisation has in-house printing facility or has confidential agreement with any security printing press towards printing of question papers	
2.18	Details of the payment gateway used towards receiving the online application fee; Name of Bank etc.	
2.19	Within how many days the firm/ agency/ organisation will be able to refund the total money collected along with a detailed reconciliation statement	

3. Financial Status

3.1	Yearly financial turnover of the firm/ agency/ organisation (all inclusive) Please attach audited statement of account	FY 2016-17
3.2	Yearly financial turnover of the firm/ agency/ organisation only on the JEE and related activity.	FY 2016-17
3.3	Details of EMD for Rs.2.00 lakhs may be furnished (DD number, date & amount, bank). If the firm/ agency/ organisation has exemption of EMD, details may be furnished.	
3.4	Whether the firm/ agency/ organisation is willing to deposit work performance guarantee to the tune of 10% of the estimated cost of work, if awarded.	

Signature of authorised signatory with seal

FINANCIAL BID

(to be filled in by the bidders)

	Details of work	Rate quoted by the firm/ agency/ organisation (Rs.)
	Pre-Examination Activities	
1	Development of dedicated NCHM JEE portal and making it online towards online receipt of application with the option of uploading photo and signature, also option of sending photo and signature with the confirmation copy, which can be uploaded by the agency on receipt. (to be completed and tested by 18 th of December 2017)	
2	Activation of dedicated payment gateway and integration of it with the admission portal, having option of payment of application fee by- online banking, Debit cards/ Credit cards of all banks, DD with confirmation sheet. (to be completed and tested by 18 th of December 2017)	
3	<p>Other activities :</p> <ul style="list-style-type: none"> I. Collection of offline applications and confirmation sheets of online applications from NCHMCT Noida II. Data entry of the off-line applications and uploading of photo and signature, either by scanning or manually in the admission portal III. Uploading of photo and signature in such cases the online applicants could not able to do that IV. Online confirmation of status of application V. Receiving of application money paid through payment gateway on behalf of NCHMCT VI. Activation of (pen paper) test centres (in 33 cities at all over India and number of test centres will depend on the number of candidate in each city. VII. Segregation of applications and allotment of roll number- centre wise VIII. Designing of Admit card, obtaining approval of NCHMCT and uploading it in the portal in downloadable format for the candidate IX. Making of seating plan at the test centres as per the capacity of each class rooms. Generation of Attendance Sheet with the photo of each candidate. X. Setting up and printing of (MCQ) question papers in four sets with required numbers. The printing should be done either in-house or from such printer who have confidentiality agreement with the agency. Each question should have its set numbered and serial numbered (details of the content of the questions are given in scope of work) XI. Alternative arrangement of a different set of question paper be ready as standby XII. Dispatch of Question papers and OMR answer sheets along with other examination material to the test centres in confidential manner and on such way the materials reached the centres before JEE XIII. Conducting of JEE as per schedule in all centres XIV. Fool proof transfer of examination materials at the agency for further processing XV. Opening of boxes before NCHMCT representative, scanning and processing of OMR answer sheets as per guidelines of exam at agency venue by using their infrastructure in presence of NCHMCT representative XVI. Finalising of result and providing of result in soft (in excel format) as well as hard copy in different statistics as required within time XVII. Providing of one question paper of each set and the answer key of each set to the NCHMCT for it's record XVIII. Pay back the entire amount collected through payment gateway of the agency along with a detailed reconciliation statement 	
4	Indicate VAT, Service Tax or any other statutory tax if applicable separately	
5	TOTAL	

Signature of authorised signatory with seal

N.B.

- Short listing of the financial bid will be done on the basis of total charges to be calculated considering the total application 30,000. Accordingly the agencies may offer turnkey rate per application for the job.
- No postal charges to be charged since the admit cards will be downloadable and no need to send physically.
- Service Tax and other statutory Govt. Taxes will be charged extra, if applicable. Therefore the rate may be quoted accordingly.

4. NCHMCT will make the payment to the agency on successful completion of the project and after receiving back the amount collected through payment gateway along with reconciliation statement.