



राष्ट्रीय फैशन प्रौद्योगिकी संस्थान

सांविधिक संस्थान निफ्ट अधिनियम 2006

वस्त्र मंत्रालय, भारत सरकार

NATIONAL INSTITUTE OF FASHION TECHNOLOGY

A Statutory Institute under the NIFT Act, 2006

Ministry of Textiles, Government of India

Tender Document

**“Hiring of Agency for Conduct of Online Seat Allocation Process
for UG and PG Programmes for
NIFT Admissions -2024 ”**

NATIONAL INSTITUTE OF FASHION TECHNOLOGY

NIFT Head Office

Hauz Khas, Near Gulmohar Park

New Delhi – 110016

CPP Portal: <https://eprocure.gov.in/eprocure/app>

NIFT website: <https://nift.ac.in/tenders>

E-mail:- purchase.ho@nift.ac.in

Tele: 011-1126542071

EMD- Rs. 60,000/-

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Page 1

Notice Inviting E-Tender

National Institute of Fashion Technology (NIFT) – Head Office invites Online tenders on a single stage, two bid system under “**Quality cum Cost Based System (QCBS)**” from registered Agency registered under Company’s Act, 2013/various acts including Societies Registration Act. (Submit scanned copy online) to select an agency for **Conducting** Online Seat Allocation Process for admission to all UG and PG programmes of NIFT for Admissions-2024”. Manual bids will not be accepted. Tender documents may be downloaded from NIFT website www.nift.ac.in (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app>. Bids shall be submitted online only at CPPP site <https://eprocure.gov.in/eprocure/app>.

Table – I: NIT and Eligibility Criteria Document Details.

S.N.	Description	Details
1.	NIT No.	NIT No. 1667(91)/HO/Tender for hiring agency for seat allocation process/ 2023
2.	Earnest Money Deposit (EMD)	<p>The bidder shall furnish the EMD / Bid security of Rupees 60,000/- (Rupees Sixty Thousand only) in the form of Demand Draft/Banker Cheque of any Indian Nationalized/ Scheduled Bank/BG (Format enclosed at Annexure- IV)/Online(Bank details is mentioned at clause No. 3(b) in favour of NATIONAL INSTITUTE OF FASHION TECHNOLOGY, payable at New Delhi. It will be submitted in a sealed envelope super scribing “Hiring of Agency for Conducting Online Admission Seat Allocation process for the UG & PG programmes of NIFT for Admissions 2024” and addressed to Purchase Officer, NATIONAL INSTITUTE OF FASHION TECHNOLOGY, 2ndFloor, B Block, NIFT Campus, Hauz Khas, Near Gulmohar Park, New Delhi (HO) – 110016.</p> <p>Earnest Money Deposit (Bid Security) is exempted from Micro and Small Enterprises (MSEs) organizations as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organisation or the concerned Ministry or Department or Startups as recognized by Department for Promotion of Industry and Internal Trade (DPIIT).</p> <p>Note: Those bidders exempted from EMD Cost, submit the certificate issued by the concerned department like MSME / NSIC/STARTUP Registration Certificate (Submit scanned copy online).</p>
3.	Availability of Tender Document	i. A complete set of Bidding Document in English may be

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		<p>downloaded free of cost from CPP Portal (URL: https://eprocure.gov.in/eprocure/app and NIFT, New Delhi website (URL: https://www.nift.ac.in).</p> <p>ii. Corrigendum/addendum, if any, will be published only on the CPP portal and NIFT Website and separate communication will not be sent for the same.</p> <p>iii. Bids should be submitted online only on CPP portal. Manual / physical bids will not be accepted.</p>
4.	Date of Publication of Bid notification on CPP portal and NIFT website	11th October, 2023
5.	Download of Bid Document Commence from	11th October, 2023
6.	Pre-Bid Meeting	18th October, 2023 at 3.00 P.M. at NIFT-Head Office, Hauz Khas, New Delhi
7.	Presentation	Date, Time and Venue of Presentation will be notified to the technically qualified bidders separately
8.	Last Date and Time for online submission of duly filled in Bids	31st October, 2023 upto 3:00 P.M.
9.	Place of opening of Tender Bids	In the Office of Purchase Officer, 2 nd floor, (Head Office), NIFT New Delhi
10.	Date and Time of opening of Technical Bids	1st November, 2023 at 4:00 P.M.
11.	Date and Time of the opening Price Bids	Will be notified to the Technically qualified Bidders.
12.	Eligibility Criteria	As per Annexure –I of Technical Bid
13.	Rejection of Tender	Incomplete, ambiguous and conditional rate, late receipt of original EMD will be rejected.

NOTE:

- i. The tendering authority reserves the right to accept / reject any or all tender without assigning any reason and is not bound to accept the lowest tender.
- ii. In case of any correction / addition / alteration / omission in the tender document, the tender bid shall be rejected summarily.
- iii. All statutory taxes as applicable shall be deducted at source before payment.
- iv. All documents to be submitted should be self-attested by the bidder

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**NATIONAL INSTITUTE OF FASHION TECHNOLOGY
HAUZ KHAS, NEW DELHI**

**Notice Inviting online tender under “Quality cum Cost Based System” (QCBS)
for Hiring Agency for Conducting Online Seat Allocation process for Admission to the
UG and PG programmes of NIFT**

1. ABOUT NIFT:

National Institute of Fashion Technology (NIFT) was set up by the Ministry of Textiles, Government of India in 1986 which has been accorded statutory status under an Act of Parliament in 2006 (NIFT Act 2006) for the promotion and development of education and research in the field of Fashion Technology.

NIFT provides fashion business education across the country through its network of 18 Campuses. It provides four years undergraduate (UG) program in design and technology, two years post graduate (PG) program in design, fashion management and fashion technology and short duration education program to address the specialised needs of professionals and students in the field of fashion.

NIFT has its Head Office at New Delhi with its campuses located at Bengaluru, Bhopal, Bhubaneswar, Chennai, Daman, Gandhinagar, Hyderabad, Jodhpur, Kangra, Kannur, Kolkata, Mumbai, New Delhi, Patna, Raebareli, Shillong, Srinagar (J&K) and Panchkula.

2. NOTICE INVITING TENDER

National Institute of Fashion Technology (NIFT) – Head Office invites Online tender on a single stage, two bid system under “**Quality cum Cost Based System (QCBS)**” from registered firms to select agency for Conducting Online Seat Allocation Process for admission to all UG and PG programmes of NIFT for Admissions – 2024 with all necessary statutory registrations, having working experience in handling online Seat Allocation work for admission in any reputed Institute / Organizations atleast three years of the last five years 2018-2019, 2019-2020, 2020-21, 2021-22 and 2022-23 in the relevant field as per details of Scope of Work attached at Annexure –‘VII’.

