

EOI Document

for

SELECTION OF IMPLEMENTING AGENCY FOR TABLET BASED TEST (TBT)

PART-I: QUALIFICATION BID



EdCIL (India) Limited

Corporate Office:

A Govt. of India, Mini Ratna Category-I CPSE

EdCIL House, Plot No. 18A, Sector 16A,

Noida-201301 (U.P.) India

Tel: 0120 – 2512001-006, FAX: 0120-2515372

Registered Office:

Amber Deep Building, 7th Floor, 14 KG, Marg,

New Delhi-110001

EOI No- EdCIL/OTAS/TBT/2026/01

Dated: 29/01/2026

This document is serially numbered from page number 01 to 74



DISCLAIMER

The information contained in this EXPRESSION OF INTEREST document (the "EOI") or subsequently provided to Bidder(s), whether verbally or in documentary or any other form by or on behalf of the EdCIL (India) Limited or any of its employees or advisors, is provided to Bidder(s) on the terms and conditions set out in this EOI and such other terms and conditions subject to which such information is provided.

The purpose of this EOI is to provide interested parties with information that may be useful to them in making their financial offers (BIDs) pursuant to this EOI. This EOI includes statements, which reflect various assumptions and assessments arrived at by EdCIL in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This EOI may not be appropriate for all persons, and it is not possible for the EdCIL, its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this EOI. The assumptions, assessments, statements and information contained in the Bidding Documents may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this EOI and obtain independent advice from appropriate sources.

Information provided in this EOI to the Bidder(s) is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The EdCIL accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

EdCIL, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this EOI or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the EOI and any assessment, assumption, statement or information contained therein or deemed to form part of this EOI or arising in any way for participation in this BID Stage.

EdCIL also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this EOI. EdCIL may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this EOI. The issue of this EOI does not imply that EdCIL is bound to select a Bidder or to appoint the Selected Bidder, as the case may be, for the



Project and EdCIL reserves the right to reject all or any of the Bidders or BIDs without assigning any reason whatsoever.

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its BID including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by EdCIL, site visits, investigations, studies or any other costs incurred in connection with or relating to its BID. All such costs and expenses will remain with the Bidder and EdCIL shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the BID, regardless of the conduct or outcome of the Bidding Process.

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Expression of Interest
(e-Tendering mode)

EdCIL (INDIA) LIMITED
(A Govt. of India Mini Ratna Category-I CPSE)
SECTOR 16A, NOIDA

EOI No- EdCIL/OTAS/TBT/2026/01
Date: 29/01/2026

| | |
|--|--|
| Name of work | SELECTION OF IMPLEMENTING AGENCY FOR TABLET BASED TEST (TBT) |
| EOI/Tender Type | Open EOI |
| The Currency in which payment shall be made | Indian Rupees (INR) |
| Date of Issue/e-Publishing | Date: 29/01/2026 |
| Document Distribution Date | Date: 29/01/2026 |
| Date for Pre-Bid Conference and Time | Date: 06/02/2026, 15:30 Hrs |
| Bid queries should reach by | Date: 05/02/2026, 18:00 Hrs Bid queries received later than the date and time mentioned above shall not be entertained. Pre-bid queries should be emailed to ugaikwad@edcil.co.in as per format at Annexure-VIII |
| Venue of Pre-Bid Conference | EdCIL House, 18 A, Sector-16 A, Noida, U.P. 201301 as well as online |
| Last Date and Time for receipts of Bids | Date: 20/02/2026, 14:00 Hrs. In case a Holiday is declared on the day of the event, the same will be held on the next working day at the same time & venue. |
| Date and Time of Opening of Bids | Date: 20/02/2026, 15:30 Hrs |
| Tender/EOI Fees | Rs. 2000/- Bidders must submit an EOI fees via Demand Draft or Direct Bank Transfer to the specified bank account. Bids without EOI fees will be rejected. |
| No. of Covers | 01 (One Packet) |
| Bid Validity days | 180 days (From last date of opening of EOI/EOI) |

| | |
|---|--|
| Performance Bank Guarantee (PBG) | NIL |
| Email Address | ugaikwad@edcil.co.in |
| Corporate Office | EdCIL House, 18-A, Sector 16A, Film City, Noida, Uttar Pradesh 201301 |
| Registered Office | Amba Deep Building, 7 th Floor, 14 KG, Marg, New Delhi-110001 |

1. This is an open EOI.
2. EOI document shall be downloaded from electronic tender portal link available at www.tenderwizard.com/EDCIL Aspiring bidders who have not yet registered in online portal should get registered/enrolled before participating. Interested bidders are advised to go through instructions provided at “Instructions to Bidders for e-tendering.”
3. No manual bids shall be accepted. Qualification bid should be submitted in the online portal. However, all the credentials mentioned in **clause 1.1** should be submitted offline, after submission of online bids.
4. Bidders are advised to visit the EdCIL Website/www.tenderwizard.com/EDCIL for getting themselves updated for information on this EOI. Corrigendum and addendum may be issued on the changes required. Reply on pre-bid queries received by EdCIL shall be displayed on e-tendering website. Bidders are advised to visit the webpage regularly and update themselves. The Pre-Bid queries, Corrigendum/addendum are the part of EOI document and Bidders are supposed to upload the same accordingly, duly signed as per the guidelines given in the EOI document.
5. **This is only EOI. The actual RFP/tender will be floated only among the successful contenders of this EOI.**

General Manager (OTAS)
 EdCIL (India) Limited,
 18 A, Sector-16A, Noida-201 301
 Tel: 91-120-2512001 to 2512006



CHAPTER- I

OFFLINE AND ONLINE BID SUBMISSION DOCUMENTS

1.1 Offline Submissions:

The bidder is requested to submit the hardcopy of the below mentioned documents in a Sealed Envelope and the proposed services for TBT in the bid to the under mentioned address before the start of Public Online Tender Opening Event.

The envelope shall bear the project name, the EOI number and the words 'DO NOT OPEN BEFORE' (due date & time).

Address:

EdCIL (India) Limited
18 A EdCIL House, Film City,
Sector 16A, Noida, Uttar Pradesh 201301

- I. Original copy of the EOI fees in the format as applicable.
- II. Original copy of the power-of-attorney.

Note: Offline documents should reach at EdCIL's corporate office prior to opening of EOI.

Note: The Bidder should also upload the scanned copies of all the above-mentioned original documents as Bid-Annexure during Online Bid-Submission.

1.2 Online Submissions:

The Online bids (complete in all respect) must be uploaded online in **one** envelope as explained below: -

| Envelope – 1 | | | |
|--|-------------------|--|-------------------|
| (Following documents to be provided as PDF file) | | | |
| *file size shall be less than 5 MB each. | | | |
| S.No. | Documents | Content | File Types |
| 1. | Qualification Bid | Organization Declaration Sheet as per Annexure-I | .PDF |
| 2. | | Letter of Undertaking as per Annexure-II | .PDF |
| 3. | | Undertaking of Non-Blacklisting as per Annexure-III | .PDF |

| | | |
|-----|---|------|
| 4. | Performa for declaration on proceedings under insolvency and bankruptcy code, 2016 as per ANNEXURE- IV | .PDF |
| 5. | Power of Attorney as per Annexure V | .PDF |
| 6. | Letter of Bid Submission as per Annexure VI | .PDF |
| 7. | Proforma pre-contract integrity pact Annexure VII | .PDF |
| 8. | Solvency certificate for minimum value of Rs. 10 Crore; not more than 6 months old as per Annexure IX | .PDF |
| 9. | Annual Average Turnover as per Annexure X | .PDF |
| 10. | List of similar projects accomplished in the last four financial years as per Annexure XI | .PDF |

TERM OF REFERENCE & DEFINITIONS

| Term | Definition |
|--|---|
| Supplier/Successful bidder/Selected bidder | “Supplier” means any firm that stands winner to the EOI “Selection of Implementing Agency for Tablet Based Test” |
| Authorized Signatory | The bidder’s representative (explicitly, implicitly, or through conduct) with the powers to commit the authorizing organization to a binding agreement. Also called signing officer/authority having the Power of Attorney from the Competent authority of the respective Bidding firm. |
| Bid | “Bid” means the response to this document presented in One Packet, Qualification Bid, which are supplied with necessary documents and forms as given in Annexure, complete in all respect adhering to the instructions and spirit of this document. |
| Bidder | “Bidder” means any firm responding to Expression of Interest and who makes a Bid. |
| Contract | “The Contract” means the agreement entered into between EdCIL and the selected bidder(s) in terms of clauses mentioned. |
| Day | “Day” means a working day as per rules of EdCIL. |
| EMD | Earnest Money Deposit |
| D.D | Demand Draft |
| EdCIL | EdCIL (India) Limited, Noida (A Mini Ratna Category -I CPSE) |
| TC | Tender Committee |
| PBG | Performance Bank Guarantee |
| Services | “Services” means the services to be delivered by the successful bidder and as required to run the project successfully as per the Contract. |
| EOI/Tender | “EOI”/Tender means the Expression of Interests |
| Goods and Materials | “Goods and Materials” shall mean the articles, materials, equipment, IT Equipment, supplier’s drawings, data and other property and all services-including design, delivery, installation, inspection and maintenance support specified or required to complete the order and incidental thereto. |
| Order | “Order” shall mean the Purchase Order/Work order and its attachments and exhibits. |
| EdCIL/ Purchaser | “EdCIL/ Purchaser” shall mean EdCIL (India) Limited. |

CHAPTER-III

INSTRUCTIONS FOR e-TENDERING

3.1 INSTRUCTIONS FOR ONLINE BID SUBMISSION:

- 1) E-tendering is new technology for conducting public procurement in a transparent and secured manner. As per Government of India's directives, EdCIL (India) Limited has adopted E-tendering.
- 2) For conducting electronic tendering, EdCIL (India) Limited has decided to use Electronic tender portal link available with detailed information on e-tendering process. This portal built using electronic tender's software is referred to as <http://www.tenderwizard.com/EDCIL>.
- 3) The bidders are required to submit soft copies of their bids electronically on <http://www.tenderwizard.com/EDCIL> e-tendering website, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the Tender Wizard E-Tendering Portal, preparing their bids in accordance with the requirements and submitting their bids online on the Tender Wizard E-Tendering Portal.
- 4) The scope of work to be tendered is available in the complete bid documents which can be viewed /downloaded from Tender Wizard E-Tendering Portal of <http://www.tenderwizard.com/EDCIL>. Bid will be submitted concurrently duly digitally signed in the website <http://www.tenderwizard.com/EDCIL>. No claim shall be entertained on account of disruptions in internet service being used by the bidders. Bidders are advised to upload their bids well in advance to avoid last minute technical snags.
- 5) All Corrigendum/Amendment/Corrections, if any, will be published on the website <http://www.tenderwizard.com/EDCIL> as well as on EdCIL's website.
- 6) It is mandatory for all the applicants to have class-III Digital Signature Certificate (in the name of person who will sign the bid document) from any of the licensed certifying agencies (Bidders can see the list of licensed Certifying Agencies from the link www.cca.gov.in) to participate in e-Procurement of EDCIL.



7) It is mandatory for the bidders to get their firm registered with e-procurement portal of EDCIL i.e. www.tenderwizard.com/EDCIL to have user ID & password by submitting non-refundable annual registration charges as follows:

| | | |
|---|---------------------------------|-------------|
| 1 | Registration charges for 1 year | Rs. 2,000/- |
|---|---------------------------------|-------------|

(exclusive of taxes, levies, etc.) which can be paid online using the e-payment gateway to KEONICS through the portal address mentioned above. The registration so obtained by the prospective bidder shall be valid for one year from the date of its issue and shall be subsequently renewed.

- (i) Participant shall safely keep their User ID and password, which will be issued by the service provider i.e. KEONICS Ltd. upon registration, and which is necessary for e-tendering.
- (ii) Bidders are advised to change the password immediately on receipt of activation mail.
- (iii) Bidders shall not disclose their User ID as well as password and other material information relating to the e-tendering to anyone and safeguard their secrecy.

8) Submit your bids well in advance by relevant documents along with copy of EMD of EOI submission deadline on **Tender Wizard E-Tendering Portal** <http://www.tenderwizard.com/EDCIL>, as there could be last minute problems due to internet timeout, breakdown, etc.

9) Bids should be submitted only through Tender Wizard E-Tendering Portal and obtain the Tender Acknowledgement copy as proof of successful submission.

10) Vendors are requested to contact Tender wizard Helpdesk for any information regarding E-tendering / training.

EdCIL / Tender Wizard E-Tendering Portal Helpdesk

Customer Support: [080-49352000](tel:080-49352000) (Multiple Telephone lines)
 Emergency Mobile Numbers: [9686115318](tel:9686115318) / [8800496478](tel:8800496478) / [8800445981](tel:8800445981)
 (Please contact in case of emergency during non-working hours.)

