JAMIA MILLIA ISLAMIA

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E-TENDER NOTICE

BID DOCUMENT
[Two bid system]

NIT-01/PSS/COE/JMI/2023-24   Date: 28.04.2023

E-TENDER FOR DEVELOPMENT & MANAGEMENT OF AUTOMATED EXAMINATION PROCESSES FOR JAMIA MILLIA ISLAMIA

REQUEST FOR PROPOSAL:

Jamia Millia Islamia is a central university established by an Act of Parliament. It conducts nationwide competition for admission to its various courses Under Graduate, Post Graduate and Research Entrance Tests (UET/PET/RET). The national ethos of the University is reflected in the richly diverse student and teaching community transcending regional, lingual, religious and even national boundaries. Foreign students from 46 countries that include students from – United states, England, Europe, Africa, Middle East, Asia and Australia etc; provide an International aroma to this great seat of learning. Around 7,000 students are enrolled every year in the University.

Jamia Millia Islamia envisages the creation and development of software for improving the efficiency of delivery of its services to all its stakeholders – the students, the teachers, the administrative staff, and the general public at large.

In the above background, the University has decided to automate the process of its internal examination end to end from online submission of Examination Form to Issuance of Degree and other in between exam/test related processes.

On behalf of the Vice-Chancellor, Jamia Millia Islamia (JMI), New Delhi, India, online bids (two bids system) are invited from **technically sound agencies having adequate infrastructure and experience of handling confidential work of similar nature i.e. online application processing and subsequent automated processing up to the stage of issuance of mark sheets/degree, of various courses involving comparable number of examinations and have experience of OMR evaluation and online declaration of results are eligible for this tender.**

Bid documents with other terms & conditions can be downloaded from Website: https://eprocure.gov.in/ and be uploaded as per following:

Earnest Money	Venue for submission of EMD	Last Date & Time for online submission of bids	Estimated cost in Rupees	Date/Time for opening of Technical Bid
Rs.2,00,000/- DD in favor of Registrar, Jamia Millia Islamia, New Delhi.	Purchase & Store Section, Jamia Millia Islamia, New Delhi - 110025	12.05.2023 by 6.00 p.m.	Rupees one crore.	15.05.2023 at 10.00 p.m.

The selected agency shall be required to build a software for Examination System (as per requirement prescribed by the JMI in Scope of Work; Section 2 of this Tender Document) and operate the facility of a maximum of three academic session. Initially work will be given for one year which may be extended, on successful and satisfactory completion of task, for the period of one more year but one exceeding three years in continuation. During the period of contract, the selected agency shall be responsible for maintenance, operation and necessary updation within the price quoted.

1. Scope of work for Entrance:
1.1. Pre- entrance test work
A. Development of Entrance Test Portal and integrated with JMI Portal.
1. Hosting of application management system and associated database on a fast, fault tolerant, fail over, reliable and globally accessible server connected through high bandwidth.
2. Domain name registration
3. Mirroring of database to a specified JMI server
4. Hosting Information Bulletin (s) on the portal in pdf format
Note: Ownership of the above shall rest with JMI from day one.

B. Designing of application form:
1. Design online form with fields to be specified by MI. Link is to be provided on JMI website.
2. Registration by the candidate through a valid Email.
3. Confirmation of registration number and password sent through Email to candidates.
4. Help pop-ups and required / prescribed validations for each field including eligibility conditions/ date of test for various courses.
5. Uploading of data, colour photo and signature by the candidate. Acceptance of images only in proper size and resolution is to be ensured.
6. Integration with designated payment gateways as specified by JMI.
7. Display of final shape of form (with entries/other static essentials prescribed by JMI) to candidate before final confirmation of entries and submission of forms. Features to accept forms complete In all respects and after successful payment are to be provided.
8. Print facility (browser independent) of complete form in pdf format with auto generated form number to be available to the candidate immediately after acceptance and a copy sent to his E-mail simultaneously.
9. Facility of self editing of forms by the candidates and its information by e-mail and sms to the candidates.

C. Processing of database:
1. Daily course wise list of applications who have applied successfully is to be provided.

2. Regular display of Application status to candidates.
3. Generation of roll number as per scheme provided by WI.
4. Test Centre management module having required flexibility as specified by JMI.

D. Admit Card design & dispatch.

1. Test centre allocation to the candidates as per instructions of WI.
2. Preparation of admit card with photo and signature in grey scale as per prescribed format
3. Availability of Admit cards for download with link on WI website.
4. Dispatch of admit card to the candidates Email box along with SMS alert.

E. Reports
1. Preparation of Roll list and Attendance (Verification} sheet for 6 candidates per sheet for sending to the centres as required for each day and each course at least 3 days before the departure of team of Observers for out station centres.
2. Preparation of Master files after marking absentee.
3. Providing interface for the live monitoring of application process as per requirement prescribed by the MAI.

F. Amenities for candidates:
1. Tracking of Application status after its acceptance.
2. Downloading of Admit card after a specified date.
3. Answering to Email queries of applicants after approval of CE, JMI, status report related to Email queries to be submitted to JMI on weekly basis.
4. Providing telephone help desk for answering queries of applicants.
5. Facility of sending Email and SMS alerts to applicants at each completed stage to be provided.
6. Dispatch of test scores and rank to candidates through Email and SMS.

G. Supply of OMR Answer Sheets:
1. Designing (as per design details provided by the JMI), Printing and Supply of requisite number of carbonless OMR answer sheets, both side printed on A4 size 100+70 GSM map litho paper prescanned and serialized, bar-coded and securely packed.

1.2 POST- ENTRANCE TEST WORK:

A. Scanning
1. Scanning of OMR answer sheet in the premises of Controller of Exams Office under the supervision of authorized JMI Officials from two independent/ different scanners (equipment) for each team. There may be two or more teams required for the purpose. Raw data consequent to first scan from the two different scanners including the variations (if any) to be furnished to the JMI in the form of a print out and on a CD Rom.
2. Preparation of Absentee list based on OMR scanning
3. Data correction as advised by the CE in writing and preparing error free data for evaluation accordingly.

B. Display of provisional answer key provided by the Controller of Examinations, JMI on the portal with a link on JMI website. Grievances of candidates to be auto directed to a prescribed email account of JMI.

