



Request for Proposal (RFP)

Selection of Service Provider for Computer based examination data processing, publication of results and related activities of B.Sc. (+3Sc.) and M.Sc. examinations of College of Basic Science and Humanities (CBSH), O.U.A.T., Bhubaneswar, Odisha

RFP No. 4916 /CBSH. Date: 29.05.2023

ODISHA UNIVERSITY OF AGRICULTURE AND TECHNOLOGY
SIRIPUR, BHUBANESWAR- 751003
ODISHA

N. Swain
29/5/23

Director
College of Basic Science & Humanities
O.U.A.T., Bhubaneswar

About CBSH

College of Basic Science and Humanities is established in the year 1964 as constituent college of Odisha University of Agriculture and Technology. It imparts education to Ph.D., M.Sc., B.Sc. (+3Sc.) and +2Sc. Students. The Ph.D. courses are offered by the Departments of Physics, Chemistry, Mathematics Botany, Zoology & Microbiology and M.Sc. courses are offered by the Departments of Physics, Chemistry, Mathematics, Botany, Zoology, Biotechnology & Microbiology. Similarly B.Sc. (+3Sc.) courses are offered in Physics, Chemistry, Mathematics Botany, Zoology, Biotechnology, Microbiology and Computer Science Hons. Subjects. Examination data of the College were initially processed by the Academic Section of Odisha University of Agriculture and Technology manually and partly by using excel sheet. Since 2021, OUAT has engaged Service Provider for online examination data processing of the college.

2. Objectives:

Odisha University of Agriculture and Technology, Bhubaneswar proposes to engage a service provider to process the B.Sc. and M.Sc. examination related data through computer based programming for quick and error free result declaration. The scope of work of the service provider includes examination data processing, computerised semester result publication, computerized cumulative/final result publication, printing of semester mark sheet with QR code and transcript with QR code of B.Sc.(Hons.) and M.Sc.

Number of fresh students per semester for U.G. Examination will be $237 \times 3 = 711$ and for PG Examination will be $109 \times 2 = 218$. In addition to it, there will be some back paper applicants as per the previous semester result. Details of no. of students in UG and PG subjects are given below.

UG (B.Sc. Hons)

Sl. No.	Department	No. Of Students
1	PHYSICS	25
2	CHEMISTRY	25
3	MATHEMATICS	25
4	BOTANY	25
5	ZOOLOGY	25
6	BIOTECHNOLOGY	32
7	MICROBIOLOGY	32
8	COMPUTER SCIENCE	48

PG (M.Sc.)

Sl. No.	Department	No. of Students
1	PHYSICS	15
2	CHEMISTRY	15
3	MATHEMATICS	15
4	BOTANY	15
5	ZOOLOGY	15
6	BIOTECHNOLOGY	10
7	MICROBIOLOGY	24

3. Scope of Work:

OUAT has adopted "Computer programming based examination data processing" for the UG and PG students of College of Basic Science and Humanities, Bhubaneswar for quick and error free result declaration.

- The service provider will engage adequately qualified resource persons of different skills having experience in similar job (CBCS Examination system) along with necessary computer infra to support the Project Management and provide all necessary information to the Academic Section of OUAT and, College of Basic Science and Humanities, OUAT, Bhubaneswar as and when required.
- The service provider will carry/ demonstrate complete System Test Run (STR) with test data to OUAT, Bhubaneswar before implementation of the software. The Service provider should also be able to demonstrate click by click audit trail for any type of enquiry.
- Service provider will bear all the expenses for online computer programming based examination data processing which includes the salary of the staffs engaged for this job.
- Bidder must collect the data from the Academic Section of the university and process the data within 20 days for final result publication.

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4. The details of responsibility will be as follows:

- i. Examination data processing of B.Sc. and M.Sc. students of CBSH for all Semesters.
- ii. Semester result publication of B.Sc. and M.Sc. students of CBSH for all Semesters.
- iii. Cumulative/final result publication of B.Sc. and M.Sc. examination of CBSH for all Semesters.
- iv. Printing of Semester Mark Sheet with QR code and transcript with QR code for B.Sc. and M.Sc. students of CBSH for all Semesters.

5. Responsibility of OUAT

- a. To provide students database to the selected service provider required for Examination data processing.
- b. To hand over the required examination data (marks) to the service provider after the completion of the examinations.
- c. To communicate with the service provider for facilitating the process.