To Tender Wizard

ambasa@etenderwizard.com
arijeet@etenderwizard.com
twhelpdesk963@gmail.com
sandeep.g@etenderwizard.com
 & cc to: ugaikwad@edcil.co.in



3.2 PREPARATION OF BIDS

- I. Bidders should take into account any corrigendum/addendum published on the portal before submitting their bids.
- II. Please go through the EOI advertisement and the EOI document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents (including the names and content of each of the documents) that need to be submitted. Any deviations from these may lead to rejection of the bid.
- III. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the EOI document/ schedule and generally, these can be in PDF format. Bid documents may be scanned with 100 dpi with black and white option.

3.3 SUBMISSION OF BIDS

- I. Bidders should log into the site well in advance for bid submission and complete all formalities of registration (at least two days in advance of the closing date) so that they upload the bid in time i.e. on or before the bid submission deadline. Bidders will be solely responsible for any delay in uploading of bid within the stipulated time.
- II. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the EOI document.
- III. Bidder has to pay EOI fees as applicable through demand draft/Direct Bank Transfer as per EOI condition in favour of “**EdCIL (India) Ltd**” payable at **Noida** and enter details of the instruments. Original demand draft/ Direct Bank Transfer are required to be submitted..
- IV. The server time will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- V. Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid number, date & time of submission of the bid and all other relevant details.



3.4 ASSISTANCE TO BIDDERS

Any queries relating to the EOI document and the terms and conditions contained therein should be addressed to the EOI Inviting Authority. For any other EOI related queries, bidders are requested to contact below given numbers/email.

| EdCIL / Tender Wizard E-Tendering Portal Helpdesk |
|---|
| Customer Support: 080-49352000 (Multiple Telephone lines) |
| Emergency Mobile Numbers: 9686115318 / 8800496478 / 8800445981 |
| (Please contact in case of emergency during non-working hours.) |
| To Tender Wizard |
| ambasa@etenderwizard.com |
| arijeet@etenderwizard.com |
| twhelpdesk963@gmail.com |
| sandeep.q@etenderwizard.com |
| & cc to: uqaikwad@edcil.co.in |

3.5 OFFLINE SUBMISSIONS: (AS PER EOI REQUIREMENT)

The bidder is requested to submit documents as mentioned in **Clause 1.1**

3.6 MINIMUM REQUIREMENTS AT BIDDER'S END

- Computer System having configuration with minimum Windows 7 or above, and Broadband connectivity.
- Digital Certificate(s)

CHAPTER-IV

INSTRUCTION TO BIDDERS

4.1 Due date: The EOI has to be submitted on or before the due date and time. The offers received after the due date and time will not be considered.

4.2 Preparation of Bids: The offer/ bid shall be submitted in one bid-system i.e. Qualitative Bid. The qualitative bid shall consist of all details along with requisite terms and conditions.

4.3 Language of Proposal: The proposal prepared by the firm and all correspondence and documents relating to the EOI exchanged by the bidder and the Client, shall be written in the English language, provided that any printed literature furnished by the firm may be written in another language so long as accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.

4.4 Cost of Bidding: The bidder shall bear all costs associated with the preparation and submission of its bid, including cost of presentation for the purposes of clarification of the bid, if so desired by the client, and the client will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
 The firm is expected to carefully examine all instructions, forms, terms and specifications in the bid document. Failure to furnish all information required in the bid document or submission of a bid not substantially responsive to the bid document in every respect will be at the firm's own risk and may result in rejection of the bid.

4.5 EOI Fees:

The bidder should enclose EOI fees of the amount mentioned above in the form of Demand Draft/ Direct Bank Transfer.

- In case of Direct Bank Transfer, NEFT/RTGS to the bank details for the transfer of funds is as below:
 Bank Name - BANK-SBI-DELHI 36830596465
 A/c No.- 36830596465
 Branch & IFSC Code - New Delhi & SBIN0000691
- In case of Demand Draft, The Bidder should submit EOI fees through Demand Draft drawn in favour of "EdCIL (India) Limited" payable at Noida from any Scheduled Commercial Bank.



Note:

- The Bid sent without EOI fees would be considered as **UNRESPONSIVE** and will not be considered.

4.6 Acceptance/ Rejection of bids:

EdCIL reserves the right to reject any or all offers without assigning any reason.

EdCIL, based on the requirement and without assigning any reason to the Bidders may split the work/Scope/Bid and/or offer in stages or in parts according to the need of work and/or for ease of execution of work.

4.7 Amendment in EOI Document:

At any time up to the last date for receipt of EOI, EdCIL may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective firm, modify the Bid Document by amendment. **The amendment will be notified on-E tender wizard portal.**

4.8 Bidder should able to identify all risks and responsibilities in the areas of TBT and should be able to provide related risk mitigation measures by providing presentation and detailed write up on this area.

4.9 Bidder should also able to identify and list out all Technical and Operational requirements of TBT process and should be able to provide all types of related compliances including legal compliance.

4.10 This is only EOI. The actual RFP/EOI will be floated only among the successful contenders of this EOI.

CHAPTER-V

SCOPE OF WORK

The Scope of Work has been divided into the following three broad phases:

- 5.1 Pre- Examination Phase**
- 5.2 Examination Delivery Phase**
- 5.3 Post Examination Phase**

All processes of examination phases shall be carried out by the selected bidder in consultation with EdCIL. The bidders to understand the scope of work:

The following shall be made available by EdCIL.

- 1) Work Order for each Project.
- 2) Copy of final recruitment Notice, Detailed Requirement Document (DRD), Syllabus, and Job Description for various Posts.
- 3) Template of Admit Card and Confirmation on Template of TBT.
- 4) Template and Guidelines for Preparation of TBT Result.
- 5) Rules/guidelines/marketing scheme for evaluation.
- 6) Approved Process document for preparation of results (including Normalization Process wherever applicable) as received from end Client.

5.1 Pre-Examination Phase:

The selected bidder(s) is expected to design the examination plan and examination process as required by EdCIL and get the same approved by EdCIL for each project as per template agreed. Broadly, the requirements will be as follows:

5.1.1 Designing of web application portal and candidate handling process:

- 5.1.1.1 The website will be used for inviting Online Application for various TBT examinations conducted by EdCIL, eKYC with UIDAI, integration with payment gateways, correction window, answer key challenge and declaration of results of the examination will be held for TBT examination on this website. All these activities will generate large number of hits on the website and result in establishment of a very high number of simultaneous sessions.
- 5.1.1.2 The website should be accessible through all the standard/ popular browsers, operating systems, etc.

5.1.1.3 Security and integrity of data and web-applications will be the responsibility of the Service Provider. The website should have enough security features to prevent unauthorized access to the data. The system should comply with the CERT-IN security guidelines.

5.1.1.4 Service provider should host and store data from the web application on their cloud platform. All components of software must be capable of being hosted on a MeitY-empanelled public cloud platform (e.g., NIC Cloud, AWS, Azure, etc.) provisioned by EdCIL or any other cloud/on-premise platform.

5.1.1.5 The Service Provider shall coordinate with other third-party agencies empanelled by EdCIL for providing cloud platforms and ensure successful hosting and storage of data on these third-party cloud platforms. The service provider shall not refuse to host and store data on a third-party agency's platform empanelled by EdCIL.

5.1.1.6 The system will be integrated with other platforms of the Government like Aadhaar, Digilocker, APAAR etc

5.1.1.7 The load testing will be done by the Service Provider with standard performance testing tools. (As per EdCIL's requirement)

5.1.1.8 Audit trails to be maintained at every level with time stamps.

5.1.1.9 Below are the subcomponents for Online Application Portal:

| S. No. | Activity | Description |
|--------|-------------------------------|--|
| 1 | Candidate registration Module | <p>To initiate the examination process, candidates must register themselves on the portal. This module shall facilitate secure and verified onboarding of candidates. Key features are mentioned below:</p> <ul style="list-style-type: none"> I. Candidate can create account using mobile number and email ID. II. OTP verification for mobile/email ID. III. CAPTCHA integration to prevent bot registration. |
| 2 | Online Application Form | <p>Depending upon the requirement of examination, online application form has to be designed for each examination. Key features are mentioned below:</p> <ul style="list-style-type: none"> I. Capture candidate personal details (Name, Father name, Mother name etc.). II. Aadhar based authentication. III. Exceptional handling for non-Aadhar user. IV. Real time duplicate user detection using Aadhar, mobile and email ID etc. V. Live photo capture. |

| S. No. | Activity | Description |
|--------|------------------------|--|
| | | <p>VI. Upload scanned photographs, signature, thumb, handwriting, government ID, cast certificate, PwD certificate, education qualification certificate etc.</p> <p>VII. Capability for identifying nonstandard uploaded photographs, signature, thumb, handwriting etc.</p> <p>VIII. Capture IP address from where candidate have done registration</p> <p>IX. Save as draft functionality during registration process</p> <p>X. AI based chat bot model which can help candidates in answering frequently asked questions and guide them on how to fill applications.</p> <p>The system should be able to support a maximum of four online applications concurrently subject to the maximum load. A new candidate application form should be developed by the vendor in 10 working days. The Service provider should be able to work on 2 different online application form pertaining to different exams.</p> |
| 3 | Integration capability | <p>The portal shall be designed to integrate seamlessly with external systems and services to ensure interoperability and data exchange.</p> <p>I. API based integration with:</p> <ul style="list-style-type: none"> • Aadhar Authentication service or Aadhar Authentication service provider empanelled by EdCIL. • Digi locker authentication service • Payment gateways • Cloud service provider for hosting and data storage of data empanelled by EdCIL • SMS/email communication gateways • Help desk and grievance redressal module • Central dashboard of EdCIL/EdCIL empanelled agency • Any other vendor of EdCIL <p>II. Modular architecture to support future integration if any with EdCIL or EdCIL emanelled agency</p> |
| 4 | Payment Reconciliation | <p>To ensure financial transparency, the portal shall include a robust automatic payment tracking and reconciliation system. Key features are mentioned below:</p> <p>I. Integration with multiple payment gateways.</p> |

| S. No. | Activity | Description |
|--------|---|--|
| | | <p>II. Service Provider has to co-ordinate with the payment gateway/banks for reconciliation of fee payments.</p> <p>III. Refund management system to be provided.</p> <p>IV. Generation of reports for EdCIL and Clients.</p> <p>V. Real time dashboard for showing status of payments and integration with central dashboard of EdCIL</p> |
| 5 | Checking of application data for duplicate applications | <p>To ensure fairness and prevent misuse of the examination process, the system must be capable of identifying duplicate or multiple applications submitted by the candidate.</p> <p>I. Many candidates tend to submit multiple applications for the same examination.</p> <p>II. The system shall identify such duplicate applications based on criteria defined by EdCIL or its client organizations.</p> |
| 6 | Admit card generation Module | <p>The Service provider to generate and publish admit cards of eligible candidates after finalizing the template with EdCIL. Key features are mentioned below:</p> <p>I. Admit Card should include critical examination details such as candidate name, roll number, exam date and time, examination venue details, reporting instruction, Barcode (containing candidate roll no.) etc</p> <p>II. Downloadable PDF based admit card, each uniquely watermarked by candidate roll number and digitally stamped for authentication.</p> <p>III. Notification via SMS and email to candidates for updates regarding admit card.</p> <p>Admit card to be generated 10 to 15 days prior to the exam day and should made live 03 to 05 days prior to the exam day.</p> |
| 7 | Candidate 360 profile status | <p>Upon successful registration, the system to create a personalized dashboard for the candidate, to monitor and manage their examination lifecycle. Comprehensive dashboard for candidates showing:</p> <p>I. Registration status</p> <p>II. Payment status</p> <p>III. Admit card availability</p> <p>IV. Communication history</p> |

| S. No. | Activity | Description |
|--------|--|---|
| | | <p>V. Grievance status</p> <p>VI. Result status</p> <p>VII. Restrictions to certain application changes to be enabled for candidates after the application has been submitted</p> |
| 8 | Communication gateway Module | <p>A dedicated Bulk SMS / Email Module shall be developed for effective communication with candidates throughout the examination lifecycle. This module will act as a centralized messaging system with candidates. The module must be capable of handling high volumes and be able to run for concurrent examinations. The Integration with SMS and email services for:</p> <ul style="list-style-type: none"> I. OTPs II. Application form submission III. Payment status IV. Application updates V. Important alerts VI. Exam-related updates and notifications VII. City intimation VIII. Admit card alerts IX. Grievance responses X. Exam day reminder XI. Last moment changes in exam centres XII. Any other important communication |
| 9 | Correction window | <p>To accommodate genuine errors, candidates shall be allowed to make corrections within a defined window.</p> <ul style="list-style-type: none"> I. Configurable correction window for candidates to edit select submitted applications and for specified editable fields. II. Audit trail of corrections made. <p>The Service Provider should be able to develop correction window form within 05 working days. Further, the service provider should be able to reconcile and finalize the application data and payments from the candidates within 02 weeks from the closure of correction window.</p> |
| 10 | Dashboard for showing Online Application | <p>A centralized dashboard shall be provided to EdCIL or EdCIL's Client for monitoring and managing the application process. Real-time analytics and visualizations for:</p> |

| S. No. | Activity | Description |
|--------|----------|--|
| | status | <ul style="list-style-type: none"> I. Total Application started II. Total Application in progress III. Total Application submissions IV. Total Application with successful Aadhar authentication V. Payment success/failure status VI. Pavement reconciliation status VII. Total Admit card downloads VIII. Drill-down capabilities by at every stage by date, state, city, region, category, age, gender, PwD, exam post etc. IX. Any other field which is important <p>All this above data should also be integrated with central dashboard on EdCIL/EdCIL empanelled agency.</p> |

5.1.2 Scheduling of candidates:

To ensure a fair and efficient allocation of examination venues and roll numbers, the system shall support automated scheduling based on approved criteria and candidate preferences.

