

RFP FOR EMPANELMENT

OF

Agencies for Conducting AI-enabled Remote Proctoring
Online Examination

For

Various Clients of EdCIL

TENDER NO.: EdCIL/DES/RFP/AI-Proc/2025-26/001

Dated :17.02.2026

Part 1: Technical Bid



Education • Innovation • Transformation

EdCIL (India) Limited

A Govt. of India Category-I Mini Ratna CPSE

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

Noida-201301 (U.P.) India

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

Reg. Office: Amba Deep Building, 7th Floor,

14 KG, Marg, New Delhi-110001

CIN No. U74899DL1981GOI011882

DISCLAIMER

The information contained in this Request for Proposal document (the "RFP") 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 RFP and such other terms and conditions subject to which such information is provided.

This RFP is not an Agreement and is neither an offer nor an invitation by EdCIL to the prospective Bidders or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in making their financial offers (BIDs) pursuant to this RFP. This RFP 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 RFP 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 RFP. 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 RFP and obtain independent advice from appropriate sources.

Information provided in this RFP 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 RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP 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 RFP. 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 RFP. The issue of this RFP 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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**Notice Inviting Tender
(e-Tendering mode)
EdCIL (INDIA) LIMITED
(A Govt. of India Mini Ratna CATEGORY-I CPSE)
SECTOR 16A, NOIDA**

N.I.T. No.: EdCIL/DES/RFP/AI-Proc/2025-26/001

Date: 17.02.2026

Name of work	Empanelment of Agencies for Conducting AI-enabled Remote Proctoring Online Examination For Various Clients of EdCIL
The Currency in which payment shall be made	Indian Rupees (INR)
Date of Issue/Publishing	17.02.2026
Estimated volume of work per Year	Approx. 05 Lakhs Candidates per year
Last Date and Time for receipts of Bids	05.03.2026 Till 1500 Hours, 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 Technical Bids	05.03.2026 at 1600 Hours.
Earnest Money Deposit	Rs. 10,00,000 (Rupees Ten Lakh only) in the form of Bank Guarantee/Demand Draft from the approved list of Banks. Scanned copy to be uploaded with tender documents and original BG/ DD has to be submitted along with documents as per the Instructions to bidders. In case EMD is submitted in the form of BG, the BG should be valid beyond 180 days after the bid validity date and should be as per the Annexure- IX
Pre-Bid queries should reach by	Bid queries received later than 20.02.2026 till 1700 Hours as mentioned above will not be entertained. Pre-bid queries should be emailed to destenders@edcil.co.in as per the format specified.
Pre-bid meeting Date and Time	23.02.2026 at 1500 Hours.
Pre-bid meeting link	Will be uploaded on EdCIL's website
No. of Covers	02 (Two Packets)
Bid Validity days	180 days (From last date of opening of tender)
Performance Bank Guarantee (PBG)	3% of the work order value to the successful bidder. PBG is required to be submitted within 14 days from the date of issue of LOA as per Annexure-XI
Contract Duration	01 years (extendable for two more years, based on the company's satisfactory performance, on an annual basis and EdCIL's internal requirement) (1+2 Years)
Email Address	destenders@edcil.co.in
Corporate Office	EdCIL House, 18-A, Sector 16A, Film City, Noida, Uttar Pradesh 201301

Note: The figure at items no. 4 is estimated only for projection per annum based on the requirements of clients.

CHAPTER- I

Offline and Online Bid Submission Documents

1.1 Offline Submission

The bidder is requested to submit the following documents offline to the under-mentioned address before the start of the Public Online Tender Opening Event in a Sealed Envelope at the address.

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

- a) Original copy of the EMD Security in the form of Demand Draft/BG.
- b) Original Power of Attorney Copy on a non-judicial stamp paper as per Annexure VII. The value of stamp paper should not be less than Rs. 100 or Original/standard copy of the power-of-attorney/board resolution with the details of authorised signatory clearly mentioned.
- c) Original copy of the Non-Blacklisting Certificate.

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 Submission

The Online bids (complete in all respect) must be uploaded online in two Envelops as explained below: -

Envelope – 1			
(Following documents to be provided as single PDF file)			
(File Size should be less than 5 mb)			
S.No.	Documents	Content	File Types
1.	Technical Bid	Technical Compliance Sheet as per Annexure-I	.PDF
2.		Declaration Sheet as per Annexure-II	.PDF
3.		Letter of Undertaking as per Annexure-III	.PDF
4.		Undertaking of non-blacklisting as per Annexure-IV	.PDF
5.		Financial Statement as per Annexure-V	.PDF
6.		List of Orders Completed for Govt. Organization/Autonomous Institutes/ Private Institutes in India as per Annexure VI	.PDF
7.		Original Power of Attorney Copy on a non-judicial stamp paper as per Annexure VII.	.PDF
8.		Letter of Bid Submission as per Annexure VIII	.PDF
9.		Bank Guarantee towards Bid Security (EMD) as per Annexure IX	.PDF
10.		Performance Bank Guarantee Format Annexure X	.PDF
11.		Performa for declaration on proceedings under insolvency and bankruptcy code, 2016 as per Annexure XIII	.PDF

CHAPTER-II

Term of Reference & Definitions

Term	Definition
Supplier	“Supplier” means any company responding to the “Empanelment of Agencies for Conducting AI-enabled Remote Proctoring Online Examination For Various Clients of EdCIL” who has successfully qualified for the bid.
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 company.
Bid	“Bid” means the response to this document presented in Two Packets, Technical and Financial 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 company responding to Request for Proposal 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
Security Deposit (SD)	Amount of the Order Value deposited by the Bidder and retained till the successful completion of the project (as long as the bidder fulfills the contractual agreement).
Services	“Services” means the services to be delivered by the successful bidder and as required to run the project successfully as per the Contract.
RFP/Tender	“ RFP ”/Tender means the Request for Proposals
Goods and Services	“Goods and Services” shall mean the articles, materials, equipment, IT Equipment, supplier’s drawings, data and other property and all services-including design, development, 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.
Consignee	“Consignee” shall mean EdCIL (India) Limited/ end client.
EdCIL/ Purchaser	“EdCIL/ Purchaser” shall mean EdCIL (India) Limited.
Total Project Cost	Total Project cost refers to the cost of conducting an end-to-end remote proctoring examination and associated activities.

CHAPTER-III

Instructions for e-Tendering

3.1 INSTRUCTIONS FOR ONLINE BID SUBMISSION:

- 1) E-tendering is a 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 www.tenderwizard.com/EDCIL.
- 3) The bidders are required to submit soft copies of their bids electronically on 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, prepare 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 www.tenderwizard.com/EDCIL. Both Technical Bid and Financial Bid will be submitted concurrently duly digitally signed in the website www.tenderwizard.com/EDCIL. No claim shall be entertained on account of disruptions of internet service being used by 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 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 agency (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 Supplier registered with e-procurement portal of EdCIL, i.e. www.tenderwizard.com/EDCIL to have user ID & password by submitting a non-refundable annual registration charge as follows:

1	Registration charges for 1 year	Rs. 2,000/-
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(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) Participants 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 any one and safeguard its secrecy.
- 8) Submit your tender well in advance by relevant documents along with copy of EMD of tender submission deadline on **Tender Wizard E-Tendering Portal** www.tenderwizard.com/EDCIL, as there could be last minute problems due to internet timeout, breakdown, etc.
- 9) Tenders should be submitted only through Tender Wizard E-Tendering Portal and obtain the Tender Acknowledgement copy as a proof of successful submission.
- 10) Vendors are requested to contact at Tender wizard Helpdesk for any information regarding E-tendering / training.

EdCIL / Tender Wizard E-Tendering Portal Helpdesk
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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

harishkumar.kb@etenderwizard.com

ambasa@etenderwizard.com

arijeet@etenderwizard.com

twhelpdesk963@gmail.com

sandeep.g@etenderwizard.com

& cc to: destenders@edcil.co.in

3.2 PREPARATION OF BIDS

- 1) The bidder should consider any corrigendum/addendum published on the portal before submitting their bids.
- 2) **The bidders should go through the tender 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 must be submitted, the number of documents (including the names and content of each of the documents) that need to be submitted. Any deviations from the above provisions may lead to rejection of the bid. However, after EdCIL notifies the selected bidder(s) that its proposal has been accepted, EdCIL shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the selected bidder(s) between EdCIL and the selected bidder(s) with mutually agreed terms and conditions.
- 3) The bidder, in advance, should prepare the bid documents to be submitted as indicated in the tender document/ schedule and generally, these can be in PDF format. Bid documents may be scanned with 100dpi with black and white option.

3.3 SUBMISSION OF BIDS

- 1) The bidder 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 he/she uploads the bid in time i.e. on or before the bid submission time. The bidder will be solely responsible for any delay in uploading of bid within the stipulated time.
- 2) The bidder must digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) The bidder must pay EMD as applicable through demand draft/BG/direct bank transfer as per tender condition in favor of “**EdCIL (India) Ltd**” payable at Noida and enter details of the instruments. Original copies of demand draft/BG for EMD are required to be submitted.
- 4) A standard Financial Bid form has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the financial bid format is found to be modified by the bidder, the bid will be rejected.
- 5) 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.

- 6) 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 no. and the date & time of submission of the bid with all other relevant details.

3.4 ASSISTANCE TO BIDDERS

Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority. For any other tender related queries bidders are requested to contact on 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 harishkumar.kb@etenderwizard.com ambasa@etenderwizard.com arijeet@etenderwizard.com twhelpdesk963@gmail.com sandeep.g@etenderwizard.com & cc to: destenders@edcil.co.in

3.5 Offline Submissions: (AS PER TENDER REQUIREMENT)

The bidder is requested to submit documents as mentioned in the **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 General

- i.** The tender must be submitted before the due date and time. The offers received after the due date and time will not be considered.
- ii.** The offer/ bid shall be submitted in two bid systems (i.e.) Technical Bid and Financial Bid. The technical bid shall consist of all technical details along with commercial terms and conditions. The Financial bid shall indicate break up price for the various services mentioned in the technical bid in the given PDF format.
- iii.** All information supplied by bidders shall be treated as contractually binding upon the bidders on the successful award of the assignment by EdCIL on the basis of this tender.
- iv.** No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the EdCIL. EdCIL may cancel this RFP at any time prior to a formal written contract being executed by or on behalf of EdCIL.
- v.** This RFP does not constitute an offer by EdCIL. The bidder's participation in this process may result in EdCIL selecting the bidder to engage towards execution of the contract.
- vi.** The offer/bid should be inclusive of GST as per prevailing rates. However, the percentage of GST should be clearly indicated.
- vii.** The prices must be quoted in the Performa given in the Financial Bid, failing which the Bid would be treated as unresponsive. Any discount or any other offers affecting the package price must be mentioned in Financial Bid only. Discount or any other offers affecting the Package price mentioned at any other place of the bid other than Financial Bid will not be considered.
- viii.** Price quoted by the bidder is including all transportation and installation etc. cost (if any)

4.2 Code of integrity

No official of a procuring entity or a Bidder shall act in contravention of the codes which includes:

- I.** Prohibition of
 - a)** Making offer, solicitation or acceptance of bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process.