6. Fact Sheet

Bidders are advised to study the RFP document carefully before submitting their techno-commercial 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.

Sl#	Information	Details
a)	RFP issued by	OUAT, Bhubaneswar, Odisha
b)	Availability of RFP	RFP can be downloaded from www.ouat.nic.in
c)	RFP Number/CBSH., Dated
d)	Date of Publication of RFP	
e)	Last date of bid submission	
f)	Opening of General Bid	
g)	Technical Presentation	
h)	Opening of Price Bid	
i)	Selection Method	Technical evaluation & Cost Based Selection
j)	Contact Person for queries	Director, College of Basic Science and Humanities, OUAT, directorbasicscience@gmail.com
k)	Address for the bid submission	Director, CBSH, OUAT, Siripur, Bhubaneswar-751003, Odisha
l)	RFP Document Fee (non-refundable)	Rs. 1,000/- In shape of Bank Draft only from any nationalized / scheduled bank in favour of Comptroller, <i>OUAT</i> payable at Bhubaneswar
m)	Performance Bank Guarantee (PBG)	10% of the total project cost in shape Bank Guarantee issued by any nationalized / scheduled bank in favour of <i>OUAT</i> valid for at least 36 months.
n)	Earnest Money Deposit (EMD)	Rs. 10,000/- In shape of Bank Draft only from any nationalized/ schedule bank favour of Comptroller, <i>OUAT</i> payable at Bhubaneswar

7. Request for Proposal

- a) OUAT, Bhubaneswar, Odisha intends to engage service provider for B.Sc. (+3Sc) and M.Sc. examination data processing and declaration of results of College of Basic Science and Humanities.
- b) Bids are invited from eligible, reputed and qualified firms with sound technical and financial capabilities for online examination data processing and the related works of CBSH, OUAT as detailed out in this RFP document. This invitation to bid is open to all bidders, meeting the pre-qualification criteria as mentioned in this RFP document.

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- c) OUAT invites sealed responses (“Proposals”) to this Request for Proposals (“RFP”) from Companies / Agencies (“Bidders”) for selection of “Service Provider” for examination data processing (through Computer Based programming) and error free publications of results and other related activities as mentioned in the scope of work. The bidder shall study the requirement and design, develop /customize, deploy, and take the entire Facility Management for Online Examination data processing of CBSH, OUAT.
- d) The response of RFP must be received not later than time, date and venue mentioned on the Fact Sheet. Bids that are received after the deadline WILL NOT be considered in this procurement process.

8. Instruction to Bidders

- a) There are two parts of tender namely (i) Technical Bid (iii) Financial Bid. The bidder is required to fill out all the parts of Tender documents and place them in separate sealed envelope”. These envelopes should be placed in another sealed envelope and addressed to Director, College of Basic Science and Humanities, OUAT, Bhubaneswar, Odisha, Pin: 751003. The envelope must show the name of the bidder, address and should be super scribed as “Selection of Service Provider for Computer based examination data processing, for CBSH OUAT, Bhubaneswar, Odisha” on the top of the envelope. In addition, outer envelope should indicate tender opening date. **In case, any bidder encloses the financial bid within the technical bid, the same shall be rejected summarily.**
- b) The sealed tenders will be opened at OUAT, Bhubaneswar as per the schedule mentioned above in presence of the bidders or their authorized representatives as may desire to be present.
- c) Technically qualified bidders will be considered as successful bidders for price bid opening.
- d) Bids shall be fully in accordance with the requirements of the RFP. Appropriate formats furnished with this specification shall be used in quoting tender prices. Incomplete, illegible, unsealed and without signature tenders will be rejected.
- e) All offers should be made in English and clearly type written.
- f) The bidder must submit all documents as per the General, Technical & Financial Bid requirements.
- g) **The contract will be for three years and may be extended considering satisfactory examination data processing and other related activities or else fresh tender will be floated.**
- h) At any time before the submission of bids, OUAT, Bhubaneswar, Odisha may amend the tender by issuing an addendum in writing or by standard electronic means. If the amendment is substantial, Bidder (s) shall be given reasonable time to make amendment or to submit revised bid and the deadline for submission of bids will be extended if required.