- a) The Tenderers are advised to follow the instructions provided in the Terms and Condition for the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/epocure/app>. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document. Agency who has downloaded the tender from the NIFT Website www.nift.ac.in and Central Public Procurement Portal (CPPP) website

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<https://eprocure.gov.in/eprocure/app>, <https://eprocure.gov.in/epublish/app> shall not tamper modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tempered / modified in any manner, tender will be completely rejected and EMD would be forfeited, and Agency and tenderer is liable to be banned from doing business with NIFT.

b) Disclaimer

The tender is not an offer by the National Institute of Fashion Technology (NIFT), but an invitation to receive bids from reputed companies. No contractual obligation whatsoever shall arise from the tender process until and unless a formal contract is signed and executed by a duly authorised officer of NIFT.

c) The Seat Allocation will be for approximately 15,000 candidates for 10 UG & PG academic programmes. NIFT intends to select an Agency to execute online Seat Allocation, its administration, website creation, registration, document verification, allotment of seats, collection and refund of Seat Allocation fees as per requirement. The system shall comprise:

- Creation of a website for online registration.
- Online two level document verification.
- Providing software and training for operation of software for online document verification and seat allocation based on preferences filled by candidate and common merit rank achieved.
- Conduct of mock and final Seat Allocation.
- Provision for multiple rounds of Seat Allocation.
- Creation of an integrated payment module to enable candidates to pay fees, generate receipts and process refunds.
- Customised report generation with a dashboard and admin access to NIFT Admission.

3. PROCESS OF ONLINE REGISTRATION AND SUBMISSION OF BIDS ON <https://eprocure.gov.in/eprocure/app>

- a) The process of online submission of bids are available on CPP portal for bidders. The tender document can be downloaded from the NIFT's official website i.e. www.nift.ac.in and also from <https://eprocure.gov.in/eprocure/app>. The bids will be submitted in a two bid system ONLINE ONLY with a Technical Bid and a Financial Bid. Physical bids will not be accepted. Online submission of technical bid as per prescribed Performa as per Annexure – I.

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b) The EMD of Rs. 60,000/- in the form of Demand Draft/Banker Cheque/ BG (Format of BG Attached at Annexure – IV) in favour of NATIONAL INSTITUTE OF FASHION TECHNOLOGY, payable at New Delhi shall be submitted in sealed envelope super scribing Hiring the Agency for Conducting Online Seat Allocation process for the UG & PG programmes of NIFT and addressed to Purchase Officer, NATIONAL INSTITUTE OF FASHION TECHNOLOGY, 2nd Floor, B Block, NIFT Campus, Hauz Khas, Near Gulmohar Park, New Delhi (HO) - 110016 on or before **31st October, 2023 upto 3:00 P.M.** The bidder shall also submit the EMD online in NIFT account as per bank details given below: -

Name of Beneficiary: National Institute of Fashion Technology

Bank: Union Bank of India, Yusuf Sarai Branch, New Delhi 110016

IFSC/RTGS Code: UBIN0534064

Saving Bank A/c no.:340602050000022

c) On line submission of technical bid contained in prescribed Performa as per Annexure - I along with scanned copies of Demand Draft/Banker Cheque / BG (Format enclosed at Annexure – V)/Online (Bank details are mentioned above) of Rs. 60,000/- in favour of NATIONAL INSTITUTE OF FASHION TECHNOLOGY and payable at New Delhi towards Earnest Money Deposit (refundable but non-interest bearing) with all relevant documents.

d) **Earnest Money Deposit** (Bid Security) is **exempted** from **Micro and Small Enterprises (MSEs)** organizations as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organisation or the concerned Ministry or Department or Startups as recognized by Department for Promotion of Industry and Internal Trade (DPIIT).

Note: Those bidders exempted from EMD Cost, submit the certificate issued by the concerned department like MSME / NSIC/STARTUP Registration Certificate (Submit scanned copy online).

e) The interested bidders are advised to read carefully the entire tender document and Scope of Work before submitting their tender. The tender documents not received online in prescribed format and / or are found incomplete in any respect will summarily be rejected. The **Technical Bids** will be **opened** on **1st November, 2023 at 4:00 PM** in the presence of such bidders who may wish to be present, either in person or through their authorised representatives (duly supported with authorisation letter).

f) The online financial bid will be opened on a date which will be communicated to only those bidders who are found to be technically qualified after evaluation of technical bids.

g) In case of any further clarification required relating to this tender, the same can be sought from the following officers of NIFT: -

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- Dy. Director (Admissions), National Institute of Fashion Technology, Head Office, Near Gulmohar Park, HauzKhas, New Delhi – 110016 Phone No. 011-26542061. Email ID admissions@nift.ac.in (For Scope of Work).
- Assistant Director (Purchase), National Institute of Fashion Technology, Head Office, Near Gulmohar Park, HauzKhas, New Delhi – 110016. Phone No. 011-26542071/26542176 and email id :purchase.ho@nift.ac.in (For tender submission related queries).
- A **pre-bid meeting** to explain the scope of work and to resolve queries of the participating companies / agencies will be organized by NIFT on **18th October, 2023 at 3.00 PM** at NIFT-Head Office, Hauz Khas, New Delhi
- Queries should be mailed to DD (Admissions) by **17th October, 2023** at admissions@nift.ac.in

4. SCOPE OF WORK:

The scope of work has been divided into: -

a) Pre-Seat Allocation process

- i. Development/deployment of customized software
- ii. Training
- iii. Trial Run
- iv. STQC certification

b) Seat Allocation Process

- Registration
- Document verification
- Mock Seat Allotment
- Final Seat Allotment
- Provisional Admission
- Vacant Seat Generation for next round
- Allotment of vacant seats in each subsequent rounds of Seat Allocation
- Number of Seat Allocation rounds as required.

c) Post Seat Allocation Process: -

- Withdraw Option
- Collection/ Refund of Fees
- Report generation
- Resolution of Queries
- Detailed Scope of Work is as per **Annexure VII**

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5. SELECTION CRITERIA OF BIDDER:

The selection of the Agency will be based on Quality cum Cost Based Selection (QCBS). There will be 60% weightage for technical evaluation and 40% for Financial Evaluation.

a) Technical Bid: (As per Annexure – I)

All the relevant documents as asked in the Technical Bid as per Annexure – I should be submitted. Only those bidders will be technically qualified who submit all required documents and secure 60% marks and above on evaluation of their Technical Bids by the duly constituted Technical Evaluation Committee.

b) Financial Bid: (As per Annexure – II):The financial bids of only those Bidders who have been found to be technically suitable / eligible will be opened.

6. EVALUATION OF BID:

a) Out of 100 marks the weightage in evaluation will be given as under: -

i. 60% of the marks will be awarded for Technical Evaluation.

ii. 40% marks will be awarded for Financial Evaluation.

b) The Technical bids will be evaluated as per technical criteria given below. The shortlisted bidders / companies would be required to make presentations/demonstration to the Technical Evaluation Committee of officers constituted by NIFT for the purpose.