- b) Any omission, or misrepresentation that may mislead or attempt to mislead so that financial or other benefits may be obtained, or an obligation avoided.
 - c) Any collusion bid rigging or anti-competitive behaviour that may impair the transparency, fairness, and the progress of the procurement process.
 - d) Improper use of information provided by the procuring entity to the Bidder with an intent to gain unfair advantage in the procurement process or for personal gain.
 - e) Any financial or business transactions between the Bidder and any official of the procuring entity related to the tender or execution process of contract; which can affect the decision of the procuring entity directly or indirectly.
 - f) Any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process.
 - g) Obstruction of any investigation or auditing of a procurement process.
 - h) Making false declaration or providing false information for participation in a tender process or to secure a contract.
- II. Disclosure of conflict of interest.
- III. Disclosure by the Bidder of any previous transgressions made in respect of the provisions of sub-clause (a) with any entity in any country during the last three years or of being debarred by any other procuring entity.

In case of any reported violations, the procuring entity, after giving a reasonable opportunity of being heard, concludes that a Bidder or prospective Bidder, as the case maybe, has contravened the code of integrity, may take appropriate measures.

4.3 Bidder's Authorized Signatory

A Proposal should be accompanied by an appropriate power of attorney in the name of an authorized signatory of the Bidder stating that he is authorized to execute documents and to undertake any activity associated with the Bidder's Proposal. Furthermore, the bid must also be submitted online after being digitally signed by an authorized representative of the bidding entity.

4.4 Preparations to bid

- i. The Bidder is expected & deemed to have carefully examined all the instructions, guidelines, forms, requirements, appendices and other information along with all terms and conditions and other formats of the bid. Failure to furnish all the necessary information as required by the bid or submission of a proposal not substantially responsive to all the requirements of the bid shall be at Bidder's own risk and may be liable for rejection.
- ii. The Bid and all associated correspondence shall be written in English and shall conform to prescribed formats. If any supporting documents submitted are in

any language other than English, translation of the same in English language is to be duly attested by the Bidders. Any interlineations, erasures or over writings shall be valid only if they are authenticated by the authorized person signing the Bid.

- iii. The bid shall be uploaded on the website as per the instruction given in the RFP by the Bidder or duly authorized person(s) to bind the Bidder to the contract.
- iv. No bidder shall be allowed to modify, substitute, or withdraw the Bid after its submission.
- v. The bidder shall be responsible for all costs incurred in connection with participation in the Bid process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of bid, in providing any additional information required by EdCIL to facilitate the evaluation process and all such activities related to the bid process. EdCIL will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- vi. Every page of the documents submitted by the Bidder shall be duly signed and stamped by the Authorized Signatory of the Bidder. Alternatively, bids submitted with a valid Digital Signature Certificate (DSC) of the Authorized Signatory shall be acceptable, provided that the Bid Response Document, along with all annexures and self-declarations, is digitally signed and submitted in a non-editable format.
- vii. The bids submitted by fax/e-mail etc. shall not be accepted. No correspondence will be entertained on this matter.
- viii. Failure to comply with the below requirements shall lead to the Bid rejection: -
 - a) Comply with all requirements as set out within this RFP.
 - b) Submission of the forms and other particulars as specified in this tender and respond to each element in the order as set out in this tender.
 - c) Non-submission of all supporting documentations specified in this RFP, corrigendum or any addendum issued.

4.5 Pre-Bid Conference

The bidder is requested to submit any queries in writing by e-mail so as to reach EdCIL. If required, EdCIL reserves the right to conduct the pre-bid meeting over Video Conference only.

- i. Queries relevant to the bid documents shall be addressed to the CGM (DES), EdCIL at destenders@edcil.co.in
- ii. The queries should necessarily be submitted in the format as specified in the

Annexure- XII.

- iii. Any requests for clarifications post the indicated date and time may not be entertained by the Purchaser.
- iv. The officer notified by the Purchaser will endeavor to provide a timely response to all queries. However, Purchaser makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does Purchaser undertake to answer all the queries that have been posed by the Bidders.
- v. At any time prior to the last date for receipt of bids, Purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.
- vi. The corrigendum (if any) & clarifications to the queries from all Bidders will be posted on the website www.edcilindia.co.in and on the e-tendering portal <http://www.tenderwizard.com/EDCIL>.
- vii. Any such corrigendum shall be deemed to be incorporated into this RFP.
- viii. To provide prospective bidders reasonable time for taking the corrigendum(s) or addendum(s) into account, EdCIL, at its discretion, may extend the last date for the receipt of Bids.

4.6 Validity of Bids

- i. Bids shall remain valid till 180 days from the date of submission of bids. EdCIL reserves the right to reject a proposal valid for a shorter period as non-responsive.
- ii. In exceptional circumstances, EdCIL may solicit the bidder's consent to extend the period of validity. The request and the response thereto shall be made in writing. Extension of validity period by the bidder should be unconditional. A bidder may refuse the request without forfeiting the Earnest Money Deposit. A bidder granting the request will not be permitted to modify its Bid.
- iii. EdCIL reserves the right to annul the tender process, or to accept or reject any or all the bids in whole or part at any time without assigning any reasons and without incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

4.7 Earnest Money Deposit (EMD)

The bidder should enclose EMD of Rs. 10,00,000 (Rupees Ten Lakh Only) for the solution in the form of Demand Draft drawn in favor of EdCIL (India) Limited and payable at NOIDA from the approved bank as per list at Annexure-XI. In case EMD is submitted in the form of BG, the BG should be valid beyond 180 days after the bid validity date and should be as per the Annexure-IX. The bidder seeking EMD

exemption, must submit the valid supporting document for the relevant category with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy

However, MSEs are advised to submit their financial solvency certificate issued not earlier than 3 months from the last date of bid submission as per Annexure XIII. The Bid sent without EMD will be considered as UNRESPONSIVE and will not be considered.

- i. The EMD will be returned without any interest to the unsuccessful bidders immediately after the signing of the agreement with the successful bidder.
- ii. EMD of the successful bidder will be released after the end of contract duration.
- iii. The EMD submitted shall be interest free and will be refundable to the bidders without any accrued interest on it.
- iv. The Earnest Money will be forfeited on account of one or more of the following reasons:
 - a) Earnest money will be forfeited if the bidder unilaterally withdraws the offer, or unilaterally amends, impairs or rescinds the offer within the period of its validity.
 - b) Bidder does not respond to requests for clarification of its bid.
 - c) Bidder fails to provide required information during the evaluation process or is found to be non-responsive.
 - d) In case of a successful bidder, the said bidder fails to sign the Agreement in time; or furnish Performance Bank Guarantee in time.
 - e) When the terms and conditions of contract are breached/ infringed.
 - f) When contract is being terminated due to non-performance of the Supplier.
 - g) EdCIL incurs any loss due to “Supplier’s” negligence in carrying out the project implementation as per the agreed terms & conditions.
 - h) The Bank details for EMD preparation are

Name: EdCIL (India) Ltd

Bank Account No: 36830596465

IFSC Code: SBIN0019087

Bank Name: State Bank of India

Branch Name & Address: (00691) New Delhi Main Branch-
11, Parliament Street, New Delhi-110001

4.8 **Performance Security:**

- i. Performance Security:
 - Whenever a work order is placed by the EdCIL, the successful bidder would be required to submit a FDR / DD / PBG as per Annexure-X of an amount of 3% of the value of each work order issued within 14 working days of placing of order failing which appropriate action may be taken by EdCIL.
 - This FDR / DD/ PBG shall remain valid for a period of 90 (Ninety) days beyond the date of completion of work/project.
 - In case the concerned “successful bidder” fails to submit this PBG within the time stipulated, EdCIL at its discretion may cancel the work order without giving any notice and terminate the contract.
 - FDR/DD/Performance Security should be submitted from the approved list of banks as per list at Annexure-XI.
- ii. The successful bidder will not be entitled for any interest on the PBGs submitted.
- iii. EdCIL shall forfeit their respective PBG in full or part in the following cases:
 - When the terms and conditions of contract are breached/ infringed.
 - When contract is being terminated due to non-performance of the Supplier.
 - EdCIL incurs any loss due to “Supplier’s” negligence in carrying out the project implementation as per the agreed terms & conditions.
- iv. PBG shall be returned to the successful bidder only after 90 days of the successful completion of the Contract. In case of any shortfall of any activity/ specification/ other terms and conditions of the contract, EdCIL reserves the right to recover damages or loss from the due the payment or by the encashment of PBG.

In case the work order is extended beyond the initial period the successful bidder is required to deposit Performance Bank Guarantee equivalent to 3% of contract value to EdCIL within 15 days from the date of receipt of extension order.

4.9 Amendment to the Tender Document

- i. At any time up to the last date for receipt of RFP, EdCIL may, for any reason, whether at his own initiative or in response to a clarification requested by a prospective company, modify the Bid Document by an amendment. EdCIL shall not be responsible for any oversight or negligence on part of the bidders on the amendments to the terms and conditions of the tender document and notified through the website.
- ii. The corrigendum (if any) & any other related communication regarding this tender shall be posted only on the website and no separate communication either in writing or through email will be made to any interested/ participating bidders.
- iii. Any such corrigendum(s) or addendum(s) or clarification(s) shall be deemed to be incorporated into the tender document.

4.10 Clarifications on submitted bids

During process of evaluation of the Bids, EdCIL may, at its discretion, ask Bidders for clarifications on their bids. The Bidders are required to respond within the prescribed time frame given for submission of such clarification.

4.11 Acceptance/ Rejection of bids

- i. EdCIL reserves the right to reject any or all offers without assigning any reason.
- ii. EdCIL based on the requirement without assigning any reason to the Bidder may split work/Scope/Bid offer in stages or in parts according to the need of work for ease of execution of work.
- iii. EdCIL reserves right to take decision according to requirement and no claim on whatsoever ground shall be entertained from the bidder.

CHAPTER V

SCOPE OF WORK

EdCIL (India) Limited is a Government of India Enterprises (Mini Ratna Category-1) CPSE under Ministry of Education offering management and consultancy services in all areas of education and Ministry of Education, both within India and overseas. The Company strongly believes that digitization will be a game changer in addressing quality, quantity and governance needs in both schools and higher education.

The company accordingly focuses on all emerging areas of IT/ICT applications in the education sector. The vision of the company is to transform the teaching - learning process by improving communication and Collaboration among the faculty, students and administrators of the school through digital initiatives. The aim is to improve integration of technology into the teaching-learning spectrum and encourage students to become creators of their own learning by incorporating 21st century skills such as creativity and critical thinking.

EdCIL has offered services to clients ranging from Central Govt., States Govt., Government of other countries, CPSEs, INIs and autonomous Govt. / Pvt. Institutions / organizations.

In view of the above EdCIL (India) Limited is spanning its spectrum in tune with the New Education Policy' agenda by contributing in improving the learning levels through various appropriate interventions in terms of Ed-Tech solutions.

5.1 OBJECTIVE

EdCIL, on behalf of its clients, shall be conducting AI-enabled Remote Proctoring Online Examination for short-term courses and Massive Open Online Courses(MOOCs).

The examination would be Objective Type(Multiple Choice questions), Subjective Type or Hybrid(Objective + Subjective Type) to be attempted in a single shift of 1/2/3 hours duration and the number of candidates may vary according to courses.

EdCIL intends to technically empanel one or more agencies for “conducting AI-enabled Remote Proctoring Online Examination”, its administration, logistics, processing of results, submission of raw score & result and submission of audit trails & logs to EdCIL.

Note:

The (“Tender”) has been invited from Companies / Agencies (“Bidders”) for the empanelment of “Service Providers”.

Bidders are advised to study the tender document carefully. Submission of technical bid shall be deemed to have been done after careful study and examination of the complete tender document with a full understanding of its implications.

5.2 SCOPE OF WORK

Tenders are invited from eligible, reputed and qualified IT Companies with sound technical and financial capabilities for conducting AI-enabled Remote Proctoring online examination for EdCIL's clients as detailed out in the Scope of Work of this RFP Document. This invitation to bid is open to all Bidders meeting the pre-qualification criteria as mentioned in this RFP Document.