9. Instruction to Bidders

9.1 General Bid

- a) **Annexure-1** (General Information of a Bidder)
- b) Tender fees in shape of Bank draft only
- c) EMD in shape of Bank draft only
- d) Bidder's authorized representative to sign & submit the tender, respond to the clarification during tender evaluation, price negotiation, etc. in shape of Power of Attorney (non-judicial stamp paper)
- e) Compliance to the pre-qualification criteria.
- f) Copy of the RFP document duly signed by authorized representative in all pages along with the forwarding letter in the company letter head as per **Annexure-2**.

9.2 Technical Bid

The bidder must submit all documents related to prequalification mentioned at # 10.1 prequalification.

- a) Project Experience (Annexure-3)

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9.3 Financial Bid

- a) Price Bid Form (Annexure-4). The bidder should quote the price for computerised result processing as per Scope of Work per semester.

9.4 Earnest Money Deposit (EMD)

- a) The bidder shall submit Rs. 10,000/- only towards the EMD in shape of Bank Draft only from any nationalized bank in favour of **Comptroller, OUAT** payable at **Bhubaneswar** valid for 90 days from the date of opening of technical bid as bid security.
- b) The bank draft shall be submitted in General bid along with Technical bid. Bids submitted without bid EMD shall be rejected.
- c) EMD of unsuccessful bidder shall be returned after acceptance of work order by the successful bidder.
- d) The EMD shall be forfeited
 - If a bidder withdraws its bid during the period of bid validity
 - If the bidder does not cooperate during the bid evaluation process
 - If the successful bidder fails to accept the work order
 - If the successful bidder fails to furnish the performance security
- e) The EMD of the successful bidder shall be returned after submission of performance security.
 - The indenter reserves the right to accept or reject any or all tenders without assigning any reason whatsoever.
 - Bidders shall carefully examine the tender documents and the technical specification and fully inform themselves as to all the conditions and matters, which may in any way, affect the work or the cost thereof. Should a bidder find discrepancies in or omissions from the specification or other documents, or should there be any doubt as to their meaning, he should at once notify the indenter and obtain clarification in writing. This however does not entitle the bidder to ask for time beyond the due date fixed for receipt of tenders.
 - Submitted tender forms with overwritten or erased or illegible rate or rates not shown in figures and words in English will be liable for rejection. In case of discrepancy between words and figures noted against the item of the tender and between unit rates and the total amount, the decision of the competent authority accepting the tender will be final and binding on the bidders. Corrections in the tender, if unavoidable, should be made by rewriting with date and initial of the bidder after scoring out of the wrong entries.
 - Request from the bidders in respect of additions, alterations, modifications, corrections etc. of either terms or conditions or rates after opening of the tender will not be considered.

10. Evaluation Criteria

Evaluation will be done in three stages i.e. General Bid (Pre-Qualification), Technical Bid & Financial bid as per the criteria & scoring pattern described as under.

10.1 Pre-Qualification

- a) Copy of PAN Card, GST Registration
- b) Copy of Cyber Security Certificate
- c) Consortium bidding is not allowed for this RFP.
- d) The Bidder must be operational in India for providing Examination data processing (CBCS system), necessary programming and related services for at least 5 years. The bidder must be able to process Examination data in multidisciplinary as well as multi subjects.
- e) The Bidder must have in house capabilities for handling/ management of Computer based examination data processing, computerized semester result publication, computerized cumulative/final result publication.

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- f) The Bidder must provide detail business profile along with space and organizational structure showing details of professional, technical and other manpower with their qualifications and experience.
- g) The Bidder Firm should have sufficient trained manpower to support the work.
- h) Bidder must have experience of Examination (CBCS) data processing with capability of computerised semester result publication, computerised cumulative/final result publication, printing of Semester Mark Sheet with QR code and transcript with QR code for at least 3 years in 5 different institution of Odisha. The bidder must submit the experience and satisfactory work compliance certificate from different organisation/ institution (as per Annexure-3).
- i) **Bidder with experience of managing similar work in Odisha Universities/ Institute will be given preference.**
- j) The work has to be carried out with the bidders manpower using own software in secured manner. A certificate/undertaking in this regard to be submitted.
- k) The Bidder must submit Cyber Security Certificate.
- l) The bidder must not be under declaration of ineligibility for corrupt and fraudulent practices / poor performance / blacklisted by any Institution of Government of India or Government of Odisha State or any university. **A self-declaration in the company letter head by authorised signatory is to be submitted along with the bid.**
- m) The Bidder shall also submit detailed note explaining the scope of work understood by them and which shall be executed by it.
- n) The Bidder must provide detailed list/procedures of quality control, which the firm proposes to conduct during execution of work.
- o) The contract shall be on "end to end outsource basis" and bidders should have all relevant logistics available to execute the work.