TECHNICAL EVALUATION CRITERIA (In the relevant area and as evaluated by the Technical Evaluation Committee constituted for the purpose by NIFT).

S.N.	Evaluation Parameter	Marking Scale/ details	Maximum Marks	Marks evaluated by Technical Evaluation Committee
1	Bidder's Profile		24 Marks	
1.1	Overall staff strength (Project Management / Development / Quality Assurance / Implementation / Operations)	EPF Registration Certificate and Self Declaration from the Authorized Signatory / HR Head	08 Marks	
		1-25	03	
		26 – 50	06	
		51 & above	08	
1.2	Software / Solution		16 Marks	
	Organization should own the source code of the application	Self-Declaration from the authorized signatory for ownership of source code	10	

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	Portal/software and should be capable to modify as per security requirement of NIFT	&Capability / willingness to change		
	The organization should have in- house technical personnel to maintain software and data used to conduct the exam	Self-Declaration from the authorized signatory / Departmental Head for required Technical Manpower	06	
2	Bidder's certification		10 Marks	
2.1	ISO 9001	ISO 9001	2	
2.2	ISO 27001	ISO 27001	3	
2.3	Cmmi Level 5	Cmmi Level 5	2	
2.4	Cert-In/STQC certification for security	Cert-In/STQC certification for security	3	
3	Bidder's Financial Turnover		18 Marks	
3.1	Average Annual Turnover of at least 3 years in the last five financial year 2018-2019, 2019-2020, 2020-21, 2021-22 and 2022-2023	Turnover 25 lakhs and below	0	
		Turnover above 25 and upto 50 lakhs	10	
		Turnover above 50 and upto 100 lakhs	15	
		Turnover above 100 lakhs	18	
4	Bidder's experience in handling online Seat Allocation work		38 Marks	
			19 Marks	
4.1	No. of years of work experience in handling online Seat Allocation work for admission in any reputed Institute / Organisations in the relevant field.	upto3 years	0	
		Above 3 and upto 4 years	9	
		Above 4 and upto 5 years	13	
		Above 5 and upto 7 years	16	
		Above 7 years	19	
			19 Marks	
4.2	Work experience in handling online Seat Allocation work for admission in any reputed Institute / Organisations atleast three years of the last five years 2018-2019, 2019-2020, 2020-21, 2021-22 and 2022-23 in the relevant field.	Conducted online Seat Allocation of : Less than 10000 candidates	0	
		10000 and upto 15000 candidates in each process	12	
		Above 15000 and upto 25000 candidates in each process	16	
		Above 25000 candidates in each process	19	
5	Presentation:		10 Marks	
5.1	The Agency/company will be required to give a demonstration and / or presentation clearly giving details of their capabilities and methodology to conduct the Seat Allocation Process. The marks for Approach and Methodology will be given by the committee based on the Presentation & Demonstration made by the bidder, Plan to execute the Seat Allocation Work of NIFT, Innovativeness, quality of software deliverables, timelines,			

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	past history and Software development and execution of the software, Approach and methodology, Software system proposed		
	Total Marks	100 Marks	

c) Procedure for ranking:

- i. The total marks obtained by a bidder shall be allocated 60% weightage for the Technical bid and 40% weightage will be assigned to the financial bid.
- ii. Financial Bid with lowest cost will be assigned a financial score of 100 and other bids will be given marks inversely proportional to the increase in cost over the lowest bids.
- iii. The total score, both technical and financial, shall be obtained by weighing the quality and cost scores and adding them up.
- iv. The bid with the highest marks on combination of marks from the technical and financial bids will be awarded the contract for conducting online Seat Allocation for NIFT Admissions – 2024.

EXAMPLE : Minimum qualifying marks for technical qualifications as 60. The weightage of the technical bids and financial bids was 60 :40. Three proposals i.e. A, B and C were received and marks awarded by the committee were 70, 74 and 79 marks respectively in the technical evaluation. All the three proposals found technically qualified and their financial proposals were opened and quote price as under : -

- A. Rs.120
- B. Rs.100
- C. Rs.110

Formula

FS = (Fmin/Fb) x 100 (rounded off to 2 decimal places), where

FS = Normalized Financial Scores for the bidder under consideration

Fmin = Lowest absolute Financial quote received

Fb = Absolute financial quote by the bidder under consideration

A. $(100/120) \times 100 = 83$ points

B. $(100/100) \times 100 = 100$ points

C. $(100/110) \times 100 = 91$ points

Combined Technical and Financial Score (TS x0.60+ FS x 0.40):-

Proposal A : $70 \times 0.60 + 83 \times 0.40 = 75.2$ Points

Proposal B : $74 \times 0.60 + 100 \times 0.40 = 84.4$ Points

Proposal C : $79 \times 0.60 + 91 \times 0.40 = 83.8$ Points

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The Bidder with the highest Composite Score(s) would be awarded the contract.

7. DOCUMENTS REQUIRED (TECHNICAL ELIGIBILITY CRITERIA) :

Tender shall be accompanied by the relevant documents including the following **(Annexure– I):-**

- a) The proof of Annual turnover of Rs. 25 Lakhs or above per year for at least 3 years in the last five financial year 2018-2019, 2019-2020, 2020-21, 2021-22 and 2022-23 in the form of the Audited Financial Statement duly certified by Chartered Accountant (Submit Scanned copy online).
- b) Agency registered under Company's Act, 2013/ various acts including Societies Registration Act. (Submit scanned copy online).
- c) The Agency must have working experience in handling online seat allocation work for admission in any reputed Institute / Organisations, atleast three years of the last five years 2018-2019, 2019-2020, 2020-21, 2021-22 and 2022-23 in the relevant field (submit scanned copy of work order / completion certificate). A list of organisations where the Agency has provided / is providing the services covered in the tender document may also attach the scan copy online).
- d) The Agency must have conducted two online Seat Allocation work of atleast 5,000 candidates in each process during the last 03 years in any reputed Institute / Organisations. (Submit scanned copy of work order / completion certificate).
- e) Copy of Registration Certificate in support of GST Nos./PAN No. and Validity etc. (Submit Scanned copy online).
- f) The Agency must have ISO 9001, ISO 27001, CMMI level 5 and STQC certification for the software security.
- g) The EMD of Rs. 60,000/- in the form of Demand Draft/Banker Cheque/FD/BG (format enclosed at Annexure- IV)/Online (Bank details are mentioned above) in favour of NIFT payable at New Delhi (Submit Scanned copy online and hard copy also).
- h) NSIC/MSME/ Startup are required to submit the certificate issued by the concerned department (like-NSIC, MSME etc.) (Submit Scanned copy online).
- i) The bidder shall have to declare that he has not been debarred from participation in tender anywhere in NIFT HO and its Campuses and have not been blacklisted by any Govt. /Semi Govt./Institute/organisation in the last five years. (submit certificate as per Annexure – III). If, it is subsequently established or found that the bidder has given any false information or facts or has suppressed facts or manipulated the documents etc. the Earnest Money Deposit or the Security Deposit, as the case may be, will be forfeited and no excuse/grievances whatsoever will be entertained thereafter.
- j) Certificate stating that the Agency owns the source code of the application software and