1. Evaluation with the final key provided by the Controller of Examinations, JMI.

C. Declaration of Result:

1. Random manual checking of at least 5-10 OMR sheets and verification of marks so calculated to be tallied with computerized evaluation. A certificate in this regard is to be furnished by the selected agency before generation of final merit list.
2. Generation of merit lists viz. course wise, overall and category wise (i.e. General / Muslim, Muslim OBC/ST/PWD/Male/female/ JMI student/ WI Employee ward etc.)
3. Providing the Tabulation, Merit list course wise in duplicate, after due scrutiny on a CD Rom and print form duly authenticated.
4. Preparation of list of selected/waitlisted candidates.
5. Preparation of selected lists from waiting list whenever required in case of vacancies in the respective course.

D. Interactive Display of Result:

1. The status of Results of every candidate who appear in the 1MI entrance test during each academic session under period of contract shall be uploaded on entrance test portal and the students will be able to print their result/score cards after due authentication/validation of their identity.
2. Providing student data on CD as per the University norms to different departments for counselling.
3. Providing interface to the Faculties/Departments for dispatch of counselling / call letters (date/time/venue) of counselling, category- wise cut — off merit for a counselling schedule etc. The design of the interface shall be in accordance with the instructions of the CE, JMI.
4. Retention and provision of data base to the 1MI (in access/ excel format) for generating different types of statistical reports and graphs for future use.

1.3: Project Execution approach and methodology:

Detailed study of the requirement of the system, estimate of the exact customization effort, to obtain sign off for Gap Analysis Document (GAD) and agreement on the customization requirement.

NOTE:

1. Works indicated above are only illustrative and any work(s) not mentioned in the above scope of work but is/are essential for execution of entrance test procedure will be treated as part of the above scope of work and the selected vendor will be required to execute such jobs without any additional financial liabilities.
2. Interested bidders are advised to visit WI website (www.jmi.ac.in) for perusing Entrance Test booklets of the previous years. In order to have an idea of procedures and variety of courses, entrance tests, seats, eligibility, fee structure and other relevant details.

2. SCOPE OF WORK FOR AUTOMATION OF EXAMINATION PROCESS:

A. Pre Examinations

A-1 General Section Module

(I)   Enrolment of students, course wise & allotment of a unique ID-enrolment Number and preparation/updation of student database, interface with existing student related data base.

(II) Issuance of Notification for regular/semester/Supplementary Exam and sending it online to departments/faculty.

(III) Filling up of online Examination forms by student.

(IV) Preparation of list of Ex-students along with the paper(s) in which they have failed.

(V) Reminders to students (Including ex-students) who have not filled up the examinations form.

(VI) Development of software, for checking the eligibility for appearance in the examination.

(VII) Online Forwarding of nominal roll of all examinees to the concerned Head/Dean for verification.

(VIII) Allotment of roll numbers online to students.

(IX) Preparation of subject wise list of roll numbers of candidates willing to appear in the said papers and its transportation to (i) confidential module (ii) store module (iii) evaluation module (iv) confidential diary module (v) answer book records module.

(X) Receipt of change of subject/specialization through the concerned department for updation of previous semesters data for making nominal roll of the current semester. **The payments are inclusive of taxes and transportation etc. Such payments shall be released as per staggered payment plan given in Financial Bid.**

(XI) Creation and dispatch of admit card to concerned HOD with intimation to the concerned student through email.

(XII) Preparation of examination timetable in such a manner that there is no clash of date/ time in different papers of current year and/or of previous years.

(XIII) Preparation of report indicating course wise and cumulative strength of examinees of each centre every day.

(XIV) Sending all reminders through Email and SMSs to the student and teachers concerned.

A-2 *General Section – Grievance Handling Module*

(I) To study various kinds of requests/ grievances of students and classify them with level of priority.

(II) Development of software to register complaint / grievance, monitor the progress of applications so received and its disposal through email/sms to concerned students within the time prescribed for redress of such complains.

(III) To develop software for tracking of all papers received in the office of the Controller of Examinations through diary including minutes of Executive Council / Finance Committee/UGC/Academic Council/ UACB etc.

(IV) Forwarding of important notifications to all concerned sections/ officers.

A-3 Confidential module:

(I) Issuance of Letters through E-mail to Heads of Departments for constituting the BoS/CoS, conveying approval thereof.

(II) Receipt of recommendation the BoS/CoS online with all details of the examiners and issuance of appointment letter through email, attaching the concern syllabus and previous year papers.

(III) Automatic reminders through email to the concerned examiner if papers not received within stipulated date and copy to concerned head of department.

(IV) Dialyzing of moderated question papers through the Head of Department with alerts.

(V) Maintenance of records of confidential printing/ printing by staff,

(VI) Electronically uploading of Examination papers

A-4 Evaluation module:

(I) Development of software for online submission of marks of end semester examination/sessional/practical/viva etc.
(II) Removing the variation of entry of data through award list by manual checking of answer books if required.
(III) Generation of the tabulation register by applying the criteria for promotion/failure as per ordinances.
(IV) Entering of earlier years result/data in respect of current student.
(V) Scanning of OMR

A-5 Proof module:

(I) Development of software for Checking of nominal roll and verify names, courses subjects with course code and format of Tabulation Register with Ordinances governing the concerned course.
(II) Maintenance of record of ordinances.
(III) Development of software for printing of Tabulation Register and cross list, checking Proof &final printing.

A-6 Result& Degree

(I) Development of Pdf format of result/mark sheet & degree and sending it to students E-mail and Jamia Examination Portal as per schedule decided by the O/o Controller of examinations.

A-7 Ph.D. Section module:

(I) Development of software to keep the records of Ph.D. thesis received from Students.
(II) (II) Online receipt of primary and secondary panel of examiner from the Dean, Director and issuance of appointment letter and receipt of the consent & reminder, if required.
(III) Online Receipt of examiners report and its monitoring.
(IV) Online forwarding examiner`s report to the supervisor for conducting viva in the event of satisfactory report. In case of any modification/revision, sending the same to the A.R. (Academic).
(V) Login password to supervisor/candidate for checking the status

A-8 Degree/Certificate module:

(I) Development of software for preparation of Degree of all courses in three languages i.e. Urdu, Hindi &English with security features.
(II) Development of software for creation of Provisional Certificate, Duplicate Degree/Certificate/Mark sheet, Migration Certificate, Transcripts etc.
(III) Development of software for online verification of Degree/Certificate/Mark sheet and other certificates etc. on payment of applicable charges.
(IV) Online forwarding of degrees/certificate/duplicate mark sheet, transcripts in PDF Form.
(V) Development of software for keeping the records of Medals (Gold/silver)

(VI) Development of software for automatic verification of degree.