Necessary supporting documents on fulfilment of eligibility criteria should be attached for authentication along with a signed copy of the RFP document to indicate acceptance of all terms and conditions set forth in the tender. Organizations failing to provide complete information on any of the requirements are liable to be rejected.

10.2 Technical Evaluation

The bidders will be evaluated as per the condition stated in pre-qualification. The decision of technical evaluation committee will be final.

10.3 Financial Evaluation

Bidders qualified in technical evaluation basing on pre-qualification will be eligible for financial bid opening & evaluation.

- a) The bidder with lower financial bid (L1) will be preferred.
- b) The bidder who satisfies the pre qualification with lowest financial bid will be adjudicated as the Best Bidder for award of the Project.
- c) In the event the financial bid scores are 'tied', the bidder with better technical capability will be adjudicated as the best value bidder for award of the project.
- d) After OUAT notifies the successful bidder that its proposal has been accepted, OUAT shall enter into a contract incorporating all clauses, pre-bid clarifications and proposal of the bidder between OUAT and successful bidder with mutual agreed terms and conditions.

11. General Terms & Conditions of Tender

11.1 Indenter

College of Basic Science and Humanities, Odisha University of Agriculture & Technology, Bhubaneswar-751003, Odisha, India.

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11.2 Performance Bank Guarantee

The bidder shall furnish an irrevocable, unconditional Performance Bank Guarantee (PBG) for 10% of the contract price within 7 days of issue of Work Order. The PBG must be from the nationalized/ Scheduled bank in India. This Performance Bank Guarantee (PBG) shall remain valid for 90 days beyond the contract period. Failure to submission PBG within the specified time period may lead to cancellation of the Work Order & EMD will be forfeited. OUAT shall invoke the performance guarantee in case the selected vendor fails to discharge their contractual obligations during the period or OUAT incurs any loss due to vendor negligence in carrying out the project implementation as per the agreed terms and conditions.

11.3 Price

- a. The bidder shall quote price in clear terms as per the prescribed format. The rates quoted should be exclusive of Goods & Service Tax and the tax amount as applicable must be mentioned separately.
- b. Prices quoted by the bidder shall be fixed and no variation will be allowed under any circumstances. No open-ended bid shall be entertained and the same is liable to be rejected straightway.
- c. **The contract will be for three years and may be extended considering satisfactory conduct of examination and other related activities or else fresh tender will be floated.**
- d. Bids price shall remain valid for 180 days from the date of bid opening.
- e. OUAT holds the rights to reject a bid valid for a period shorter than 180 days as nonresponsive, without any correspondence.

11.4 Submission of Bid

8.4.1 Number of Copies of Bid

- a. The bidder shall submit one hard copy of the bid.
- b. The Bid has to be submitted in the form of printed document. The bids submitted by Telex, fax or email bids shall not be entertained.
- c. Any condition put forth by the bidder non-conforming the bid requirements shall not be entertained at all and such bid shall be rejected.
- d. The bid shall be submitted by registered post to the Director, CBSH, Odisha University of Agriculture & Technology, Bhubaneswar-751003, Odisha, India.

11.5 Deadline for Submission of Bids

11.5.1 Last date for Submission

In the event of the specified date for the submission of bids being declared a holiday for the OUAT, the bids will be received up to the appointed time on the next working day.

11.5.2 Extension for Last date for Submission

OUAT may, at own discretion, extend this deadline for submission of bids by amending the bid document, in which case all rights and obligations of the OUAT and bidders previously, subject to the deadline, will thereafter be subject to the extended deadline.

11.5.3 Late Bids

Any bid received by the OUAT after the deadline for submission of bids prescribed by the OUAT, will be summarily rejected and returned unopened to the Bidder. OUAT shall not be responsible for any postal delay or non-receipt / non-delivery of the documents. No further correspondence on this subject will be entertained.

11.6 Terms of Payment

- a. The payment shall be in Indian Rupees and only after successful completion of milestone without error and delays.
- b. **No advance payment shall be made to the bidder under any circumstances.**
- c. Invoice shall be raised to OUAT as per the data processing of the particular semester.