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is capable of modifying it as per requirement of NIFT. (Submit the self-certificate)

- k) The Agency should have in-house technical personnel to maintain software and data used. Details of personnel as per Annexure-VI

8. Terms and Conditions:

- a) The Technically qualified Agency will be intimated through e-mail for opening of their financial bid.
- b) The Agency must enclose all required documents and if not enclosed, NIFT reserves the right to reject tender of those agency. The decision of the NIFT will be final and shall be binding on tenderers.
- c) The Agency will have to Conduct Online Admission Seat Allocation process for the UG and PG programmes of NIFT as per Scope of Work. Maximum period of contract will be for 03 years. The contract may be extended on a year to year basis after evaluating the performance of the Agency on the same terms and conditions.
- d) In the absence of required EMD, bid shall be deemed to be invalid & will be rejected by NIFT. Those bidders who are exempted from submission of EMD, they have to submit scanned copy of requisite certificate issued by the concerned authority (like: MSME, NSIC etc.). No interest shall accrue to this deposit which will be returned after completion of the work and after adjusting dues, if any.
- e) The Agency must have ISO 9001, ISO 27001, CMMI level 5 for software security and the software should be STQC compliant.
- f) Agency will provide reports and data related to NIFT generated as part of the Seat Allocation process as and when required without any extra cost. The right to use of the customized software must be vested to NIFT only.
- g) The complete Database of the Seat Allocation process will be saved on the server of the Agency with back up facility till the completion of online Seat Allocation Work.
- h) The Agency should appoint at least one Project Manager and one technical person to be located at Delhi to effectively administer the process on coordination with Admission Department, NIFT without any additional cost.
- i) For the reference of Tenderers for submission of their bids, NIFT conducted online Seat Allocation of approximately 12000 candidates for UG and PG courses for the academic year 2019-2020 and approximately 15000 candidates for 2020-21.
- j) Bidder who secured highest composite scores to whom contract is awarded will be required to deposit performance security @10% the contract sum as Demand Draft in favour of "NIFT" payable at New Delhi / Pay Order / FD Receipt / Bank Guarantee (Copy of Format is enclosed at Annexure V)/Online payment. This performance security must

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be deposited within 10 days of the award of the contract. No interest will be paid on the performance security. The performance guarantee should be valid for a period of 60 days beyond the date of contract period.

- k) The amount of Performance Security(refundable) without any interest thereon will be returned to the bidder after successful completion of the work and after adjusting dues, if any.
- l) The date of Demand Draft, Fixed Deposit Receipt from a Commercial bank, Bank Guarantee from a Commercial bank or online payment will be after the date of receipt of the work order.
- m) The bids should be valid for at least six months from the date of opening of the tender. In case of the successful bidder, rates quoted shall be valid for the entire period till the work is completed.
- n) EMD of the work order or Bank Guarantee whichever is more shall be forfeited in case of the following:
 - i. The bidder withdraws their offer during the period of tender validity.
 - ii. After opening of tender, the tenderer fails to honour the contract or refuses to comply with any or all terms and conditions of the tender.
 - iii. If the successful bidder failed to furnish the security deposit as required
- o) National Institute of Fashion Technology reserves the right to accept or reject any or all the offers either fully or partly without assigning any reasons and is not bound to accept the lowest bid.
- p) Conditional Bids/Vague offers like “Duties as applicable” shall not be considered.
- q) Payment Schedule:-The payment will be released as per the following schedule on successful completion of the work after submission of proper bill:-
 - i. 30% payment after implementation of software and completion of registration.
 - ii. 40% on completion of successful Seat Allocation
 - iii. 30% on completion of admission process & commencement of Academic session.
 - iv. No advance payment will be made.
- r) The selected Agency should have an already-developed (off-the-Shelf) Online Seat Allocation Software product which can be customised as per the requirement of NIFT with minimal changes in desired time frame OR the Agency will develop the required Software as per the Scope of Work within the period of 60 days and submit STQC certification (other equivalent as per GOI guidelines) in next 30 days from the date of receipt of Work Order
 - (ii.) If the vendor develops customize software for NIFT Seat Allocation the developed

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software will be delivered to NIFT and should work in standalone mode. If the vendor utilizes already developed off the shelf software then the Vendor will certify that customisations carried out for NIFT and NIFT processes will not be shared / used anywhere else. The version of the software cutomised for NIFT will be provided to NIFT.

(iii.) All data pertaining to NIFT either shared with the vendor for the process or generated during the process will be confidential with full ownership rights with NIFT. Vendor will deliver the same to NIFT after the process is completed and certify that it has been removed/deleted from all media with the vendor.

- s) If the Agency violates the contract, the following penalties will be imposed:-
- (i) If delivery and STQC of the Software is not done within the stipulated time, performance security shall be forfeited.
 - (ii) If software requirement does not match as per Scope of Work of NIFT, performance security shall be forfeited and the Agency will be blacklisted. 10% of the work order amount as a penalty will also be imposed.
 - (iii) In case of performance of the Agency is not satisfactorily as per the scope of work of the contract, a penalty of 10% of the total contract value will be imposed for each violation.
- t) The losses to the Institute which are directly attributable to the Agency shall be deducted from the bills/ adjusted from the Security deposit.
- u) The Agency must have working experience in handling online Seat Allocation for admission in any reputed Institute / Organizations at least three years of the last five years 2018-2019, 2019-2020, 2020-21, 2021-22 and 2022-23 in the relevant field.
- v) The successful Agency must demonstrate at least 2 successful trial runs of the On-line Seat Allocation software within 1 (One) week after the completion of STQC of the Software period. Failure to adhere to this deadline may result in summary termination of the work order and the balance / total work will be executed through other agencies at the Agency's risk and cost and will be governed by the Penalty clause as mentioned in the tender document.
- w) The Online Seat Allocation software must be user-friendly and free from glitches.
- x) For guiding the applicants, help-desks should be maintained by providing man-power and Internet connection facility by the vendor. Help Line numbers have to be submitted to the NIFT prior to the start of on-line seat allocation. All costs incurred on this account will be borne by the bidder.
- y) The successful bidder will be responsible to provide information for all RTI and Legal issues related to online admission cum seat allocation process and data/report

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management.

- z) The online seat allocation process may take maximum 04 months to complete the work and no further cost will be incurred in case of request to increase in time.
- aa) The price bid of the technically qualified bidders only will be opened after evaluation of technical bids. The combined financial cost will be calculated as under:-
 - i. Cost of Software = A
 - ii. Operational Cost of per candidate = B
 - iii. Operational Cost for 10,000 candidate = C (B x 10,000)
 - iv. Total Financial Cost = A + C
- bb) The contract shall be terminated if:
 - i. The service of the Agency is not found satisfactory or the Agency changes the rate of contract during the contract period.
 - ii. In case the Agency fails to execute the job as per the terms and conditions of the agreement, the balance / total work will be executed through other agencies at the Agency's risk and cost.