- 5.1.2.1.1 The service provider shall finalize the list of valid candidates after application verification and obtain approval from EdCIL.
- 5.1.2.1.2 Finalize list of examination venues in discussion with EdCIL.
- 5.1.2.1.3 A randomization formula should be used to allocate candidates to examination centres.
- 5.1.2.1.4 The formula may be proposed by the service provider and shall be subject to approval by EdCIL, or EdCIL may provide its own formula.
- 5.1.2.1.5 Allocation of examination venues shall be based on candidate preferences submitted in the online application form or as per criteria finalized by EdCIL.
- 5.1.2.1.6 The final allocation data, including roll numbers, shall be shared with EdCIL in the prescribed format.
- 5.1.2.1.7 After receipt of requisite inputs, the scheduling and roll number generation should be completed within 5 working days.

5.1.3 Question Paper Creation:

The Service provider must ensure a robust mechanism for preparation of questions and a secure mechanism for the transmission of the same to tablets during

examination. The Service provider shall adhere to the following:

- 5.1.3.1 Ensure to maintain highest standard of confidentiality in creation, processing, maintenance, storage, encryption and administration of question set.
- 5.1.3.2 Ensure that the question items are not directly taken from question papers of any other examinations during last two years (Through plagiarism check).
- 5.1.3.3 Arrange for creation of items with the help of dedicated panel of subject experts.
- 5.1.3.4 Ensure second level of validation of items created by panel of subject experts.
- 5.1.3.5 Questions would be created topic-wise and subsequently the same would be clubbed.
- 5.1.3.6 Difficulty level of items would be assigned by one panel of subject experts and the same would be validated by another panel of subject experts.
- 5.1.3.7 Pool of questions will be created topic-wise/subject-wise with proper tagging of difficulty level of each question item.
- 5.1.3.8 Complete set of question papers would be generated from the pool of questions through a computerised programme just before downloading the question paper for the examination.
- 5.1.3.9 Ensure that the question papers have similar difficulty level across various sets of question papers for one examination.
- 5.1.3.10 If translation of question items is required, translation work will be done through a dedicated panel of experts in vernacular languages, as per the requirement of EdCIL.
- 5.1.3.11 Same meaning and sense of question is retained in the translated version as in the original language.
- 5.1.3.12 Ensure proof-reading of each question.
- 5.1.3.13 Questions must be randomized.
- 5.1.3.14 Setting-up of Bi-lingual (preferably English and Hindi) Question Paper (MCQ/ Descriptive Test) based on EdCIL's quality policy for content development.
- 5.1.3.15 Sample set of question paper must be submitted to the EdCIL at least 15 to 30 days prior to the conduct of the Mock Test at the first venue.
- 5.1.3.16 Questions shall be available only 30 minutes prior to examination. Questions shall not be available earlier than 30 minutes

- 5.1.3.17 Question set shall transmit from Central Server to Exam Room Supervisor to Candidates Tablets only after best encryption (as on date of examination. As on date it is at least 256 bit encryption). Questions shall not travel through any path without encryptions.
- 5.1.3.18 Perfection of question should be of the highest level. A certificate with respect to content accuracy(Quality standard in line with the defined syllabus and difficulty level) should be submitted to EdCIL at least 7 days prior to examination.
- 5.1.3.19 Encryption shall have “ZERO HUMAN INTERVENTION”.

5.1.4 Infrastructure for conduct of examination:

- 5.1.4.1 The Service Provider will provide SOP and documentary manuals for all the processes for safe and secure examination along with rules for contingency and exception handling/ emergency procedures within 21 days of signing of SLA. The SOP amendments if any, including previous feedbacks will also be provided by the Service Provider.
- 5.1.4.2 The Service Provider will arrange for required number of well-equipped examination venues about 30 days prior to start of examination.
- 5.1.4.3 The Service Provider shall provide consulting, training and manpower support to handle the entire examination. The required hardware, software, networking infrastructure for the conduct of examination shall be made available by the Service Provider.
- 5.1.4.4 The Service Provider shall submit a list of standard examination venues along with audited report for each test venue within 30 days prior to conduct of examination. Any changes in the venues during the examination shall be done only after prior intimation to EdCIL and explaining the need of the same.
- 5.1.4.5 Background check/ police verification/ Criminal Report of all Exam related functionaries at the exam Venue. The service provider will get the background check/ police verification/Criminal Report conducted for all Exam related functionaries i.e., invigilators/helpers/guards/ IT personnel at the exam venue which shall not be more than one year old.
- 5.1.4.6 The Service provider will keep a repository of documents/ contact details of all manpower deployed at exam venues and share the same with EdCIL as and when required.
- 5.1.4.7 The service provider will be required to undergo online registration process of all examination functionaries involved in examination process; atleast 24 hours before examination on EdCIL's registration/ application portal.

5.1.4.8 The Service Provider shall have a contingency plan for candidate management/ shifting in case of any emergency. Candidates appearing at exam venue(s) without pre-scheduling but as ad-hoc arrangement (due to any valid reason to the satisfaction of EdCIL) shall be allowed only after approval from EdCIL.

5.1.4.9 Below are the conditions for finalizing exam centers:

| S.No. | Activity |
|-------|---|
| 1 | <p>Examination Venue:</p> <ul style="list-style-type: none"> I. If EdCIL decides to take any venues developed by NRA/ NTA/EdCIL, then those venues are to be mandatorily taken by the service provider. II. Acceptance of any venue as examination venue is at the discretion of EdCIL. III. Examination Venues shall be easily accessible and have well known address in the locality/ city/ town where these are located. IV. Venue shall be reasonably accessible through local transport. V. Venues which are far away from the centre point of the city and not well connected with public transport shall not be taken as the examination venue. VI. Congested areas to be avoided for conduct of examination. VII. Antecedent detail of the venue owner, in case of hired/ leased venues must be verified by the Service Provider and made available to the EdCIL, if desired. VIII. Coaching centres not to be used as the examination venue for the EdCIL exams. IX. Exam Lab will not be located in the basement of the building. X. Service Provider to ensure the availability of sufficient number of examination venues across the country covering all States and UTs. XI. Arrangement of Suitable UPS / Generator or back- up power will be made available at each exam venue for uninterrupted power supply during examinations. XII. Every venue used to conduct EdCIL examination(s) must have a wire line telephone connection along with wire line broadband connectivity at the server room in order to have seamless connectivity during the exam even when jammers are switched on. Exceptions will be allowed on case to case basis. XIII. Service Provider to ensure that the power backup solution |

| S.No. | Activity |
|-------|---|
| | <p>suffices as per the seating capacity of the examination venue.</p> <p>XIV. Each examination venue must have a minimum capacity of 100 candidates. In exceptional cases, with prior approval of EdCIL examination venues with lesser capacity may be engaged provided these venues strictly conform to the requirements specified.</p> <p>XV. After completion of mock/ pre examination preparation drill, a lab/room selected for examination will not be used for any activity till the day of examination.</p> <p>XVI. The service provider must have back up arrangement of examination venue if any of the venues offered earlier is dropped by EdCIL.</p> <p>XVII. Examination Venues must have adequate covered space for checking of documents and biometric registration of candidates. Examination venue must have suitable sitting space (preferably out of the examination lab) for Center Coordinator (Inspecting officer/ Static magistrate).</p> <p>XVIII. At least one counter with biometric machine is required to serve 30 scheduled candidates.</p> <p>XIX. Registration desk is to be located outside the exam lab and not inside the lab, on a best-effort basis</p> <p>XX. Where AADHAAR authentication has been mandated by EdCIL, entry and exit Biometric authentication shall be done using AADHAAR authentication (finger print/ iris/ face).</p> <p>XXI. The exam venue shall provide basic life safety for the conduct of exams, like fire safety, firefighting equipment, electrical (electricity, DG, UPS, wiring), first aid, emergency procedures, etc.</p> <p>XXII. The Service Provider shall ensure that no exam time is lost due to power outage through provision of adequate backup power (15% to 20% tablet backup).</p> <p>XXIII. The Service Provider shall ensure suitable drinking water and separate hygienic toilet facilities for both boys and girls at each examination venue.</p> <p>XXIV. Service Provider should provide list of centre owners (Name, mobile number, current and permanent address etc.) and the name of person in charge appointed by them on EdCIL's registration/ application portal in addition to Email to oversee the operations at centre.</p> <p>XXV. Service Provider should submit the copy of agreement</p> |

| S.No. | Activity |
|-------|---|
| | between Service Provider and exam centre along with terms & conditions. |
| 2 | <p>Special Provisions for PwD candidates:</p> <p>Service Provider must provide sufficient node capacity for PwD candidates. Following facilities/ arrangements are required to be provided for Persons with Disability (PwD) candidates:</p> <ul style="list-style-type: none"> a. As far as possible, the venue of the examination will be allotted within the city of their choice. These venues shall be PwD friendly. b. Late evening shifts will be avoided for these candidates. c. Their examination venue shall be as near as possible from the city centre. d. Their examination lab shall preferably be on the ground floor or within a short distance from the lift. e. Examination venue shall have PwD-friendly washroom facilities. f. Facility of wheel chairs may be provided to candidates, if required. g. Ramps to be available at exam centre wherever required. h. Enabling software for PwD candidates may be provided as per requirement of EDCIL. i. 3 seats will be kept for PwD candidates with Scribe (one for candidate, one for scribe and one for keeping sufficient distance between 2 candidates). j. A dedicated invigilator will be provided to each PWD candidate with the scribe. k. Biometric details and photo of scribe will also be captured at the time of entry and exit verification. Aadhar authentication of scribes shall also be carried out at the time of entry and exit verification. <p>Special Provisions for Female candidates:</p> <p>Basic medical & hygiene aids shall be made available for female candidates (as per requirement).</p> |
| 3 | <p>Seating Arrangements:</p> <ul style="list-style-type: none"> I. Minimum 2.5 feet seat width shall be available for candidates in such a way that a candidate cannot see other candidate's screen. II. If required temporary partition between candidate to be provided. III. Seating furniture shall be ergonomically comfortable and shall be of good quality. |

| S.No. | Activity |
|-------|--|
| | <p>IV. Space shall be available for candidates to place papers for rough work. Sufficient space to place at least 2 sheets side-by-side shall be provisioned on table.</p> <p>VI. Non-shadow lighting is mandatory for every hall of examination.</p> <p>VII. Examination venues shall contain holding area for the candidates.</p> <p>VIII. Seat Number (label) shall be clearly displayed prominently.</p> <p>IX. The label shall be clearly visible in the CCTV footage.</p> <p>X. Seating plan of the lab will be scanned and uploaded to the data centre along with other documents.</p> <p>XI. The Service Provider shall ensure proper ventilation and comfortable air circulation/ temperature at all venues using air coolers/ fans/ air conditioners etc. Proper lighting to be maintained.</p> |
| | <p>Visibility of location to candidate at exam halls:</p> <p>I. Direction to the Exam Hall/ room shall be displayed to the candidates at appropriate places.</p> <p>II. Layout diagram with Seat Numbers / Label and details of mapping of set of seat numbers to specific surveillance camera shall be made available to the EdCIL prior to start of exam.</p> <p>III. A detailed report, as per the format specified by the EdCIL shall be submitted after each exam by the TBT Service Provider to EdCIL.</p> <p>IV. Markings indicating entry, exit, fire-exit, washrooms etc. shall be available at appropriate places.</p> <p>V. The Test Centres should have separate Entry & Exit Gates with signages so that smooth entry and exit to/ from the Examination Centres is ensured for conduct of Examination.</p> <p>VI. The Service Provider shall arrange/ provide adequate displays and provide required instructions/ information to the candidates appearing for examination at Exam venues.</p> |

5.1.5 CCTV Surveillance:

- 5.1.5.1 CCTV surveillance must be made functionally available in all examination venues.
- 5.1.5.2 The surveillance video shall be recorded to a system other than the 'Examination Servers' at the Examination Venue.
- 5.1.5.3 Service provider shall arrange to provide both live footage and recorded

footage to EdCIL as per timeline finalized by EdCIL.