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- d. The successful bidder has to sign an agreement on non-judicial stamp paper which shall contain clauses related to liquidated damages on account of delays, errors, cost and time over-run etc.
- e. In case the bidder fails to execute the contract, OUAT shall have liberty to get it done through any other agency with full cost recoverable from the bidder in addition to damages and penalty.

11.7 Termination of Contract

11.7.1 Termination for Default

OUAT, Bhubaneswar, Odisha may, without prejudice, to any other remedy for breach of contract, by written notice of default sent to the qualified bidder, terminate the contract in whole or in part if:

- The qualified Bidder fails to deliver any or all of the obligations within the time period(s) specified in the contract or any extension thereof granted by the OUAT.
- The qualified Bidder fails to perform any other obligation(s) under the contract. However, the disputes if any may be referred to Arbitration.

11.7.2 Termination for Insolvency, Dissolution etc.

OUAT may at any time terminate the contract by giving written notice to the qualified bidder without compensation to the qualified bidder, if the qualified bidder becomes bankrupt or otherwise insolvent or in case of dissolution of firm or winding up of company, provided that such termination will not prejudice or effect any right of action or remedy which has accrued thereafter to the OUAT.

11.8 Negotiation

It is absolutely essential for the bidders to quote the competitive price at the time of making the offer in their own interest. OUAT, however, will have the discretion to choose to enter into any price negotiations.

11.9 Single RFP

In case only one bid is found to be eligible on evaluation of technical bid, OUAT reserves the right to consider the bid with price negotiation.

11.10 Billing

The bidder shall specify the Branch/ Location from which they will raise the bill and in whose favour payment will be released.

11.11 Language of Bids

The Bids prepared by the bidder and all correspondence and documents relating to the Bids exchanged by the bidder and the Indenter, shall be written in the English Language, provided that any printed literature furnished by the bidder may be written in another language so long as it is accompanied by an English translation in which case, for purposes of interpretation of the Bid, the English translation shall govern.

11.12 Force Majeure Condition

If the execution of the contract is delayed beyond the period stipulated in the consultancy as result of outbreak of hostilities, declaration of an embargo or blockade of fire, flood, acts of God, then Indenter may allow such additional time by extending the time frame as considered to be justified by the circumstances of the case and its decision will be final. If additional time is granted by the Indenter, the supply order shall be read and understood as if it had contained from its inception and the execution date as extended.

11.13 Modifications & Withdrawal

The bid submitted may be withdrawn or resubmitted before the expiry of the last date of submission by making a request in writing to the competent authority of Indenter to this effect. No bidders shall be allowed to withdraw the bid after the deadline for submission of bids.

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11.14 Right to Reject/Accept the Tender

The Indenter reserves the right either to reject or accept any or all tenders. The Indenter has exclusive right to alter the requirement at the time of placing the final purchase order. The requirement indicated in the tender are provisional and may change as per the actual necessity.

11.15 Patent Rights etc.

The bidder shall indemnify the indenter against all claims, actions, suits and proceedings for the infringement or alleged infringement of any patent, design or copyright protected either in the country of origin or in India by use of any equipment supplied by the bidder claims if made on the indenter, shall be notified to the bidder of the same and the bidder shall at his own expense either settled such dispute or conduct any litigation that may arise there from.

11.16 Jurisdiction of High Court of Odisha

Suites, if any arising out of the contract shall be filed by either party in a Court of Law to which the jurisdiction of the High Court of Odisha extends.

11.17 Confidentiality

- a. The bidder shall not, and without the Indenter prior written consent, disclose the contract or any provision thereof, or any specification, plan, Data, Question Bank, Question Bank sample or information furnished by or on behalf of the Indenter in connection therewith to any person other than a person employed by the bidder in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.
- b. The work has to be carried out with the bidders manpower using own software in secured manner.
- c. The bidder has to maintain the secrecy and confidentially restriction of the marks and other confidential information about the candidates.
- d. The marks entered correctly without any manipulation or tampering and the processing has to be error free.
- e. In case in unauthorised individual/company/organization approaches the bidder for obtaining any information or copy, then the matter must be intimated immediately to OUAT.
- f. The bidders shall not without the Indenter (OUAT) prior written consent, make use of any document or information.
- g. Any document other than the contract itself shall remain the property of the Indenter (OUAT) and shall be returned (in all copies) to the Indenter (OUAT) on completion of the bidder's performance under the contract if so required by the Indenter (OUAT).
- h. Bidder must sign a non-disclosure agreement as prescribed by OUAT, Bhubaneswar.
- i. Location of data processing centre has to be given for time to time monitoring by OUAT.
- j. Confidential information about the candidates, Institution must not be displayed in any website or become publicly available without breach of agreement.
- k. No certificate, transcript or other related documents can be provided/ issued to any individual or individual student by the bidder. The document can only be handed over to the authenticated representative of OUAT.
- l. In case any unauthorised individual/company/organisation approaches the bidder for obtaining any information or copy, then the matter must be intimated immediately to the Institute/University.