9. IMPORTANT INSTRUCTIONS:

- a) The successful Agency shall obtain declaration from their personnel (employed by them for the work in the concerned Seat Allocation) that none of them have any near relations (such as children, brother, sister, nephew, nieces of self and spouse) as well as anyone on whom they may have any special interest, appearing for the concerned Seat Allocation.
- b) The successful Agency would be required to follow defined Software Change Management processes to manage changes in the Software. Such a process would include Change Request Management, Impact Analysis, Change Approval, Change Implementation, Version Control, Version labelling, Testing OA Certification and Deployment.
- c) The successful Agency must employ multiple backup systems including offline backups to securely maintain the software and its corresponding source code.
- d) Testing should not be limited to system features and functionality. The system used to conduct the Seat Allocation must be tested for performance, security, usability, high availability, business continuity and disaster recovery.
- e) Suitable emergency management plans towards any crisis situation / redundancy of servers, students' data etc should be maintained by the Agency. The successful Agency should be able to support the entire solution on a 24x7 basis with a maximum response time of three hours.
- f) At any time before the submission of bids, NIFT may amend the tender by issuing an

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addendum in writing or by standard electronic means. The addendum shall be uploaded on CPP Portal and NIFT website and will be binding on them. The Agency shall acknowledge receipt of all amendments.

10. FORCE MAJEURE: - Force Majeure shall mean any cause which is beyond the control of a Party or Parties or the Party invoking force majeure, including but not limited to the following: any law, decree, regulation, order, or request of any governmental authority, nationalization, expropriation, confiscation, requisition, riot, war, hostilities, public disturbance, act of the public enemy, strike, lock out, or other labor dispute, fire, flood, earthquake, storm, explosion, or Act of God. If either Party is prevented from or delayed in carrying out any provision of this Agreement by reason of Force Majeure the Party whose performance is so prevented or delayed, upon prompt written notice thereof to the other Party, shall be excused from such performance to the extent and during the period of such prevention or delay. This clause shall not be available to a Party if such Party fails to use reasonable diligence to remedy by the applicable situation described in above clause hereof with reasonable dispatch or if such applicable situation is caused by such Party.

The party for which it becomes impossible to meet obligations under the Contract due to Force Majeure conditions, is to notify in written form to the other party of the beginning and cessation of the above circumstances immediately, but in any case, no later than 10 (Ten) days from their commencement. Certificate of a Chamber of Commerce (Commerce and Industry) or other competent authority shall be considered as sufficient proof of commencement and cessation of the above circumstances.

If the impossibility of complete or partial performance of an obligation lasts for more than 2 (two) months, either party here to reserves the right to terminate the Contract totally or partially upon giving prior written notice of 30 (thirty) days to the other party of the intention to terminate without any liability other than reimbursement on the terms provided in the contract. Force Majeure will be applicable throughout the contract period.

11. CONCILIATION/ARBITRATION:

- a) If any dispute(s) or difference(s) of any kind whatsoever arise in between the parties, the parties hereto shall negotiate with a view to its amicable resolution and settlement through a Committee appointed by DG – NIFT which shall include the representative(s) of the opposite party.
- b) In the event no amicable resolution or settlement is reached between the parties within 30 days after receipt of notice by one party, then the disputes or differences as detailed above shall be referred to and settled by the sole Arbitrator to be appointed by DG –

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NIFT with the mutual consent of the other party.

- c) The Arbitration proceedings shall be in accordance with the provisions of the Arbitration and Conciliation Act, 1996 (as amended or enacted from time to time and in force when the reference is made)
- d) The venue of the Arbitration shall be New Delhi. The Arbitration proceedings shall be in English Language.
- e) The Arbitrator will give the speaking and reasoned award.
- f) If there still remains some dispute unresolved, in that event, the same shall be adjudicated by the Courts in Delhi.

Applicable Law and Jurisdiction:

All matters connected with this shall be governed by the Indian Law both substantive and procedural for the time being in force and shall be subject to the exclusive jurisdiction of Indian Court at Delhi.

NIFT reserves the right to annul the bidding process at any time period to award of contract including rejection of any or all bids after the same have been received, without thereby incurring any liability to the affected bidder or any obligation to inform the affected bidder/s on the ground of NIFT action.

(Admission Department)
NIFT – Head Office

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(Full Signature & Stamp of the Tenderer)

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**Technical Bid for Hiring the Agency for Conducting Online Admission Seat Allocation process
for the UG and PG Programmes of NIFT for Admissions - 2024**

Name of the Agency / Firm	:	
Name of Authorised Person (Who signs on the tender document)	:	
Office Address	:	
Phone No.	:	
E-mail address	:	
Mobile No.	:	

Eligibility Criteria for Selection:-

S.No.	Document to be submitted	Proof Required
1.	The proof of Annual turnover of Rs. 25 Lakhs or above per year for atleast three years in the last five financial year 2018-2019, 2019-2020, 2020-21, 2021-22 and 2022-23 in the form of the Audited Financial Statement duly certified by Chartered Accountant.	(Submit scanned copy online)
2.	Agency's registration under the Company's Act, 2013 /various acts including Societies Registration Act. (Submit scanned copy online).	(Submit scanned copy online)
3.	The Agency must have work experience in handling online Seat Allocation work for admission in any reputed Institute / Organisations of Government of India / etc. atleast three years of the last five years 2018-2019, 2019-2020, 2020-21, 2021-22 and 2022-23 in the relevant field. A list of organisations where the Agency has currently provided / providing the services covered in the tender document along with a copy of work orders/completion certificate to be submitted online.	(Submit scanned copy online)
4.	The Agency must have conducted atleast two online Seat Allocation work of at least 5000 candidates in each process during the last 05years 2018-2019, 2019-2020, 2020-21, 2021-22 and 2022-23 in any reputed Institute / Organizations of Govt. of India, etc.	(Submit scanned copy of work order / completion certificate)

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5.	The Agency must have ISO 9001, ISO 27001, CMMI level 5 certification and Cert-in / STQC Certification for security	(Submit scanned copy online)
6.	Copy of Registration Certificate in support of GST Nos./ PAN No. and Validity etc. (Submit Scanned copy online).	(Submit scanned copy online)
8.	Those bidders who are seeking exemption for submission of EMD, are required to submit certificate of NSIC/MSME / Startups etc. issued by the concerned authority.	(Submit scanned copy of Registration Certificate online)
9.	The bidder shall have to declare that he has not been debarred from participation in tender anywhere in NIFT HO and its Campuses and has not been blacklisted by any Govt. /Semi Govt./Institute/organization in the last five years. (Submit certificate as per Annexure – III).	(Submit scanned copy online)
10.	The Agency should own the source code of the application software and should be capable to modify it as per requirement of NIFT.	(Submit Self-Declaration online)
11.	The Agency should have in-house technical personnel to maintain software and data used.	(Submit copy of the proof online)