- 5.1.5.4 Streaming/ connectivity of CCTV footage shall be through a communication network other than the network used for downloading question sets prior to the examination at the exam venues.
- 5.1.5.5 Surveillance system shall cover frisking point, Entry point, all registration desks of the Examination venue (Entry refers to the location from where the entry to lab/room starts including the locations of biometric registration). The activity at Registration desk shall be covered by CCTV Camera to show the clear frontal face of the candidate as well as the registration activity/ Manager.
- 5.1.5.6 Surveillance system shall cover exit points of the venue if the entry and exits are separate.
- 5.1.5.7 CCTV surveillance shall cover the complete movement of candidates from their entry into the examination venue till their exit from venue.
- 5.1.5.8 CCTV Coverage shall have no blind spots.
- 5.1.5.9 CCTV coverage has to be clear for monitoring/ post examination verification. The picture quality shall be clear enough under zooming also.
- 5.1.5.10 CCTV camera must capture examination venue activities from opening of the venue of examination to closing after the completion of examination.
- 5.1.5.11 Service Provider will be required to provide CCTV camera footages in appropriate storage media with necessary meta data to EdCIL within 15 days from completion of exam along with a certificate that the CCTV footages are for the said exam centre, date and shift and are complete and no tampering has been done. However, SP shall arrange to provide specific footages as demanded by EdCIL from time to time within 96 hours.
- 5.1.5.12 The Service Provider shall provide secure, cloud-based access and sharing of all captured footages. All the footages shall be retained for the contract period, until transfer of entire data to EdCIL as per exit policy. No data will be deleted without the approval of EdCIL.
- 5.1.5.13 CCTV cameras must be IP enabled. Web based access must be provided to the live feed during the examination at Integrated command control center (ICCC) at EdCIL HQ.
- 5.1.5.14 SP to provide RTSP links for live CCTV access to EdCIL and its authorized agencies for the purpose of AI based CCTV analytics.
- 5.1.5.15 The Service Provider shall ensure that the watermark label of CCTV camera (appearing on live stream) shall match with the location or

nomenclature of the room/ lab. CCTV timing shall match with screen time.

5.1.5.16 Surveillance system shall also cover the following:

- a. Server Room.
- b. Pathway to washrooms
- c. Drinking water facility and other convenience facilities, UPS/ DG room etc.
- d. The cabin/ room of the venue manager/ other functionaries (if any).
- e. The front, back, side area of the Examination venue.

Any points specifically indicated by the EdCIL for comprehensive surveillance coverage of the Examination venue.

5.2 **During - Examination Phase:**

The Service Provider shall deploy adequately trained manpower and ensure required hardware and software for smooth conduct of examinations at each venue in consultation with EdCIL. The Service Provider shall make necessary arrangements for the followings at each exam venue:

5.2.1 Minimum number of personnel to be deployed at each exam centre are mentioned below. The service provider will be responsible to conduct background check for below mentioned staff.

| S. No. | Description | Job/Duties | Terms of engagement | Count |
|--------|---------------|--|--------------------------------------|---|
| 1 | Venue Manager | Overall management and supervision of the examination venue | An employee of the Service Provider. | One per venue (up to capacity of 500). Venues having capacity of more than 500, one additional venue manager for every 500 candidates |
| 2 | Supervisor | Managing registration desk, distribution/collection of tablets, Printing attendance sheet, all other activities at centre etc. | An employee of the Service Provider. | Minimum One per 100 candidates (Suitability needs to be justified with Centres and locations) |
| 3 | Invigilator | Registration of Outsourcing | | One per 24 candidates |

| S. No. | Description | Job/Duties | Terms of engagement | Count |
|--------|--------------------------------------|--|---|---|
| | | candidates on registration desk and vigil on the examination being conducted | allowed. Background check to be carried out by service provider. | (minimum 1 in a room) with one additional invigilator for every next 24 candidates |
| 4 | Security & Frisking | All functions related to security of the venue including gate management, frisking, and internal security. | Only from registered professional security agencies. | Minimum of two males & one female staff. Additional one male and one female staff for every 100 candidates. |
| 5 | Washroom/ Exam center cleaning staff | - | Outsourcing allowed | Adequacy to be maintained. |
| 6 | Multi- Tasking Staff (MTS) | - | Outsourcing allowed (Background check to be carried out by service provider.) | Minimum Two per 100 candidate |

5.2.2 The examination shall be Tablet based (Refer Point 1.7 for Hardware and software specification of tablets and Point 1.8 for examination software details) with multi-lingual questions (both in English and Hindi or any other language as applicable).

5.2.3 The bidder shall provide a short video explaining the steps to be followed while taking TBT. The video shall cover the OMR based question paper structure, user interface, question palette, navigation through sections and other important instructions of actual assessment.

5.2.4 A Process flow video is required to be prepared for a better understanding of the candidates regarding the flow of TBT of that examination.

5.2.5 Service Provider to provide a mock test link for Tablet bases test for the practice of candidates with clear instruction on how to attempt the questions



and examination. Similar to exam day experience.

- 5.2.6 Service Provider to test all the Tablets one day prior to the exam day and do a dry run on actual number of tablets plus buffer tablets being used on exam day, duration and QP size to be similar to the exam day. Generate audit logs for mock day and provide a report to EdCIL for the mock test.
- 5.2.7 Appropriate time shall be allotted before the exam for providing orientation to the candidates on the structure of the examination, time limit(s) and guidelines for answering the question paper(s) and getting the attendance sheet signed.
- 5.2.8 Tablet based examination software shall support standard features such as display of details of candidates, detailed instruction upon login, start and closure of examination at scheduled time, time left, flag questions for review, marking/ unmarking of question(s), display of status of questions with different color and symbols, switching between sections (if applicable), switching between Hindi and English languages or any other language as applicable, provision for enlargement of font, navigation to unanswered questions and prompt for submission. If the EdCIL decides for timer(s) for answering questions or sections, the same needs to be provided by SP in its Exam Software Solution.
- 5.2.9 There shall be malpractice awareness message before instructions page and candidates shall be required to read it mandatorily.
- 5.2.10 At the entry gate, candidate's admit card will be checked for identity verification with the help of photo on original government ID to be produced by the candidate.
- 5.2.11 Physical Security & Frisking: While a candidate enters the examination venue, the following activities shall be ensured:
 - a. Frisking (separately for male and female candidates).
 - b. Service Provider must ensure one level of frisking with body tapping and next level with hand-held metal detector devices.
 - c. Free locker/ rack facility shall be provided to keep candidate's belonging under supervision of a security guard and under surveillance of CCTV.
- 5.2.12 Bio-metric registration of candidates:
 - a. The Service Provider to scan the QR code provided on the admit card. This will retrieve the candidate's roll number and Aadhaar-verified details, if applicable (name, date of birth, father's name, and photograph).
 - b. The solution shall encompass the Biometric (Fingerprint, IRIS Scanning and Face Biometric) and Capture Photograph of candidate



and matching the same with the photograph already available in the admit card database of the EdCIL.

- c. Service provider to capture candidates' images in proper lighting conditions, correct camera angle and white background. There should be no case of poor/blur quality images, Partial face, Muti face images should not be allowed in the solution. Lively ness detection should be there in the solution.
- d. Solution should be capable of conducting AADHAR based bio-metric authentication.
- e. Seat allocation in the examination hall shall be random and automated without any discretion of the ground staff.
- f. The service provider shall set up adequate no. of registration as per scheduled candidates (01 registration desk for 30 candidates). Registration desks should preferably be placed at the entry of the examination lab and designed to enable a smooth and faster process, including a buffer machine for registration purposes.
- g. Registration Logs to be maintained by the Service provider

5.2.13 The Service Provider shall arrange/ provide adequate displays and required instructions/ information to the candidates appearing for the examination at the venue.

5.2.14 Invigilator to distribute Tablets to each candidate.

5.2.15 Invigilator to distribute rough sheets and pens to candidates.

5.2.16 Take signature, thumb/ finger impression, and handwritten statement from the candidates on attendance Sheet wherever applicable.

5.2.17 Invigilators to collect tablets, Rough sheet and admit card back from the candidates after exam end.

5.2.18 The Service Provider shall provide one Rough Sheet (s) and one pen per candidate. Around 10% to 20% of candidates may demand extra sheets.

5.2.19 The Service Provider shall provide for required number of Tablets including 10% buffer at notified centres of the examination.

5.2.20 There must be adequate spacing (not less than 2.5 feet) between two adjacent seats. This has to be maintained for all candidates in all venues.

5.2.21 The service provider must maintain two hours gap between shifts in order to organize proper entry and exit of candidates and for other activities.

5.2.22 At the test venue, uninterrupted power shall be made available for the period of each session and for 30 minutes prior to and after each session on the day of examination.

5.2.23 Arrangement of scribe for and other amenities for PWD candidates as per

GOI Norms.

5.2.24 Service Provider to ensure all tablets are charged and does not run out of battery during the examination.

5.2.25 The Service Provider shall monitor and supervise exam venue activities on monitoring console/Dashboard to be installed by the Service Provider in EdCIL HQ in ICCC. The data shall be real time data generated from each Exam venue during the examination.

5.2.26 At the end of the exam, transfer/ export of candidates Biometric Registration data, candidate responses and audit trails shall be done by the Service Provider on secured channel from tablets to central server of the Service Provider within 2 Hour from close of exam shift and before start of next exam shift, from each exam venue.

5.2.27 Other hard copy documents such as attendance sheets, filled proformas, etc. shall be scanned immediately at the venue and dispatched to EdCIL within 7 days of the conclusion of the examination. All these documents are to be arranged roll number wise before dispatch. The scanned copy of attendance sheet, rough sheet, etc to be uploaded to Central Server within 2 hours of close of shift.

5.2.28 The Question Paper used for a particular examination must be stored in encrypted Format in the central server.

5.2.29 The question sets downloaded on the Master tablet must be in encrypted format.

5.2.30 The Tablet shall save/ record all transactions and automatically log-out after the stipulated time gets completed. Logs of transaction: Tablet shall ensure record of every transaction with time stamp (click by click) including, Start time of examination, End time of Examination ,Shuffling details, Detail of change of candidate's Tablets, etc.

5.2.31 Central System: Since the Examinations for EdCIL will be conducted across the country spanning from a single shift to multiple shifts on each day, the Service provider will have a Central IT Infrastructure system on the lines of a Data Centre where the core application shall be hosted in a secured manner with a parallel disaster recovery system and business continuity plan. At any point in time during the currency of the project, if the Government policy/EdCIL demands migration of data from the Service Provider's central system to any other identified system, the Service Provider shall support the migration of data related to this project within mutually agreed timelines. This requirement will be mutually agreed with respect to timelines and cost.

5.2.32 Data Center for storage of Examination data: The service provider will provide a data center of sufficient capacity and storage for storage of all the



examination data including:

- a. Photo & biometric data captured at the registration desk during entry and exit.
- b. Candidate's encrypted response
- c. Attendance sheet, performs
- d. Lab-layout
- e. Candidate's examination log report.
- f. Incident report
- g. PDF/ HTML copy of the candidate's examination response.
- h. Any other Exam related data desired by EdCIL. (Mutually Agreed)

5.2.33 Backup of data shall be taken on monthly basis and the data of last two backups shall be maintained by the service provider or alternatively a disaster recovery data centre to be maintained by the service provider

5.2.34 Service Provider shall provide complete access to their exam central command dashboard system. EdCIL or representatives of EdCIL would independently monitor the incidents and events generated at different exam venues and Service Provider shall enable such monitoring.

5.3 Post - Examination Phase:

5.3.1 Answer Key Challenge by Candidates: To ensure transparency and fairness in the post-examination process, EdCIL shall implement an Answer Key Challenge System. This system will allow candidates to raise objections against the provisional answer keys published after the conduct of Tablet Based Test (TBT), within a defined time window. The challenge system for each examination shall be made ready within five (5) days of the completion of the Tablet Based Test . Key features are mentioned below:

5.3.1.1 Module Development in Consultation:

- a. The Answer Key Challenge module shall be developed by the service provider in consultation with EdCIL and tailored to the specific requirements of each examination.
- b. Service Provider must ensure that the question set along with answer key of each shift is uploaded on the website in the form it was administered to a particular candidate.
- c. The candidates who had appeared in the examination would be given a link by the EdCIL to challenge questions/ tentative answer keys.
- d. The master set of question will be visible to candidates for a limited period as decided by EdCIL.

5.3.1.2 Candidate Interface for Challenges: Provide a secure and user-friendly interface for candidates to:

- a. View the question paper and provisional answer keys.
- b. Select questions to challenge.



- c. Submit justifications and upload supporting documents, if required.

5.3.1.3 **Online Payment Integration:** Integrate a secure payment gateway to collect the prescribed fee per question challenged. The system must support real-time payment confirmation and receipt generation.

5.3.1.4 **Fee Reconciliation:** The service provider to coordinate with Payment gateway/Banks for reconciliation the total fee received with the number of challenges submitted. Generate a consolidated report for EdCIL indicating:

- a. Number of questions challenged along with candidate count who challenged the question
- b. Number of challenges per candidate.
- c. Total fee collected.
- d. Payment success/failure status. Etc.