11.18 Obligation to Carry out Indenter's Instructions

The bidder shall also satisfy the Indenter (OUAT) or this inspector that adequate provision has been made to carry out his instructions fully and with prompt attitude.

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11.19 Final Authority

The final authority for payments will be the consignee except otherwise specifically stated and if the bidder desires to appeal against any matter he shall appeal to, the OUAT.

12. Annexure-1 (General Information of Bidder)

a.	Name of the Company/Firm/Agency	
b.	Address of Registered Office	
c.	Address of Corporate Office	
d.	Year of Establishment	
e.	Telephone Number	
f.	Fax Number	
g.	E-mail Address	
h.	Website	
i.	PAN Number	
j.	Goods Service Tax Regd. Number	
k.	No. of full time personnel (Similar Domain) currently under employment	
l.	No. of years of proven experience of providing similar services	
m.	Details of Quality Certification (Certificate Name with validity)	

Details of the Managing Director/ CEO (Name, Mobile Number & Email)	Details of the Authorized Signatory for this Tender (Name, Designation, Mobile & Email)

Yours faithfully

Authorized Signatory
(Company Seal)

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13. Annexure-2 (Acceptance of RFP Terms & Conditions)

To

Date: ___/___/___

Odisha University of Agriculture & Technology,
Bhubaneswar-751003, Odisha, India.

Sir,

I have carefully gone through the Terms & Conditions contained in the RFP No., regarding < RFP Name>.

I declare that all the provisions of this Tender Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully

Authorized Signatory
(Company Seal)

14. Annexure-3 (Project Experience) in CBCS system

Sl#	Name of Client, Contact Person, Telephone No, Mobile No, e-Mail, Physical Address	Name of Institution	Project Start Date and End Date, Brief of Project	Number of candidates in a single Semester	Project Cost	Status (Complete/ In Progress/ Delay)

Note: The information provided in the above table must be supported by copies of relevant work order and completion certificate. The user certificate of satisfactory completion of work to be provided.

Yours faithfully

Authorized Signatory
(Company Seal)

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15. AnnexAnexure-4 (Price Bid Form)

To
Odisha University of Agriculture & Technology,
Bhubaneswar-751003, Odisha, India.

Date: ___/___/___

Ref: RFP No.: _____, Dated: ___/___/___

Madam/Sir,

I, the undersigned, offer to provide the services for Online Computer Programming based Examination Data Processing in accordance with your tender under reference and our technical bid proposal as per the following price.

Item/s	Unit Cost (A)	Applicable Tax (B)	Total Cost C= A+B
Per semester			

- a) Our financial proposal shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the proposal.
- b) In case of any difference between the rates quoted in figures and words, the latter shall prevail.
- c) We understand you are not bound to accept any proposal you receive.

Yours faithfully

Authorized Signatory
(Company Seal)

16. Payment Terms

Payment will be made semester wise (twice in a Year) after completion of all related work subject to raising / submission of bill.

No advance payment will be made under any circumstances.

17. Penalty

Depending on the criticality and severity of the application, the following penalty shall be imposed on the vendor due to delay in providing services:

Sl#	Services	Penalty
a)	Delay in processing of data and declaration of Result.	Rs. 10,000.00 per semester
b)	Errors in data processing	Rs. 500.00 per case
c)	Penalty for breach of contract, trust etc.	10% of the total project cost

The penalty shall be recovered for delayed services from the payment due. The service provider shall be considered as Black-listed /Fraud company/service provider, if the service provider withdraws the work at any time during the contract with/without notifying OUAT. The maximum Penalty / liquidated damage at any point of time and for any period should not exceed 10% of total project cost as per the Financial Bid submitted by the Service Provider. If the liquidated damage exceeds this amount, OUAT reserves the right to terminate the contract.

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