Signature of Tenderer: -----

Name of the Authorized Signatory: -----

Name of the Agency: -----

Seal of the Agency: -----

Address: -----

Contact No.:-----

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(Full Signature & Stamp of the Tenderer)

Financial Bid for Hiring the Agency for Conducting Online Admission Seat Allocation process for the UG and PG programmes of NIFT for Admissions - 2024

NIFT Head Office GSTIN. - 07AAATN2067JIZI

S No.	Description	Rate in Rs.	GST in %	Total Price in RS. including GST
1.	Per candidate rate (Operational Cost as per Scope of Work)			
2.	One time Cost of Software with STQC certification (other equivalent as per GOI guidelines) as per Scope of Work			
	Grand Total			

Please Note :-

- a) The financial score will be calculated as under:-
 - i. Cost of Software = A
 - ii. Operational Cost of per candidate = B
 - iii. Operational Cost for 15,000 candidate = C (B x 15,000)
 - iv. Total Financial Cost = A + C
- b) The number of candidates are tentative and the payment will be released for operational cost as per actual number of candidates registered for Seat Allocation
- c) The development of Software is one time cost / process. If the contract is extended for 2nd year onwards, the payment will be released only for operational cost of per candidate on a pro-rata basis as per actual number of candidates registered for Seat Allocation.
- d) The Price quoted by the Agency shall be valid till the completion of the Contract including the period of extension, if any
- e) Rates should be quoted in words as well as in figure. If discrepancy is found in words and in figure than rates written in words would be consider.

Signature of Tenderer :-----

Name of the Authorized Signatory :-----

Name of the Company/Agency :-----

Seal of the Company/Agency :-----

Address :-----

Contact No.:-----

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(Full Signature & Stamp of the Tenderer)

TO WHOMSOEVER IT MAY CONCERN

This is to certify that M/s. _____ have not been debarred from participation in Tender/ Contract in NIFT HO and its Campuses.

It is also certified that M/s. _____ are not blacklisted by any Govt. / Semi Govt. / Institute / organisation.

Yours faithfully

(Signature of the Bidder, with Official Seal)

Name of the Authorised Signatory:

Designation:

Contact details (including E-mail):

Date:

Place:

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(Full Signature & Stamp of the Tenderer)

BANK GUARANTEE FORMAT FOR FURNISHING EMD

Whereas.....
(hereinafter called the "tenderer") has submitted their offer datedfor -----
----- (hereinafter called the "tender") against the purchaser's tender enquiry No.
..... KNOW ALL MEN by these presents that WE
..... of..... having our registered office at
..... are bound unto **National Institute of Fashion Technology** (hereinafter called
the "Purchaser") in the sum of -----for which payment will and truly to be made to the
said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common
Seal of the said Bank this day of 2023

THE CONDITIONS OF THIS OBLIGATION ARE:

- (1) If the tenderer withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of this tender.
- (2) If the tenderer having been notified of the acceptance of his tender by the Purchaser during the period of its validity : -
 - a) If the tenderer fails to furnish the Performance Security for the due performance of the contract.
 - b) Fails or refuses to accept / execute the contract.

WE undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both the two conditions, specifying the occurred condition or conditions.

.....
(Signature of the authorized officer of the Bank)
.....
.....
Name and designation of the officer
.....

Seal, name & address of the Bank and address of the Branch

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(Full Signature & Stamp of the Tenderer)

Bank Guarantee Format for Furnishing Security Deposit

In consideration of National Institute of Fashion Technology, having its Head Office at NIFT Campus, Near Gulmohar Park, Huaz Khas, New Delhi – 110016 (hereinafter referred to as NIFT which expression shall unless repugnant to the context or meaning thereof include its successors, administrators and assigns) having awarded to-----with its Registered / Head Office at ----- (hereinafter referred to as the 'Contractor' which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns), a contract by issue of NIFT's Letter of Intent No.-----dated-----and the same having been unequivocally accepted by the contractor resulting in a 'Contract' bearing No.-----dated validatRs. _____(Rupees_____only) for____and the Contractor having agreed to provide a Contract Performance Guarantee for the faithful performance of the entire Contract equivalent to Rs.------(Rupees-----value of the contract to NIFT, we havingits Head Office at pression shall unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns), do hereby guarantee and undertake to pay NIFT, on demand any and all money payable by the Contractor to the extent of Rs.----- (Rupees_____ only) as aforesaidat any time upto without any demand reservation contest, recourse for protest Bank shall be conclusive and binding notwithstanding any difference between NIFT and Contractor or any dispute pending before any Court, Tribunal or any other authority.

1. We, the -----Bank undertake not to revoke with guarantee during its currency without previous consent of NIFT and further agree that the guarantee herein contained shall continue to be enforceable till NIFT discharges this guarantee or which is earlier.
- 2.NIFT shall have the fullest liberty without affecting in any way the liability of the Bank under this guarantee from time to time to extend the time for performance of the contract by the Contractor. NIFT shall have the fullest liberty, without affecting this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the Contractor, and to exercise the same at any time in any manner and either to enforce or two forbear to enforce any covenants, contained or implied, in the Contract between NIFT and the Contractor or any other

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(Full Signature & Stamp of the Tenderer)

course or remedy or security available to NIFT. The Bank shall not be released of its obligations under this guarantee by any exercise by NIFT of its liberty with reference to the matter aforesaid or any of them or by reason of any other acts of omission or commission on the part of NIFT or any other indulgence shown by NIFT or by any other matters or thing whatsoever which under law would but for this provision have the effect of relieving the Bank.

3. The Bank also agrees that NIFT and its option shall be entitled to enforce this guarantee against the Bank as a principal debtor, in the first instance without processing against the Contractor and notwithstanding any security or other guarantee that NIFT may have in relation to the Contractor's liabilities.
4. This guarantee shall not be affected by any changes in the constitution of Contractor nor shall it be affected by any charges in the constitution of NIFT or by any amalgamation or absorption thereof or therewith but will ensure for and be available to and enforceable by absorbing or amalgamated company or concern.
5. Notwithstanding anything contained hereinabove, our liability under this guarantee is restricted to Rs.----- (Rupees only) subject to the clause as stated immediately hereafter. This guarantee shall remain in force till.
6. This guarantee shall continue and hold good until it is released by NIFT on the application of the Contractor after expiry of the relative guarantee period of the said Contract and after the contractor has discharged all their obligations under the said Contract and produced a certificate from NIFT's representative certifying the due completion of the work under the said contract and submitted 'No-demand Certificate' provided always that unless extended this guarantee shall remain in force till----
----- should it be necessary to extend this guarantee beyond the said date on account of extension being granted by NIFT to the Contractor in respect of completion of works under the said contract or otherwise, we undertake to extend forthwith the period of the guarantee on NIFT's request till such time as may be required by NIFT.
7. We-----Bank shall be discharged of our liability under the guarantee unless a claim is made by NIFT within 3(three) months from the date of expiry of this Bank Guarantee.