EdCIL intends to implement an AI-enabled Remote Proctoring online examination system that will manage the examination process. The system shall mainly comprise of the following activities:

- i. Designing, Development & Hosting of Online portal for receiving applications.
- ii. Application Management
- iii. Setting-up of Help Desk
- iv. Secured Question paper/s creation as per requirements
- v. Design and Publish e-admit cards
- vi. Conduct of AI-enabled Remote Proctoring online examination
- vii. Online Objection Management System
- viii. Preparation/compilation of the Result
- ix. Generation of Scorecard & Merit List

About examinations/assessments:

- i. Total number of candidates to be assessed in Remote Proctoring online examination is expected to be approximately 5,00,000 in various exams in a financial year
- ii. Total number of exams (Tentative Count) – 50 in a financial year
- iii. Exam may be conducted in one, two or more shifts/sessions a day
- iv. Durations of shifts 1hour/2hours/3hours, or as per client discretion.

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

- Pre-Examination Phase
- Examination Phase
- Post Examination Phase

Note – The Following shall be made available by EdCIL:

- Subjects and Syllabus for creation of the Question Paper, as per requirements.
- Guidelines for conducting the Remote Proctoring Online Examination
- Business Rules/logic for score card/result/merit list generation

5.2.1 Pre-Examination Phase

a) Application Management

- 1) The Bidder should design the application portal for candidates to register themselves, apply for the examination and make online payment of exam fees.
- 2) The application form should be hosted on the Bidder's data center or on MeitY Empanelled Cloud Service Provider, and the application link would be displayed on EdCIL's end Client website.
- 3) Unique user id should be generated for each candidate after successful registration on the application portal.
- 4) The candidate should be able to log in to the application portal using their unique user id and password to fill the exam application form.
- 5) Candidates should be able to upload soft copy of the required mandatory documents (as desired by EdCIL's end client) along with photograph.
- 6) The candidates should be able to pay the examination fees using online payment gateway. The bidder should have the provision to integrate online payment gateway with the application form.
- 7) The candidates should receive e-mail and SMS notification after successful registration and application submission.
- 8) The bidder should design the application form with approval mechanism for eligible candidates and reject the ineligible candidates.
- 9) The bidder should provide MIS reports to EdCIL at regular intervals.
- 10) The bidder should provide 9X6 helpdesk support (e-mail, SMS and telephone) to attend the queries of the candidates during the application period.
- 11) The bidder must ensure security of the application form and candidate data collected during the application process.
- 12) The Bidder shall prepare and provide Standard Operating Procedure (SOP) for all processes for safe and secure conduct of examination along with rules for contingency and exception handling/ emergency procedures.
- 13) The Bidder shall provide a facility to candidates for a link for the mock test at least two(02) weeks before the release of admit cards. The mock test should be a replica of the examination software.

b) Secured Question paper/s creation(as per requirements, but not limited to)

- 1) The bidder shall provide/engage sufficient number of SMEs (Subject Matter Expert) for Question Paper (content) creation. If required, the bidder should identify the required SMEs prior to the award of work.
- 2) The bidder will create and manage examination question paper with various difficulty levels securely. Complete security & responsibility of the content created will be with the bidder. The following details will be as per the requirements of EdCIL's end client.
 - (i) Number of Question Papers
 - (ii) Number of Questions in a Question Paper
 - (iii) Language of the Question Paper – English and Hindi, any other as per requirements
 - (iv) Type of Questions – MCQ/Subjective/Hybrid(MCQ and Subjective)
- 3) In case EdCIL or its end client provide the Question Paper(content), the bidder shall undertake secure uploading, encryption, and mapping of the approved Question Paper(content) to the system. The Bidder shall maintain strict confidentiality and security of the Question paper(content).
- 4) The bidder will undertake the evaluation of the subjective response/exam.
- 5) The Question paper content creation software should have the following:
 - (i) Provision to capture the questions, their answer options and keys. Along with difficulty level and marks tagging.
 - (ii) Provision to capture the questions having multiple directions, graphs, images, mathematical equations, formulae etc.
 - (iii) The software should be able to display questions randomly shuffling the sequence during the test session, and also the randomization of the answer options.
 - (iv) The software should be completely secure in order to enter the question database, modify the database.
- 6) Following features should be available with the question paper authoring software
 - (i) Support multiple question types
 - (ii) Support question bank approach
 - (iii) Support creating question papers randomly from the question bank

- (iv) Support question creators to upload images / media files as part of questions
- (v) Support general and group / section level instructions to candidates
- (vi) Should not allow to edit the question paper if it is exposed in any assessment
- (vii) Flexibility to generate multiple question papers from the Question bank based on the total number of question papers to be generated
- (viii) Provide ability to change the question paper in the last moment before starting the assessment
- (ix) Capability to define a time limit for a group / question
- (x) Provide flexibility to mandate a question to the candidates
- (xi) Support providing mark at option level
- (xii) Support candidate to spend minimum time in the assessment before submission

5.2.2 Examination Phase

a) Conduct of Remote Proctoring Online Examination

- 1) The bidder should create the online examination link and login credentials for all registered candidates.
- 2) The bidder should configure the test schedule for the online examination for all candidates as per the schedule given by EdCIL or its end client.
- 3) The bidder must share the online examination link, exam schedule and login credentials with the candidates.
- 4) On the exam day, the bidder must activate the examination link as per permissible exam period for candidates to appear for remote proctoring online examination.
- 5) The system should allow candidate for registration, identification, verification and authorisation. It would capture multiple photographs of the candidate for AI based Image Comparison Framework for system learning and quality check.
- 6) Software should check the working conditions of the camera during online self-registration.
- 7) Software should check the minimum specifications of candidate's node required to conduct exam.
- 8) The system on which the candidate would take the exam should be locked down so that the candidate cannot access web browser or any other

application.

9) Sufficient time of 10 minutes shall be allotted before the exam for providing orientation to the candidates on the structure of the exam, time limits and guidelines for answering the question papers.

10) The examination software should have the following features

- (i) Support standard features such as automatic calculation of test score, negative marking, time left, flag questions for review, navigation to unanswered questions and prompt for submission.
- (ii) Should support control on the keyboard and enable only the required keys for the candidates during exam.
- (iii) Should not allow any application running in the candidate system during the exam.
- (iv) Should detect the additional hardware or peripheral attached to the candidate machine.
- (v) Should not allow multiple login with the same credentials during the exam.
- (vi) Ability to capture all the actions by the candidate during the exam and should have the capability for AI-based detection for any possibility of malpractices/misconduct.
- (vii) Allow candidate to start the exam after providing valid key on the start of the exam.
- (viii) Allow the candidate to select the preferred language prior to commencement of the exam and option to change the language during the exam as well.
- (ix) Support additional tools like calculator, scientific calculator, etc.
- (x) Support scratch pad and note pad for candidates to be used during the exam.
- (xi) Provide flexibility to provide extra time percentage for all special / challenged candidates by default
- (xii) Provide capability to fix the start date / time and end date / time of the exam.
- (xiii) Provide overall extra time to candidates in case of candidate facing any problem e.g. Internet / Power shutdown etc.
- (xiv) Provision to handle time loss during the exam due to any unforeseen event during the course of the examination.
- (xv) Extend support to candidates during the examination duration.
- (xvi) Allow candidates to provide typed subjective/descriptive responses.

- (xvii) Support candidates to include mathematical equations during typing the response.
 - (xviii) Capability to identify unauthorised candidates present for the exam or multiple candidates taking the exam for one candidate
 - (xix) Should not allow the candidates to continue the exam post specified time
 - (xx) Provide overview of status of candidates taking the exam and exam process.
 - (xxi) Allow the candidate to either type subjective/descriptive answer on the platform or write manually on a sheet that can be uploaded onto the platform for evaluation.
 - (xxii) Evaluation of written/descriptive responses with marking scheme.
 - (xxiii) Capability to upload the scanned images.
 - (xxiv) Ability to capture feedback from the candidates post the exam.
 - (xxv) Flexibility for the candidates to view the exam in their preferred language as per the exam scheme.
 - (xxvi) Allow the candidates to increase the font to a specific level during the exam.
 - (xxvii) Provide flexibility to the candidate to differentiate the answered and unanswered questions.
 - (xxviii) Provide capability to the candidate to mark a particular question so that the candidate can attend before completing the exam.
- 11) The Bidder shall maintain audit trails of all activities of the candidate (click by click) during the course of the examination.
 - 12) The Bidder shall obtain candidate's feedback through online Feedback Form, after the examination is over.
 - 13) Capture incidents detected during the examination.
 - 14) The bidder should provide Command center facility for EdCIL or its end client to monitor examination progress.

b) Machine(Artificial Intelligence enabled) and Human Remote Proctoring

This activity involves the activation of Remote Proctoring facility for the test takers. This should be preferably be on a near-real-time basis and Review basis but without compromising the credibility and security of the test. This feature should be backed up by Machine(Artificial Intelligence) proctoring.

The Remote Proctoring activity must have following features:

- 1) Familiarization of candidate to Remote Proctoring, Do's & Don'ts, Instructions, bio breaks etc.
- 2) Continuous monitoring at control center(with live video & feedback), Administrative Arrangements, liaison with stake holders.
- 3) Option to mandate candidate identification & authorization by a remote authorizer before the candidate starts the exam.
- 4) Limit allocation of candidates to a proctor automatically.
- 5) Provide quick access to view candidates facing technical issues.
- 6) Test resumes to be allowed only within a small time limit.
- 7) Search for any candidate attempting the exam.
- 8) Capture candidate photograph, gestures, record video & audio and raise alerts on low match, no match, multiple person detected, voice detection etc.
- 9) The software should have the following features.
 - (i) Check whether the camera is working during the assessment and stop the exam if camera found not working.
 - (ii) Capability to show some unique identification details on the screen where candidate is taking the exam as well as on the screen of the proctors.
 - (iii) Identify any malpractice including impersonation during the exam.
 - (iv) Support capturing video of candidate taking exam with time stamp.
 - (v) Should have the video recordings of the candidate that can be viewed post exam.
 - (vi) Support human proctoring and machine(AI enabled) proctoring.
 - (vii) In case of machine(AI enabled) proctoring, the system should be able to alert for following use cases,
 - Face not Found
 - Partial Face Found
 - Looking away
 - Multiple Faces Found
 - Low Match Found
 - Headphone detection
 - Voice detection
 - Gadget & Phone Detection

- Unauthorized Peripheral Detection in ports
 - Window toggle
- (viii) Allow proctors to view the videos and take decisions in case of malpractice
- (ix) Support capability of Proctor sending predefined or adhoc message to the candidate during the assessment
- (x) Should support Candidate SENDING MESSAGE to Proctors, with the option to disable this feature in accordance with specific requirements
- (xi) Give flexibility to proctor to make the exam invalid immediately during assessment if found candidate doing malpractice, as per the guidelines.
- (xii) Identify the candidates involved in malpractice and display it differently to proctor
- 10) The bidder should provide the proctors in the ratio of 1:20(1 proctor for 20 candidates) for remote proctoring.

5.3 Post examination Phase

The Bidder should be able to hand over the raw responses/data, attendance, proctoring logs & observations, time stamp evidence and AI Flags and complete incident logs to EdCIL after the completion of the shift(s). The software should have capability to take the answer key post examination.

a) Objection Management for the questions of the examination

The bidder should provide an end-to-end window for Online Objection Management System (OOMS) after the completion of the exam.