A-9 Account module:

(I)   The selected Agency shall provide a statement regarding Entrance test work, Automation of examination process and online examination cases, course-wise undertaken on daily basis by next working day in the University for the purpose of reconciliation of amount received through the Payment Gateway. A monthly consolidated statement, course-wise and date-wise in respect of above shall also be provided within one week of the following month by the selected Agency.

(II)   The Payment Gateway shall be provided by the Jamia Millia Islamia.

A-10 Statistical Information module:

(I)   Development of software for preparation of merit list of the students subject wise / course wise/ dept. wise/faculty wise.
(II)   Development of software for preparation and maintenance of Medals (Gold/Silver) Prizes and Certificates.(III) Online preparation of records of students registered category-wise (like Boys, Girls, Nation-wise SC/ST/OBC / General / PH etc.) and generation of various kinds of other reports asked by U.G.C./Government/Non-Government organizations.

A-11 General Dispatch module:

(I)   Development of software for dispatch of answer books, thesis, dissertations, mark sheets, degrees, Certificate Official Transcripts, Verification of documents, cheques & DD, letters, etc., keep the records of stamps and maintenance of account of dispatch. Maintenance of records of undelivered letters, marksheets, degrees, etc.
NOTE:

Works indicated above are only illustrative and any work(s) not mentioned in the above scope of work but is/are essential for execution of examination procedure will be treated as part of the above scope of work and the selected vendor will be required to execute such jobs without any additional financial liabilities for the JMI.

3. Scope of the work for Online Examination, if required. :
3.1 Pre-Examination Services:
    1. Generation of Question Banks and Papers
    2. Online admit card generation for online tests.
    3. All Candidates have individual login access
    4. Scalable Cloud hosting with Disaster management on AWS
    5. Candidate Helpdesk Services with a well-trained team providing Telephonic support for Technical Query.
    6. Mock runs for checking of the infrastructure before the actual exam.

3.2 Examination Day Services:

1. Conduction of the Online Examination. The test is assumed to be of 120 minutes with 100 questions only. Two tests are assumed.
2. Deployment of AWS Infrastructure for conduction of AI-assisted Photo proctored exams with complete disaster recovery and high availability
3. IVR Based Help Desk numbers to help connect students to their virtual human invigilators

3.3 Post-Examination Services

1. Generation of Scores as per keys provided by the University
2. Management of all data for RTI / Grievance handling

Stage-2: Technical Evaluation

1. Qualified bidder from Stage-1 will be eligible to participate in the Technical evaluation.

2. The Technical Evaluation Committee will examine all of the technical pre-requisites for the conduct of the services. Each Bidder will be awarded a Technical Score (TSabs) out of 100 points by the Committee based on the parameter mentioned.

Evaluation Criteria

Evaluation Parameters	Max Marks	Documentary Proof
Existence of Company in India >=10 years &<= 15 years 5 Marks More than 15years 10 Marks	2	Copy of Registration/Incorporation Certificate or any valid proof of existence
The turnover of the Bidder should be more than Rs. 5.00 CR in average of any three years in last five financial years in the similar business. Audited Balance sheet from CA should be attached. (Turnover shall be from sales/ service from Admission/ Examination/University Management System related activities, not from general hardware or goods supply).	3	Audited Balance Sheet/ CACertificate

The Bidder should have experience in providing examination related works With Govt Central/GovtState/ Govt Deemed University. Five Govt Central/Govt State/ Govt. DeemedUniversity - 5 Marks 10 Govt Central/Govt State/ Govt DeemedUniversity – 10 Marks 15 Govt Central/Govt State/ Govt Deemed University - 20 Marks	20	Copies of Work Order &Performance Certificate .
The Bidder should be currently working with (Examination related works) minimum 7 Govt Central/Govt State/ Govt Deemed Universities PAN India	5	
ISO 9001:2015 - 1 Marks ISO 27001 - 1 Marks Experience in Implementing Cert-in certified WebApplication - 3 Marks CMMI Level 3 or 5 - 5 Marks	10	Copy of Certificates to be attached
Experience with installation of any nationalized Bank or approved by nationalized bank payment gateway.	10	Copies of bank transaction / Certificate to be attached.
The bidder should have experience of End to End	10	

(Entrance to Degree Award through Single Integrated System) Examination work in at least one Central University.		Copy of work completion certificate from client to be attached
Organizations should have prior experience of processing online application of minimum 1 Lakh from any single Government department / University in a single year	5	Copies of work order / work certificates to be attached
Organizations should have prior experience of Digital Evaluation of minimum 10,000 students	5	Copies of work order / work certificates to be attached
Presentation	30	Presentation to be made by the vendor explaining the software architecture, methodology of implementation and expertise in the mentioned scope
Total	100	

Stage-1:

In the Technical evaluation, Bidder has to score a minimum of 60
points (TSabs);Any bidder with less than 60 points will be rejected
at Stage-2.

Stage-2:
After this, the TSabs would be normalized on a scale of 100, with the maximum score (TSmax) being normalized to 100 and the rest being awarded on directly proportional pro- rata basis on the maximumscore (TSmax).

$TS = (TSabs / TSmax) * 100$ (rounded to 2 decimal places).
TS   is the normalized Technical Score for the bidder under consideration;
TSabs is the absolute technical score awarded for the bidder under consideration; andTSmax is the maximum absolute technical Score of all the scores

Stage-3: Commercial Bid Evaluation
1. Qualified bidder from Stage-2 will be eligible to participate in the Commercial evaluation
2. The Absolute financial Quote (CSabs) would be normalized on a scale of 100, with the minimum value (CSmin) being normalized to 100 and the rest being awarded on inversely proportional pro-ratabasis on the minimum value.

The Bidders Commercial Score is normalized as follows:

$CS = (CS min / CSabs)* 100$ (rounded to 2 decimal places).
CS   is the normalized CS for the bidder under consideration;
CSabs   is the absolute financial quote by the bidder under consideration; andCSmin is the Minimum absolute financial quote of all the quotes.

Stage-4: Final Evaluation & Award

The final evaluation will be based on a Quality and Cost Basis System (QCBS). There will be 70% weightage for the Technical Evaluation (Quality) and 30% weightage for the Commercial Evaluation (Cost).

Method of calculating the Final Score (FS): FS = TS * 0.7+ CS * 0.3
The bidder with the highest Final Score (FS) will be awarded the final contract.

TECHNICAL FORMAT 3 TECHNICAL PARTICULARS & CHECK LIST

Sr.No.	Pre-Qualifying Criteria	Supporting Compliance Document	Compliance (Yes/No)
1.	The firm/organization should be registered under Indian Company Act 1956 and more than 10 years of existence in India. (Company Profile and Self-attested copies of PAN/TAN Card/ GST No. and Registration Certificate of the company issued by the competent authority are to be attached).	Copy of Certificate or relevant documents. (Mention here existing period in India)	Yes/No
2.	The turnover of the Bidder should be more than Rs. 5.00 CR in average of any three years in last five financial years in the similar business. Audited Balance sheet from CA should be attached. (Turnover shall be from sales/ service from Admission/ Examination/University Management System related activities, not from general hardware or goods supply).	Audited copies of Financial Statement shall be submitted as proof. (Mention here turn over)	Yes/No

3.	The bidder should have an experience of successful conduct of end to end student life cycle management for state & central Universities in India starting from student enrollment to examinations and issuance of Mark cards continuous experience of Pre- and Post-Examination related data processing work of minimum 2 lakh students from at least 8 Universities	Copy of Work Order / Contract along with Completion Certificate. (Mention here Experience of work chronologically)	Yes/No
4.	The agency should be certified for compliance with established Information Security Standards such as ISO27001& ISO9001 CMMi Level 3 or 5. Proof of this should also be submitted.	Duly signed copy of ISO27001, ISO 9001 certificate , (Mention here ISO Type)	Yes/No
5.	The bidder should have Completed at least one student life cycle project (i. e. Entrance test to degree from single portal) for a Central University.	Work Order / Certificate attach	Yes/No
6.	The bidder should have experience of conduction of minimum 1 Lac candidate entrance test for a Central University.	Work Order / Certificate attach	Yes/No

7.	The bidder must have experience of Online/CBT Examination conduction of minimum 20000 candidates for a Central University.	Work Order / Certificate attach	Yes/No
8.	The bidder must have conducted Home based online Examination for minimum 20000 candidates in a single shift for Any State / Central University in India.	Work Order / Certificate attach	Yes/No
9	Any company black listed by central/ state Government / Universities / Educational Institute will not be eligible to participate in the tender process.	Declaration Attach	Yes/No
10	Organizations should have 8 years prior experience in the development and execution of Examination Management system in Central University.	Work Order / Certificate attach	Yes/No
11	The Bidder should have worked continuously 3 years in at least two Central University.	Work Order / Certificate attach	Yes/No
12	The Bidder should have at least 40 Manpower on its roll and proof of the same has to be submitted (EPF/ESIC Challan etc)	EPF/ESIC Challan Attach	Yes/No
13	The Bidder should have been profitable and should have positive net- worth of Rs. 1.5 Crore as on 31.03.2022.	CA Certificate Attached	Yes/No

Place: **Signature of Tenderer**

Dated: **Full Name of the Renderer**

Address:

1) ELIGIBILITY CONDITIONS

The bidder must fulfill the following qualifying conditions:

(i)   The bidder should have experience of conducting end to end internal examinations of minimum of 3 Central/State university of repute duly recognized by the UGC.

(ii)   The bidder must have independently handled at least one assignment of managing university examinations of any Central/State University of repute duly recognized by the UGC of which number of applications handled should not be less than 15,000 students per semester.

(iii)   Should have successfully completing regular examination work of minimum 3 Universities of the country. Also, must have the experience of implementation of Choice based Credit System in at least one university.

(iv)   The turnover of the Bidder should be more than Rs. 5.00 CR in average of any three years in last five financial years in the similar business. Audited Balance sheet from CA should be attached. (Turnover shall be from sales/ service from Admission/ Examination/University Management System related activities, not from general hardware or goods supply).

(v)   Bidder should have filed its IT return during previous 3 financial years (Copy of IT Return filed is to be submitted).

(vi)   The bidder should be technically sound with adequate infrastructure and should have disaster management capability (a write up is to be annexed with the bid on this topic or incorporated in the presentation). Bidder may submit qualification and experience (Bio-data) of key resource persons associated with the project.

(vii)   The bidder must be in operation for last 5 years.

(viii) Company having conflict of interest are not allowed to bid.

(ix)   The bidder must have a Trade Tax/VAT/TIN/PAN/GST number and Service Tax registration number.

(x)   The bidder should have Articles of Association (in case of registered firms), by laws and Partnership Deed (in case of partnership firm).

(xi)   The bidder should **neither** have been blacklisted by any Central/State government department/University/Educational Institution in last three years **nor** should have any litigation pending with any of these departments in Court of Law (an undertaking is to be submitted along with the Technical Bid).

(xii)   The bidder should be able to provide end to end solution on specific matters pertaining to University examination and also able to scale up the infrastructure, if needed.

(xiii) The selected vendor shall have to execute the pre examination and entire post examination processes in the premises of the office of the Controller of Examinations, JMI under the supervision of authorized University officials.

(xiv)   Any of the eligibility conditions can be relaxed at the discretion of the University.

(xv)   Mere fulfillment of minimum eligibility criterion does not guarantee qualification of a bidder in technical evaluation.

(xvi)   Bidder should have minimum Capability, Maturity, Model Integration (CMMI) level 3 and above certificate from CMMI Institute and have valid ISO 9001-2008 and ISO 27001:2013 certification is must.

4- *Consortium:* Not Allowed.

5- *Project Presentation (DEMONSTRATION OF CAPABILITIES)***:** Project presentation is a part of Technical Bid evaluation which carries 30 points out of total 100 points of technical bid. It will be pre-bid presentation after opening the technical bid. The bidder who fulfills all technical points of the bid as mentioned in Para 3 Eligibility conditions, only will be invited for the project presentation. The bidders that fulfill eligibility conditions will be compulsorily required to show the live application including all the activities mentioned in the scope of work on a date and time decided by the JMI to prove their capabilities as part of technical bid. This will include a working sample of a few semester exams, processing checking of eligibility, generation of reports like nominal rolls etc., feeding of marks through non screen marking / online Entry, generation of tabulation registers, declaration of results, preparation of marks sheet and degrees etc. Experience and technical qualifications of the key resource person who will be associated with the project may also be mentioned.

The results of the said demonstration will count towards assessment of the technical bid. Non participation in the demonstration for showing Capability shall disqualify the bidder from participating in tender process.

6- *PROCEDURE FOR SUBMISSION OF BIDS:*

It is proposed to have two bid system for this tender. Bid documents with other terms & conditions can be downloaded from Website: https://eprocure.gov.in and be uploaded as per following **:**

(a)   Earnest Money of Rs. 2,00,000/- to be deposited in Purchase & Store Section, JMI, New Delhi in the form of Demand Draft in favor of Registrar, Jamia Millia Islamia, New Delhi.
(b)   **Technical Bid** (in the format placed as Annexure-I).
(c)   **Financial Bid** (in the format placed as Annexure-II). The basis on which the Vendor is required to quote in the financial bid is briefly mentioned below:

The short listed agencies are required to make a presentation to prove their processing capabilities as part of Technical bid as per date and time to be notified later on. The Financial bid of only such bidders who qualify in technical evaluation (as per Criteria given in Annexure-A enclosed) will be opened.

The selected agency shall be required to build software for Examination System (as per requirement prescribed by JMI in Scope of work; Section 2 of this Tender Document) and operate the facility for a maximum of three academic sessions. Initially work will be given for one year which may be extended, on successful and satisfactory completion of task, for the period of one more year but not exceeding three years in continuation. During the period of contract, the selected agency shall be responsible for maintenance, operation and necessary updation within the price quoted.

The bidder is required to quote all inclusive rates (including taxes, transportation etc. on per candidate basis. The selected agency shall be required to build the Examination portal (as per requirement prescribed by the JMI in Scope of Work; Section 2 of this Tender Document), operate the facility for one academic session. During the period of contract, the selected agency shall be responsible for maintenance, operation and necessary updation within the price quoted for next three years. The award of work for the second and subsequent academic session on the quoted rates shall be subject to the satisfactory performance of that work by the selected agency in the first academic session, as determined by the JMI.

Non-submission of prescribed earnest money will disqualify the bidder and their Technical Bid/Financial Bid will NOT be considered.

7-   *GENERAL TERMS & CONDITIONS*

(i)   Sufficient number of man-powers to be stationed in the office of the Controller of Examinations, JMI from the first day till the last day activities of post examination.

(ii)   Web hosting of the servers, data security & data backups is the responsibility of the selected vendor.

(iii)   Hosting includes online application form, integration with payment gateway, issue of provisional Hosting services should be ensured for 24x7 availability in a highly data secured environment. The site should be hosted on a secured server, i.e. free from hacking and virus. Website needs to be security audited. The availability of server should be 99.9% per year.

(iv)   The server should be connected with adequate bandwidth so that large numbers of students applying online do not face the problem of slow response.

(v)   The selected vendor will be required to launch the website of trial run at least 7 days before the Final online mode. No vender logo or advertisements are allowed on the portal.

(vi)   Whatever data is captured/received by the vendor under the process shall be kept protected and intact in its original form and shall be transferred to the authorized person of the Jamia Millia Islamia as and when requested by the competent authority (viz. controller of examination).

(vii)   All reports and statistical details as per requirement of JMI are to be made available to designated office i.e. Office of Controller of examination in soft format decided by in consultation with O/o Controller of Examination.

(viii)   The bidder who qualifies in the instant tender process will be required to execute similar works on the same terms & conditions, at the discretion of the JMI for the period of 1 year from the date of awarding the first work order, irrespective of its quantum.

(ix)   The qualifying bidder shall sign a Service Level Agreement (SLA), primarily for fair trade practices in all dealings with JMI, incorporating tender terms, delivery mechanisms and penalties for default. SLA along with Tender Document will form the agreement.

(x)   The contract shall be signed within seven days of communication from JMI failing which the EMD of the bidder shall be forfeited and opportunity may be extended to next qualified bidder.

(xi)   The bidder(s) signing the contract shall be valid for the period of one year which can be extended based on satisfactory and successful completion of task through mutual consent for a period of one year but not exceeding three years in continuation.

(xii)   Arrangement of all the infrastructures viz. Computer, Stationery, Printer, etc. is to be done by the selected vendor only. Office of the Controller of Examinations, JMI will provide the suitable space with electrical connections only.

(xiii) No bidder shall contact JMI on any matter relating to its bid, from the time of the bid opening to the time the Contract is awarded. Any effort by a bidder to influence JMI's bid evaluation, bid comparison or contract award decision may result in the rejection of the bidder's bid and forfeiture of the bidder's EMD.

(xiv)   The Bidder shall perform the services and carry out its obligations under the contract with due diligence and efficiency, in accordance with generally accepted techniques and practices used in the industry and with professional engineering and training/consulting standards recognized by national/international professional bodies and shall observe sound management, technical and engineering practices. It shall employ appropriate advanced technology and safe and effective equipment, machinery, material and methods.

(xv)   JMI reserves the right to assess the performance of the bidder prior to commencement or in between the work progress. The assessment may cover all areas related to the assigned work order, especially methodology, manpower, infrastructure etc. Dissatisfied on said grounds, the JMI reserves the right to cancel the work order assigned to the selected vendor at any time which includes the time after the completion of assigned work without assigning any reason for the same. In case the work order is cancelled then the costs incurred will be borne by the vendor and under no circumstances the vendor shall be eligible for any payment or damages from the JMI.

(xvi)   The selected vendor shall not, without JMI's written consent disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern sample information furnished by or on behalf of the JMI to the vendor in connection thereof, to any person other than the certified and dignified person/persons employed by the vendor in the performance of the contract. Disclosure to any such employed person / persons so employed on the task by vendors shall be extended only so for purposes of such performance and have to be made in full confidence by the employer/vendor by taking utmost caution regarding maintaining of the secrecy of the task. Breach of the ibid mentioned stipulated disclosure condition by the vendor or his employee will have consequential effect and shall amount to forfeiture of Performance Bank Guarantee/security and any other penal action as deemed fit by the JMI.

(xvii) The selected vendor shall indemnify the JMI against all third party claims of infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied/used software/hardware/manpower etc. and related services or any part thereof.

(xviii) The selected vendor shall indemnify the JMI against all claims of loss of data, loss of documents or damages to the files rising from the handling/updation by the vendor. Accordingly, the selected Vendor shall indemnify the University from any claims made

or damages suffered by the University by reason of any default on the part of the Vendor in due observance and performance of obligations work under the scope of this tender.

(xix) The selected Vendor shall not outsource the works assigned to any other agency under any circumstances. This violation will attract forfeiture of EMD/Performance Guarantee and cancellation of work order. The cost incurred on executing the work order through alternate sources will also be recovered from the outstanding bills or by raising claim.

(xx) The selected agency shall ensure that the Examination System achieves the 'GO LIVE' stage by …………. Further activities/stages are to be finalized in mutual consultation with the Controller of Examination, JMI. Such time frame will be drawn-If the selected vendor is not able to fulfill its obligations under the contract, which includes non-completion of the work in decided time frame. JMI reserves the right to select another bidder to accomplish the work and in such eventuality any costs, damages etc., resulting out of the same shall have to be borne by the first vendor.

(xxi) The offers submitted through Telex/Telegram/Fax/E-mail or any manner other than specified above will not be considered. No further correspondence will be entertained on this matter.

(xxii) The selected vendor shall deposit with the JMI a sum equivalent to 3% of the value of the work order in the form of a Bank Guarantee **(As per format enclosed as Annexure-III)** furnished by a scheduled/nationalized Bank within 15 days of placement of order by the University for due and complete performance of work as per the terms and conditions agreed upon. This amount after review may be increased depending upon ongoing contract value. Accordingly, Controller will communicate the amount of PBG to be submitted.

(xxiii) Bids not complying with all the given clauses in this tender document are liable to be rejected. Failure to furnish all information required by the tender document or submission of a bid not substantially responsive to the Tender document in every respect will be at the bidder's risk and may result in the rejection of the bid.

(xxiv) JMI reserves the right to accept any bid, and to annul the Tender process and reject all bids at any time prior to award of contract without assigning any reasons thereof.

(xxv) The selected agency shall be liable to observe all prevailing and applicable laws of the land.

(xxvi) JMI reserves the right to relax all or any of the eligibility conditions.

(xxvii) The Vendor shall assure the JMI that in no circumstances money will be collected from any application/person on account of fee or otherwise unless or until a written communication from competent authority of JMI in this regard is issued.

(xxviii) The vendor should provide a facility to enable identified user to download admission forms data in CSV format during any two dates. The fields to be provided in CSV file will be shared by JMI.

(xxix) Vendor should provide a secure API to let authorized applications download/get result of one or more students. The API is expected to take session ID and Student ID as

input parameters and return result of a candidate as a string ('Passed', 'Promoted', 'failed', 'Detained' etc.),

(xxx)   The vendor will have to import/migrate the data from JMI's existing site i.e. http://jmicoe.in so as to ensure continuity of examination result processing. This aspect apparently seems missing from the tender and should be cross-checked for inclusion with necessary details.

(xxxi)   Server hosting is to be made on server located in 'India' only. Security audit should be undertaken every six months or after any major change to the system.

(xxxii)   Site should work on 'https' with valid SSL to be obtained in COE, JMI's name.

(xxxiii)   Web server should be protected from all malware and attacks including Ransomware, SQL Injections, data leakage etc.

(xxxiv)   A weekly back up of data and application should be kept on physical media in COE's office.

(xxxv)   Vendor should also make a DR site to ensure maximum protection and data availability.

(xxxvi)   Software developed and data collected/produced shall have complete ownership of JMI and must not be shared by the Vendor with any third party/person without written permission of the university.

(xxxvii)   After completion of tenure of the project, the Vendor will hand over all software, data produced/collected, documentation etc. to JMI.

8-   *FORCE MAJEURE:*

Notwithstanding the provisions of the tender, the selected vendor shall not be liable for forfeiture of its performance guarantee, liquidated damages or termination for default, if and to the extent that, it's delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.

For purposes of this Clause, "Force majeure" means an event beyond the control of the Vendor and not involving the Vendor's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of JMI either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

If a Force Majeure situation arises, the agency shall promptly notify JMI in writing of such conditions and the cause thereof. Unless otherwise directed by JMI in writing, the agency shall continue to perform its obligations under the contract as far as reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. JMI may terminate this contract, by giving a written notice of minimum 07 days to the Vendor, if as a result of Force majeure, the Vendor being unable to perform a material portion of the services for a period of more than 15 days.

9-   *ARBITRATION:*

All questions, disputes and differences arising under and out of, or in connection with the SLA, shall be referred to the sole arbitration by an arbitrator appointed under the provisions of the Arbitration and Conciliation Act, 1996 by the Vice-Chancellor, JMI whose decision shall be final and binding on both the parties. The venue for the arbitration proceedings shall be New Delhi and courts at New Delhi shall have exclusive jurisdiction.

10-   *EVALUATION PROCESS:*

(i)   Allocation of Technical evaluation points is given at Annexure-A.

(ii)   Bids qualifying on technical ground only be called for presentation as indicated at point – 5 above.

(iii)   Financial bid of only those bidders will be opened who will score minimum 70 marks in Technical evaluation (including presentation).

(iv)   The final selection of the bidder will be based on QUALITY AND COST BASED SELECTION (QCBS).

There will be 50% weightage for Technical Evaluation and 50% for Financial Evaluation. The Contract shall be awarded on higher point's basis. On the basis of the combined weighted some for quality and cost, the consultant shall be ranked in terms of the total score obtained as given below under "Method of Selection".

Method of Selection:

For technical Qualification Bidders should score minimum 70 marks. Financial Bid of only those bidders will be opened who will score minimum 70 marks.

The price bids with the lowest cost (L1) will be given a financial score of 100 and the other proposal(s) (e.g. L2, L3, L4 ----- etc) will be given financial scores that are inversely proportional to their prices.

The Technical proposals and Financial proposals shall be allocated a weight age of 50% each for evaluation for final selection. For working out the combined score, Jamia Millia Islamia will use the following formula:

Total Points : $(0.5 \times T(s)) + (0.5 \times 100 \times LEC)$, where **T(s) stands for technical score & LEC stands for Lowest Evaluated Cost of the Financial Proposal**.

The proposals will be ranked in terms of total points scored. The proposal with the highest total **Points (H-1)** will be considered for award of contract and will be called for negotiations, if required.

Example: If, in response to this NIT, three bids, A, B & C are received and the Evaluation Committee Awarded them **technical score of 75, 80 and 90 marks** respectively, all the three proposals would be technically suitable.

Further, if the quoted **price of bids A, B & C is Rs. 120, 100 and 110 respectively,** then the following points for financial bids will be given.

A: 100/120 = 83 points
B: 100/100 = 100 points
C: 100/110 = 91 points

Total Points in combined final evaluation as per $(0.5 \times T(s)) + (0.5 \times 100 \times LEC)$ **would be as follows:**

Bid A : 75 x 0.5 + 83 x 0.5 = 79
Bid B : 80 x 0.5 + 100 x 0.5 = 90
Bid C : 90 x 0.5 + 91 x 0.5 = 90.5

Bid C would be considered the H1 and would be recommended for issue of Letter of Intent (LoI) and signing of MoU accordingly.

(v)   The proposal obtaining the highest total combined score in evaluation of quality and cost will be ranked as H1 followed by the proposal securing less marks as H2, H3 etc.

The proposal securing the highest combined marks are ranked H1 will be invited for negotiation, if required shall be recommended for the award of the contract.

Controller of Examinations

Annexure – I

TECHNICAL BID

a)	Name of the Agency		
b)	Name of the contact person with details & Mobile		
	Full Address		
	i) Head Office		
	Telegraphic/e-mail Address		
	Telephone Number (s)/Fax No.		
	Date of establishment of the Agency		
	Status of Agency: (Proprietorship/Partnership/Company etc.) Attach copy of Certificate of Registration/incorporation.		
	Details of manpower of your agency related to this type of work		
	Technical Details - **Remarks** (i) Experience in handling of University Regular Examination of Minimum 3 Central/State University recognized by UGC **(Compulsory) (Proof to be attached).** (ii) Facility management services of the nature specified in the scope of work. (iii) Maximum number of applicants handled in one single examination ……………. (iv) Experience of End to End process…………….. **Details of Infrastructure** (i) Mirroring of Data – **provide details** (ii) Place of Hosting and method (cloud/server) (iii) Number of Staff (iv) Database details (v) Size of bandwidth availability for JMI Examination system (vi) Place of processing (vii) High bandwidth availability (viii) Data backup facility (ix) Disaster management facility (x) Cyber security details (xi) Experience in Online Payment Gateway **Software Availability** To host the online application capabilities		

	YES/NO **YES/NO**
	Proof (in terms of testimonials from the organization) indicating that the bidder has executed at least one assignment of managing online application and one assignment of scanning, processing & evaluation of OMR answer sheet, with number of applicants for each assignment (**attach proof of successful execution of contract work also**).
	Past three year's Turn Over **(in Crores)** (Copy of the **Audited balance sheets and C.A certificate during the past three financial years be attached**)
	GST No. (**attach copy of certificate**) GST Annual Returns for the last 3 years.
	TAN/PAN number (**attach copy of certificate**)
	Name and Address of Bankers
	Details of Time likely to be taken for the completion of work (time proposed to be taken in reaching various stages be indicated detailing prerequisites from the University in achieving the time schedule)

Note -1: Documents in support of all above point must be submitted as enclosure along with the technical bid.

Note – 2: for Technical Qualification Bidders should score minimum 60 marks. Financial Bid of only those bidders will be opened who will score minimum 70 marks.

Certified that:

1. I/We have read the terms and conditions governing this work of the University and hereby agree to abide by them.

2. The Agency/Consortium (or any of its members) has **neither** been blacklisted by any Central or State Government organization in the last three years **nor** there is any litigation pending with any of these departments or Court of Law.

3. The information provided by us above regarding the details of firms is correct and nothing has been concealed. In case any information is found by the Inspection Team of your office to be incorrect, our bids may be summarily rejected.

Name & Signature
of the authorized signatory
with seal of the firm

Annexure – II

FINANCIAL BID

1. Rate per candidate for the activities as mentioned in the scope of work:

    a) Entrance test work   Rs. ………

    b) Automation of examination process   Rs………..

    c) Online examination   Rs……….

    (In figure) inclusive all taxes etc.

    The staggered Payment Plan:

    1. **40% on completion of Examination.**
    2. **30% after declaration of Results.**
    3. **30% After completion of the task**

Name & Signature
of the authorized signatory
with seal of the firm

Annexure – III

BANK GUARANTEE BOND IN LIEU OF SECURITY DEPOSIT

(To be executed by the State Bank of India or any other schedule Bank recommended by Reserve Bank of India on non-judicial stamp paper)

To

The Registrar
Jamia Millia Islamia

Dear Sir/Madam,

Sub: Your Contract No. _____ Dated _____ for _____.

1.   You on behalf of Jamia Millia Islamia, have entered into a contract with reference no. as given above with _____ (herein after referred to as the contractor) for the Development and management of Automated Examination Processes for Jamia Millia Islamia on the terms and conditions contained in the said contract.

2.   In accordance with the terms of said contract you have agreed to exempt the security deposit for the due fulfillment by the said contractor of the terms and conditions contained in the said contract, on production of a bank guarantee for Rs. _____ (Rupees _____ only) being _____% of the total value (Rs. _____) of the said Contract services to be provided to you.

3.   In consideration thereof, we hereby at the request of the contractor, expressly, irrevocably and unconditionally undertake and guarantee to pay on written demand, without demur and without reference to the contractor, an amount not exceeding Rs. _____ (Rupees _____ only) against any loss or damage caused to or suffered or would be caused to you by reason of any breach by the said contractor of any of the terms and conditions contained in the said contract or by reason of the contractor's failure to perform the said agreement. Your demand shall be conclusive evidence to us as regards the amount due and payable by the Bank under this guarantee. However, liability under this guarantee shall be restricted to an amount not exceeding Rs. _____. Payment by us to you will be made within thirty (30) days from receipt of your written request making reference to this guarantee and on demand.

4.   We further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said contract and that it shall continue to be enforceable till all your dues under or by virtue of the said contract have been fully paid and its claims satisfied or discharged or till you certify that the terms and conditions of the said contract have been fully and properly carried out by the said contractor and accordingly discharges the guarantee. Notwithstanding anything herein

contained, our liability under this guarantee is restricted to Rs. _____ (Rupees _____ only) and the guarantee shall remain in force up to and including the _____ day of being reported to us by you and returned to us duly discharged.

5. This guarantee shall not be revoked without your express consent and shall not be affected by your granting any indulgence to the contractor, which shall include but not be limited to postponement from time to time of the exercise of any powers vested in you or any right which you may have against the contractor and to exercise the same in any manner at any time and either to forbear or to enforce any covenant contained or implied in the said contract or any other course or remedy or security available to you, and our Bank shall not be released from its obligations under this guarantee by your exercising any of your rights with reference to matters aforesaid or any of them or by reason of any other act or forbearance or other acts of omission or commission on your part or any other indulgence shown by you or by any other matter or thing whatsoever which under law would, but for this provision, have the effect of relieving our Bank from its obligation under this guarantee.

6. Unless a demand or claim under this guarantee is made on us in writing on or before the aforesaid expiry date as provided above or unless this guarantee is extended by us all your rights under this guarantee shall be proscribed and we shall be discharge from the liabilities hereunder.

7. This guarantee shall not be affected by any change in the constitution of our Bank or of the contractor or for any other reason whatsoever.

Date: Place: 	Sd…………………………… Bankers Seal of the Bank
Witness: 1. …………………………. 2. ………………………….	

Special Instructions to the Contractors/Bidders for the e-submission of the bids online through this eProcurement Portal

1.Bidder should do Online Enrolment in this Portal using the option Click Here to Enroll available in the Home Page. Then the Digital Signature enrollment has to be done with the e-token, after logging into the portal. The e-token may be obtained from one of the authorized Certifying Authorities such as eMudhraCA/GNFC/IDRBT/MtnlTrustline/SafeScrpt/TCS.

2.Bidder then logs into the portal giving user id / password chosen during enrollment.

3.The e-token that is registered should be used by the bidder and should not be misused by others.

4.DSC once mapped to an account cannot be remapped to any other account. It can only be Inactivated.

5.The Bidders can update well in advance, the documents such as certificates, purchase order details etc., under My Documents option and these can be selected as per tender requirements and then attached along with bid documents during bid submission. This will ensure lesser upload of bid documents.

6.After downloading / getting the tender schedules, the Bidder should go through them carefully and then submit the documents as per the tender document, otherwise, the bid will be rejected.

7.The BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant coulmns, else the bidder is liable to be rejected for that tender. Bidders are allowed to enter the Bidder Name and Values only.

8.If there are any clarifications, this may be obtained online through the eProcurement Portal, or through the contact details given in the tender document. Bidder should take into account of the corrigendum published before submitting the bids online.

9.Bidder, in advance, should prepare the bid documents to be submitted as indicated in the tender schedule and they should be in PDF/XLS/RAR/DWF formats. If there is more than one document, they can be clubbed together.

10.Bidder should arrange for the EMD as specified in the tender. The original should be posted/couriered/given in person to the Tender Inviting Authority, within the bid submission date and time for the tender.

11.The bidder reads the terms and conditions and accepts the same to proceed further to submit the bids

12.The bidder has to submit the tender document(s) online well in advance before the prescribed time to avoid any delay or problem during the bid submission process.

13.There is no limit on the size of the file uploaded at the server end. However, the upload is decided on the Memory available at the Client System as well as the Network bandwidth available at the client side at that point of time. In order to reduce the file size, bidders are suggested to scan the documents in 75-

100 DPI so that the clarity is maintained and also the size of file also gets reduced. This will help in quick uploading even at very low bandwidth speeds.

14.It is important to note that, the bidder has to Click on the Freeze Bid Button, to ensure that he/she completes the Bid Submission Process. Bids which are not frozen are considered as Incomplete/Invalid bids and are not considered for evaluation purposes.

15.In case of Offline payments, the details of the Earnest Money Deposit(EMD) document submitted physically to the Department and the scanned copies furnished at the time of bid submission online should be the same otherwise the Tender will be summarily rejected

16.The Tender Inviting Authority (TIA) will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders due to local issues.

17.The bidder may submit the bid documents online mode only, through this portal. Offline documents will not be handled through this system.

18.At the time of freezing the bid, the eProcurement system will give a successful bid updation message after uploading all the bid documents submitted and then a bid summary will be shown with the bid no, date & time of submission of the bid with all other relevant details. The documents submitted by the bidders will be digitally signed using the e-token of the bidder and then submitted.

19.After the bid submission, the bid summary has to be printed and kept as an acknowledgement as a token of the submission of the bid. The bid summary will act as a proof of bid submission for a tender floated and will also act as an entry point to participate in the bid opening event.

20.Successful bid submission from the system means, the bids as uploaded by the bidder is received and stored in the system. System does not certify for its correctness.

21.The bidder should see that the bid documents submitted should be free from virus and if the documents could not be opened, due to virus, during tender opening, the bid is liable to be rejected

22.The time that is displayed from the server clock at the top of the tender Portal, will be valid for all actions of requesting bid submission, bid opening etc., in the e-Procurement portal. The Time followed in this portal is as per Indian Standard Time (IST) which is GMT+5:30. The bidders should adhere to this time during bid submission.

23.All the data being entered by the bidders would be encrypted at the client end, and the software uses PKI encryption techniques to ensure the secrecy of the data. The data entered will not be viewable by unauthorized persons during bid submission and not viewable by any one until the time of bid opening. Overall, the submitted bid documents become readable only after the tender opening by the authorized individual.

24.During transamission of bid document, the confidentiality of the bids is maintained since the data is transferred over secured Socket Layer(SSL) with 256 bit encryption technology. Data encryption of sensitive fields is also done.

25.The bidders are requested to submit the bids through online eProcurement system to the TIA well before the bid submission end date and time (as per Server System Clock).

For E-Tendering Help/Support in participation or guidance: -
Helpdesk No. – 0120-4001 002, 0120-4001 005, 0120-6277 787 or you may contact to below persons for any clarifications.

Shah Mohd. Faraz: 8750618032