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(Full Signature & Stamp of the Tenderer)

Details of Technical & Administrative Personnel to be employed for this work

TABLE-1:

Category	Total Number of regular employee	Number available for this work	Minimum Qualification	Remarks
Technical				
Administrative				

TABLE-2:

S No	Designation	Total number of employees in the category	Number available for this work	Minimum Qualification	Professional experience and details of work carried out	In what capacity these would be involved in this work	Remarks
1	2	3	4	5	6	7	8

(Signature with date and Seal of Bidders)

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(Full Signature & Stamp of the Tenderer)

SPECIFICATIONS AND SCOPE OF WORK FOR ADMISSIONS-2024

1) The service provider will be responsible for the successful conduct of NIFT's Web-based Online - Seat Allocation for admission to various courses, as listed below for Admissions – 2024 for various modes of entry viz. Regular, Artisan, NRI and Lateral entry.

(a). UG Courses

- Bachelor of Design (B.Des)
- Fashion Design (FD)
- Leather Design (LD)
- Accessory Design (AD)
- Textile Design (TD)
- Knitwear Design (KD)
- Fashion Communication (FC)
- Bachelor of Fashion Technology (B.F. Tech.) - Apparel Production (AP)

(b). Master Programmes

- i. Master of Design (M.Des)
- ii. Master of Fashion Management (M.F.M)
- iii. Master of Fashion Technology (M.F. Tech.)

1. The details of the seats available for Online Seat Allocation for each course will be made available by NIFT in the form of a "Seat-Matrix".
2. The Online Seat allocation software must be free from glitches. The software should be completely customised as per NIFT requirements.
3. Designing interface/ mechanism for Mobile based application along with all interfaces as per the Admission Portal.
4. There are three phases for Seat allocation process:-
I) Pre- Seat Allocation phase II) Seat Allocation phase III) Post Seat Allocation phase

I) PRE- SEAT ALLOCATION PHASE:-

The work for Pre-Seat Allocation stage are as follows:-

a) Development, Deployment and Training:-

- i. The Agency should develop and host a registration portal for the registration of the Candidates

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for seat allocation. The design of these pages will be responsive and accessible through hand held devices also. The registration will be for all courses run by NIFT both UG and PG. The registration form will be exhaustive capturing all required details for Seat Allocation.

- ii. The Candidates should be able to upload required documents during the registration.
- iii. Verification of the uploaded documents against standard guidelines of NIFT will be carried out by the Agency.
- iv. A team of personnel from NIFT should be able to undertake document verification online from remote locations based on unique and secure logins for rejected/contentious/referred cases.
- v. The agency will verify all the documents of the candidates along with caste certificates if applicable.
- vi. Provide online training on all systems and processes to users along with 2 successful trial/mock runs. A user manual is to be created for ready reference. Users required at various points are:
 - **At HO:** A team of people from the NIFT Admission will be responsible for seat approval process, seat de-categorization, necessary reports generation and upload on NIFT website and coordination between all eighteen campuses.
 - **At Campus:** A team led by a Nodal Officer will be responsible for document verification of referred cases.
 - Online training will be provided by the technical team of the Agency before the seat allocation begins. Technical support will be provided by the Agency throughout the period of Seat Allocation process.
- vii. The Agency should provide step by step audio, video tutorials and PDFs for describing the usage of the modules to the students/end users.

b) STQC Certification:-The Agency needs to ensure STQC certificate (other equivalent as per GOI guidelines) of the system developed for performance and load testing.

c) Super Admin:- Admin panel login must be provided with secure passwords. The Admin's should be able to view the entire process in real time and as a series of reports (onscreen and printable) with customised panels for different officials.

d) Dashboard:- A dashboard for different types of statistics like Allotted seats Date-Wise / Category-Wise / State-wise / Course-Wise / Campus-Wise etc as required by NIFT giving live status should be available to nominated officials of NIFT Admission. The dashboard should be customised as per NIFT requirement.

II) SEAT ALLOCATION PHASE:-

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Online seat allocation software should provide an interactive interface to the candidates for capturing their campus and course preferences, seat allocation, online admission fee payment. The allotment process should completely be automated. The system will be capable of conducting multiple rounds necessary for completing the admission process. The work of Seat allocation process requires the following processes and modules:-

A. Registration:-This module will enable registration of eligible candidates.

B. a) Online Application :-The candidate would be required to register online through a secure login.

b) Basic Details:-

- i. The basic personal and academic details of the candidates will be captured. Candidates should be able to upload the requisite documents in the prescribed formats.
- ii. The candidate will upload the required documents to complete the registration. Candidates may opt to accept a seat under the NRI sponsored category subject to submission of requisite documents for document verification. The option to exercise this must be confirmed while filling the Seat Allocation application. NRI seats for all academic programmes will be separate and unique choices.

c) Choice/Preference

Candidates will be asked to fill in their choice of academic program in the order of preference. A candidate should be able to enter unlimited preference(s) online, order and re-order the same using drag/drop. Candidates should be able to amend choices after any seat allocation round if permitted by NIFT. However this feature will be activated only if required.

d) Choice Locking

After a set time the choice should be locked automatically (after a predefined time) if not locked by the candidate. Preference form filling is a time bound activity and all candidates must complete the process within the given time. Preferences submitted will be editable till finally locked as per the seat allocation rules. Provision to enable the candidate to lock preference voluntarily at any given time should be available.

A confirmation message for the registration should be sent on the registered email id and Mobile number of the candidate.

e) Document verification:-All successfully submitted documents alongwith category certificate (as applicable) and fee paid will be verified. Verification of the uploaded documents and ensuring that the candidate meets all the eligibility criteria should be done online through the designed software. Agency should keep the record of document verifier and provide the same if required

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by NIFT. There should be a provision of cross checking of Documents by NIFT. Once verification is confirmed by NIFT the successful candidates will be considered for seat allocation.

f) Seat Allotment:- Based on the candidate's choice of academic program, merit, category and availability of the seats, automatic, software driven allotment of the highest possible academic program is to be made to the candidate. There will be no manual interference in allotment of seats.

g) Acceptance of Seat:- The candidate now exercises the option to accept the offered academic program. If all the documents are found to be valid and the eligibility criteria are met by the candidate, the allocated seat will be confirmed and the candidate will be notified on the online portal. The candidate will also get the provisional allotment information by SMS/ email. The candidate should be able to view the provisional allotment letter. He should be able to take a printout of the Allotment-Letter from the portal by logging in after the final confirmation of the seat.

h) Freeze, Upgrade and Slide Options

At the time of accepting the seat online, a candidate should have the option for any one of the following - '**Freeze**', '**Slide**' or '**Upgrade**' for the choice of academic program for subsequent round(s), if any, of the Seat Allocation (in case if the candidate has been allocated seat as per his/her first choice, option of slide and upgrade will not be available).