This involves the following activities:

- 1) A secure login for candidates to view their own response sheets alongside the "Master Question Paper" and the "Provisional Answer Key."
- 2) Ability for candidates to select specific Question IDs and provide: The options for the objection (e.g., "Multiple Correct Options," "Incorrect Key," "Out of Syllabus").
- 3) Mandatory supporting evidence (PDF/Image uploads of textbooks or references).

- 4) Payment Integration: Capability to charge a "Processing Fee" per objection (to deter frivolous claims), with an automated refund trigger if the objection is upheld.
- 5) A module for Subject Matter Experts (SMEs) to review objections, view candidate attachments, and record their final decision (Accept/Reject) with remarks.

b) Digital Evaluation of subjective/descriptive answer sheets

The implementation of a secure, web-based digital evaluation platform featuring automated candidate anonymization, rule-based script allocation to subject matter experts, and digital toolkit to provide marks. Furthermore, the bidder must ensure robust technical infrastructure, real-time administrative dashboards for moderation and quality monitoring, and a seamless post-evaluation data handover that facilitates instant result generation and RTI-compliant archival of evaluated scripts.

c) Preparation/compilation of Result

This activity involves the post-exam administration for each test taker. This involves the following activities:

- 1) Secure data retrieval as per defined procedure
- 2) Calculate test scores as per defined procedure.
- 3) Generate various reports as demanded by stakeholders
- 4) Compilation of test reports in required formats and submission to EdCIL.
- 5) Data analytics supported by the data pertaining to all aspects of tests like question papers, answers, time taken, language, difficulty level of questions, cancellation of test, etc.

d) Generation of Score Card and Merit List

This activity involves the post-test administration for each test taker. This involves the following activities:

- 1) Generation of score card & merit list as per the rules and guidelines provided by EdCIL's End client.
- 2) Dashboard for authorised viewing of scorecard and result to candidate(s).
- 3) Generation of statistical reports.
- 4) Support EdCIL & end Client in addressing RTI queries, candidate queries and court cases
- 5) Provide all information, data related to the examination to EdCIL.

Note:

- a) The Bidder will have to carry/demonstrate complete System Test Run (STR) with test data to EdCIL before implementation of the software/application. The Bidder should also be able to demonstrate click by click audit trail for any type of enquiry.
- b) **Test Data Archiving:** The Bidder shall archive the examination data for future references after specified time, as per requirement of EdCIL.
- c) **MIS generation/ customized reports:** The Bidder shall provide adequate information to the Examination section as per the requirement of EdCIL's end client.
- d) The above scope is only indicative in nature and final scope will be decided on case to case basis as per the requirement of end client.

CHAPTER-VI

Eligibility and Bid Evaluation

6.1 Bid Opening

- i. EdCIL will constitute a committee to evaluate the Bids submitted by Bidders. A three-stage process, as explained hereinafter, will be adopted for evaluation of Bids. No correspondence will be entertained outside the process of evaluation with the Committee.
- ii. Only two persons from each participating bidder's shall be allowed to attend the Bid opening meetings. The representatives of the bidders are advised to carry the identity card or a letter of authority from the bidders to establish their identity to attend the bid opening.
- iii. Committee will examine the Proposals to determine whether they are complete, whether the documents have been properly signed and the proposals are generally in order. Any proposals found to be non-responsive for any reason or not meeting any criteria specified in this RFP, will be rejected by the EDCIL and shall not be included for further consideration. Initial proposal scrutiny will be held and the proposals may be treated as non-responsive, if they are:
 - a. Not submitted in the format as specified in this RFP document;
 - b. Non-receipt of offline documents specified in the tender document.
 - c. Found with suppression of details;
 - d. Submitted with incomplete information;
 - e. Submitted without the documents required under this RFP;
 - f. Non-compliant to any of the clauses mentioned in this RFP;
 - g. Lesser validity period than that prescribed in this RFP
- iv. Committee may, at its discretion, call for additional information from the bidder(s) through email/fax/telephone/meeting or any other mode of communication. Such information has to be supplied within the set-out time frame as provided by the Committee, otherwise Committee shall make its own reasonable assumptions at the total risk and cost of the bidder and the bid may lead to rejection. Seeking clarifications cannot be treated as acceptance of the bid. For verification of information submitted by the bidders, the committee may visit bidder's offices at its own cost. The bidders shall provide all the necessary documents, samples (if any) and reference information as desired by the committee.

6.2 Bid Evaluation Process

Evaluation criteria will be based on evaluation of the bidder meeting the Pre – qualification, evaluation through marking of technical bid and subsequently evaluation of financial bid. The evaluation shall consist of following phases:

- a. Pre-Qualification Evaluation
- b. Evaluation of Technical bid
- c. Evaluation of financial bid

Pre-Qualification Evaluation

- i. The evaluation of the bidders will be carried out as per the pre-qualification criteria defined in the tender document. Only the bidders who fulfil the given pre-qualification Criteria shall be eligible for next round of evaluation i.e., technical evaluation. Nonconforming bids will be rejected and will not be eligible for any further processing. The pre-qualification criteria is defined in clause 6.3 of the chapter.
- ii. Notwithstanding anything stated above, the Consignee 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 or project.
- iii. Technical bids will also be reviewed for compliance with the necessary instructions, terms and conditions, scope of work, formats etc. as outlined in this tender.
- iv. EdCIL reserves the right to physically verify the office, or any document provided by the bidder in the way EdCIL desires.

Evaluation of Technical bid

- i. The evaluation of the bidders will be carried out by the Committee as per the Technical Evaluation criteria defined in the RFP document. Only the bidders who qualify in the technical evaluation round will be eligible for financial opening.
- ii. The bidder who meets all the eligibility criteria will be called for the presentation and demonstration shall be further evaluated on the basis of the marking scheme.

- iii. The bidder who scores minimum 80 marks in the technical evaluation shall be declared as technically qualified bidder and will be eligible for financial evaluation.

Evaluation of Financial bid

- i. On fulfilment of Pre- qualification criteria and technical compliance, financial bids of technically qualified bidders will be evaluated. Bids of the bidders, who do not qualify in the technical evaluations stage, will be rejected and will not be eligible for any further processing.
- ii. Financial bids would be opened only for those Bidders, who secure the qualifying marks in the Technical Evaluation as explained above.
- iii. The bidder should quote for all components of the solution(s) in accordance to the pre-qualification and technical qualification criteria.
- iv. Financial Evaluation shall be done based on the total price of Table A only as per FORM -1 of the financial bid.
- v. Price quoted by the bidder must include all the out-of-pocket expenses like domestic travel, lodging and boarding charges and other cost (if any).
- vi. Any conditional Financial bid will lead to disqualification of the entire bid and forfeiture of the EMD.
- vii. The financial bids shall be opened in the presence of representatives of technically qualified bidders, who may be present. EdCIL should inform the date, place and time for the opening of financial bids.
- viii. The technically qualified bidder who has quoted the lowest price in the financial bid(Table A) will be L1 and considered for the empanelment. The remaining technically qualified bids shall be ranked in ascending order of their financial quotes as L2, L3, L4, and so on. To ensure a wider pool of service providers, the committee may, at its discretion, invite the other ranked bidders to match the L1 price for empanelment in accordance with the provisions of the bidding document.
- ix. The rates quoted by all the technically qualified bidders for tables B, C & D will be discussed, based on the lowest prices quoted for these services by the bidders, to optimise the prices of each of the line items on the lower side to align the prices as per the market for all the services mentioned in the Financial Sheet.
- x. In case of a tie in lowest price, the Eligible Bidder with the higher technical score will be given preference.

- xi. In the event that the L1 Bidder withdraws or is not selected for any reason, the Authority may invite the next-ranked Bidder to match the L1 rate.
- xii. A contract will be signed with the successful bidder(s), which will be based on the rates identified in the financial bid (subject to downward revision by the successful bidder from time to time).

6.3 Pre-Qualification Criteria

Required documents must be provided in support of the following otherwise bids will be summarily rejected.

6.3.1 Pre-Qualification Criteria

Sl. No.	Criteria	Documents Required for Technical Evaluation	Compliance (Yes/No) with ref. page. No.
1	Bidder's Profile		
1.1	The bidder should be a company registered in India. The bidder should be operating in India for a minimum of last 05 Financial Years ending 2024-25 with an objective of offering relevant Examination services/projects to Government Departments or Central/State PSUs in India.	Certificate of Incorporation/ Registration/ Partnership deed - Certificate of commencement of business (if applicable) along with copy of Memorandum of Association and Articles of Association of the Company	
1.2	The bidder should have at least 60 overall regular staff strength [IT knowledge/ Project Management/ Development/ Quality Assurance/ Implementation/ Operations] and At least 40 regular technical employees (Graduate with relevant IT knowledge) employed in-house in India for development of Examination software, maintenance of software, networking and data security.	Proof of ESI/PF registration or Certificate from Company Secretary or self-declaration shall be submitted.	

Sl. No.	Criteria	Documents Required for Technical Evaluation	Compliance (Yes/No) with ref. page. No.
1.3	Bidder should own the source code of the application software and all its components.	Self-Certificate by Authorised Signatory for ownership of source code and capability/ willingness to change as per requirement.	
2	Bidder's Financial Turnover		
2.1	Average turnover of the bidder should be minimum Rs.30 crores in last 3 financial years (FY 2022-23, FY 2023-24 and FY 2024-25). Organization must be having positive net worth as on 31 st Mar 2025.	Certificate from a practising Chartered Accountant and Copy of the certified and audited Profit & Loss Account and Balance Sheet for FY 2022-23, FY 2023-24 and FY 2024-25	
2.2	Average annual turnover of the bidder from Examinations. should be minimum Rs. 10 crores in last 3 financial years (FY 2022-23, FY 2023-24 and FY 2024-25).	Certificate from a practising Chartered Accountant	
3	Bidder's Certification		
3.1	The processes meet ISO 9001 & 27001 standards. The examination software should meet the cyber security audit requirements as specified by CERTIN.	Copy of valid ISO certificate(s), Copy of valid Cert-In certificate.	
4	Bidder's experience in examination in INDIA		
4.1	The bidder should have a minimum 05 years of experience in conducting remote proctored examinations upto Financial Years ending 2024-25. and should have successfully conducted two similar projects with the Centre/State Govt. Institutions/PSU.	Copy of work order/contract/completion certificate from client	
4.2	The bidder must have executed at least 03(three) examination projects in the last 05 Financial Years ending 2024-25 with the Centre/State Govt. Institutions/PSU, having a digital evaluation of answer	Copy of work order / contract along with completion certificate from Client	

Sl. No.	Criteria	Documents Required for Technical Evaluation	Compliance (Yes/No) with ref. page. No.
	sheets of descriptive/subjective type questions of at least 50,000 candidates.		
5	Bidder's Infrastructure Capability		
5.1	The bidder must have (owned/outsourced) data centre with DR site infrastructure for Data Security. The data centres should be located in India and it must be Tier III & above and ISO certified.	Copy of document/self-declaration in support of owned/outsourced Data Centre	
5.2	The Bidder should have in-house capability to create the content/questions for the examination.	Copy of document/self-declaration in support of capability.	
5.3	The Bidder must have the capability of in-house Digital evaluation of the subjective/descriptive papers of examination.	Copy of document/self-declaration in support of capability.	
5.4	The Bidder examination software and server should have a minimum concurrency of 10,000 nodes.	Copy of document/self-declaration in support of capability.	
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 should not have been blacklisted for any corrupt and fraudulent practices by Central/ State Government Departments / Public Sector Undertakings / Autonomous Bodies/Central Vigilance Commission (CVC) 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)	

Note:

- EdCIL reserves the right to verify the work order submitted by prospective bidder

from issuing department.