5.3.1.5 **Challenge Data Compilation:** After the closure of the challenge window, service provider to compile unique no. of question challenged and share the complete challenge data with EdCIL in a structured format.

5.3.1.6 **Validation of question challenged:** The Service provider shall get all the questions challenged by the candidate validated form experts and submit a report to EdCIL within 2-3 days of the challenge window closure. The report should include:

- a. Number of valid and invalid challenges
- b. Impact analysis (number of candidates affected)

The decision regarding grace marks or dropping question rest with EdCIL or its client.

5.3.1.7 **Refund Processing for Valid Challenges:** Implement a mechanism to process refunds for challenges that are found to be valid after expert review. Refunds shall be initiated to the original payment method and tracked through the system.

5.3.1.8 **Dashboard for Monitoring:** Provide a real-time dashboard for EdCIL officials to monitor:

- Number of unique Qs challenges submitted.
- Payment and refund status.
- No. of valid challenges raised
- Challenge trends by subject, question, or region. Etc.

All the above fields to be integrated with EdCIL central dashboard.

5.3.2 **Preparation and verification of results for Tablet based test:** To ensure accuracy, transparency, and reliability in the declaration of examination results, the service provider shall be responsible for processing and verifying the results of Tablet Based Tests (TBT) using a dual-verification

mechanism.

- 5.3.2.1 **Independent Result Processing:** The service provider shall process the examination results independently through two separate internal teams using the candidate response data and the finalized answer key. Special care will be taken to apply reservation rules for various categories, age-relaxation, cutoff etc.
- 5.3.2.2 **Comparison, verification and Finalization of result:** The outputs generated by both teams shall be compared internally. The result shall be finalized only when all the outputs match completely, ensuring accuracy and eliminating discrepancies. For arriving at the final scores of the candidates, an approved normalisation formula will be applied on the raw scores, normalised formula to be approved by EdCIL or its client.
- 5.3.2.3 **Vacancy Data Handling:** EdCIL shall provide the vacancy details in soft copy. The service provider shall convert this data into the required format suitable for result processing and merit list generation.
- 5.3.2.4 **Parallel Processing Capability:** The service provider must have the technical and operational capability to process two intermediate results simultaneously to support dual-verification.
- 5.3.2.5 **Timely Processing:** The complete result processing, including verification and finalization, shall be completed within five (5) working days from the date of receipt of finalized answer keys and candidate response data.
- 5.3.3 **Disclosure of Score cards to candidates:** To ensure transparency and timely communication of examination outcomes, the service provider shall be responsible for the generation, publication, and secure distribution of score cards to candidates after the finalization of results.
 - 5.3.3.1 **Score Card Template Design and Approval:** The service provider shall prepare the score card template in consultation with EdCIL, roll number watermark to be there on score card template. The scorecard must display both the application photo and the registration photo captured on exam day. The final design shall be subject to approval by EdCIL before implementation.
 - 5.3.3.2 **Score Card Generation:** Upon finalization of results, the service provider shall generate individual score cards for all eligible candidates using the approved template.
 - 5.3.3.3 **Secure Publishing:** Score cards shall be securely published and made accessible only to the respective candidates through their individual login on the Candidate 360 Portal.
 - 5.3.3.4 **Candidate Access and Download:** Candidates shall be able to view and



download their score cards from the portal using their credentials. The system shall ensure data privacy and prevent unauthorized access.

5.3.3.5 MIS and Audit Trail: The system shall maintain an audit trail of score card generation and downloads. MIS reports on score card access and delivery status shall be shared with EdCIL.

5.3.4 Data To be handed over to EdCIL:

- 5.3.4.1 The Service Provider will hand over the encrypted Candidate Raw Responses and candidate audit logs data to EdCIL within 4 hours of the completion of shift.
- 5.3.4.2 Biometric images entry/exit, seating plan, incident reports, feedback report, Tablet audit logs any other log/data generated to be shared with in 24 Hrs of each exam shift to EdCIL in a secured manner.
- 5.3.4.3 All performs filled at exam centres, attendance sheet, rough sheet , CCTV footages to be submitted to EdCIL.
- 5.3.4.4 Scanned copies of all performs properly segregated with standard nomenclature centre/date/shift wise to be uploaded by SP and provided to EdCIL.
- 5.3.4.5 Raw scores of the candidates generated basis provisional answer key will be shared with EdCIL within 6 hours of completion of the shift and for shifts ending post 6 pm the responses can be shared D+1.
- 5.3.4.6 The Service Provider shall provide Post Examination Analytics Report (as per the formats provided/ desired by the EdCIL) in the following manner within 15 days of sharing of normalized scores:
 - a. Item analysis of MCQ responses of the candidates (difficulty index and discrimination index etc.) as per requirements of EdCIL.
 - b. Candidate performance Analysis.
 - c. Item-wise analysis of questions.
 - d. Analyze audit logs and provide the summary report.
 - e. To provide report regarding impersonation, unfair means, abnormal activity etc.
 - f. Any other reports by analyzing the data stored, whenever required by EdCIL.
- 5.3.4.7 The Service Provider shall provide documented inputs and support for handling.
 - a. Candidate's queries
 - b. RTI queries
 - c. Court Cases
 - d. FIR against candidates caught in impersonation or any other malpractice during exam in consultation with EdCIL.
 - e. Such other information sought by EdCIL.

5.3.4.8 The service provider will share with EdCIL an exception report detailing all incidents of malpractice etc. in shift-wise manner on daily basis in a format prescribed by the EdCIL from time to time.

5.4 **Project Execution timeline:** The proposed indicative timeline of various activities for the execution of a TBT project is indicated below for candidates upto 50,000 count:

| S. No. | Activity | Tentative Time (In days) |
|--------|--|--------------------------|
| 1. | Design, Development & testing of software portal for registration of on-line applications, integration of payment gateway and testing. | D + 21 |
| 2. | (i) Go-Live of application registration portal. (ii) Resumption of help desk service. (iii) Setting up, moderation and translation of question papers. Identification and booking of Tablet-based test centres. | D + 30 |
| 3. | Finalization of data and generation of Roll numbers of candidates. | D + 10 |
| 4. | Provision of downloadable Admit Card (e-mail, SMS alert) and hosting the admit card link on end client's website | D + 20 |
| 5. | Conduct of tablet-based test (Duration of exam may vary from single-multiple days and single-multiple sessions as per the requirement). | D + 01-10 |
| 6. | Inviting online representations from candidates related to questions and answers keys post examination. | D + 05 |
| 7. | Review of online representations received from candidates. | D + 20 |
| 8. | Preparation and submission of final TBT result. | D + 10 |
| | Total (in days) | 126 |

Note:

1. D is the date from receipt of data/approval/syllabus etc.
2. The date of start of the above duration shall be reckoned from the issue of final recruitment notice, detailed requirement document and syllabus.
3. The above timelines are to be adhered to. Any delay on account of selected bidder will lead to penalty. In case of circumstances meriting change, the same would have to be through exchange of mail agreed by both the parties.
4. As it being a TBT conduct of exam; it depends on availability of Tablets.

5.5 Other essential requirements:

- 5.5.1 SOP provided at the start of the contract shall be modified from time to time as directed by EdCIL.
- 5.5.2 Service Provider to handover the list of suspected candidates identified through post exam analysis or candidates caught with unfair means. Service Provider to support EMU team to evaluate the highlighted cases. SP shall take immediate steps against candidate caught indulging in malpractice with filing of FIR etc. Filing of FIR(s) against the candidates caught indulging in malpractices during the conduct of examinations will be done by the SP.
- 5.5.3 The TBT SP shall adhere to 'The Public Examinations (Prevention of Unfair Means) Act 2024' and the applicable Rules as notified/ amended from time to time. The TBT SP will be covered under the definition of the 'Service Provider' as per the Act.
- 5.5.4 The TBT SP has to adhere to any norms, guidelines issued by Government of India from time to time with regard to conduct of Public Examination.
- 5.5.5 The EdCIL has finalized a separate Service Provider to monitor the conduct of Examination which is called Examination Monitoring Unit (EMU). The RFP for EMU will be provided to the bidder for their information. The data required by EMU for monitoring of examination and pre/ during/post examination analysis will be provided by the Service Provider.
- 5.5.6 The bidder shall be the single point of contact with EdCIL and shall be solely responsible for the execution and delivery of the work. The Bidder will provide the complete end-to-end solution for the conduct of tablet-based test.
- 5.5.7 The bidder should have all relevant facilities and logistics available to execute the work. The bidder's examination software should be STQC/CERT-IN certified and the process should meet ISO 9001, ISO 20000-1 & ISO 27001 Certification standards

5.5.8 The TBT software should meet the cyber security audit requirements as specified by MeitY, Government of India, i.e., audited and certified by Cert-In's empaneled agency. The bidding agency shall ensure that such certificate(s) is valid through the agreement term. Any renewal of such certificate(s) shall be the sole responsibility of the bidding agency without any recourse to EdCIL in any manner whatsoever.

5.5.9 The Bidder should have the capability to provide infrastructure in all the major cities in India and abroad with, hardware and software, trained invigilators, adequate security measures and due diligence etc.

5.5.10 The bidder must show and submit a suitable emergency management plan during any crisis situations.

5.5.11 The selected bidder shall obtain declaration from their personnel (employed by them for the work in the examination concerned) that none of them have any near relations (such as children, brother, sister, nephew and nieces of self and spouse), as well as anyone on whom they may have any special interest, is appearing in the concerned examination.

5.5.12 The selected bidder shall ensure that the examination is conducted in a secured channel where no external network penetration is possible.

5.5.13 The selected bidder shall ensure that the soft copy of Centre Master having Centre No. and Centre details provided to EdCIL for conducting the examination shall be final. No change shall be made by the selected bidder in the list without approval from EdCIL. However, EdCIL reserves the right to cancel/ change any centre/invigilator.

5.5.14 The selected bidder shall accommodate inspection of EdCIL/end Client's representatives based on proof of identity provided, as and when required.

5.5.15 Project execution life cycle: The proposed timelines.

5.5.16 The selected Bidder would be required to have an in-house quality assurance and product testing team with a robust quality management process that are followed to test and certify the system used to conduct the exam. The bidder should maintain documented test cases and maintain evidence of selected test execution covering all test cases. Rigorous testing must be done for major as well as minor and patch releases.

5.5.17 Testing should not be limited to system features and functionality. The system used to conduct the exam must be tested for Performance, Security, Usability, High- Availability, Business Continuity, and Disaster-Recovery, etc.

5.5.18 The selected Bidder would be required to design a high-performance system and conduct performance tests to verify selected achievement of high concurrency, fast response time, and long-stress duration required of the system used to conduct the exam. Results of such performance tests

should be made available for each major release of the system used to conduct the exam.

5.5.19 The selected Bidder would be required to design a highly secure system and conduct security tests to verify that there are no vulnerabilities that can make the system susceptible to attacks. Comprehensive testing of source code, software binaries, and the infrastructure must be carried out. Results of such security tests should be made available for each major release of the system used to conduct the exam.

5.5.20 Suitable emergency management plans for any crisis situations/redundancy of additional centre locations; candidate data etc. should be maintained by the Bidder. The Bidder must clearly indicate this plan in the technical proposal.

5.5.21 The selected Bidder should be able to support the entire solution (in cities within India) on 24 hours x 7 days basis with a maximum response time of 3 hours.

5.5.22 The bidder should have a proven system of ensuring the confidentiality of the content of the examination. All legal liability civil and/or criminal against any violations would be the responsibility of the selected bidder.

5.5.23 Service Provider to update processes and technology to incorporate any malpractices/ UFM (Unfair Means)/ legal case learnings, ensuring measures are in place to prevent recurrence.

5.5.24 Service Provider to maintain database of malpractices/ UFM (Unfair Means)/ legal cases during contract period and will be fully handed over to EdCIL at the end of the contract.

5.5.25 Any additional measures required to address newly identified security issues during the course of operations shall be implemented by Service Provider.

5.6 Tablets Hardware and software requirements for conduct of examination:

5.6.1.1 The Service provider need to provide tablets to conduct exams for the candidates.

5.6.1.2 Below are the details:

| S.No. | Category | Minimum Requirement |
|-------|-----------|--|
| 1 | Processor | 8-core (2xA75 @1.8GHz + 6xA55 @1.8GHz) or better |
| 2 | RAM | 4GB LPDDR4X or better |
| 3 | Storage | 64GB eMMC 5.1 or better |

| | | |
|----|--------------------|---|
| 4 | Display | 10.1" WUXGA (1920 x 1200) , IPS, 320 nits, 60 Hz, Touch or better |
| 5 | Battery | 5000 mAh or more |
| 6 | Weight | Around 460 g |
| 7 | Camera | 5MP front/ 8MP rear or better |
| 8 | Micro SD | Supports at least exFAT up to 128GB |
| 9 | Sensors | <ul style="list-style-type: none"> • G – sensor • Ambient light sensor (ALS) • Hall sensor |
| 10 | Operating System | Android 11 + or any latest version |
| 11 | Dimensions (WxDxH) | 239.84 x 158.62 x 8.5 mm (9.44 x 6.24 x 0.33 inches) more or less same |

- 5.6.1.3 Custom built OS with focus towards security.
- 5.6.1.4 Only examination related applications should be supported on the Tablet.
- 5.6.1.5 Remove access to all system level controls to disallow tampering with the system behaviour.
- 5.6.1.6 All the applications deployed on the Tablets should be owned by the bidder and hosted on the bidder's Data Center.
- 5.6.1.7 The bidder should be responsible for updating tablets with the latest versions of the applications and download the applications over the secure https protocol and install it.
- 5.6.1.8 There should not be any third-party stores to install any applications other than the ones whitelisted.
- 5.6.1.9 The solution should run in kiosk mode, which should restrict the users from accessing any of the system settings.
- 5.6.1.10 The solution should make sure that only the whitelisted applications are installed and are of the latest versions.
- 5.6.1.11 The content of EdCIL should not be accessible by any other device except for bidder's whitelisted tablets used for examination purposes.
- 5.6.1.12 The Tablet should not connect with any other device to access the internal system or user data.
- 5.6.1.13 The communication between the Tablet and the Data Centre should be over Hypertext Transfer Protocol over Secure Socket Layer (HTTP over SSL).
- 5.6.1.14 The applications data should be encrypted using AES 256 to store it



locally on the Tablet.

- 5.6.1.15 The Tablet should securely connect with other Tablets using ad-hoc network, and the communication within the Tablets should be encrypted with AES 256.
- 5.6.1.16 All the applications hosted on the Tablet shall generate applications logs and audit logs to record all the activities which have happened on the Tablet.
- 5.6.1.17 The Tablet should have intelligent battery tracking for smooth conduct of examination.
- 5.6.1.18 The Tablet screen should be private screen, candidate seated adjacent to him should be able to see the tablet screen from side angle. Display to be visible only from front.

5.7 Software/application for conduct of exam

The bidder with the tablets should also provide software/application for conduct of digital OMR examination. The software should have the ability to:

- 5.7.1 Provide secured authorization based access to the Digital OMR application.
- 5.7.2 Upload the question paper to be used for examination for different subjects in the same shift.
- 5.7.3 Configure the assessment for Digital OMR examination
- 5.7.4 Generate credentials for downloading the question paper on the exam day
- 5.7.5 Ability to generate different passwords for different Question Papers before the Exam
- 5.7.6 Transfer the question paper in encrypted mode
- 5.7.7 On exam day,
 - 5.7.7.1 Exam Room Supervisor to enter the credentials on Tablet at the examination centre.
 - 5.7.7.2 Exam Room Supervisor to enter his/ her details (name, email id, phone number, center name and center code).
 - 5.7.7.3 Exam Room Supervisor to download the question paper using the credentials.
 - 5.7.7.4 Exam Room Supervisor to share the question paper. The question paper sharing should be done using the secured ad hoc network of the Tablet (no internet should be used)
 - 5.7.7.5 Candidates receive the question paper.
 - 5.7.7.6 Candidates to enter the details (as required by customer) manually or

scan the barcode/ QR code available on the admit card.

- 5.7.7.7 Candidates to enter the subject password provided by Exam Room Supervisor at the commencement of exam.
- 5.7.7.8 Candidates to access the question paper and attempt examination on the Digital OMR console, wherein,
 - a. The Tablet should show both the Question paper and Digital OMR sheet on the same screen
 - b. The Digital OMR sheet should scroll automatically with the scroll of the question paper.
 - c. To mark the response, the candidate should long press (2/3 seconds) on the option(s) on the Digital OMR section
 - d. To unmark the response, the candidate should long press (2/3 seconds) on the selected option(s) on the Digital OMR section
- 5.7.7.9 Candidates to submit the attempted examination.
- 5.7.7.10 Provision for Zoom in and Zoom out of Question Paper as required
- 5.7.7.11 Provision for candidates to keep track of questions attempted, not attempted and marked for review.
- 5.7.8 Language Support: Examination software must provide multi lingual support English, Hindi and other languages.
- 5.7.9 Date format: All functionality must properly display and transmit date data in DDMMYYYY format.
- 5.7.10 The system must automatically stop when the time limit is over.
- 5.7.11 The software must be able to enable sectional timing/ question wise timing if needed.
- 5.7.12 Software must not store any response of the candidate at Tablet.
- 5.7.13 Software must have the capability to synchronize the responses in the real time with the local server at venue.
- 5.7.14 Software must be able to generate various reports as required by the EdCIL for analysis.
- 5.7.15 The Exam software Solution must generate the candidate's log trail of the examination.
- 5.7.16 Decryption of questions shall happen at the candidate's Tablet.
- 5.7.17 In the event of any break/ delay/ interruption during the examination, such time of break/ delay/ interruption shall be compensated accordingly by the system automatically to ensure that every candidate gets full time allotted.
- 5.7.18 While the examination is in progress, access to all possible web resources must be blocked from the tablet of the candidate.

5.7.19 Functions like 'Copy-Paste, Cut-Paste, and screen recording/screen shorts' shall be disabled on candidates' tablet. All buttons (power button and volume button etc.) should be disabled. All ports should be disabled.

5.7.20 The bidder shall be responsible for configuration of Digital OMR solution for every examination. The upload of Question Paper will be done by end customer.

5.7.21 The selected bidder should be able to conduct the examination with one question paper prepared for single shift.

5.7.22 In case of emergency, the selected bidder should have the competence of creating a question paper for a repeat/cancelled/deferred examination ready with buffer question paper within a period of 21 days.

5.7.23 The Service Provider will have to carry/ demonstrate complete System Test Run (STR) with test data to EdCIL before implementation of the Information Technology/ Tech Solution.

5.7.24 The solution should run in kiosk mode, which should restrict the users from accessing any of the system settings.

5.7.25 The solution should make sure that only the whitelisted applications are installed and are of the latest versions.

5.7.26 The software/solution shall restrict candidate/ exam supervisor to open/download any other application, all ports to be disabled.

5.7.27 There should be not internet connection software to detect all such incident and generate logs and restrict the user.

5.7.28 The Service Provider shall also be able to demonstrate click by click audit trail for any type of enquiry.

5.7.29 The Service Provider shall also be able to demonstrate Application server logs to capture all errors, warnings and exceptions that are generated in applications along with the time at which they occurred. EdCIL can deploy an independent agency to oversee this activity.

5.7.30 The Service Provider shall share the network logs and give a report of any intrusion or remote access detected.

5.7.31 Test Data Archiving: The Service Provider shall archive the result and other examination data and retain the same for the contract period, until transfer of entire data to EdCIL as per exit policy. After handing over data to EdCIL, all examination related data will be deleted from the Service Provider's data center. Certificate to that effect to be provided by SP. No data will be deleted without the approval of EdCIL.

5.7.32 Any data desired by EdCIL shall be shared with EdCIL without any manipulation/ tampering.



5.7.33 All data that is generated/ captured/ logged/ stored are the property of EdCIL.

5.7.34 MIS generation/ customized reports: The Service Provider shall provide adequate information as per the requirement of EdCIL.

5.8 Help desk and grievance redressal software: To ensure effective support and resolution of candidate issues across various stages of the examination lifecycle, the service provider shall establish a Help Desk facility and deploy an integrated Grievance Redressal Software. This system shall provide multi-channel support and enable tracking, escalation, and resolution of grievances in a time-bound manner.

5.8.1 Help Desk Facility Setup:

- 5.8.1.1 The service provider shall establish a Help Desk/Call Centre at its premises with the necessary infrastructure including PABX, telephone lines, computers, UPS, and other equipment. The main system shall support 12 lines, with individual equipment provisioned for at least 3 personnel initially as an estimate daily calls volume is approximately 100 and may increase depending on the different stages of exams.
- 5.8.1.2 The Help Desk shall be staffed with trained personnel proficient in Hindi and English.
- 5.8.1.3 The Help Desk shall operate from 9:30 AM to 6:00 PM on all working days. EdCIL reserves the right to modify the working hours and days as per operational requirements.
- 5.8.1.4 The Help Desk shall handle candidate queries through Phone calls (inbound and outbound), Emails, Chatbot integrated with the Online Application Portal and candidate 360 portal etc.

5.8.2 Grievance Redressal Software: As an estimate EdCIL receive approximately 5,000 – 10,000 grievances per exam through emails and calls. The selected service provider shall be responsible for the design, development, deployment, and maintenance of the Grievance Redressal Software with the following features:

- 5.8.2.1 Ticket-Based Grievance Management:
 - Each grievance submitted by a candidate shall be assigned a unique ticket number.
 - Candidates shall be able to track the status of their grievance using the ticket ID.
 - The system shall support categorization of grievances (e.g., registration, payment, admit card, score card, answer key challenge, etc.).
- 5.8.2.2 Multi-Channel Integration: The software shall be integrated with:
 - Online Application Portal (candidate dashboard)

- Help Desk/Call Centre system
- Official grievance email ID(s)
- Grievances received via any channel shall be consolidated into a single system.

5.8.2.3 Escalation Matrix

- A configurable escalation matrix shall be implemented to route unresolved grievances to higher levels of authority within defined timelines.
- Automated alerts shall be triggered if a grievance remains unresolved.

5.8.2.4 Candidate Interface: Candidates shall be able to:

- Submit grievances through the portal
- Upload supporting documents
- Receive updates via SMS/email
- Provide feedback on resolution

This should be part of candidate portal.

5.8.3 Admin Interface: Role-based access for EdCIL and service provider staff to:

- View and manage grievances
- Assign tickets to resolution teams
- Generate reports

5.8.4 Dashboard and Reporting: A real-time dashboard shall be provided to EdCIL officials showing:

- Total grievances received
- Status (open, resolved, escalated)
- Exam-wise and stage-wise grievance distribution
- MIS reports shall be generated periodically and shared with EdCIL.

The Help desk and Grievance Redressal Software shall be deployed and made operational within 04 months from the date of signing of the agreement or issuance of the work order.

5.9 Security:

5.9.1 Complete Security will be of service provider:

- a. Physical Security
- b. Information Security
- c. Server Security
- d. Network Security etc.

5.9.2 Service Provider is bound to maintain sanctity of examination at all costs including but not limited to confidentiality of the question sets, gate/ venue management, safety, security and security of data of candidates, software and hardware etc.

5.9.3 All the software proposed shall be certified as 'Safe to Host' by any CERT-



in empanelled agency. Cost of CERT-in certification will be borne by the Service Provider.

5.9.4 The certification exercise must be conducted every year and made available to EdCIL.

5.9.5 The Solution shall be based on and compliant with industry standards (their latest versions as on date) wherever applicable. This will apply to all the aspects of solution including but not limited to design, development, security, installation, and testing. There are many standards that are indicated throughout this RFP as well as summarized below. However, the list below is just for reference and is not to be treated as exhaustive.

| Details | Compliant |
|---|---|
| Information access/ transfer protocols | SOAP, HTTPS, REST, SFTP, TLS, VPN, |
| Interoperability | Web Services, Open standards Information Security |
| Information Security | System to be ISO 27001 compliant |
| Operational integrity and security management | System to be ISO 27001 compliant |
| Service management | ISO 20000 specifications |
| Project Documentation | IEEE/ ISO specifications for documentation |
| Internet Protocol | IPV4/ IPv6 ready equipment |

5.9.6 The selected bidder shall ensure that the examination is conducted in a secured channel where no external network penetration is possible.

5.9.7 The bidder must use 256-bit encryption for Question paper storage and transfer and ensure that there is error-free/leakage free decryption of question paper(s) at the tablet as per time given in the admit card.

5.9.8 Audit logs to be created for each process and stored.

5.9.9 The software/solution shall be deployed in any of the following:

- MEITY Empanelled Cloud.
- Hosted on any ISO-27001 certified Data Centre (DC).
- All data shall reside in India.

5.9.10 Service provider to have data centre and data recovery centre both in a different location.

CHAPTER-VI

ELIGIBILITY AND BID EVALUATION

6. Bid Evaluation

6.1 Bid Evaluation Process

The bid evaluation shall consist of the following phases:

- 1) Phase I— Evaluation of Qualification bid in accordance to the Pre-Qualification criteria and other EOI compliances.

Note: - It is mandatory for the bidder to qualify all the Pre – qualification stages to be eligible for further evaluation. Only qualified bidders shall be considered for further proceedings.

6.2 Pre-Qualification/Eligibility Criteria

The minimum pre-qualification criteria for the bidders to be eligible for this EOI process are specified below. Responses not meeting the minimum pre-qualification criteria will be rejected as soon as such proposals are received and will not be considered for Technical evaluation.

| Sr. No. | Criteria | Documents Required for Technical Evaluation | Compliance (Yes/No) with ref. page. No. |
|---------|---|---|---|
| 1 | Bidder's Profile | | |
| 1.1 | The Bidder should be either a firm or a company registered under Companies Act, 1956 or 2013 in India and should have been in operation in India for at least last 4 years as on the date of submission of the bid. Consortium of companies/ firms is not allowed. Copies of VAT/CST/ GST registration certificates of the Firm should be submitted to establish the date of start of business. | Certificate of Incorporation issued by Registrar of Companies/Ministry of Corporate Affairs | |
| 1.2 | The bidder should have at least regular 500 technical employees (Graduate with relevant IT knowledge) employed in-house in India for development of software for conduct of examination, maintenance of | Proof of ESI/PF registration or Certificate from Company Secretary or self-declaration | |

| Sr. No. | Criteria | Documents Required for Technical Evaluation | Compliance (Yes/No) with ref. page. No. |
|----------|--|---|---|
| | software, networking and data security. | shall be submitted. | |
| 1.3 | Bidder should own the source code of the application software and all its components. | Self-Certificate by Authorized Signatory | |
| 2 | Bidder's Certification | | |
| 2.1 | CMMI 5/ CMMI 3 level certificate is necessary for Service & Development Organization Development along with proof of result published on CMMI website at https://www.cmmiinstitute.com/pars/ . The bidder's TBT software should be STQC/CERT-IN certified of the process meet must have authorized and globally accepted certifications-ISO 9001, ISO 20000-1 & ISO 27001 standards. | Copy of valid CMMI Level certificates, copy of valid STQC/ISO certificate(s), Copy of valid Cert-In certificates | |
| 3 | Bidder's Financial Turnover | | |
| 3.1 | Average turnover of the bidder should be minimum Rs.100 crores in last 3 financial years (FY 2022-23, FY 2023-24 and FY 2024-25). The turnover should be of the bidder and not of the group companies or consortium/JV. Organization must be profitable in last 3 financial years ending 31 st Mar 2025. | Copy of the certified and audited Profit & Loss Account and Balance Sheet for FY 2022-23, FY 2023-24 and FY 2024-25 | |
| 4 | Bidder's experience in Tablet Based Test (TBT) in INDIA | | |
| 4.1 | The bidder should be conducting TBT examination services at least for the past one year. | Copy of work order/contract for respective financial years | |
| 4.2 | The bidder must have successfully executed minimum two projects for digital OMR examination using tablets for any Central/State Government Universities or Departments or any examination conducting bodies | Copy of work order / contract or completion certificate from Client | |
| 5 | Bidder's Infrastructure Capability | | |

| Sr. No. | Criteria | Documents Required for Technical Evaluation | Compliance (Yes/No) with ref. page. No. |
|----------|--|--|---|
| 5.1 | The bidder must have (owned/ outsourced) primary data centre with DR site infrastructure for Data Security. Both the data centres should be located in India in different seismic zones. The data centre must be Tier III & above and ISO certified. Data centre should be certified as per the Meity, Government of India Guidelines. | Copy of document in support of owned/outsourced Data Centre | |
| 6 | Statutory Requirements | | |
| 6.1 | Permanent Account Number (PAN) | Copy of PAN | |
| 6.2 | Tax Deduction Account Number (TAN) | Copy of TAN | |
| 6.3 | Goods and Services Tax (GST) Registration | Copy of GST Registration Certificate | |
| 6.4 | Employees' Provident Fund (EPF) Registration | Copy of EPF Registration certificate | |
| 6.5 | Employees' State Insurance (ESIC) Registration | Copy of ESIC Registration Certificate | |
| 6.6 | The bidder is not blacklisted for any corrupt and fraudulent practices by Central/ State Government Departments / Public Sector Undertakings / Autonomous Bodies with regard to the works executed by it as on the day of bid submission. | Undertaking duly attested by notary on non-judicial stamp paper of value Rs. 100/- (Rupees Hundred only) | |
| 6.7 | Solvency certificate issued from bank of bidder for minimum value of Rs. 10 crores; not more than 6 months old. | Solvency certificate issued by bidder's bank (scheduled commercial bank as mentioned in Annexure X) | |

- Qualification bids will also be reviewed for compliance with the necessary Instructions, terms and conditions, scope of work, formats etc. as outlined in this tender.



- Notwithstanding anything stated above, the EdCIL reserves the right to assess bidder's capability and capacity to perform the contract, should circumstances warrant such an assessment in the overall interest of the EdCIL.

The bidders who qualify in EOI evaluation stage will be notified for further distribution of EOI document.

CHAPTER-VII

Key Contract Terms

7.1 Force Majeure

The selected bidder shall not be liable for forfeiture of its performance security, liquidated damages or termination for default if, and to the extent applicable, its delay(s) in performance or other failure(s) to perform its obligations under the Contract is/are the result of Force Majeure.

- I. For purposes of this Clause, "Force Majeure" means an event beyond the control of the selected bidder and not involving the selected bidder's fault or negligence and not foreseeable. Such events shall include, but are not limited to, acts of the EdCIL either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- II. If a Force Majeure situation arises, the selected bidder should promptly notify EdCIL in writing of such conditions and the cause thereof. Unless otherwise directed by EdCIL in writing, the selected bidder shall continue to perform its obligations under the Contract as far as is reasonably practical and should seek all reasonable alternative means for performance not prevented by the Force Majeure event.

7.2 Notices:

For the purpose of all notices, the following should be the address:

General Manager (OTAS)
 EdCIL (India) Limited,
 18 A, Sector-16A,
 Noida-201301, Uttar Pradesh
 Tel: 91-120-2512001 to 2512006

7.3 Governing Language

The contract should be written in English language. English language version of the Contract should govern its interpretation. All correspondence and other documents pertaining to the Contract, which are exchanged by the parties, shall be written in the same language.

7.4 Applicable Law

The Contract shall be interpreted in accordance with the laws of the Union of India and all disputes shall be subject to place of jurisdiction. The place of jurisdiction would be New Delhi (Delhi) INDIA.

7.5 Arbitration

- a. Any dispute arising out of or in connection with this contract, including any question regarding its existence, validity or termination, shall be referred to and finally resolved by arbitration administered by the India International Arbitration Centre (“IIAC”) in accordance with the India International Arbitration Centre (Conduct of Arbitration) Regulations (“IIAC Regulations”) for the time being in force, which regulations are deemed to be incorporated by reference in this clause.
- b. The place/seat of the arbitration shall be New Delhi, India.
- c. The Tribunal shall consist of one arbitrator.
- d. The law governing the arbitration agreement shall be Indian Law.
- e. The language of the arbitration shall be English.
- f. The governing law of the Contract shall be Indian Law.
- g. Arbitration cost to be borne by the Supplier.
- h. Each of the parties agree that notwithstanding that the matter may be referred to Arbitrator as provided herein, the parties shall nevertheless pending the resolution of the controversy or disagreement continue to fulfil their obligation under this Agreement so far they are reasonably able to do so.

7.6 Non-Disclosure

The firm and their personnel shall not, either during the term or after expiration of this contract, disclose any proprietary or confidential information relating to the services, contract, terms, prices or details of the client's business or operations without the prior written consent of the client.

7.7 Supplier Integrity

The selected bidder is responsible for and obliged to conduct all contracted activities in accordance with the Contract using state of the art methods and economic principles and exercising all means available to achieve the performance specified in the contract.

7.8 Award of Contract

- I. EdCIL reserves the right to accept or reject any proposal and to annul the bidding process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the Bidders. In case of annulment, all proposals submitted and specifically, proposal securities shall be promptly returned to the Bidder.
- II. EdCIL has the right to review at any time, prior to award of contract, that the pre-qualification criteria are still being met by the Bidder whose offer has been determined as first rank. A proposal shall be rejected if any eligibility criterion is no longer met by the Bidder whose offer has been determined as first rank.

7.9 Risk Purchase Clause

In event of failure of supply of the item/services within the stipulated delivery schedule, EdCIL has all the right to purchase the item/services from any other source on the total risk and cost of the supplier under risk purchase clause.

7.10 Compensation

EdCIL India Limited shall be entitled to deduct from applicable payments to successful BIDDER, any tax on successful BIDDER' income deductible at source at the rates applicable as per the provisions of Income Tax Act 1961. TDS as per GST law or any other applicable statutory deduction also can be made at the time of payment to the successful bidder and provide successful BIDDER with evidence or certificate of payment of such tax to the taxing authorities. Successful BIDDER shall submit invoices to EdCIL India Limited in accordance with the payment schedule in Commercial of this document.

7.11 Confidential Information

Each Party (the “Receiving Party”) acknowledges and agrees to maintain the confidentiality of Confidential Information (as hereafter defined) provided by the other Party (the “Disclosing Party”) hereunder. The Receiving Party shall not disclose or disseminate the Disclosing Party’s Confidential Information to any person other than those employees, agents, contractors, subcontractors and licensees of the Receiving Party, or its affiliates, who have a need to know it in order to assist the Receiving Party in performing its obligations, or to permit the Receiving Party to exercise its rights under this Agreement. In addition, the Receiving Party (i) shall take all such steps to prevent unauthorized access to the Disclosing Party’s Confidential Information, as it takes to protect its own confidential or proprietary information of a similar nature, which steps shall in no event be less than a reasonable standard of care, (ii) shall not use the Disclosing Party’s Confidential Information, or authorize other persons or entities to use the



Disclosing Party's Confidential Information, for any purposes other than in connection with performing its obligations or exercising its rights hereunder, and (iii) shall require all persons and entities who are provided access to the Disclosing Party's Confidential Information, to execute confidentiality or non-disclosure agreements containing provisions substantially similar to those set forth in this Clause. The provisions of this Clause respecting Confidential Information shall not apply to the extent, but only to the extent, that such Confidential Information is: (a) already known to the Receiving Party free of any restriction at the time it is obtained from the Disclosing Party, (b) subsequently learned from an independent third party free of any restriction and without breach of this provision; (c) is or becomes publicly available through no wrongful act of the Receiving Party or any third party; (d) is independently developed by the Receiving Party without reference to or use of any Confidential Information of the Disclosing Party; or (e) is required to be disclosed pursuant to an applicable law, rule, regulation, government requirement or court order, or the rules of any stock exchange. Upon the Disclosing Party's written request at any time, or following the completion or termination of this Agreement, the Receiving Party shall promptly return to the Disclosing Party, or destroy, all Confidential Information of the Disclosing Party provided under or in connection with this Agreement, including all copies, portions and summaries thereof.

7.12 EOI Conditions with Implementation of Insolvency and Bankruptcy Code, 2016 (IBC)

- a) It shall be the responsibility of all bidders to inform EdCIL within 15 days from the date of order of insolvency resolution process or liquidation or bankruptcy proceeding passed by the Adjudicating Authority namely, National Company Law Tribunal (NCLT) or Debt Recovery Tribunal (DRT) under the Code.
- b) If a bidder refuses or fails to share the information regarding their status of insolvency resolution process or liquidation or bankruptcy proceeding in their bid or at any later stage, their offer is liable to be rejected by EdCIL.
- c) EdCIL reserves the right to cancel/terminate the contract without any liability on the part of EdCIL immediately on the commencement of insolvency resolution process or liquidation or bankruptcy proceeding of any party under the contract.
- d) EdCIL reserves its right to evaluate and finalize the bid without considering the bid of any party undergoing insolvency resolution process or liquidation or bankruptcy proceeding under the Code regardless of the stage of tendering.
- e) A declaration / undertaking shall be submitted by bidders in the Format (as per ANNEXURE-I) along with their techno commercial bids.

**Guidelines for Evaluation & Short closure:**

- a) After opening of price bid but before award, if a bidder(s) is(are) rejected due to initiation of insolvency resolution process or liquidation or bankruptcy proceeding under Insolvency and Bankruptcy Code, 2016 (Code), tender will be finalized ignoring such bid(s).
- b) During execution of contract, if insolvency resolution process or liquidation or bankruptcy proceeding under Insolvency and Bankruptcy Code, 2016 (Code) are initiated against the successful bidder, EdCIL shall have the right to short close the contract.

ANNEXURE-I
**<< Organization Letter Head >>
DECLARATION SHEET**

We _____ hereby certify that all the information and data furnished by our organization with regard to these EOI specifications are true and complete to the best of our knowledge. I have gone through the specifications, conditions and stipulations in detail and agree to comply with the requirements and intent of specification.

We further certify that our organization meets all the conditions of eligibility criteria laid down in this EOI document. Moreover, we will support the project on regular basis with technology / product updates and extend support for the warranty.

| | |
|---|---|
| We further specifically certify that our organization has not been Blacklisted/ De Listed or put to any Holiday by any Institutional Agency/ Govt. Department/ Public Sector Undertaking in the last three years. | NAME & ADDRESS of the VENDOR/ MANUFACTURER/ AGENT |
| 1 Phone | |
| 2 Fax | |
| 3 E-mail | |
| 4 Contact Person Name | |
| 5 Mobile Number | |
| 6 TIN Number | |
| 7 PAN Number | |
| (In case of on-line payment of EOI) | |
| 8 UTR No. (For EOI) | |
| 9 Kindly provide bank details of the bidder in the following format: a) Name of the Bank | |
| b) Account Number | |

(Signature of the Bidder)

Name: _____

Seal of the Firm

ANNEXURE-II

Letter of undertaking

(ON THE LETTER HEAD OF THE BIDDER)

To,

**General Manager (OTAS)
EdCIL (India) Limited (EdCIL)
EdCIL House, 18 A, Sector-16 A,
NOIDA – 201301 (U.P.)**

Sir,

SUBJECT- Selection of Implementing Agency for Tablet Based Test.

This bears reference to EdCIL Bid No. **EdCIL/OTAS/TBT/2026/01** Dated We hereby, accept all the terms and conditions for submitting bid as mentioned in this Bid Document.

We hereby certify that no terms and conditions have been stipulated by us in this EOI Bid.

We warrant that the services do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. We agree that we shall not prevent EdCIL from any claim or demand, action or proceeding, directly or indirectly resulting from or arising out of any breach or alleged breach of any of the terms & conditions of bid document and contract.

The above document is executed on at (place) _____ and we accept that if anything out of the information provided by us is found wrong, our bid/ work order shall be liable for rejection.

Thanking you,

Yours faithfully,

Signature of Bidder: _____

Name of the Bidder _____

Designation _____

Seal of the Organization _____

Date:

Place:

SELF-DECLARATION – NON-BLACKLISTING

To,

General Manager (OTAS)
EdCIL (India) Limited
EdCIL House, 18 A, Sector-16 A
NOIDA – 201301 (U.P.), India

Sir,

In response to the EOI _____ dated _____ for **Selection of Implementing Agency for Tablet Based Test**, I/We hereby declare that presently our Firm/Service provider M/s _____ is having unblemished record and is not blacklisted for corrupt or fraudulent practices or non-performance either indefinitely or for a particular period of time by any State/ Central Government/PSU/Autonomous Body on the date of bid submission.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our participation shall be forfeited in full and the bid response if any, to the extent accepted be cancelled.

Thanking you,
 Yours faithfully,

Signature of Bidder
 Name of the Bidder:

Designation:

Seal of the Organization:

Date:
 Place:

Note: The undertaking regarding the non-blacklisting of firm is to be submitted on a non-judicial stamp paper of Rs. 100/- (Rupees Hundred only).

ANNEXURE-IV

**PERFORMA FOR DECLARATION ON PROCEEDINGS UNDER INSOLVENCY
AND BANKRUPTCY CODE, 2016**

EOI No. :

Name of Work :

Bidder's Name :

I/ We, M/s. _____ declare that:-

- a) I /We am / are not undergoing insolvency resolution Process or liquidation or bankruptcy proceeding as on date.
- b) I /We am / are undergoing insolvency resolution process or liquidation or bankruptcy proceeding as on date as per Details mentioned below. (Attached detail with technical bid)

Note: Strike out one of above which is not applicable.

It is understood that if this declaration is found to be false, EdCIL (India) Ltd. shall have the right to reject my / our bid. If the bid has resulted in a contract, the contract will be liable for termination without prejudice to any other rights or remedies (including holiday listing) available to EdCIL (India) Ltd.

Place:

Date:

Signature of Bidder

Name of Signatory

Power of Attorney

Know all men by these presents, we..... (name of firm and address of the registered office) do hereby constitute, nominate, `appoint and authorize Mr./Ms..... son/daughter/wife of and presently residing at....., who is presently employed with /retained by us and holding position of.....as our true and lawful attorney.

(hereinafter referred to as the “Authorized Representative”) to do in our name and on our behalf, all such acts, deeds and things are as necessary or required in connection with or incidental to submission of our proposal for and selection as the <project title> for the <name of the client> (EdCIL).....project, proposed to be developed by the..... (the “client” (EdCIL)) including but not limited to signing and submission of all applications, proposals and other documents and writings, participating in pre bid and other conferences and providing information /responses to the client, representing us in all matters before the Client (EdCIL), signing and execution of all contracts and undertakings consequent to acceptance of our proposal and generally dealing with the client (EdCIL) in all matter in connection with or relating to or arising out of our Proposal for the said project /or upon award thereof to us till the entering into of the Agreement with the client (EdCIL).

AND, we do hereby agree to ratify and confirm all acts, deeds and things lawful done or caused to be done by our said Authorized Representative pursuant to and in exercise of the powers conferred by this power and Attorney and that all acts, and things done by our said Authorized Representative in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

[IN WITNESS WHEREOF WE.....THE ABOVE-NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON

THIS DAY OF2026.

For (Name and registered address of client (EdCIL))

(Signature, name, designation, and address)

Witness:

1. (Signature, name and address)



2. (Signature, name and address)

Notarized

Accepted

.....
(Signature, name, designation, and address of the attorney)

Notes:

1. The mode of the execution of the power of Attorney shall be in accordance with the procedure, if any, lay down by the applicable law and the charter documents of the executants (s) and when it is so required the same should be under seal affixed in accordance with the required procedure.
2. Wherever required, the applicant should be submitted for verification the extract of the charter documents and other documents such as a resolution/Power of Attorney in favor of the person executing this Power of Attorney for delegation of power hereunder on behalf of the applicant.

LETTER OF BID SUBMISSION

To,

**General Manager (OTAS),
EdCIL (India) Limited,
EdCIL House, 18A, Sector- 16A,
NOIDA- 201 301 (U.P)**

SUBJECT- Selection of Implementing agency for Tablet Based Test

-Submission of Bid -

Sir,

Having examined the details given in Press Notice, Notice Inviting Bid & Bid Document for the above work, I/we hereby submit the relevant information.

1. I/We hereby certify that all the statements made, and information supplied in the enclosed form _____ and accompanying statements are true and correct.
2. I / we certify that we have not changed/ altered any word/ sentence or any figure in number/s or words appearing the original EOI document uploaded by EdCIL on the designated web page for e-tendering. In case, if a fraudulent activity is found at any stage between EOI submission to final closure of the tender/contract, our candidature/bid/contract shall be immediately cancelled and EOI/Performance security along with the due amount towards the work executed or advance shall be forfeited. EdCIL will not entertain any claim or entertain any reason for this intentional act. EdCIL may go for legal action against the bidder for recovering any one or all damages caused to EdCIL or its client on this account.
3. I/We have furnished all information and details necessary for eligibility and have no further pertinent information to supply.
4. I/We submit the requisite **certified solvency certificate** and authorize the EdCIL to approach the Bank issuing the solvency certificate to confirm the correctness thereof. I/We also authorize EdCIL to approach individuals, employers, firms and corporations to verify our competency and general reputation.
5. I/We submit the following **certificates** in support of our suitability, technical knowledge and capability for having successfully completed the following works:



| S.No. | Name of Work | Certificate From |
|-------|--------------|------------------|
| | | |
| | | |

6. Earnest Money Deposit amounting to Rs. ----- in the form of DD/Pay Order No. ----- dated ----- issued by ----- Bank is submitted.
7. Demand Draft of Rs. ----- towards Bid document cost.: If applicable.
8. We confirm that each page of our submission including all supporting documents bears signature with date, name of the signatory, designation of the signatory and firm seal.

Enclosures:

Date of Submission :

Signature of Bidder

Name of the Bidder:

Designation:

Seal of the Organization:

Date:

Place:



ANNEXURE-VII

PROFORMA PRE CONTRACT INTEGRITY PACT

GENERAL

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on _____ day of the month of 2026, between, on one hand, acting through Shri/Smt. _____, Designation, EdCIL (India) Limited (hereinafter called the "BUYER"/ "EdCIL" interchangeably, which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Part

AND

M/s _____ represented by Shri _____, Chief Executive Officer (hereinafter called the "BIDDER/Seller" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the EdCIL proposes to procure services towards "**Selection of Implementing Agency for Tablet Based Test**".

For its clients and BIDDER/Seller is willing to offer the said services and related items as referred to in the Bid document No. **EdCIL/OTAS/TBT/2026/01** Dated 2026.

WHEREAS the BIDDER is a private firm /public firm / Government undertaking / partnership / registered expert agency, constituted in accordance with the relevant law in the matter and the EdCIL is a Public Sector Undertaking under Ministry of Education performing its functions.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence / prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to:



Enabling the EdCIL to obtain the desired services as referred to in the Bid document No. **EdCIL/OTAS/TBT/2026/01 dated.....2026** at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement and Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the EdCIL will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

1. Commitments of the EdCIL

- 1.1 The EdCIL undertakes that no official of the EdCIL, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.
- 1.2 The BUYER will, during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.
- 1.3 All the officials of the EdCIL will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

2. In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the EdCIL with full and verifiable facts and the same is prima facie found to be correct by the EdCIL, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings shall be initiated by the EdCIL and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the EdCIL the proceedings under the contract would not be stalled.

3. Commitments of Bidders



The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:

- 3.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the EdCIL, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
- 3.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the EdCIL or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the Government.
- 3.3 Bidders shall disclose the name and address of agents and representatives, and Indian BIDDERs shall disclose their foreign principals or associates.
- 3.4 BIDDERS shall disclose the payments to be made by them to agents/brokers or any other intermediary, in connection with this bid/contract.
- 3.5 The BIDDER further confirms and declares to the EdCIL that the BIDDER is the original manufacturer/integrator/authorized government sponsored export entity and has not engaged any individual or firm whether Indian or foreign to intercede, facilitate or in any way to recommend to the EdCIL or any of its functionaries, whether officially or unofficially to the award to the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual or firm in respect of any such intercession, facilitation or recommendation, as the case shall be for satisfactory performance of the proposed terms of Bidder.



- 3.6 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the EdCIL or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.
- 3.7 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.
- 3.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- 3.9 The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the EdCIL as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
- 3.10 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- 3.11 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- 3.12 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the EdCIL, or alternatively, if any relative of an officer of the EdCIL has financial interest / stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of Bid.
- 3.13 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of EdCIL.

4. PREVIOUS TRANGRESSION



4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this integrity pact, with any other firm in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify BIDDER's exclusion from the bid process.

4.2 The BIDDER agrees that if it makes incorrect statement on this subject. BIDDER can be disqualified from the Bid process or the contract, if already awarded, can be terminated for such reason.

7. **OTHER LEGAL ACTIONS**

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that shall follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

8. **VALIDITY**

8.1 The validity of this Integrity Pact shall be governed by the terms of the Bid No. EdCIL/OTAS/TBT/2026/01 towards complete execution of the contract to the satisfaction of EdCIL. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract awarding the Bidder to the successful bidder.

8.2 Shall one or several provisions of this Pact turn out to be invalid; the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

9. The parties hereby sign this Integrity Pact at _____ on _____.

EdCIL (India) Limited
Name of the Officer :
Designation:

BIDDER
CHIEF EXECUTIVE OFFICER

Witness:

Witness:



1. _____

1. _____

2. _____

2. _____

(The Pre Contract Integrity Pact shall be modified based in line with the conditions of the Bid Documents).

Pre-Bid Query Format

Pre-bid queries should be submitted in .XLS format.

| EOI Description | | | | |
|-----------------|-------------|----------|-------------------|----------------------|
| EOI No. | | | | |
| Organization | | | | |
| Address | | | | |
| Contact Person | | | | |
| Contact No. | | | | |
| Mail Id | | | | |
| S.No. | Chapter No. | Page No. | Clause as per EOI | Clarification Sought |
| | | | | |
| | | | | |
| | | | | |
| | | | | |



ANNEXURE-IX

Solvency Certificate

Dated:

To,
EdCIL India Limited
EdCIL House
18A, Sector-16A
Noida-201301
U.P (India)

This is to certify that M/S..... having their office at..... is a regular customer of our bank. They are solvent to an extent of Rs.....

Seal & Signature for the
Bank

NOTE: Banker's certificate should be on letter head of the Bank.

ANNEXURE- X
Annual Average Turnover

| Sl. No. | Financial Year | | | |
|----------------|-----------------------|--|--|--|
| 1. | 2022-23 | | | |
| 2. | 2023-24 | | | |
| 3. | 2024-25 | | | |
| Total | | | | |
| Average | | | | |

Note: Certificate from Statutory Auditors / Chartered Accountant certifying above information for all three years to be enclosed.

Signature with Seal of the Chartered Accountant

Signature with Seal of the Bidder

List of similar projects accomplished in the last four financial years

| List of similar projects accomplished in the last four financial years (must be supported with work orders) | | | | | | | |
|---|---------------------------------|---|-----------------|---------------|--------------------|---|--|
| S. No | Name of the Client with address | Name of the Project and brief description | Value (Exc Tax) | Date of award | Date of Completion | Current Status and duration of maintenance period for ongoing project | Name of Contact Person and other details |
| 1. | | | | | | | |
| 2. | | | | | | | |
| 3. | | | | | | | |
| 4. | | | | | | | |
| 5. | | | | | | | |
| 6. | | | | | | | |
| 7 | | | | | | | |
| 8 | | | | | | | |

Signature of Bidder

Name: _____

Designation: _____

Organization Name: _____

Contact No. : _____