1. **Upgrade**:- Candidates accept the offered seat and indicate that, if admission to an academic program of better/ higher preference in any Institute is offered, they will accept it. Else, they will continue with the currently accepted academic program. Such candidates will be considered in subsequent rounds of admission. The default option for all candidates will be upgrade.
2. **Freeze**:- Candidates accept the offered seat and indicate that they are content with the allocated academic program and that they do not want to participate in further rounds of seat allocation. Such candidates will NOT be considered in subsequent rounds of admission.
3. **Slide**:-Candidates accept the offered seat and indicate that, if admission to an academic program of better / higher preference is offered within the same Institute, they will accept it. Such candidates will be considered in subsequent rounds of admission for only the Campus offered and accepted in the earlier round of Seat Allocation.

Adequate safeguards like re-confirmation, OTP on SMS will be built into the software for all changes of preferences, options to be exercised by the candidates.

i) Vacant Seat Generation:-Vacant seats would be generated in real time if there is failure of any candidate to confirm admission in the given time frame or there is admission cancellation due to

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any reason. Vacant seat matrix for subsequent rounds to be generated without manual intervention.

j) Re-allotment of vacant seats:- The seats would be re-allotted based on generated vacant seats and choices given by the candidate in order of merit, category and availability of seats.

k) Withdraw Option:- A candidate, who has already accepted a seat allotted by NIFT, can withdraw the seat by reporting online any time during the entire process. Software will have safeguards of cross-check, reconfirmation of withdrawal, a payment of Rs.10/- will be made by the candidate online through Admissions portal. Refund of fees as per Admission Guidelines will be done by the Agency directly within T+2 days.

Note:-

- This whole cycle would be repeated till all the vacant seats are filled in a stipulated time. The process may be changed at any time, if required.
- Merging of categories at any stage will be done after the decision of NIFT.

l) Fresh Registration & Seat Allocation:- The software have provision for fresh registration as per timelines and QR decided by NIFT. A merit list will be prepared based on the QR and parameters laid down by NIFT. The vacant seats balance after termination of regular rounds of seat allocation will be offered for allotment. The allotment for this phase will be on the same principles of merit, preference of academic program and availability of seats. There should be provision for multiple rounds as required.

m) Spot Round:- After close of regular rounds of seat allocation there may be a requirement to conduct one or more spot rounds for seat allocation. This will be for already registered candidates who have not got any seat. There should be provision for payment of fees for the same.

III) POST SEAT ALLOCATION PHASE:-

1. The software should generate customised reports.
2. Printing of final seat allocation letters
3. Maintenance of all data for one year to enable answer to queries, RTIs and legal cases.
4. Details of candidates admitted and their documentation to be forwarded to respective Campuses.

Apart from the above process the software should also be compatible with the following terms:-

- Money transfer and reconciliation report to be provided every 24 hours.
- Online payment of fees. Generation of receipts, invoices, accounting and reconciliation.
- Unlimited recording of Academic Program in order of preference and choice modification at any time before the last date prescribed for online Seat Allocation.

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- Auto Saving of Entered preferences.
- The candidates should be given confirmation through SMS/Email after successful completion of the payment and process.
- The system should send alerts through email and SMS to all the concerned candidates for all events. All costs incurred on this account will be borne by the Agency.
- Auto up-gradation, as per requirement, for the next round of Seat Allocation.
- Display of available seats for the next round of allotment if required.
- Preparation of Vacant Seat Matrix for next phase of Seat allotment.
- The software should be capable of accepting online details of the selected candidates and such other reports relating to online Seat Allocation as prescribed by NIFT.
- Preparation of various rank lists for different categories as per the seat allocation rules.
- Assign each Candidate with a state code of eligibility based on the seat allocation rules including Kashmiri migrant.
- Preparation of PwD Merit List and Allotment of PwD seats based on recommendations of the NIFT Internal Committee.
- Un-allotted seats should be merged with respective category seats for allotment in next rounds.
- Candidates should be able to change preference of academic program after mock allotments.
- Preference once locked cannot be changed. Adequate safeguards against accidental locking be included. Unlocking and/or change of preferences for any candidate only after written confirmation from DD(Admission) NIFT.
- Provision of up gradation of seats for reserved category candidates.
- Merging of all unfilled reserved category seats i.e. OBC, EWS and Domicile with the open seats for allotment after 2nd round of Seat Allocation as decided by NIFT.
- Allotment of NRI category seats based on seat allocation rules.
- Allotment of Artisan Category seats based on defined rules.
- Allotment of NLEA seats based on seat allocation rules

Time Line-

Time is of the essence in this contract. The Time Line for important milestones of Online Seat Allocation (which may be modified slightly by NIFT if warranted) shall be as follows:

Particulars	Timeline
-------------	----------

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Date of issue of the work Order to the successful Agency /Service Provider.	T Day
Completion of Customization of the Online Seat Allocation software and Demonstration of at least 2 successful Trial Runs by the successful bidder.	T + 90 days(2 months for development of required software as Scope of work and 1 month for STQC certification)
Date of Publication of NIFT results	D Day
Online Registration for seat allocation for all UG and PG Programmes	D + 07 days
First Round of allotment	D + 21 Days
Verification and Payment of Programme Fees for candidates selected in First List	Five days
Each Subsequent Round	Not later than five days after the last round

General

Help Desk/Tele-call center:

1. Set-up centralized help desk during entire process registration of application till completion of the Seat Allocation process.
2. For guiding the applicants, help-desks should be maintained by providing man-power, telephone and Internet connection facility by the Agency.
3. Allocation such that the response time is < 3 minutes. The help desk will function 8:00 am to 8:00 p.m. The contact details of Help Desk will be notified in the Advertisement/Web site.
4. Seat Allocation Portal-based Query Management System:- Develop query management system on candidates' dashboard. Candidates will be able to raise queries from their Portal only. A multi level of query management will be formed with a response time of 12 to 48 hours. There will be provision of escalation of the query within the Agency to Supervisor / Manager level and to NIFT. The system will be completely integrated with the Admission process. A dashboard will be created for NIFT to see the daily-Weekly-Monthly Query raised and resolved. No email query will be taken up.
5. Provide daily call-log details and intimate to the Admission Department, NIFT via email.

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6. Help Line numbers have to be submitted to the NIFT prior to the start of the online seat allocation process.
7. Provision of dedicated phone lines and adequate teleoperators to ensure minimal response time which should not exceed 3 minutes.
8. It is the responsibility of Agency to provide documented inputs and support for handling:-
 - a) Students queries
 - b) Press interaction
 - c) RTI queries
 - d) Legal issues related to on-line Seat Allocation process and data/Report Management.

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(Full Signature & Stamp of the Tenderer)