- MSE Bidder should submit valid registration certificate from NSIC/MSE.
- Documents must be provided in support of the following, otherwise bids will be summarily rejected.
- Technical 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, EdCIL reserves right to assess the bidder's capability and capacity to perform the contract, should circumstances warrant such an assessment in the overall interest of the EdCIL.

6.4 Technical Evaluation

The following Scoring Model will be followed for technical evaluation of the bids: -

S. No	Description of Marking Scheme	Maximum Marks	Marks evaluated by Technical Evaluation Committee	Supporting documents required	Page Reference
1	Bidder's Profile	20 Marks			
1.1	Overall Regular staff strength [IT knowledge/ Project Management/ Development/ Quality Assurance/ Implementation/ Operations]	10 Marks		EPF registration Certificate and self-declaration from the authorized signatory/ HR Head	
	60-74	05			
	75-89	08			
	90 & above	10			
1.2	Software /Solution	10 Marks			
1.2.1	Organization should own the source code of the application software.	05 Marks		Self-Declaration from Authorised Signatory for ownership of source code	
1.2.2	The organization should have in-house 40 technical personnel			Self-Declaration	

S. No	Description of Marking Scheme	Maximum Marks	Marks evaluated by Technical Evaluation Committee	Supporting documents required	Page Reference
	(Graduate with relevant IT knowledge) to maintain software and data used to conduct the exam and should follow well-defined Software Change Management processes to manage changes in the software.	05 Marks		from the Authorized Signatory/ Departmental head for required technical manpower	
2	Bidder's certification	10 Marks			
2.2	ISO & Other Certifications	10 Marks		Self-attested copies of relevant certificates	
	ISO 9001 & ISO 27001 Certification	05 Marks			
	Exam Software CERT-IN certified	05 Marks			
3	Bidder's Financial Turnover	15 Marks			
3.1	The bidder's Average Annual Turnover during last three financial years ending 31.03.2025 should be INR 10 crores or more in India from Examination	08 Marks		Audited balance sheet and Certificate by Chartered Accountant	
	Less than 10 Crore	00			
	>=10 Crore and <30 Crore	04			
	>=30 Crore and above	08			
3.2	The average turnover of the bidder should be minimum INR 30 crores in last 3 consecutive financial years ending 31.03.2025. The turnover should be of the bidder and not of the group companies or consortium. The turnover refers to a company and not the composite turnover of its subsidiaries/sister concerns etc.	07 Marks		Audited balance sheet and Certificate by Chartered Accountant	
	Less than 30 Crore	00			
	>=30 Crore and <=50 Crore	05			
	>50 Crore and above	07			
4	Bidder's experience in the examination in India	15 Marks			

S. No	Description of Marking Scheme	Maximum Marks	Marks evaluated by Technical Evaluation Committee	Supporting documents required	Page Reference
4.1	Number of Years in Conducting Online Remote Proctored Examination	05 Marks		Customer experience certificate/ work order	
	Less than & equal to 05 years	00			
	>= 5 Years to =10 Years	02			
	> 10 Years	05			
4.2	Maximum Number of candidates in a remote proctored examination of Govt. Bodies/Institutes/PSUs during the last five financial years.(from FY 2020-21 to FY 2024-25)	05 Marks		Customer experience certificate/ work order	
	<5,000 Candidates	00			
	>=5,000 and <15,000 Candidates	02			
	>=15,000 & above Candidates	05			
4.3	Number of examination Assignments of Govt. Bodies/Institutes/PSUs completed with 10,00,000 or more candidates in India during the last five financial years.(from FY 2020-21 to FY 2024-25)	05 Marks		Customer experience certificate/ work order	
	Less than 1 assignment	00			
	1 to 2 assignments	02			
	More than 2 assignments	05			
5	Bidder's Infrastructure Capability	20 Marks			
5.1	Data Centre for exam & application to be managed by the bidder/group of companies for data Security	05 Marks		Proof of data centre - self-declaration or ownership certificate	
	Data Centre infrastructure owned/outsourced by the bidder/group of companies with Cert-in/ISO Certified infrastructure and MeitY empanelled cloud service provider.	05			
5.2	Number of Questions created for the examinations of Govt. Bodies/Institutes/PSUs	05 Marks		Self-attested copies of relevant	

S. No	Description of Marking Scheme	Maximum Marks	Marks evaluated by Technical Evaluation Committee	Supporting documents required	Page Reference
	>=50,000 <1,00,000	02		documents/ work order.	
	>=1,00,000	05			
5.3	Capability of Digital Evaluation of the subjective copies/answer sheets of examination	05 Marks		Self-attested copies of relevant documents/ work order.	
	>=15,000 <25,000	02			
	>=25,000	05			
5.4	Concurrency of Exam Nodes.	05 Marks		(Self-Certified copy of capacity to be attached)	
	>=10,000 <25,000 Nodes	02			
	>=25,000 & above Nodes	05			
6	Approach and Methodology	20 Marks			
6.1	<p>The marks for Approach and Methodology will be awarded by the Committee based on the Presentation & Demonstration made by the bidder</p> <p>The break-up of marks would be as under:</p> <ol style="list-style-type: none"> 1) Process Competence – 04 Marks 2) Technology Competence – 04 Marks 3) Exam Software System- 04 Marks 4) Machine/Artificial Intelligence proctoring capabilities- 04 Marks 5) Team Competence – 02 Marks 6) Vulnerability Mitigation – 02 Marks 	20			

Bidders scoring 80 or more overall score as per the above criteria will be considered technically qualified and their financial bids will be opened.

The Technical Evaluation will be conducted based on the relevant support documents submitted by the Bidders.

6.5 Empanelment and Award

The technically qualified bidder(s) with the L1 rates, along with other technically qualified bidders matching the L1 rates, will be empanelled and required to sign an agreement with EdCIL, accepting the terms & conditions laid down by EdCIL and shall work in accordance with the scope of work mentioned in this tender document. After signing the agreement, no variation or modification in the terms of the agreement shall be made except by written amendment signed by both parties.

The empanelment shall be initially for a period of one (01) years from the date of signing of the contract by the empanelled agencies. The same can be extended for (02) two more years based on satisfactory performance, on an annual basis and EdCIL's internal requirement. EdCIL shall be free to curtail the empanelment at any time during the period of empanelment, without assigning any reason.

- i. EdCIL will officially communicate to the shortlisted organization about their response for selection.
- ii. Empanelment can be cancelled in case any fraud is reported regarding the bidder, in which the empanelment security shall also be forfeited.
- iii. Empanelment may also be terminated pre-maturely on mutual agreement with the empaneled company.

If the empaneled partner is blacklisted by any PSU/State or central government department/ministries etc., during the currency of the empanelment period, the empanelment shall be terminated by EdCIL. The partner is expected to immediately inform EdCIL regarding its blacklisting as per above for necessary action.

6.6 Work Order

- i. The EdCIL will endeavour to allocate the total work over the duration of the contract, among the empanelled agencies at the L1 rates. However, the distribution of the projects will be as follows:
 - a) Between two empanelled bidders, L1 and L2, the ratio of 60:40.
 - b) Between three empanelled agencies, the projects will be divided between L1, L2 and L3 bidders broadly in the ratio of 50:30:20.
- ii. The work order for the projects will be issued to the empanelled agency/agencies fulfilling the following requirement(s) of the client:
 - a) Specific Technical requirement.
 - b) Stipulated project delivery timeline.
 - c) If any client wants services from a particular empanelled agency based on the demonstration and fulfilling the requirements, then the work order will

be issued to that empanelled agency.

- iii. At any point of time during the contract duration, EdCIL reserves the right to re-discuss the price with the empanelled agency/agencies for any downward revision based on the present market rates, volume of work and requirement of the client or technology enhancement/advancement by inviting the financial quotations.
- iv. Failure to provide services as per requirements by bidder may result into forfeiture of EMD, PBG & termination of the contract.
- v. EdCIL will intimate the Supplier in writing regarding any extension in the work order. Extension of the contract would not lead to the extension of any of the in-force work orders.
- vi. Contract termination shall automatically lead to termination or expiry of all work orders which were issued based on the contract.
- vii. The expiry of the contract does not lead to the expiry of the work order. The supplier must complete the obligation of the work order as per the signed contract until the time duration which will be mentioned in the work order.

6.7 Fraud and Corrupt /Malpractices

All the bidders must observe the highest standards of ethics during the process of selection of Successful Bidder and during the performance and execution of contract.

- I. For this purpose, definitions of the terms are set forth as follows:
 - a. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of the EdCIL or its personnel in contract executions.
 - b. "Fraudulent practice" means a misrepresentation of facts, in order to influence a selection process or the execution of a contract, and includes collusive practice among bidders (prior to or after Proposal submission) designed to establish Proposal prices at artificially high or noncompetitive levels and to deprive EdCIL of the benefits of -responsive. free and open competition.
 - c. "Unfair trade practice" means supply of services different from what is ordered on, or change in the Scope of Work.
 - d. "Coercive practice" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the selection process or execution of contract.
- II. EdCIL will reject a proposal for award, if it determines that the Bidder

recommended for award, has been determined to be having been engaged in corrupt, fraudulent or unfair trade practices.

- III. EdCIL will declare a bidder ineligible, either indefinitely or for a stated period of time, for award of contract, if bidder is found to be engaged in corrupt, fraudulent and unfair trade practice in competing for, or in executing, the contract at any point in time.

6.8 Failure to Agree with the Terms and Conditions of the RFP

Failure of the successful bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event Purchaser may award the contract to the next best value Bidder or call for new proposals from the interested Bidders. In such a case, the Purchaser shall invoke the Fixed Performance Guarantee of the most responsive Bidder

6.9 Duration

The duration of the contract is for one(01) year. The same can be extended for (02) two more years at the same terms and conditions based on satisfactory performance, on an annual basis and EdCIL's internal requirement. However, the financials would be re-discussed after every year/at the time of renewal of the contract, based on the volume of business awarded or expected and any other related factors.

6.10 Payment Terms and Conditions

- The payment terms will be decided at the time of award of work in accordance to the terms agreed with the end client.
- Payments will be made only on the basis of receipt of the related payment/funds from the end client, subject to satisfactory acceptance of the deliverables from the end client as per the submission of the required document.

Chapter-VII

Key Contract Terms

7.1. 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.

7.2. Non-Disclosure

The supplier 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 the client’s business or operations details without the prior written consent of the client.

7.3. Risk Purchase Clause

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

7.4. Compensation

In consideration of the Services hereunder, EdCIL India Limited shall pay BIDDER the fees and expenses (“Charges”) as specified in Commercial. All amounts payable to BIDDER are exclusive of any Taxes. EdCIL India Limited shall be entitled to deduct from applicable payments to BIDDER, any tax on BIDDER’ income deductible at source at the rates

applicable as per the provisions of Income Tax Act 1961 and provide BIDDER with evidence or certificate of payment of such tax to the taxing authorities. BIDDER shall submit invoices to EdCIL India Limited in accordance with the payment schedule in Commercial of this document.

7.5. Representations and Warranties

Bidder warrants that the Services will be provided in a skillful and workman like manner and in conformity with the scope described in Scope of Work Proposed Functional Scope of this document. Notwithstanding the aforesaid, any Services which are provided by bidder free of charge or are otherwise not chargeable shall be provided on an 'AS IS' basis without any warranties whatsoever. Each Party represents, warrants and covenants to the other that: (i) it is duly organized and validly existing and in good standing under the laws of the state of its incorporation or formation; (ii) it has the full right and authority to enter into and that this Agreement constitutes a legal, valid and binding obligation; and (iii) its execution, delivery and performance of this Agreement does not and will not conflict with, or constitute a breach or default under, its charter of organization, or any contract or other instrument to which it is a party.

7.6. Limitation of Liability

Neither EdCIL India Limited nor the bidder shall be liable to the other for any special, indirect, incidental, consequential (including loss of revenue, data and/or profit), exemplary or punitive damages, whether in contract, tort or other theories of law, even if the Party has been advised of the possibility of such damages. The total cumulative liability of either party under this Agreement shall not exceed the value of the contract. The limitation on any Party's liability herein shall not apply to liability for damages, resulting from (i) the willful misconduct; (ii) breach of the use terms in respect of use of bidder Application System; and (iii) breach of confidentiality obligations.

7.7. 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.

7.8. Force Majeure

The selected Bidder should not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, it's delays in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

- I. For purposes of this Clause, "Force Majeure" means an event beyond the control of the bidder and not involving the 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 bidder should promptly notify the EdCIL in writing of such conditions and the cause thereof. Unless otherwise directed by the EdCIL in writing, the service provider 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.

7.9. Prices

- I. The price should be quoted in per unit (with breakup) and must be inclusive of all the costs and charges. The offer/bid should be inclusive of taxes and duties, which will be paid as applicable. However, the percentage of taxes and duties should be clearly indicated. The inter se merit position of the bids however, shall be decided based on the composite price of the services including taxes, transportation, Warranty with all other incidental expenses indicated.
- II. The prices must be quoted in the Performa given in Financial Bid failing which the Bid would be treated as unresponsive.

7.10. Notices

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

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

Supplier: (To be filled in by the supplier)

- Any notice given by one party to the other pursuant to this contract/order should be sent to the other party in writing or e-mail and confirmed in writing from the other party's address.
- A notice should be effective when delivered or on the notice's effective date, whichever is later.

7.11. 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.

7.12. Integrity Pact (on a Non-Judicial Stamp paper of Rs.100/-)

The vendors/ bidders are required to enter into "Integrity Pact" as notified by the CVC vide Circular No.02/01/2017 (fileNo.015/VGL/091dated 13.1.2017) and amended from time to time. Only those bidders/ vendors who commit themselves to such a pact with EdCIL would be considered competent to participate in the bidding process.

7.13. 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, should be written in the same language.

7.14. Applicable Law

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

7.15. Source Code

- I. The bidder should have all the necessary components and dependency of source code of the examination system in place so that any change required in any of the components of the software can be undertaken by their in-house technical team. Required skills should be made available to make necessary configuration changes. The major/minor configuration changes in software requested by EdCIL must be met immediately.
- II. Different versions of Software code should be managed appropriately in a standard version control system within the organization.
- III. Software code should have multiple backup systems in place so that anytime source code can be recovered in case of any disaster.
- IV. The bidder should own the test cases and regression testing code to produce, to prove that they have done necessary testing of the software to scale up to conduct large scale examinations. 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.
- V. The bidder should design a highly secure system and conduct security tests to verify that there are no vulnerabilities that can make the system susceptible to cyber-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.
- VI. The bidder should have in-house quality assurance group and a strong quality management system to do quality check of the software.
- VII. Proper security provision for source codes shall be maintained.

7.16. Technology vulnerability reduction

- I. The successful bidder shall ensure that the examination is conducted in the secured channel where no external network penetration is possible.
- II. The successful bidder shall accommodate inspection of EdCIL/end Client's representatives based on proof of identity provided, as and when required.
- III. Project execution life cycle: The proposed timelines
- IV. The bidder must use encryption for Question paper storage and transfer and ensure that there is error free/leakage free decryption of question paper(s) at candidate console /panel as per time given in the admit card.
- V. The system should support question randomization with option shuffling, ensuring that no two adjacent question papers are alike.
- VI. The final question paper would be password protected and time stamped by a responsible official of bidder and the bidder will never share the password with other than their authorised official.
- VII. The bidder should provide web application(dashboard) to monitor, from the command centre at EdCIL/end Client's Office (as per requirement), the pre-examination, during examination and post examination activities.
- VIII. The successful Bidder would be required to follow defined Software Change Management processes to manage changes in the software. Such a process would include Change Request Management, Impact Analysis, Change Approval, Change Implementation, Version Control, Version labelling, Testing, QA Certification and Deployment into production.
- IX. The successful Bidder must employ multiple backup systems, including offline backups to securely maintain the software and its corresponding source code.
- X. The successful Bidder would be required to have an in-house quality assurance and product testing team with robust quality management processes 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 successful test execution covering all test cases. Rigorous testing must be done for major as well as minor and patch releases.
- XI. 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.
- XII. The successful Bidder would be required to design a high-performance system and conduct performance tests to verify successful 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.
- XIII. The successful 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.

- XIV. Suitable emergency management plans towards any crisis situations, servers issues, nodes; candidate's data etc. should be maintained by the Bidder. The Bidder has to clearly indicate this plan in the technical proposal.
- XV. The successful Bidder should be able to support the entire solution where the exam would be conducted on 24 hours x 7 days basis with a maximum response time of 03 hours.
- XVI. 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 successful bidder.

7.17. Content Management and Results

- I. The bidder is required to submit content creation methodology, the process of identification of subject matter experts (SMEs), qualification and experience level of SMEs. The bidder has to submit the list of domains for which the content has been created by bidder. The responsibility with respect to the correctness of the setting up, moderation and translation of question paper (Multiple Choice & Subjective Type Questions) along with the MCQ options lies with the bidder. EdCIL reserves its right to provide content policy from time to time which will be binding on the successful bidder.
- II. Result Processing: The successful bidder shall ensure that the results are processed as per the marking criteria provided by EdCIL/end client and take utmost care to take the results error free. If Required, the successful bidder shall provide legally accepted statistical method for normalization of the scores of candidates wherever the examination is conducted in more than one shift.
- III. In case of any query/investigation, the successful bidder will provide all justifications supported by documentary evidences for content, preparation of results, free and fair conduct of examination on any other matter relating to any/entire examination process.

7.18. Penalty and Liquidated Damage

- I. In case of non-fulfillment of the successful bidder's specific obligation as under the contract, which non-fulfillment leads to data loss/ non-compliance of event-based log/ data saving. The successful bidder shall indemnify EdCIL to the extent of any loss suffered by EdCIL as a result of such data loss/ non-

compliance of event-based log/ data saving. However, the total liability of the successful bidder under this clause as well as under any other clause of the contract shall be limited to total amount payable for that particular exam by EdCIL to the successful bidder (under the terms of the contract), provided, however, that this limitation shall not apply to any liability for damages arising from willful misconduct or negligence.

- II. If the successful bidder fails or neglects any of the bid obligations under the contract, it shall be lawful for EdCIL to forfeit either whole or any part of performance security furnished by the bidder as penalty for such failure.
- III. If any examination has to be conducted either on the buffer date or any of the unused weekends due to any technical or non- technical problems from the successful bidder's side, then the successful bidder has to bear the cost of the conduct of the examination as quoted in the financial bid.
- IV. In case the successful bidder fails to fulfill the obligations as per the terms and conditions of the contract, the EdCIL may impose penalty to the extent of 100% of the total payment due for that Examination. In addition, the Performance Security may also be forfeited.
- V. In case of any deficiency of successful bidder by the Technical Administrators in conducting the Examination that would lead to unacceptable delay (beyond one hour) in completing the examination, the liability of the successful bidder shall be limited to twice of total payable by EdCIL to the successful bidder for that particular examination shift where the deficiency has been verified and confirmed by EdCIL. However, under no circumstances the penalty can exceed ten (10)% of the contract value for that examination.
- VI. If the successful bidder fails to deliver any or all of the Service(s)/ Systems or perform the Services within the time period(s) and in the manner specified in the Contract/Agreement, EdCIL shall, without prejudice to its other rights and remedies under and in accordance with the Contract/Agreement, deduct from the Contract price, as liquidated damages, a sum equivalent to 1% per week or part thereof of Contract Price subject to maximum deduction of 10% of the order value of the delayed Service(s) or unperformed Service(s).
- VII. In case the successful bidder fails to execute the contract for reasons solely attributable to the successful Bidder, EdCIL shall have the liberty to get it done through any other agency.
- VIII. If the delay adversely affects the conduct of examination the security deposit/ performance security will be forfeited and other legal action would be initiated as per terms and conditions of the contract.
- IX. Penalty @ Rs.50,000/- per question shall be levied for out of syllabus questions.
- X. Penalty @ 25% of the exam value shall be levied if the wrong question paper is uploaded. In addition, the successful bidder shall conduct the re-examination at their own cost.

- XI. In case of default noted which is deemed to be of more serious nature compromising on the integrity of the exam, EdCIL reserves the right to recover any cost of damage as is imposed on EdCIL and additionally also recover cost of loss of brand while reserving its right to claim any legal damage as deemed fit.
- XII. In case the examination is reconducted due to reasons attributable to the bidder, then the entire cost for re-conduct of the examination shall be borne by the bidder and no extra payment on this account will be made by EdCIL.
- XIII. The penalty shall be recovered alongwith GST as per prevailing Government of India guidelines.

7.19. Information security and data privacy

- I. The successful bidder will be responsible for providing secure systems. The successful bidder is expected to adhere to Information Security Management procedures as per acceptable standards with best practices.
- II. The successful bidder shall be responsible for guarding the Systems against virus, malware, spyware and spam infections using the latest Antivirus corporate/Enterprise edition suites which include anti-malware, anti- spyware and anti-spam solution for the entire system. The vendor shall have to maintain strict privacy and confidentiality of all the data it gets access to.

7.20. Audit by Third Party

- I. EdCIL at its discretion may appoint third party for auditing the activities of software development, onsite services and operations of entire services provided to the EdCIL. The Service Provider will provide full access and cooperation to enable this Audit by a third party. The scope of third-party audit and its requirements are mentioned below. The successful bidder shall work closely with auditor for smooth, transparent and timely conduct of the examination.
- II. Provide detailed understanding of the technical architecture, process followed in conduct of exam, data flow and data understanding to the auditor before the start of exam.
- III. Provide timely details of the exam coordinators (contact number, authorization, etc.) to auditors.
- IV. Provide electronic data at the end of every exam. All remaining data should be provided within 1 week after the close of the last shift of the exam. Please note that in case some of the data is not available, all efforts should be made to collect and share the data.

- V. The observations related to pre, during or post exam should be mitigated to the satisfaction of EdCIL.
- VI. The data should be made available to EdCIL in a secure manner. All processing of the data provided by the exam successful bidder would be performed by EdCIL at their premises.
- VII. All the data outlined in the section below should be captured electronically and to be extracted in presence of the auditors for the purpose of validation.

Following electronic data is to be provided by successful bidder:

- VIII. Raw dump of click-by-click activity log of candidate during the exam with timestamp. The dump should include all activities captured by the application, for example, exam start activity, questions explored, options selected, response submitted for questions, break time, resume of exam, visit to various question paper sections/questions, exam end time, incidents during exam, etc.
- IX. Final score computed for the candidates.
- X. Feedback received from candidates.
- XI. Log of system or any other technical/non-technical incident that occurred during exam including historical incidents.
- XII. Log of any issues with the Firewall or exam software
- XIII. Log of exam data received at a central server with timestamp.
- XIV. Provide any other data as per the requirement of EdCIL connected with the particular exam.

7.21. Taxes

Selected Bidder should be entirely responsible for all taxes, duties, road permits, etc., incurred until delivery of the contracted Goods/Services. EdCIL shall only make payment towards the GST Charged in the invoice other than that no other taxes/ duties/ Charges will be paid.

7.22. Termination for Default

The EdCIL should, without prejudice to any other remedy for breach of contract, by **providing 60 days** written notice of default sent to the Supplier, terminate the Contract in whole or part:

- I. If the Supplier fails to complete the work within the period(s) specified in the order, or within any extension thereof granted by the EdCIL; or
- II. If the Supplier fails to perform any other obligation(s) under the Contract.

- III. If the Supplier, in the judgment of the EdCIL has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
- IV. For the purpose of this Clause:
- **“Corrupt practice”** means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution.
 - **“Fraudulent practice”** means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Borrower, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Borrower of the benefits of free and open competition;
 - In the event the EdCIL terminates the Contract in whole or in part, the EdCIL should procure, upon such terms and in such manner, as it deems appropriate, Goods or Services similar to those undelivered, and the Supplier should be liable to the EdCIL for any total risk & costs for such similar Goods or Services. However, the Supplier should continue the performance of the Contract to the extent not terminated.
- V. In case supplier fails to submit PBG within stipulated time, EdCIL reserves the right to terminate the contract without any further notice.

7.23. Tender Conditions with Implementation of Insolvency and Bankruptcy Code, 2016 (IBC)

- a) It will be the responsibility of the bidder 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 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 finalise 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 the bidder in the Format (as per ANNEXURE-XIII) along with techno commercial bid.

7.24. Guide lines 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) is initiated against a contractor and EdCIL shall have the right to short close the contract.

7.25. Compliance certificate

This certificate must be provided on their letter head indicating conformity to the technical specifications.

7.26. 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 the eligibility criteria, are no longer met by the Bidder whose offer has been determined as first rank.

7.27. User List

Brochure detailing technical specifications and performance, list of industrial and educational establishments where the items have been supplied must be provided.

7.28. Acknowledgement

It is hereby acknowledged that we have gone through all the conditions mentioned above and we agree to abide by them.

7.29. Price Information

Price information shall not be there in Technical Bid.

7.30. Rates in Figures and Words

Rates Quoted by the Bidder in tender in figures and words shall be accurately filled in so that there is no discrepancy in the rates written in figures and words. However, if a discrepancy is found, the rates which correspond with the amount worked out by the contractor shall unless otherwise proved be taken as correct. If the amount of an item is not worked out by the contractor or it does not correspond with the rates written either in figures or in words then the rates quoted by the contractor in words shall be taken as correct. Where the rates quoted by the bidder in figures and in words tally but the amount is not worked out correctly, the rates quoted by the Bidder will unless otherwise proved be taken as correct and not the amount. In event no rate has been quoted for any item(s), leaving space both in figure(s), word(s) and amount blank, it will be presumed that the Bidder has included the cost of this/these item(s) in other items and rate for such item(s) will be considered as zero and work will be required to be executed accordingly.

In the case of any tender where unit rate appear unrealistic, such tender will be considered as unbalanced and in case the tender is unable to provide satisfactory explanation such a tender is liable to be disqualified and rejected.

7.31. Fall Clause

The Bidder undertakes that the rates quoted by him in the financial bid for each item is not higher than the rate offered by him for similar work to any other PSU/ AB/ Govt. Department. In case, if the price charged by bidder is more, EdCIL will have the right to recover the excess charged amount from the subsequent/unpaid bill of the supplier, provided all condition of the work including time, scope, logistics, specifications and country are same.

Technical Compliance Sheet

I have also enclosed all relevant documents in support of my claims, (as above) in the following pages.

Signature of Bidder Name: _____

Designation: _____

Organization Name: _____

Contact No.: _____

Seal of the Company: _____

<< Organization Letter Head >>
DECLARATION SHEET

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

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

We, further specifically certify that our organization has not been Black Listed/ De Listed or put to any Holiday by any Institutional Agency/ Govt. Department/ Public Sector Undertaking as on bid submission date.	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 EMD) 8. UTR No. (For EMD)	
9. Kindly provide bank details of the bidder in the following format: a) Name of the Bank	
b) Account Number	
c) Kindly attach scanned copy of one Cheque book page to enable us to return the EMD to unsuccessful bidder	

(Signature of the Tenderer)

Name: _____

Seal of the Company



ANNEXURE III

Letter of undertaking
(ON THE LETTER HEAD OF THE BIDDER)

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

Sir,

SUBJECT- “Empanelment of Agencies for Conducting AI-enabled Remote Proctoring Online Examination For Various Clients of EdCIL”.

This bears reference to EdCIL Bid No. **EdCIL/DES/RFP/AI-Proc/2025-26/001** 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 the Financial 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,

Name of the Bidder _____

Authorized Signatory _____

Seal of the Organization _____

Date:

Place:

UNDERTAKING OF NON BLACKLISTING

This is to confirm that we M/s _____ (give full address) or any of our affiliated companies or subsidiaries have not been declared neither **failed to perform on any Agreement, nor have been expelled from any project or Agreement nor any Agreement terminated** for breach by the us (Agency) in any of the government department and public sector undertaking /enterprise or by any other Government Client in India, in last five year before release of advertisement.

If the above information found false at any stage after the placement of Work Order / Agreement, EdCIL (India) Limited (EdCIL), 18-A, Sector 16-A, Noida will have full right to cancel the Contact and forfeit the Performance Guarantee. All the direct and indirect cost related to the cancellation of the order will be borne by us besides any legal action by EdCIL which shall be deemed fit at that point of time.

Authorized Signatory

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

Financial Statement

Sl. No.	Financial Year	Annual Turnover	Net Worth	Profitability
1.	2022-23			
2.	2023-24			
3.	2024-25			
Total				
Average of FY 2022-23, 2023-24 and 2024-25				

Note: Certificate from Statutory Auditor/ Chartered Accountant certifying balance sheet only for all three FY years to be attached.

Signature with Seal of the Chartered Accountant

Signature with Seal of the Bidder

ANNEXURE-VI

List of Orders

Completed for Govt. Bodies/Autonomous Institutes/PSUs in India

Bid No.:

Date:

Name of the Company:

S.No	Name of Client	Name of the Project and brief description	Value (Excl. Tax)	Date of award	Date of Completion	Work order as per the required scope	Page number where number of Total Candidates & Shifts is mentioned	Name of Contact Person and other details
1.								
2.								
3.								
4.								

Signature of Bidder

(Signature with seal)

Name: _____

Designation: _____

Organization Name: _____

Contact No. : _____

ANNEXURE-VII

Power of Attorney

Know all men by these presents, we..... (name of company 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>.....project, proposed to be developed by the (the “client”) 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, signing and execution of all contracts and undertakings consequent to acceptance of our proposal and generally dealing with the client 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.

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 OF 2024.

For (Name and registered address of client)

(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, laid 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 submit 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.
3. For a Power of Attorney executed and issued overseas, the document will also have to be legalized by the Indian Embassy and notarized in the jurisdiction where the Power and Attorney is being issued. However, the Power of Attorney provided by the applicants from countries that have signed The Hague Legislation Convention, 1961 are not required to be legalized by the Indian Embassy it carries a conforming Apostille certificate.

LETTER OF BID SUBMISSION

To

Chief General Manager (DES),

EdCIL (India) Limited,

EdCIL House, 18A, Sector- 16A,

NOIDA- 201 301 (U.P)

SUBJECT: “Empanelment of Agencies for Conducting AI-enabled Remote Proctoring Online Examination For Various Clients of EdCIL”

-Submission of Bid -

Sir,

Having examined the details given in 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/alterd any word/sentence or any figure in number/s or words appearing the original tender document uploaded by EdCIL on the designated web page for e-tendering. In case, if a fraudulent activity is found at any stage between tender submission to final closure of the tender/contract, our candidature/bid/contract shall be immediately cancelled and EMD/Performance security/ security deposit 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 the 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, companies and corporation 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. (NIL)/- towards Bid document cost.: If applicable

Enclosures:

Date of Submission :

Bank Guarantee towards Bid Security (EMD)

Bank Guarantee No. _____

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

Whereas (here in after called "the Bidder") has submitted its Bid dated(Date) in response to the RFP No:..... for “Empanelment of Agencies for Conducting AI-enabled Remote Proctoring Online Examination For Various Clients of EdCIL”. (here in after called "the Bid")

KNOW ALL MEN by these presents that We having our registered office at..... (hereinafter called the "Bank") are bound onto EdCIL India Limited, Noida (hereinafter called "EdCIL") in the sum of for which payment well and truly to be made to the said EdCIL itself, its successors and assignees by these presents.

The conditions of these obligations are:

1. If the Bidder withdraws its Bid during the period of Bid validity or
2. If the Bidder, having been notified of the acceptance of its Bid by EdCIL during the period of Bid validity:
 1. Fails or refuses to execute the Agreement form if required; or
 2. Fails or refuses to furnish the performance security, in accordance with the Bid requirement

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

This guarantee will remain in force up to (Date) and any demand in respect thereof should reach the Bank not later than the above date.

Dated: the Day of for

(indicate the name of bank)

Signature of Banks Authorized official

Witness (Name) _____

Designation with Code No. -----

1. Full Address-----

2.

Performance Bank Guarantee format

Name of the Bank: _____

To

Chief General Manager (DES)

EdCIL (India) Limited

EdCIL House, 18 A, Sector-16 A

NOIDA – 201301 (U.P.)

PERFORMANCE BANK GUARANTEE FORMAT

In consideration of the Chief General Manager EdCIL acting through _____ (Designation & address of Contract Signing Authority), (hereinafter called “The EdCIL (India) Ltd”) having agreed under the terms and conditions of agreement/ Contract Acceptance letter No. _____

Dt : _____ Made between _____ (Designation & address of contract signing Authority) and _____ (here in after called “the said Agency” for the work _____ (here in after called “the said agreement”) having agreed for submission of a irrevocable Bank Guarantee Bond for ₹ _____ (₹ _____ only) as a performance security Guarantee from the Agency for compliance of his obligations in accordance with the terms & conditions in the said agreement.

1. We _____ (Indicate the name of the Bank) hereinafter referred to as the Bank, undertake to pay to the EdCIL (India) Ltd an amount not exceeding ₹ _____ (₹ _____ only) on demand by the EdCIL (India) Ltd.
2. We _____ (Indicate the name of the bank, further agree that (and promise) to pay the amounts due and payable under this guarantee without any demur merely on a demand from the EdCIL (India) Ltd through the CGM(DES), EdCIL (India) Ltd, Noida or _____ (Designation & Address of contract signing authority), stating that the amount claimed is due by way of loss or damage caused to or would be caused or suffered by the EdCIL (India) Ltd by reason of any breach by the said Agency of any of the terms of conditions contained in the said agreement or by reason of the Agency failure to

perform the said agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding ₹ _____ (₹ _____ Only).

3. (A) We _____ (indicate the name of Bank) further undertake to pay to the EdCIL (India) Ltd any money so demanded notwithstanding any dispute or dispute raised by the Agency in any suite or proceeding pending before any court or Tribunal relating to liability under this present being absolute and unequivocal.

(B) The payment so made by us under this Performance Guarantee shall be a valid discharge of our liability for payment there under and the Agency shall have no claim against us for making such payment.

4. We _____ (Indicate the name of bank) to further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of the EdCIL (India) Ltd under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged by _____

(Designation & Address of contract signing authority) on behalf of the EdCIL (India) Ltd, certify that the terms and conditions of the said agreement have been fully and properly carried out by the said Agency and accordingly discharges this guarantee.

5 (a) Not withstanding anything to the contrary contained herein the liability of the bank under this guarantee will remain in force and effect until such time as this guarantee is discharged in writing by the EdCIL (India) Ltd or until (date of validity/ extended validity) whichever is earlier and no claim shall be valid under this guarantee unless notice in writing thereof is given by the EdCIL (India) Ltd within validity/ extended period of validity of guarantee from the date aforesaid.

(b) Provided always that we _____ (indicate the name of the Bank) unconditionally undertakes to renew this guarantee or to extend the period of guarantee form year to year before the expiry of the period or the extended period of the guarantee, as the case shall be on being called upon to do so by the EdCIL (India) Ltd. If the guarantee is not renewed or the period extended on demand, we _____ (indicate the name of the Bank) shall pay the EdCIL (India) Ltd the full amount of guarantee on demand and without demur.

6. We _____ (indicate the name of Bank) further agree with the EdCIL (India) Ltd that the EdCIL (India) Ltd shall have the fullest liberty without our consent and without effecting in any manner out of obligations hereunder to vary any of the terms and conditions of the said contract from time to time or to postpone for any time or from time to time any to the powers exercisable by the EdCIL (India) Ltd against the said Agency and to forbear or enforce any of the terms and conditions of the said agreement and we shall

not be relieved from our liability by reason of any such variation, or extension being granted to the said Agency for any bearance act or omission on the part of the EdCIL (India) Ltd or any indulgence by the EdCIL (India) Ltd to the said Agency for by any such matter or thing whatsoever under the law relating to sureties for the said reservation would relive us from the liability.

7. This guarantee will not be discharged by any change in the constitution of the Bank or the Agency.
8. We, _____ (indicate the name of the Bank) lastly undertake not to revoke this guarantee except with the previous consent of the EdCIL (India) Ltd in writing.
9. This guarantee shall be valid up to (Date of Completion plus 90 Days). Unless extended on demand by EdCIL (India) Ltd. Notwithstanding anything to the contrary contained hereinbefore, our liability under this guarantee is restricted to Rs..... (Rs.....only) unless a demand under this guarantee is made on us in writing on or before..... we shall be discharged from our liabilities under this guarantee thereafter.

Dated:	The	Day of	For
		(indicate the name of bank)	
		Signature of Banks Authorized official	
Witness		(Name)_____	
		Designation with Code No. -----	
1		Full Address-----	
2.			

LIST OF AUTHORISED BANKS FOR BG

Any Guarantee issued by PSU Bank (or) Private Bank operating in India must be operational and invocable in Noida only. For Guarantee to be operational in Noida the issuing bank must designate a specified Bank Branch in Noida.

Following banks are permissible for accepting Bank Guarantees:

I- SCHEDULED PUBLIC SECTOR BANKS

S.No.	Name of the Bank
1	Bank of Baroda
2	Bank of India
3	Bank of Maharashtra
4	Canara Bank
5	Central Bank of India
6	Indian Bank
7	Indian Overseas Bank
8	Punjab & Sind Bank
9	Punjab National Bank
10	State Bank of India
11	UCO Bank
12	Union Bank of India

II- SCHEDULED PRIVATE SECTOR BANKS

S.No.	Name of the Bank
1	HDFC Bank Ltd
2	ICICI Bank Ltd
3	Axis Bank Ltd
4	Kotak Mahindra Bank Ltd
5	Indusland Bank Ltd

Pre-Bid Query Format

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

RFP Description				
RFP No.				
Organization				
Address				
Contact Person				
Contact No.				
Mail Id				
S.No.	Section No.	Page No.	Clause as per RFP	Clarification Sought

PERFORMA FOR INSOLVENCY AND BANKRUPTCY

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

Tender 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, and forfeit the EMD, if the bid has resulted in a contract, the contract will be liable for termination without prejudice to any other right or remedy (including holiday listing) available to EdCIL (India) Ltd.

Place: _____

Date: _____

Signature of Bidder: _____

Name of Signatory: _____

AGREEMENT

THIS AGREEMENT made on the day of 2026 between EdCIL (Hereinafter called "the Purchaser") of the one part and (Name & registered office address along with CIN no. of Successful bidder) (Hereinafter called "the Successful bidder") of the other part: "EdCIL" and "the Successful bidder" collectively referred to as "Parties" and individually as "Party".

PREAMBLE

1. WHEREAS EdCIL is a Central Public Sector Enterprise (CPSE) under the Ministry of Education (MoE), Government of India, offering consultancy and Project Management services in all areas of education and human resource development within India and Overseas.
2. AND WHEREAS vide Tender Ref. No. EdCIL/DES/RFP/AI-Proc/2025-26/001 (hereinafter collectively "the Tender") EdCIL invited bids from eligible agencies for Empanelment of Agencies for Conducting AI-enabled Remote Proctoring Online Examination For Various Clients of EdCIL

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall be deemed to form and be read and constructed as part of this Agreement, viz.,
 - [a] The Financial Bid submitted by the Bidder;
 - [b] The Scope of work defined ;
 - [c] The Terms & Conditions of the tender document
 - [d] The EdCIL's Notification of Letter of Award/ Work Order
3. In consideration of the payments to be made by the EdCIL to the Successful bidder as hereinafter mentioned, the Successful bidder hereby covenants with the EdCIL to provide the goods and services and to remedy defects herein in conformity in all respects with the provisions of the Contract.
4. The EdCIL hereby covenants to pay the Successful bidder in consideration of the provision of the goods and services and the remedying of defects therein, the Contract prices or such other sum as shall become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

IN WITNESS where of the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, Sealed and Delivered by the
said (For the EdCIL)

in the presence of

Signed, Sealed and Delivered by the
said (For the Successful bidder)

in the presence of

RFP FOR EMPANELMENT

OF

Agencies for Conducting AI-enabled Remote Proctoring
Online Examination

For

Various Clients of EdCIL

TENDER NO.: EdCIL/DES/RFP/AI-Proc/2025-26/001

Dated: 17.02.2026

Part 2: Financial Bid



Education • Innovation • Transformation

EdCIL (India) Limited

A Govt. of India Category-I Mini Ratna CPSE

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

Noida-201301 (U.P.) India

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

Reg. Office: Amba Deep Building, 7th Floor,

14 KG, Marg, New Delhi-110001

CIN No. U74899DL1981GOI011882

Instructions to Bidders

1. Financial Bid shall be submitted with full price details.

Financial Bid shall contain only the prices duly filled in as per the format given in Schedule of Rates provided in the tender document. Price bid should not have any Commercial and/or Technical stipulation in addition to, what is already given in Part I – Technical bid.

Financial Bid Standard Form-1 shall be used for the preparation of the price quote according to the instructions provided.

2. The bid shall be evaluated on the total Price of table A only, as shown in financial bid.
3. The prices quoted by the bidder shall be fixed for the quantity mentioned for the duration of the contract.
4. The changes displayed in the corrigendum/addendum to the bid documents, particularly with the financial bid should be attached with the **Financial Bid Submission Form**, in the same packet, duly signed and stamped by the authorized signatory of the Bidder company.
5. The financial bid form-1 along with financial bid submission form should be filled in all respect and uploaded in **.PDF** format (only) duly signed and sealed by the authorized representative. In case, the financial bid documents are not complete in all respect the same should be treated as incomplete at financial bid stage and shall be considered non-responsive.

Financial bid submission form

To,

Chief General Manager (DES)

EdCIL (India) Limited

EdCIL House, 18 A, Sector-16 A

NOIDA – 201301 (U.P.)

Dated: ___/___/2026

Dear Sir,

We, the undersigned, offer to provide “Empanelment of Agencies for Conducting AI-enabled Remote Proctoring Online Examination For Various Clients of EdCIL” in accordance with your request for proposal dated ___/___/2026.

Our attached Financial Bid for “Empanelment of Agencies for Conducting AI-enabled Remote Proctoring Online Examination For Various Clients of EdCIL” is for the amount of _____ *[Indicate the corresponding to the amount(s), currency (ies) {Insert amount(s) in words and figures}]*.

Please note that all amounts shall be the same as in Form-1. Our Financial Bid shall be binding upon by us subject to the modifications resulting from Contract negotiations, if any, up to expiration of the validity period of the Proposal.

Yours sincerely,

Authorized Signature {In full and initials}:

Name and Title of Signatory:

In the capacity of:

Address:

E-mail

FORM: 1

Subject: Empanelment of Agencies for Conducting AI-enabled Remote Proctoring Online Examination For Various Clients of EdCIL

Name of the Owner Individual/ Company:

FINANCIAL TABLE

Table-A: Cost per candidate per session for Conducting AI-enabled Remote Proctoring Online Examination

Sr. No.	Item	Rates in Indian Rupees per candidate per session			
		Cost (in Rs.)	GST%	GST (in Rs.)	Total Cost (in Rs.)
A	Pre-Examination activities:				
A (i)	Development of application registration portal, Payment Gateway Integration etc.				
A (ii)	Finalisation of candidate data, exam scheduling, Generation of roll number, designing & publish of e-Admit card, SMS alerts and e-mail service, Helpdesk etc.				
B	Examination activities:				
	Conduct of AI-enabled Remote Proctoring(Human 1:20 & Machine) Online Examination, including candidate registration, photograph capture & authorisation, Candidate Orientation etc.				
C	Post Examination activities:				
	(Objection management, processing & preparation of results & issuance of Score card, application PDF, post exam data archiving, MIS & reports etc.)				
Total in Rs.(A+B+C)					
Total(A+B+C) in words					

Table-B: Cost per candidate per session for Conducting AI-enabled Remote Proctoring Online Examination without human proctoring

(This item shall not be considered for the purpose of financial-bid evaluation)

Sr. No.	Item	Rates in Indian Rupees per candidate per session			
		Cost (in Rs.)	GST%	GST (in Rs.)	Total Cost (in Rs.)
A	Examination activities:				
	Conduct of AI-enabled Remote Proctoring(Machine) Online Examination, including candidate registration, photograph capture & authorisation, Candidate Orientation etc..				
	Total (in Rs.)				
	Total (in words)				

Table C: Digital Evaluation of the Subjective/Descriptive Exam Answer Sheets/Copies

(This item shall not be considered for the purpose of financial-bid evaluation)

Sr. No.	Item	Rates in Indian Rupees per Answer Sheet/Copy			
		Cost (in Rs.)	GST%	GST (in Rs.)	Total Cost (in Rs.)
1	Digital Evaluation of the subjective/descriptive test/exam answer sheets/copies.				
	Total (in Rs.)				
	Total (in words)				

Table-D: Setting up, Moderation & Translation of Question Paper

(This item shall not be considered for the purpose of financial-bid evaluation)

Sr. No.	Item	Rates in Indian Rupees per Question Paper			
		Cost (in Rs.)	GST%	GST (in Rs.)	Total Cost (in Rs.)
1	Setting up, Moderation & Translation of Question Paper (English & Hindi or one regional language) for CBTs conducted in MCQ, Descriptive & Skill Test mode.				
Total (in Rs.)					
Total (in words)					

Note: _____

- (i) **For the financial evaluation purpose, rates quoted at total of “Table A” alone will be considered for tender evaluation purpose.**
- (ii) The above prices shall be inclusive of all taxes.
- (iii) Applicable deduction on payment will be made for TDS/GST.
- (iv) Validity of Offer: The offer should remain valid for at least 180 days to be reckoned after the date of bid opening.
- (v) The costs quoted above shall be inclusive of costs pertaining to travel/stay and any other allowance/incidentals payable to the staff deployed by the bidder for the assignment.
- (vi) The bidders are advised to take utmost care while filling the financial bid. In case of any discrepancy in the amount quoted in figure and in words, the amount quoted in words shall be taken as final.

Place:

Date:

Signature and Stamp of the Bidder

Name:

Designation: