

**Tender For
Selection of Agency for Design, Development &
Implementation of a Mobile Application with Web-based
Dashboard for Observer Management**



NIT No. EdCIL/OTAS/OTMA-11/2025

Dated: 14/11/2025

EdCIL (India) Limited

(A Category-I "Mini Ratna" CPSE under the Ministry of Education, Government of India)

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1. **NOTICE INVITING TENDER**

NIT No.: EdCIL/OTAS/OTMA-11/2025

Dated: 14/11/2025

Online bids are invited on single stage two-bid system for **“Selection of Agency for Design, Development & Implementation of a Mobile Application with Web-based Dashboard for Observer Management”**. Manual bids shall not be accepted.

The tender document shall be downloaded from the electronic tender portal link available at www.tenderwizard.com/EdCIL or EdCIL’s website or Central Public Procurement Portal (CPPP). Aspiring bidders who have not yet registered in the online portal should get registered/enrolled before participating. Interested bidders are advised to go through the instructions provided in “Instructions to Bidders for e-tendering.”

Tenderer who have downloaded the tender from the EdCIL website <http://www.edcilindia.co.in/Etenders> or Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in/eprocure/app> shall not tamper/modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tempered/ modified in any manner, the tender will be completely rejected, EMD would be forfeited, and the tenderer is liable to be banned from doing business with EdCIL.

No manual bids shall be accepted. Technical & Financial Bids should be submitted in the online portal.

2. **Disclaimer**

The information contained in this Tender 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 tender document and such other terms and conditions subject to which such information is provided. This tender is not an agreement and is neither an offer nor invitation by EdCIL to the prospective Bidders or any other person. The purpose of this tender is to provide interested parties with information that may be useful to them in making their financial offers subsequent to this tender. This tender includes statements that 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 tender may not be appropriate for all persons, and it is not possible for EdCIL, its employees, or advisors to consider the investment objectives, financial situation, and particular needs of each party who reads or uses this tender. 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 tender and obtain independent advice from appropriate sources. Information provided in this tender to the Bidder(s) is on a wide range of matters, some of which may depend upon the interpretation of the 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. 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 tender or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the tender and any assessment, assumption, statement or information

contained therein or deemed to form part of this tender or arising in any way for participation in this tender.

EdCIL also accepts no liability of any nature, whether resulting from negligence or otherwise, caused arising from reliance of any Bidder upon the statements contained in this tender. 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 tender. The issue of this tender 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.

3. Introduction

EdCIL (India) Limited, is a “Mini Ratna Category-1” Central Public Sector Enterprise under the administrative control of the Ministry of Education, Government of India. The Company offers Project Management and Consultancy Services in the entire education and human resource development value chain within India and overseas.

Clients of EdCIL include most State and Central Govt. Departments including MOE, PSUs, and Autonomous bodies, including IITs, IIMs, IIITs, Navodaya Vidyalaya Samithi, Indian Army, Central Reserve Police Force, etc.

4. Vision

To be the most trusted project management and consultancy organization offering educational and human resource consultancy services.

5. Service Spectrum

EdCIL undertakes end-to-end projects on a turnkey basis from concept to commissioning and ensures effective management of activities from identification of objectives through continuous monitoring leading to optimal fulfillment of targets within the stipulated time frame.

The verticals have leveraged expertise gained over three decades, strong alliances, and the commitment of dedicated teams to ensure a strong national and global presence for the Company. These have strengthened our core competency in all areas of Education and human resource development. EdCIL presently has strong verticals in the following areas:

a. Online Testing and Assessment Services (OTAS): Based on two decades of expertise in handling offline recruitment tests, the company switched over to offer online recruitment solutions in 2015 to bring in higher transparency and efficiency.

This is the biggest vertical of EdCIL, which has received an overwhelming market response. The clients include Central and State Govts, PSUs and Autonomous bodies, etc. The vertical organizes online recruitment tests across multiple segments of recruitment covering varied sectors of the economy. The company presently also executes an online test project for a client in an overseas location.

Being a PSU targeted towards meeting educational needs, the company focuses on organizing online

examinations for the recruitment of teachers & principals as a specialized service. The Company also has the aspiration to address online admissions/assessment requirements of different educational institutions, Central/State PSUs, Autonomous Bodies, and Government Departments including Defense and Paramilitary Forces.

b. Educational Infrastructure Services (EIS): The following key services are provided by the vertical covering educational infrastructure management (turnkey execution and project management consultancy) services.

- i. Concept Design
- ii. Detailed Drawings
- iii. Detailed Project estimate with Bill of Material
- iv. Construction Schedule /Procurement Plan
- v. Tender documents
- vi. Tender Process Management
- vii. Project construction monitoring
- viii. Incident monitoring
- ix. Modifications in schedule
- x. Quality Assurance and Control
- xi. Billing and Payments
- xii. Getting Completion / Occupancy Certificates from Statutory Authorities
- xiii. Final Project Completion Report with Expense Analysis

c. Educational Procurement Services (Lab Equipment, IT products, Furniture etc.) Leveraging three decades of experience in the domestic and overseas sector, the following key services are provided by the vertical as part of the Procurement Services focusing on maximizing total cost of ownership (TCO) in the educational and human resource development space:

- i. Educational Product research
- ii. Vendor empanelment
- iii. Demand Aggregation
- iv. Development of Sourcing Strategy
- v. E-Tendering
- vi. Bid Analysis
- vii. Finalization of contract
- viii. Order Placement
- ix. Monitoring receipt of shipment including Quality check at client site
- x. Vendor payment management
- xi. Monitoring AMC/Warranty
- xii. Monitoring client feedback.

d. Digital Education Services (DES): 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 focuses on all emerging areas of IT/ICT applications in the sector. The following key services are provided by vertical as part of the Digital Education Services

- i. Wi-Fi and Network Solutions
- ii. ERP implementation
- iii. Digitization of Records
- iv. E-content preparation

- v. Virtual Classrooms
- vi. Smart Campuses
- vii. Online Admission System
- viii. Computer labs

e. **Advisory Services:** The following key services are offered by the Advisory vertical in the Education (School Chains and Higher education) and HR advisory space:

- i. Preparation of Detailed Project Reports (DPRs) (Greenfield and Brown field)
- ii. Organization Restructuring (Sectoral/institutional)
- iii. Improving Operational Efficiency
- iv. Digitization Planning
- v. Designing of Training
- vi. Impact Assessment (ICT/other schemes)
- vii. Designing new education schemes
- viii. Education content Design

f. **Overseas Education Services (OES):** Based on strong MEA/MOE endorsement within India, client confidence, and alliances gained globally over three decades, the vertical execute sponsored and aggregated inbound overseas student admissions and faculty hiring and also effectively meets the individual needs of inbound students willing to study in India.

The vertical focuses on high potential target markets covering mostly SAARC, Middle East, and African nations.

The following services are specifically offered:

- i. Implementation of 'Study in India' scheme of MOE
- ii. Placement of Overseas Students in select Indian Institutes (sponsored schemes as well as SFS segments)
- iii. Placement of Indian faculty in overseas institutes
- iv. Student/faculty exchanges
- v. All other Project management and consulting services extended in the domestic sector

g. **TSG (Technical Support Group):** This is EdCIL's project management and logistical support vertical (also known as Technical Support Group –TSG) to extend operational support to MOE in implementing several Mega Pan-India projects. The services include:

- i. Logistical support to various large MOE schemes (e.g. Samagra Shiksha, MDM, MERITE, PMMMNTT)
- ii. Outsourcing of Consultants/Support Staffs etc.
- iii. Event Management Support
- iv. Procurement Services

6. Aims & Objectives of the Tender:

EdCIL, on behalf of its clients, conducts various examinations (Recruitment or Academic Entrance Examinations) through “Computer Based Test (CBT)” in India and abroad. Traditionally, Exam Conducting Agencies (ECAs) are engaged to manage end-to-end operations, including software, manpower, and exam centre infrastructure.

With the increasing scale and complexity of examinations in India, maintaining integrity, transparency, and governance has become a critical priority. While technology-driven solutions have enhanced exam delivery, the monitoring of examination centres through human observers continues to play a vital role in ensuring fairness and adherence to protocols.

To strengthen observer-based monitoring and streamline related processes, EdCIL (India) Limited intends to engage a capable and experienced service provider for the **development and deployment of an Observer Management Mobile Application & Web-based Dashboard**.

The solution will establish a structured and transparent mechanism for managing the entire lifecycle of Examination Observers, including:

- Registration and verification of observers.
- Duty allocation and attendance marking.
- Centre readiness checks and reporting.
- Real-time exam-day monitoring and incident escalation.
- A web-based dashboard for centralized visibility of observer activities, attendance compliance, reporting, and escalation logs.

This initiative aims to ensure that observer operations are standardized, transparent, and efficient, thereby contributing significantly to the integrity and governance of large-scale examinations.

7. NIT No. EdCIL/OTAS/OTMA-11/2025 dated 14/11/2025:

S. No	Particulars	Details
1.	Tender Document issued by	EdCIL (India) Limited, Noida
2.	Authorized Officer for Clarifications	General Manager (OTAS), EdCIL
3.	Availability of e-Tender Document	Tender document will be available on websites from 14/11/2025 to 05/12/2025 Tender document may be downloaded from EdCIL website http://www.edcilindia.co.in/Etenders , CPPP site https://eprocure.gov.in/eprocure/app and Tender Wizard.
4.	Earnest Money Deposit (EMD)	Rs. 2,95,000/- (Rupees Two Lakh Ninety Five Thousand only) – To be submitted in the form of Bank Guarantee /Demand Draft in favor of EdCIL (India) Limited payable at Noida. The bids without EMD shall be summarily rejected.
5.	Last date of submission of original EMD	05/12/2025 up to 01:00 PM at EdCIL Office, Noida.
6.	Bid Validity period	120 days from the date of opening of the technical bid.
7.	Submission of Pre-Bid queries through e-mail only	Pre-bid queries should be sent to ugaikwad@edcil.co.in by 1:00PM on 20/11/2025 . The pre-bid queries received beyond the stipulated date & time shall not be entertained.
8.	Pre-Bid meeting for queries, if any	20/11/2025 @ 3:00PM at EdCIL Office, Noida
9.	(a) Last date for submission of Bid	05/12/2025 up to 01:00 PM
	(b) Opening of Technical bid	05/12/2025 at 02.00 PM at EdCIL Office, Noida
	(c) Presentation & Demonstration	To be communicated later.
10.	Performance Bank Guarantee (PBG)	(a) 5% of project value. (b) The Performance Guarantee shall be kept valid up to a period of 90 days beyond the completion of the contract period. (c) PBG to be made in favor of EdCIL (India) Limited
11.	Contract Duration	01 year from the date of Go-Live

8. Scope of Work

The selected bidder shall be responsible for **Design, Development & Implementation of a Mobile Application with Web-based Dashboard for Observer Management.**

The detailed scope of work is as follows:

8.1 Objective

To provide a centralized digital solution to:

- Capture center readiness and exam-day observations with time-stamped GPS data.
- Real-Time Center Readiness Monitoring
- Comprehensive Exam Day Reporting
- Enable real-time reporting, alerts, and escalations.
- Digitize observer onboarding, allocation, and monitoring workflows.
- Ensure exam compliance through data-backed documentation and audit trails.

8.2 Key Stakeholders

- EdCIL (Client/Leadership)
- OTAS (Observer & Test Administration System)
- Observers (Registered Users)
- TCA (Test Centre Agency)
- Mobile App Development Team
- Vendor Users (e.g., Security, Venue, Logistics)
- District/Zonal/Project Managers

8.3 Mobile Application Features

The mobile application must include the following:

- Observer Registration & Duty Management
- Exam Centre Allocation
- Mock Day Audit & Exam Day Monitoring
- Incident & UFM Reporting
- Live Alerts / SOS Trigger
- Real time video call/conference that uses IVS stages at the backend
- Exam Manpower Verification
- Compliance Documents Uploads
- Training and Guidelines Access
- Observer Remuneration Management
- Observer & Exam Center Rating & Feedback
- Secure Uploads & Verification

Login Mechanism

- Username / Password / OTP-based Authentication
- Role-Based Access for different stakeholders

Role-Specific Features

- Dashboards, status tracking, and real-time monitoring
- Ability to download reports and duty data

Key Features

- Cloud-based
- Real-time Data Sync across platforms
- GPS Integration for location tracking and verification
- Camera access to Upload Selfies and track people
- Option to upload images and Files

8.4 OTAS Web Dashboard Functional Scope

A centralized web portal (Admin Panel) shall be developed to manage all backend functions.

8.4.1 Observer Management

Observer's Lifecycle management from registration to blacklisting, including KYC, duty logs, and profile status:

- Add New Observer
- Send Duty Notifications
- Assign Duty
- Assign Exam Centre
- Share Details / Doc / Information
- Exam Manpower Verification Permission
- Send Notifications
- Centre - Block / Blacklist Observer
- System will generate alerts on the basis of:
 - City Of Examination
 - Number of Observers Required
 - No Of shifts and Exam Days
- After Generation of Notification:
 - Observers will accept the Duty
 - Enter the Pass code – to ensure interest
 - On the basis of Acceptance, the observer will be allocated centre.
- Admin will allocate the exam Centre Observer:
 - Admin can assign/change the exam centre allocated to the observer
 - Once the Observes are tag they can start accessing the key exam information.
- Duty Allocation Duty Pass Generation:
 - Once the Observer is approved
 - Auto-generation of Duty Pass in PDF Format containing:
 - ❖ Observer Details
 - ❖ Exam Date & Reporting Time
 - ❖ Exam Centre Name & Address
 - ❖ Duties & Responsibilities
 - Download option available in Mobile App.

- Observer acknowledgment /acceptance of Duty Pass through App.
- Notifications in case the Observer miss the alerts
- Attendance Marking:
Attendance marked through
 - Live Selfie Upload
 - GPS Location Capture
 - Timestamp
- Observer Tracker:
 - To ensure observer is active we will track his activity status like :
 - Steps moved every hour
 - Selfie upload every hour to ensure observer is available in the exam center
- Reporting of Mock Day/ Exam Day:
 - Manpower Verification through Facial Recognition.
 - Audit of the center through capturing photographs
 - Center Observation Reports/ Candidate attendance or any other documents pdf upload through App.
 - Notifications in case the Observer miss the alerts

8.4.2 Exam Management

Session planning, checklist deployment, live exam tracking, and issue logging:

- Create New Exam
- Add Exam Details Like:
 - Key Dates
 - Shift & Shift Timings
 - City Wise Student Count
 - Manpower Requirement
 - Infra Requirement
 - Upload Guidelines & Information
- Assign to Project Manager
- Project Manager Assigns District/Zonal Managers
- PM checks Observer availability → Assigns observers to centers

8.4.3 Centre Management

Database of center's Manpower, mock day compliance, rating, escalation history:

- Update New Center
- Center Infra Management
 - Update Infra Details
 - Geo Location Tagging
 - Update Manpower
 - Update Contact Details
 - Assign Server Room Details
- Centre Rating

- Centre - Block / Blacklist / Hold

8.4.4 Vendor Management

Vendor onboarding, center-wise task allocation, compliance tracking, and service feedback:

- Create new Vendor
- Assign Vendor Type:
 - Manpower
 - CCTV
 - Exam Centre
 - Biometric
 - Logistics
 - Others
- Each Vendor can:
 - Add Employees
 - Upload Photos
 - Upload Aadhar Details
 - Server room Access rights

8.4.5 Notification Engine

Push notifications, SOP updates, SMS alerts, and audit of message delivery:

- Send Notifications
- Add New Message
- Edit Message

8.4.6 SOS & Escalation Handling

In-app emergency alert trigger with GPS capture, dashboard visibility, and resolution tracking:

- Create SOS
- Filter / Search Message
- Set Reminder
- Upload Document

Client Admin can push:

- Important Messages
- Guidelines / Instructions
- Documents (PDF/Image)

In-app Notification Triggers:

- Observer Registration → Admin/Verification Department
- Verification Status Update → Observer
- New Exam Duty
- Attendance on exam day
- Latest Alerts
- Incident reporting
- Timeline Based notification

8.4.7 Remuneration Management

Auto-fetch duty logs, payment computation, disbursement tracking, and exportable reports:

- Duty Verification
- Bill Generation
- Payment Disbursement
- Grievance Management

8.4.8 Reports & Analytics

Comprehensive dashboards and exportable logs for center readiness, attendance, and incident analysis:

- Observer Registration Report
- Observer Allocation Report
- Attendance Reports (Mock & Exam Day)
- Centre Observation Reports
- Exam Day Reports
- Alerts/SOS Logs
- Notification/Message Logs

8.5 Centre communication Management

The system shall enable secure, resilient, and AI-enabled communication system to connect OTAS, OTAS Administrators, Control Room Observers (CROs), and Examination Center Observers (ECOs).

The system must enable reliable communication, monitoring, and analytics during examination activities, even in environments with unreliable mobile networks.

The platform must provide role-based dashboards, secure audio/video communication, screen and content sharing, call recording with instant availability, and AI-powered post-call analysis.

- Provide a unified communication and monitoring platform for exam-related stakeholders.
- Enable CROs and ECOs to connect seamlessly through secure audio/video calls, screen sharing, and content sharing.
- Ensure all calls are recorded and centrally stored in encrypted storage, accessible immediately after call completion.
- Provide AI-driven transcription, summarization, search, redaction, and alerting features for recordings.
- Ensure robust security (end-to-end encryption, RBAC, audit trails) and scalable architecture for peak exam loads.
- Deliver a system capable of supporting up to 30 concurrent users, 10 active call hosts, and 500 participants.

The selected bidder shall:

8.5.1 System Development & Deployment

The selected bidder shall:

- Develop a web-based dashboard (desktop-first) for CROs and ECOs with secure login.
- Provide real-time presence and directory services showing assigned centers, online/offline status, and participant availability.
- Enable one-click call initiation (audio/video) between CROs and ECOs, with invitation and acceptance flow.
- Implement multi-party conferencing with mute/unmute, participant control, and lock/remove features.
- Provide screen-sharing and white boarding capabilities during calls.
- Ensure automatic recording of all sessions (audio, video).
- Ensure instant availability of recordings with metadata (duration, participants, timestamps & transcription) on dashboards.
- Provide server-side storage of all recordings in encrypted centralized storage.

8.5.2 AI Analytics (On stored Video)

- Transcription: Automatic speech-to-text transcription along with timestamps.
- Summarization: Generation of concise summaries and highlights from the selected calls not more than 1-2% of total calls.
- Search Indexing: Full-text searchable transcripts and summaries; keyword, center ID, or timeframe.
- Moderation Tool: The system shall have capability to edit the copies of the stored videos for example beeping the audio segment or blurring any part of videos in case the evidence has to be presented on public platform. (approx.: 1% of total data)

8.5.3 Security & Access Control

- Authentication: Role-based login with SSO/OAuth2 and optional 2FA.
- Authorization: Role-based access control (RBAC) with granular permissions for OTAS Admins, CROs, and ECOs.
- Encryption: End-to-end encryption (WebRTC DTLS/SRTP) for media; AES-256 encryption-at-rest for recordings.
- Audit Trails: Immutable logs of all actions, tamper-evident signatures on recordings.
- Compliance: Data retention policies configurable by OTAS Admin; secure deletion and export functions provided.

8.5.4 Administration & Operation

- **Admin Console for OTAS Administrators to manage:**
 - Users and roles
 - Assignments of CROs to ECOs/centers
 - Data retention and AI configurations
 - System usage and health monitoring
- Real-Time Dashboard for live status of active calls, storage usage, bandwidth usage, and alerts.
- **Video Recordings:** Recorded sessions and associated transcripts shall be retained for upto 1 month, after the said period videos shall be transferred to EdCIL's server/cloud
- **Scaling & Quality of Service** mechanisms for prioritizing critical centre's and fallback record-only mode under bandwidth constraints.
- **Video Preview:** The system shall have option of viewing the saved video and it shall have capability to clip a part of a video, put markers & store/download for future reference. The markers shall be searchable.
- **Playback:** The admin shall be able to playback the stored video and it shall have capability to forward, backward, seek, control play speed & watch subtitles.

8.5.5 Non Functional Requirement

- Availability: 99.9% uptime for core services.
- Latency: Call latency < 300ms; recordings available within 2 minutes post-call.
- Scalability: Must support large-scale operations (thousands of calls/day during peak exam sessions).
- Performance: AI transcription and summarization to complete within SLA (e.g., 30 minutes for a 2-hour call).
- Localization: Multi-language transcription support (configurable).

8.6 Specific Features

Each module must be developed with clear workflows and user interactions:

- Mobile-based registration with KYC.
- Admin-side approval and tagging for duty preferences.
- Notification of approval or rework.
- Center-wise observer assignment with digital Duty Pass.
- Observer acceptance/acknowledgment via app.
- GPS-enabled selfie capture.

- Time-stamped check-in logs.
- Structured checklist to assess infrastructure, surveillance, access, safety, etc.
- Observer remarks and automated report generation.
- Candidate attendance summary.
- Exam start/end time, invigilation, incidents, and compliance.
- Real-time issue escalation with optional image uploads.
- Admin-driven message broadcast to Observer app.
- Creation, assignment, and project manager workflow.
- Admins can restrict Observers, Vendors, or Centers from future duties.
- Periodic GPS + selfie checks to confirm physical presence.
- FR/Aadhaar-based vendor manpower validation.

8.7 Deliverables

S. No	Deliverable	Description
1	Mobile App	Android & iOS (30 days after Android) App for Observers
2	Admin Dashboard	Centralized Web Portal
3	Communication System	A fully operational communication system with CRO and ECO dashboards
		Centralized encrypted recording storage integrated with metadata and AI workflows
4	Secure Cloud DB	Encrypted, scalable cloud-based backend
5	Reports & MIS	Downloadable logs and reports in standard format
6	User Manuals	App & Admin Panel guides
7	Training & Support	Online/onsite training, Helpdesk, and UAT
8	Annual Maintenance	Annual Maintenance Contract (AMC) for support and updates (minimum 1 year).

8.8 Implementation Timeline

The vendor would have to provide the above-mentioned setup as per the timeline given as per SLA after confirmation from EdCIL.

9. Essential Pre-Qualification Criteria

Sl. No.	Criteria	Documents Required for Technical Evaluation
1	Bidder's Profile	
1.1	The bidder should be a company incorporated in India for at least 7 Years from the date of Tender Publishing. Consortium/ Joint Venture are not allowed.	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
2	Bidder's Financial Turnover	
2.1	The bidder should have an average annual turnover of at least ₹40 (Fourty) Crores from examination related business during the last 03 financial years (FY2022-23, 2023-24 & 2024-25)	Certificate from practicing Chartered Accountant certifying turnover along with Copy of the certified and audited Profit & Loss Account and Balance Sheet.
2.2	The Bidder should be a profit-making company with positive net worth in each of the last 3 financial years (FY2022-23, 2023-24 & 2024-25).	Certificate from chartered Accountant
2.3	The Bidder should have at least 50 manpower on its payroll.	Undertaking from HR Head/ CA Certificate/ PF Challan
3	Bidder's Experience	
3.1	The bidder should have experience of executing software development/ mobile application related project of INR 02 Crores for any State/Central Govt/PSU department directly during last 3 financial years (FY2022-23, 2023-24 & 2024-25).	Copies of purchase order / Work order/ Agreement along with Completion Certificate/ Go Live Certificate and Payment Proof.
3.2	The bidder should have provided face recognition services in examination related projects for any two (02) state/central Govt. department/PSU clients in India in the last 03 financial years (FY2022-23, 2023-24 & 2024-25).	Copies of purchase order / Work order/ Agreement along with Completion Certificate/ Go Live Certificate and Payment Proof.
3.3	The bidder should have experience of providing: Web Based application including Real Time reporting, Geo Tagging with Photo/video capture, incident reporting at center level, MIS Integration capability, AI services over the video like transcription/ Transcoding/ Language Conversion for any State/Central Govt/PSU department directly during last 3 financial years (FY2022-23, 2023-24 & 2024-25).	Copies of purchase order / Work order/ Agreement along with Completion Certificate/ Go Live Certificate and Payment Proof.
4	Statutory Requirements	
4.1	Permanent Account Number (PAN)	Copy of PAN
4.2	Tax Deduction Account Number (TAN)	Copy of TAN
4.3	Goods and Services Tax (GST) Registration	Copy of GST Registration Certificate
4.4	Employees Provident Fund Registration (EPF)	Copy of EPF Registration Certificate
4.5	Employee State Insurance Corporation (ESIC)	Copy of ESIC Registration Certificate
4.6	The Bidder or any of its director/ Partner should not be director/partner in any of the firm/ Organization which is blacklisted from work or	Undertaking duly attested by notary on non- judicial stamp paper of value Rs. 100/- (Rupees Hundred only)

	declared insolvent by a central/State Govt/PSU in India as on the last date of submission of bid.	
5	The Bidder should submit the following certificates which must remain valid as of the bid submission date: a) ISO 9001:2015 or latest. b) ISO/IEC 27001:2013/2017 or latest. c) ISO 20000 or latest. d) Min. CMMi Level 3 (Development) or above	Valid Certificates Copies
6	The bidder must have (owned/ outsourced) primary data center with DR site infrastructure for Data Security. Both the data centers should be located in India in different seismic zones. The data center must be Tier III & above and ISO certified. Data center should be certified as per the Meity, Government of India Guidelines.	Copy of document in support of owned/ outsourced Data Centre

Evaluation of Bids: The selection of the agency will be based on Quality and Cost Based Selection (QCBS). There will be 70% weightage for Technical Evaluation and 30% for Financial Evaluation.

Technical Evaluation: Detailed technical evaluation shall be carried out by a Tender Evaluation Committee constituted for this purpose by EdCIL along with other conditions in the tender document to determine the substantial responsiveness of each tender. For this clause, the substantially responsive bid is one that conforms to all the eligibility and terms and conditions of the tender without any material deviation.

The Tender Evaluation Committee will call the bidders for presentation or clarifications to assess the understanding of the bidder regarding the scope and magnitude of the work. However, whether to call the bidder for further discussion or not is at the sole discretion of the Tender Evaluation Committee constituted for the purpose. **Each bidder will be required to score at least 60 marks to qualify the technical evaluation process.**

Sl. No.	Technical Evaluation Criteria	Maximum Marks	Documents Required
1	The bidder should have an average annual turnover of at least ₹40 (Forty) Crores from examination related business during the last 03 financial years (FY2022-23, 2023-24 & 2024-25) <ul style="list-style-type: none"> • Avg. Turnover INR 40 ≤ 70 Crores = 5 Marks • Avg. Turnover INR >70 < 100 Crores = 7 Marks • Avg. Turnover INR >100 Crores = 10 Marks Audited balance sheets and Profit and loss statements certified by Chartered Accountant (CA) of the bidder's organization	10 Marks	Audited balance sheets and Profit and statements loss certified by Chartered Accountant (CA) of the bidder's organization
2	The bidder should have experience of executing Face Recognition services for any State/Central Govt/PSU department directly during the last 03 financial years (FY2022-23, 2023-24 & 2024-25) <ul style="list-style-type: none"> • No. of Candidates ≥ 1 Lakh and <5 Lakh: 5 Marks • No. of Candidates ≥ 5 Lakh and <10 Lakh: 10 Marks • No. of Candidates ≥ 10 Lakhs: 15 Marks 	15 Marks	Copies of purchase order / Work order/ Agreement and Payment Proof
3	The bidder should have experience of executing software development/ mobile application in examination along with AI services over the video: like transcription/Transcoding/Language Conversion for any State/Central Govt/PSU department directly during last 3 financial years (FY 2022-23, 2023-24 & 2024-25). <ul style="list-style-type: none"> • Project Value ≥ 2 Cr and <5 Cr.: 5 Marks • Project Value ≥ 5 Cr. and <7 Cr.: 10 Marks • Project Value ≥ 7 Cr.: 15 Marks 	15 Marks	Copies of purchase order / Work order/ Agreement along with Completion Certificate/ Go Live Certificate and Payment Proof.

4	The bidder should have experience of executing Mobile application related project for any State/Central Govt/PSU department directly during last 3 financial years (FY2022-23, 2023-24 & 2024-25). <ul style="list-style-type: none"> • No. of Registered Users up to 50,000: 5 Marks • No. of Registered Users ≥ 50,000 and <1L: 10 Marks • No. of Registered Users ≥ 1L: 15 Marks 	15 Marks	Purchase order / Work order with Proof of registered users/Certificate from client
5	Bidder must have valid certification <ul style="list-style-type: none"> • ISO/IEC 27001:2013/2017 or latest. – 1 Marks • ISO 20000 or latest – 2 Marks • CMMi Level 3 (Services & Development)– 3 Marks • CMMi Level 5 (Services & Development)– 4 Marks (Verifiable on the CMMi Website i.e. https://cmmiinstitute.com/pars) 	10 Marks	Valid Certificates Copies
6	The bidder should have a minimum of 50 regular employees on the payroll of the company as on bid publishing date. No. of Employees: <ul style="list-style-type: none"> • 50 ≤ 100 = 5 Marks • >100 ≤ 200 = 7 Marks • Above 200 = 10 Marks 	10 Marks	Undertaking from HR Head/ CA Certificate/ PFChallan
7	Technical understanding of the bidder on the understanding on scope of work and requirement of the department and prior experience of doing similar work. <ul style="list-style-type: none"> • Technical Presentation 	25 Marks	Presentation

Financial Evaluation

The Tender Evaluation Committee will determine whether the financial proposals are complete, correct and free from any computational errors and indicate correct prices in local currency (Indian Rupee). The Financial Bid of only those Bidders who have been found to be technically eligible will be opened. The Financial bids of ineligible bidders will not be opened.

$$Ob = (0.70 * (Tb/100) + 0.30 * (Fmin/Fb)) * 100$$

Where

Ob = Overall score of bidders under consideration (calculated up to two decimal points)

Tb = Technical score for the bidder under consideration out of 100.

Fb = Financial Bid Value for the bidder under consideration

Fmin = Lowest Financial Bid Value among the financial proposals under consideration

The bidder achieving the highest overall score will be invited for awarding the contract.

10. Terms & Conditions

Bid Security/Earnest Money Deposit (EMD)

- 10.1 The Bidder should submit EMD amounting to **Rs. 2,95,000/- (Rupees Two Lakh Ninety-Five Thousand only)** with technical bid through Bank Guarantee/ Demand Draft drawn in favor of "EdCIL (India) Limited" payable at Noida from any Nationalized Bank. The Bid submitted without EMD would be considered UNRESPONSIVE and will not be considered. In case EMD is submitted in the form of BG, the BG should be at least valid for 45 days beyond the bid validity date. The Bank Guarantee format for Bid Security is at Annexure-16.
- 10.2 "Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME)" are exempt from submission of EMD (Bid security). Bidders claiming exemption of EMD under this rule are, however required to submit a signed Bid Securing Declaration accepting that if they withdraw or modify their Bids during the period of validity, or if they are awarded the contract and they fail to sign the contract or to submit a performance security before the deadline defined in the tender document, they will be suspended for the period of 12 months from being eligible to submit Bids for tenders with EdCIL.
- 10.3 The selected Bidder's Earnest Money Deposit will be returned upon signing of contract and submission of performance bank guarantee.
- 10.4 The Earnest Money Deposit shall be forfeited:
- 10.5 If a Bidder withdraws its Bid during the period of bid validity or
- 10.6 If the Bidder fails to accept corrections of arithmetic errors identified by the EdCIL in the Bidder's Financial Bid, if any or
- 10.7 In the case of a selected Bidder, if the Bidder fails:
- 10.8 To sign the contract form in accordance with the terms and conditions.
- 10.9 To furnish performance security/security deposit as specified in this tender.

Exemption from paying Earnest Money Deposit: Bidders registered with MSME are exempted from submission of EMD and other guidelines by the MSME Ministry, GOI applicable as on the date of NIT.

11. Refund of EMD

- 11.1 The EMD will be returned to the unselected Bidder(s) after completion of the selection process.
- 11.2 Earnest money will be forfeited if a bidder unilaterally withdraws the offer or unilaterally amends, impairs or rescinds the offer within the period of its validity.
- 11.3 In the Case of Successful Bidder, the EMD shall be refunded after submission of performance bank guarantee.
- a. Disqualification of Bidders: Even though bidders may satisfy the above requirements, they may be disqualified if they have:**
- i. Made misleading or false representation or facts or deliberately suppressed the information to be provided in the forms, statements and enclosures of this document and/or have record of poor performance such as abandoning work, not properly completing the contract or financial failures/weaknesses.
 - ii. Bid not submitted in accordance with the procedure and formats prescribed in this tender or are treated by the EdCIL as a non-conforming bid.

- iii. The form used for submitting the bid is found to be incomplete.
- iv. Bid is not accompanied by all the requisite documents.
- v. Commercial bid is found to be enclosed with the technical bid.
- vi. Bidder tries to influence the process of evaluation of the bid by resorting to unlawful/corrupt/ fraudulent means at any point of time during the bid process.
- vii. In case any one bidder submits multiple bids for the same category/slab or in case of a common interest arising amongst more than one bidder, the bidders concerned are likely to be disqualified.
- viii. Bidders may specifically note that while evaluating the proposal, if it comes to the knowledge of EdCIL, that some bidders may have colluded in any manner whatsoever or otherwise joined to form an alliance, resulting in delaying the processing of bid, the bidders so involved would be liable to be disqualified for the award of this contract, which may extend for a period of three years in regard to tenders floated by EdCIL.
- ix. Bidder fails to deposit the Performance Bank Guarantee or fails to enter into a contract within 21 days of the date of the award of contract or within such extended period, as may be specified by EdCIL.
- x. The databases generated from the examinations belong to EdCIL and the respective end clients. The bidder shall maintain confidentiality and shall not share the same with any third party.

12. In-House Development Requirement and Restriction on Outsourcing:

- i. The bidder must have an in-house capability for software development.
- ii. Outsourcing of any part of the core development work to third-party vendors, freelancers, or subcontractors is strictly prohibited.
- iii. EdCIL reserves the right to inspect the development infrastructure and team composition at any stage of the project to ensure compliance. Non-compliance with this clause shall be treated as a material breach of contract and may result in termination and/or blacklisting of the bidder.

13. EdCIL's Right to change the Scope of Contract at the time of Award of the Contract

- i. EdCIL may at any time, by a written order given to the bidder, make changes to the scope of the contract under consideration.
- ii. If any such change causes an increase or decrease in the cost of or the time required for the bidder's performance of any part of the work under the contract, a mutually agreed change in the value or time schedule relating to the given contract shall be arrived at between the Bidder and EdCIL. Any claim made by the bidder for change under the extant clause must be asserted by EdCIL within a period of twenty-one (21) days consequent upon the receipt of the change order.
- iii. EdCIL reserves the right to withdraw/revoke/cancel the whole or any part of the Bid at any stage without assigning any reason.

14. Amendment

- i. At any time before the submission of bids, EdCIL may amend the tender by issuing an addendum in writing or by standard electronic means. The addendum shall be sent to all bidders and will be binding on them. Bidders shall acknowledge receipt of all amendments.
- ii. If the amendment is substantial, Bidder(s) shall be given reasonable time to make amendment or to submit a revised bid and the deadline for submission of bids will be extended by EdCIL.
- iii. The criteria and conditions are subject to change after a decision post pre-bid meeting, if and as necessitated.
- iv. Tenderers may regularly go through the website since all the corrigendum addenda/subsequent notices shall only be published on the website.

15. Appointment of Successful Bidder

15.1 Award Criteria:

EdCIL will award the Contract to the successful bidder whose proposal has been determined to be the most responsive bid as per the process outlined above.

15.2 Right to Accept Any Proposal and To Reject Any or All Proposal(s):

EdCIL reserves the right to accept or reject any or all proposals, and to annul the tendering process / Public procurement process and reject any or all proposals at any time prior to the award of the contract without thereby incurring any liability to the affected bidder or bidders.

15.3 Notification of Award

Prior to the expiry of the bid validity period, EdCIL will notify the selected bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process/public procurement process has not been completed within the stipulated period, EdCIL may request the bidders to extend the validity period of the bid.

The notification of the award will constitute the formation of the contract and shall be binding on both parties. Upon the selected bidder's furnishing of Performance Bank Guarantee, EdCIL will notify each unselected bidder and return their EMD.

16. Contract Finalization and Award

EdCIL reserves the right to negotiate with bidder(s) whose proposal has been qualified as per final evaluation of bids for the purpose of arriving at reasonable terms and conditions for the contract arising out of this tender.

17. Performance Guarantee

17.1 The selected bidder(s) will provide an irrevocable, unconditional Performance Bank Guarantee (Annexure-9) from a Bank in India (list attached) within 21 days from the date of award of work, for a value equivalent to 5% of the estimated value of contract for each year. The Performance Guarantee shall be kept valid up to a period of 90 days beyond the completion of the contract period.

17.2 The Performance Guarantee (PG) shall contain a claim period of 90 days from the last date of validity of PG. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit a performance guarantee within the time stipulated, EdCIL at its discretion may cancel the order placed on the selected bidder without giving any notice. EdCIL shall invoke the performance guarantee wherever deemed fit.

17.3 No interest will be paid to the selected bidder on the Performance guarantee.

18. Insurance:

18.1 It will be the responsibility of the bidder to insure their deputed manpower and equipment against any casualties, eventualities or accident at the examination venue or otherwise before / during /after the examination.

18.2 EdCIL will bear no responsibility for the cost and consequences or any other liabilities arising therefrom.

19. Signing of Contract

After EdCIL notifies the selected bidder that its proposal has been accepted, EdCIL shall enter into a contract (Annexure-14), incorporating all clauses, pre-bid clarifications and the proposal of the selected bidder between EdCIL and the selected bidder with mutually agreed terms and conditions.

20. Terms of Payment

20.1 The payment to the selected bidder shall be made in Indian rupees as follows:

Sr. No.	Activity	Payment Stage
1	System Requirement Study (SRS) Submission	20%
2	UI-UX Templates	20%
3	App & Interface Development	30%
4	Integration & Testing	10%
5	UAT & Go Live (Android)	10%
6	UAT & Go Live (iOS)	10%

20.1 TDS will be deducted as per rules / provisions of Income Tax Act 1961 (as amended).

20.2 GST as applicable would be paid extra as per Goods and Services Tax (GST) Act 2017 (as amended).

20.3 All payments to the Service Provider will be made by NEFT / RTGS for which necessary IFSC code and bank details will be intimated by the Service Provider.

21. Responsibility of the Bidder

21.1 The successful bidder will sign the Non-Disclosure Agreement (NDA) as required by EdCIL.

21.2 The technology-based tools to be deployed by bidder should be hosted at their servers till go-live (no extra cost of storage will be provided by EdCIL). However, the confidentiality of data will solely be the responsibility of the bidder.

21.3 The bidder shall conduct background checks of the staff deployed for the project.

21.4 Bidder will arrange their logistics, and no costs will be reimbursed by EdCIL.

21.5 A report in the prescribed format will be submitted on a mutually agreed timeline. The format for the report will be devised on mutual consultation.

22. Fraudulent and Corrupt Practices

22.1 The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this tender, EdCIL shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in the Selection Process. In such an event, EdCIL shall, without prejudice to its other rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for, inter alia, time, cost and effort of the Authority, in regard to the tender, including consideration and evaluation of such bidder's Proposal. EdCIL will be at liberty to take civil or criminal legal recourse against the Bidder and/or its agent as per law.

22.2 For the purposes of this Section, the following terms shall have the meaning here in after respectively assigned to them:

- "corrupt practice" means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of EdCIL who is or has been associated in any manner, directly or indirectly with the

Selection Process or the LOI or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of EdCIL, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical consultant/ adviser of EdCIL in relation to any matter concerning the Project;

- "Fraudulent practice" means a misrepresentation or omission of facts or disclosure of incomplete facts in order to influence the Selection Process.
- "Coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person's participation or action in the Selection Process.
- "Undesirable practice" means (i) establishing contact with any person connected with or employed or engaged by EdCIL with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and
- "Restrictive practice" means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

23. Force Majeure

23.1 Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or EdCIL as the case which may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:

- i. Natural phenomenon, including but not limited to floods, droughts, earthquakes, pandemics and epidemics.
- ii. Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos.
- iii. Terrorist attack, public unrest in work area provided either party shall within 10 days from occurrence of such a cause, notify the other in writing of such causes.

23.2 The selected bidder or EdCIL shall not be liable for delay in performing his/her obligations resulting from any force majeure causes referred to and/or defined above. Any delay beyond 30 days shall lead to termination of the contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity, and confidentiality survive termination of the contract. However, EdCIL shall make payment for all the services rendered by the selected bidder till such date of termination of contract.

24. Termination

EdCIL may, without prejudice to any other remedy for breach of contract, terminate the contract in case of occurrence of any of the following events. In such an occurrence EdCIL shall give not less than thirty days' written notice of termination to the Service provider.

25. Termination of The Contract: The Contract is liable to be terminated if the Service Provider:

- 25.1 Becomes bankrupt or insolvent or goes into liquidation (other than voluntary liquidation for the purpose of amalgamation or reconstruction, in the case of a Company) or is ordered to be wound up or has a receiver appointed on its assets or execution or distress is levied upon all or substantially all of his/their assets or
- 25.2 Makes an arrangement with our assignments in favor of his/their creditors or agrees to carry out the contract under a committee or inspection of his/their creditors; or
- 25.3 Abandons work; or
- 25.4 Persistently disregards the instructions of EdCIL in contravention of any provision of the Contract; or
- 25.5 Fails to adhere to the agreed program of work; or

- 25.6 Assigns or sublets the work in whole or in part thereof without prior written consent of EdCIL; or Performance is not satisfactory; or
- 25.7 If the Service Provider obtains the contract with EdCIL with illegal manner.
- 25.8 Information submitted/furnished by the contract is found to be incorrect.
- 25.9 The above shall be without prejudice to EdCIL's other rights under the law.

26. Termination for Convenience

- 26.1 EdCIL, by Notice sent to the Service Provider, may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for EdCIL's convenience, the extent to which performance of the Bidder under the Contract is terminated, and the date upon which such termination becomes effective.
- 26.2 Depending on the merits of the case the Service Provider may be appropriately compensated by EdCIL on mutually agreed terms for the loss incurred by the Service Provider, if any, due to such termination. Either party may terminate the contract by giving a notice of 90 days.

27. Termination for Default

- 27.1 Either Party may, without prejudice to any other course of action for breach of contract, by written notice of 30 (Thirty) days to the other party, terminate the agreement in whole or in part if the defaulting party fails to cure such breach of contract within 30 (Thirty) days.
- 27.2 The Second party shall stop the performance of the contract from the effective date of termination and hand over all the documents and data to First Party.
- 27.3 In case of termination of contract for default on the part of the Second Party, for reasons solely and entirely attributable to the Second Party the First Party shall be entitled to invoke the Performance Security. However, the First Party shall ensure that the First Party shall not exercise this right to terminate the agreement without exercising the right of suspension mentioned in the Suspension Clause.

28. Termination for Miscellaneous Reasons

Either party may terminate this agreement by a written notice to the other Party in the event of any proceedings in bankruptcy, insolvency or winding up filed by or against the other party or for the appointment of an assignee or equivalent for the benefit of creditors or of a receiver or of any similar proceedings.

29. Termination for Material Breach

Either party may terminate this Agreement immediately by a written notice to other Party (i) in the event of material breach by the other party, by a written notice immediately, if the breach is not curable and by a written notice of 30 days, if the breach is curable and is not cured within the said notice period; or (ii) in the event of any proceedings in bankruptcy, insolvency or winding up filed by or against the other party or for the appointment of assignee or equivalent for the benefit of creditors or of a receiver or of any similar proceedings.

30. Proprietary Rights

All rights, title and interests in and to the Services Environment and any other material used by the selected bidder in the provision of the Services shall exclusively belong to the selected bidder or its licensors ("Bidder Proprietary Material"). Any and all Intellectual Property Rights with respect to the Services and the selected bidder Proprietary Material and all modifications, improvements, enhancements, or derivative works made thereto, shall always belong to the selected bidder or its licensors and EdCIL shall not be entitled to claim any rights therein. All rights, title and interests in EdCIL data shall always remain with EdCIL. EdCIL acknowledges that the provision of the Services hereunder by the selected bidder shall be on a non-exclusive basis and the selected bidder shall be free at all times to provide the services or perform obligations same or similar to the Services and obligations envisaged hereunder to any of its other clients, either existing or future, and nothing herein shall preclude Bidder from providing such services or performing such obligations to its other clients.

31. Limitation of Liability

Neither party shall be liable to the other party for any special, indirect, incidental, exemplary, punitive or consequential losses or damage or loss of profit, loss of goodwill, loss of revenue or operational losses whether in contract, tort or other theories of law, even if such a party has been advised of the possibility of such damages. The total aggregate liability of either party under this Agreement shall not exceed the exam value paid to the bidder by EdCIL for the Service that gives rise to such liability. The limitation on any Party's liability herein shall not apply to (i) liability for damages, resulting from the willful misconduct and (ii) breach of the use terms in respect of the bidder's application system. The bidder shall not be held liable for any delay or failure in its obligations, if and to the extent such a delay or failure has resulted from a delay or failure by or on behalf of EdCIL to perform any of EdCIL's obligations.

32. Settlement of Disputes

32.1 General: If any dispute arises between the Service Provider and EdCIL during the execution of contract that should be amicably settled by mutual discussions. However, if the dispute is not settled by mutual discussions, a written representation will be obtained from the Service Provider on the points of dispute. The representation received shall be examined by EdCIL. The Service Provider will also be given an opportunity of being heard and the decision on the representation will be conveyed in writing.

32.2 Legal Jurisdiction: This Tender shall be governed by and construed in accordance with the laws of India. All disputes pertaining to the tender shall fall within the jurisdiction of Delhi only. The General Manager (OTAS) of EdCIL shall be the official by whose designation EdCIL may sue or be sued.

33. 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.

34. Arbitration Clause

34.1 In case of any dispute arising between the Parties, both the parties will try to resolve the issue mutually within 20 days of dispute raised. In any case, either party will give notice in writing to other party indicating concern, proposed remedy to settle the issue. If the issue is not settled by negotiation, in the manner as prescribed, the same may be resolved exclusively by arbitration. In such case, the matter will be referred to the sole arbitrator appointed by Chairman & Managing Director, EdCIL (India) Limited, for adjudication. Arbitration shall be held in Delhi and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996.

34.2 The arbitrator may from time to time with the consent of both the parties enlarge the time frame for making and publishing the award. Subject to the aforesaid, Arbitration and Conciliation Act, 1996 and the rules made there under, any modification thereof for the time being in force shall be deemed to apply to the arbitration proceeding under this clause.

34.3 The venue of the arbitration proceeding shall be the office of EdCIL, Noida or such other places in Delhi as the arbitrator may decide.

34.4 The contract shall be interpreted in accordance with the laws of the Union of India & will be under the jurisdiction of court in Delhi."

35. Reservation of Rights

EdCIL reserves the right to:

- i. Extend the Closing Date for submission of bids.
- ii. Amend the proposal requirements at any time prior to the Closing Date, provided that the amendment is displayed on the EdCIL Website <http://www.edcilindia.co.in/Etenders>.
- iii. Seek information from the Bidders on any issue at any time.

- iv. To accept any bid, reject any bid without assigning any reasons and accept bid for all or anyone options for which bid has been invited.
- v. Terminate or abandon this Procedure or the entire project, whether before or after the receipt of proposals or midway during currency of the agreement.
- vi. Seek the advice of external consultants to assist EdCIL in the evaluation or review of proposals or execution of the contract.
- vii. Make enquiries from any person, company or organization to ascertain information regarding the Bidders and its proposal.
- viii. Reproduce for the purposes of this Procedure the whole or any portion of the Proposal despite any copyright or other intellectual property right that may subsist in the Proposal.

36. Submission of forged Documents

Bidders should note that EdCIL may verify authenticity of all the documents/certificate/information submitted by the bidder(s) against the tender. In case at any stage of tendering process or Contract/Work Order execution etc., if it is established that bidder has submitted forged documents/certificates/information towards fulfilment of any of the tender/contract conditions, EdCIL shall immediately reject the bid of such bidder(s) or cancel/terminate the contract.

The bidder shall be required to give an undertaking on the company's letter head and duly signed by the signatory of the bid, that all the documents/certificates/information submitted by them against the tender are genuine. In case any of the documents/certificates/information submitted by the bidder is found to be false or forged, action as deemed fit may be initiated by EdCIL at its sole discretion.

37. Suspension

EdCIL may, after giving a written notice of suspension to the Service provider, and considering the representation, if any, submitted to him within a period of 15 days from receipt of such notice, suspend all payments to the Service Provider if the Service Provider fails to perform any of its obligations (including the carrying out of the services) provided that such notice of suspension:

- i. Shall specify the nature of the failure and
- ii. Shall direct the Bidder to remedy such failure within a specified period from the date of receipt of such notice of suspension by the Service Provider.
- iii. EdCIL may engage some other agency for the completion of suspended work, which will be carried out at the risk and cost of the Service Provider.

38. Interpretation

In these Terms & Conditions:

- i. References to laws shall mean the applicable laws of India and references in the singular shall include references in the plural and vice versa.
- ii. References to a particular article, paragraph, sub-paragraph or schedule shall, except where the context otherwise requires, be a reference to that article, paragraph, sub-paragraph or schedule in or to this Bid Document.
- iii. The headings are inserted for convenience and are to be ignored for the purposes of construction.
- iv. Whenever provision is made for the giving of notice, approval or consent by any Party, unless otherwise specified such notice, approval or consent shall be in writing and the words 'notify', 'approve', and 'consent' shall be construed accordingly.
- v. In case the Bid Document is silent on the items contained in the bid, the decision of EdCIL shall be final & binding on the Bidder/ Bidders.
- vi. For the entire purpose of this tender/work/assignment, EdCIL would be the first party, who intends to award the tender/work/assignment to a suitable organization, called the second party,

- vii. The term bidder would include tenderers/bidders/agencies/interested parties and may include any such term which so far has not been used but may be used to refer the second party. These terms maybe used interchangeably too, words, Tender and bid, may also be used interchangeably.
- viii. The selected bidder would also be included in the term bidder, for the sake of clarity.
- ix. The terms, examination and evaluation may also be used interchangeably.

39. Change in Laws & Regulations

Unless otherwise specified in the Contract, if after the date of the Invitation for Bids, any law, regulation, ordinance, order or by law having the force of law is enacted, promulgated, abrogated, or changed in state/ India, where the Site is located (which shall be deemed to include any change in interpretation or application by the competent authorities) that subsequently affects the Contract Price, then such Contract Price shall be correspondingly increased or decreased, to the extent that the Supplier has thereby been affected in the performance of any of its obligations under the Contract. Notwithstanding the foregoing, such additional or reduced cost shall not be separately paid or credited if the same has already been accounted for in the price adjustment provisions wherever applicable, in accordance with Clause "Contract Price".

40. Indemnity

It is hereby agreed by both the parties (Bidder and EdCIL) hereto that in case of any litigation by examinee(s)/candidates or Third party calling the said examination in question, Bidder unconditionally and irrevocably undertakes to hold harmless and indemnify EdCIL, its directors, officers and staff from any and all such claims / disputes / liabilities including expenses on account of fee to legal attorney expenses.

41. Consortium/Joint Venture (JV)

No consortium/JV will be entertained by EdCIL.

42. Special Terms and Conditions

- i. The exact scope of work, deliverables, milestones, and timelines will be mutually decided later at an appropriate time looking to the requirements of the project. However, the decision of the tendering authority, in this regard, shall be final and binding upon the firm.
- ii. EdCIL should be free to add any service beyond the scope of this tender and the rates for the same shall be mutually agreed.
- iii. Duration of the Contract: the contract period shall be for 01 year (from the date of Go-Live) at the discretion of competent authority based on performance of Service Provider and internal requirement of EdCIL. EdCIL shall be free to curtail the empanelment at any time during the contract period, without assigning any reason.
- iv. Any court case arising out of bidder's mistake will be defended by the bidder with no cost to EdCIL and any legal liability arising out due to negligence of bidder will be borne by the bidder.
- v. The bidder shall submit a signed copy of the minutes of Pre Bid Meeting along with the bid documents.

43. Service Level Agreement (SLAs) Service Level Agreement Terms

The selected bidder shall be required to comply with the Service Level Agreement (SLA) terms as defined by the Purchaser/Client to ensure the agreed quality, performance, and availability of the supplied systems and services. The SLA shall define measurable parameters such as uptime, response time, resolution time, and service quality benchmarks, along with the applicable penalties for non-compliance.

The bidder shall provide regular performance reports in the format prescribed by the Purchaser and take all necessary corrective measures to address any deviations from the agreed SLA targets. Continuous monitoring, periodic review, and mutual agreement on improvements shall form an integral part of the SLA framework.

44. Observer Mobile App & Admin Dashboard- Timelines & Penalty

Sl. No.	Activities	Timeline	Penalty
1	Kick-off Meeting	T0	-
2	System Requirement Study (SRS) Submission	T0+2 weeks	₹5,000 per week of delay beyond 1 week after timeline
3	UI-UX Templates	T0+4 weeks	₹5,000 per week of delay beyond 1 week after timeline
4	App & Interface Development	T0+10 weeks	₹5,000 per week of delay beyond 1 week after timeline
5	Integration & Testing	T0+12 weeks	₹5,000 per week of delay beyond 1 week after timeline
6	UAT & Go Live (Android)	T0+14 weeks	₹5,000 per week of delay beyond 1 week after timeline
7	UAT & Go Live (iOS)	T0+18 weeks	₹5,000 per week of delay beyond 1 week after timeline

Note: The penalty clause would be applicable only after the Go Live certificate is issued to the vendor by EDCIL. (Max. Penalty will be capped at 10% of the contract value)

Bid Form

S. NO.	ITEM	DETAILS
1	Name of Bidder	
2	Full Address of the Bidder	
3	Legal Constitution of the Bidder (e.g. Company, Registered partnership firm, etc.)	
4	Contact Phone No.(s)	
5	Contact FAX No. (s)	
6	Contact Mobile No. (s)	
7	E-Mail ID	
8	Name and Designation of the Contact Person	
9	Name and Designation of the Person who is authorized to sign the bid as per Power of Attorney/ Authorization letter etc.	
10	Name and Designation of the Person, who has Digitally signed and upload the e-bid (It should be same as that of the Person who is authorized to sign the bid as per Power of Attorney/ Authorization letter etc.)	
11	Confirmation as to whether the bidder belong to the category of Micro, Small and Medium Enterprises as defined in the "Micro, Small and Medium Enterprises Development Act, 2006 (MSMEDA)". If yes, specify the category of Micro, Small or Medium Enterprises and whether the enterprise is in manufacturing or service industry, along with valid documentary evidence.	

Place:
Date:

Name of the Bidder: -
Authorized Signatory: -
Seal of the Organization:

Compliance SheetCompliance to Pre-Qualification Criteria

Against proof of fulfillment of eligibility criteria, the following item-wise are the documents to be submitted by the bidder:

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 incorporated in India for at least 7 Years from the date of Tender Publishing. Consortium/ Joint Venture are not allowed.	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	
2	Bidder's Financial Turnover		
2.1	The bidder should have an average annual turnover of at least ₹40 (Fourty) Crores from examination related business during the last 03 financial years (FY2022-23, 2023-24 & 2024-25)	Certificate from practicing Chartered Accountant certifying turnover along with Copy of the certified and audited Profit & Loss Account and Balance Sheet.	
2.2	The Bidder should be a profit-making company with positive net worth in each of the last 3 financial years (FY2022-23, 2023-24 & 2024-25).	Certificate from chartered Accountant	
2.3	The Bidder should have at least 50 manpower on its payroll.	Undertaking from HR Head/ CA Certificate/ PFChallan	
3	Bidder's Experience		
3.1	The bidder should have experience of executing software development/ mobile application related project of INR 02 Crores for any State/Central Govt/PSU department directly during last 3 financial years (FY2022-23, 2023-24 & 2024-25).	Copies of purchase order / Work order/ Agreement along with Completion Certificate/Go Live Certificate and Payment Proof.	
3.2	The bidder should have provided face recognition services to any two (02) state/central Govt. clients in India in the last 3 financial years (FY2022-23, 2023-24 & 2024-25).	Copies of purchase order / Work order/ Agreement along with Completion Certificate/Go Live Certificate and Payment Proof.	
3.3	The bidder should have experience of providing web based application including real time reporting, Geo Tagging with Photo/Video capture, incident reporting at center level, MIS Integration capability, AI services over the video like transcription/Transcoding/Language Conversion for any State/Central Govt/PSU department directly during last 3 financial years (FY2022-23, 2023-24 & 2024-25).	Copies of purchase order / Work order/ Agreement along with Completion Certificate/Go Live Certificate and Payment Proof.	

4	Statutory Requirements		
4.1	Permanent Account Number (PAN)	Copy of PAN	
4.2	Tax Deduction Account Number (TAN)	Copy of TAN	
4.3	Goods and Services Tax (GST) Registration	Copy of GST Registration Certificate	
4.4	Employees' Provident Fund (EPF) Registration	Copy of EPF Registration certificate	
4.5	Employees' State Insurance (ESIC) Registration	Copy of ESIC Registration Certificate	
4.6	The Bidder or any of its director/ Partner should not be director/partner in any of the firm/ Organization which is blacklisted or declared insolvent by a central/State Govt/PSU in India as on the last date of submission of bid.	Undertaking duly attested by notary on non- judicial stamp paper of value Rs. 100/- (Rupees Hundred only)	
5	The Bidder should submit the following certificates which must remain valid as of the bid submission date: a) ISO 9001:2015 or latest. b) ISO/IEC 27001:2013/2017 or latest. c) ISO 20000 or latest. d) Min. CMMi Level 3 or above	Valid Certificates Copies	
6	The bidder must have (owned/ outsourced) primary data center with DR site infrastructure for Data Security. Both the data centers should be located in India in different seismic zones. The data center must be Tier III & above and ISO certified. Data center should be certified as per the Meity, Government of India Guidelines.	Copy of document in support of owned/ outsourced Data Centre	

Other Terms & Conditions:

- The bidder should not have been prematurely terminated by EdCIL.

**Technical Evaluation Score
(QCBS)**

There will be 70% weightage for Technical Evaluation and 30% for Financial Evaluation

Sl. No.	Technical Evaluation Criteria	Maximum Marks	Documents Required
1	<p>The bidder should have an average annual turnover of at least ₹40 (Forty) Crores from examination related business during the last 03 financial years (FY2022-23,2023-24 & 2024-25)</p> <ul style="list-style-type: none"> • Avg. Turnover INR 40 ≤ 70 Crores = 5 Marks • Avg. Turnover INR >70 ≤ 100 Crores = 7 Marks • Avg. Turnover INR >100 Crores = 10 Marks <p>Audited balance sheets and Profit and loss statements certified by Chartered Accountant (CA) of the bidder's organization</p>	10 Marks	Audited balance sheets and Profit and loss statements certified by Chartered Accountant (CA) of the bidder's organization
2	<p>The bidder should have experience of executing Face Recognition services for any State/Central Govt/PSU department directly during the last 03 financial years (FY2022-23,2023-24 & 2024-25)</p> <ul style="list-style-type: none"> • No. of Candidates ≥ 1 Lakh and <5 Lakh: 5 Marks • No. of Candidates ≥ 5 Lakh and <10 Lakh: 10 Marks • No. of Candidates ≥ 10 Lakhs: 15 Marks 	15 Marks	Copies of purchase order / Work order/ Agreement and Payment Proof
3	<p>The bidder should have experience of executing software development/ mobile application in examination along with AI services over the video: like transcription/Transcoding/Language Conversion for any State/Central Govt/PSU department directly during last 3 financial years (FY 2022-23, 2023-24 & 2024-25).</p> <ul style="list-style-type: none"> • Project Value ≥ 2 Cr and <5 Cr.: 5 Marks • Project Value ≥ 5 Cr. and <7 Cr.: 10 Marks • Project Value ≥ 7 Cr.: 15 Marks 	15 Marks	Copies of purchase order / Work order/ Agreement along with Completion Certificate/ Go Live Certificate and Payment Proof.
4	<p>The bidder should have experience of executing Mobile application related project for any State/Central Govt/PSU department directly during last 3 financial years (FY2022-23, 2023-24 & 2024-25).</p> <ul style="list-style-type: none"> • No. of Registered Users up to 50,000: 5 Marks • No. of Registered Users ≥ 50,000 and <1L: 10 Marks • No. of Registered Users ≥ 1L: 15 Marks 	15 Marks	Copies of purchase order / Work order/ Agreement along with Completion Certificate/ Go Live Certificate and Payment Proof.
5	<p>Bidder must have valid certification</p> <ul style="list-style-type: none"> • ISO/IEC 27001:2013/2017 or latest. – 1 Marks • ISO 20000 or latest – 2 Marks • CMMi Level 3 (Services & Development)– 3 Marks • CMMi Level 5 (Services & Development)– 4 Marks (Verifiable on the CMMi Website i.e. https://cmminstitute.com/pars) 	10 Marks	Valid Certificates Copies
6	<p>The bidder should have a minimum of 50 regular employees on the payroll of the company as on bid publishing date.</p> <p>No. of Employees:</p> <ul style="list-style-type: none"> • 50 ≤ 100 = 5 Marks • >100 ≤ 200 = 7 Marks • Above 200 = 10 Marks 	10 Marks	Undertaking from HR Head/ CA Certificate/ PF Challan

7	Technical understanding of the bidder on the understanding on scope of work and requirement of the department and prior experience of doing similar work. <ul style="list-style-type: none">• Technical Presentation	25 Marks	Presentation
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Place:

Name of the Bidder: -

Date:

Authorized Signatory: -

Seal of the Organization: -

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

To

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

Subject: Tender Selection of Agency for Design, Development & Implementation of a Mobile Application with Web-based Dashboard for Observer Management

Sir,

This bears reference to EdCIL tender no. EdCIL/OTAS/OTMA-11/2025 dated_____.
We, hereby, accept all the terms and conditions for submitting a bid as mentioned in this Tender Document.

We warrant that the service does 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, not EdCIL, shall be liable for 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.

We certify that any owner/stakeholder/employee or group of persons of our company/firm has not been caught/involved/booked/charge-sheeted/convicted/ punished / debarred for unfair- means in any examination assignment undertaken by our company/firm.

The above document is executed on..... /...../2025 at (place)_____and we accept that if anything out of the information provided by us is found wrong, our tender/work order shall be liable for rejection.

Thanking you,

Yours faithfully,

Name of the Bidder: -
Authorized Signatory: -
Seal of the Organization: -

Place:
Date:

SELF-DECLARATION – NON-BLACKLISTING

(On Non-Judicial Stamp Paper of Rs. 100/- duly attested by the Notary Public)

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

Sir,

In response to the NIT no. EdCIL/OTAS/OTMA-11/2025 dated, I/We hereby declare that presently our Company/Firm_____ is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central Government/ PSU/Autonomous Body.

We further declare that presently our Company /Firm_____ is not blacklisted and not declared ineligible for reasons other than corrupt & fraudulent practices by any State/ Central Government/ PSU/ Autonomous Body on the date of Bid Submission.

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

Thanking you,

Yours faithfully,

Name of the Bidder: - Authorized Signatory: -

Seal of the Organization: -

Place:

Date:

Financial Information

(Certificate from practicing Chartered Accountant to be submitted along with Technical Bid)

- I. **Financial Analysis:** Details to be furnished duly supported by figures in the Balance Sheet/Profit & Loss Account for the last three years i.e. FY 2022-23, FY 2023-24 and FY 2024-25 and certified by the Chartered Accountant, as submitted by the Bidder to the Income-Tax Department (copies to be attached).

Total Turnover

S. No.	Details	(1) FY 2022-23	(2) FY 2023-24	(3) FY 2024-25
i)	Gross Annual Turnover			
ii)	Profit/Loss			
iii)	Net worth			

- II. Please attach – Audited Balance Sheet & Statement of Profit & Loss Account
- Certificate of net worth from Chartered Accountant of Bidder.

Name of the Bidder: - Authorized

Signatory: -

Place:

Seal of the Organization: -

Date:

DETAILS OF SIMILAR WORK EXECUTED

S. NO	Name of work/ Project & Location	Owner/ Sponsoring organization	Work order/ Agreement Details	Completion Certificate/ Tax Invoice Details
1	2	3	4	5

Name of the Bidder: - Authorized Signatory: -

Seal of the Organization: -

Place:

Date:

DETAILS OF MANPOWER PERSONNEL TO BE EMPLOYED FOR THIS WORK

Category	Total Number	Minimum Qualification	Experience

Place:

Date:

TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)

Date:

To

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

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender / Work: _____

Dear Sir,

1. I / We have downloaded / obtained the tender document(s) for the above-mentioned 'Tender/Work' from _____ the _____ web _____ site(s)namely: _____ as per your advertisement, given in the above-mentioned website(s).
2. I/We hereby certify that I/we have read the entire terms and conditions of the tender documents from Page No. to (including annexures), which forms part of the contract agreement, and I/we shall abide hereby by the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/organization too have also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the tender conditions of above-mentioned tender document(s) / corrigendum(s) in its totality /entirety.
5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking/Autonomous bodies.
6. I / We certify that all information furnished by our Firm is true & correct and, in the event that the information is found to be incorrect/untrue or found violated, then your department/organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

7. We warrant that the service does 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 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.
8. We certify that any owner/stakeholder/employee or group of persons of our company/firm has not been caught / involved / booked / charge-sheeted / convicted / punished / debarred for unfair-means in any examination assignment undertaken by our company/firm.
9. The above document is executed on .../.../2025 at (place) and we accept that if anything out of the information provided by us is found wrong, our tender/ work order shall be liable for rejection.

Name of the Bidder: -

Authorized Signatory: -

Seal of the Organization: -

Place:

Date:

PERFORMANCE GUARANTEE FORMAT

Name of the Bank: -----

To

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

In consideration of the EdCIL acting through---- (Designation & address of Contract Signing Authority), (hereinafter called "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 Service Provider" for the work (here in after called "the said agreement") having agreed for submission of an irrevocable Bank Guarantee Bond foronly)) as a performance security Guarantee from the Service Provider 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 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 General Manager (OTAS), EdCIL (India) Ltd, Noida or----- (Designation & Address of contract signing authority for any reason whatsoever as the Competent Authority of EdCIL deemed fit), 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 Service Provider of any of the terms of conditions contained in the said agreement or by reason of the Service Provider 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 Service Provider in any suite or proceeding pending before any court or Tribunal relating to liability under this present being absolute and unequivocal.
(b) The payment made by us under this Performance Guarantee shall be a valid discharge of our liability for payment there under and the Service Provider 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 Service provider 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 undertake 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 may 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 service provider 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 service provider 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 service provider 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 Service Provider.

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 Handholding Period). 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. -----

Full Address-----

1

--

2.

NON-DISCLOSURE AGREEMENT

This Agreement (hereinafter called the "Agreement") is made on the (day) day of the month of (month), (year), between EdCIL, on the one hand, (hereinafter called the "Purchaser") and, on the other hand, (Name of the bidder) (hereinafter called the "Bidder") having its registered office at (Address)

WHEREAS

The "Purchaser" has issued a public notice inviting various organizations to propose for hiring service of a company for provision of service to EdCIL (hereinafter called the "Project") of the Purchaser.

The Bidder, having represented to the "Purchaser" that it is interested to bid for the proposed project,

The Purchaser and the Bidder agree as follows:

1. In connection with the "Project", the Purchaser agrees to provide to the Bidder a Detailed Document on the Project vide the Request for Proposal. The Request for Proposal contains details and information of the Purchaser operations that are considered confidential.
2. The Bidder to whom this Information (Request for Proposal) is disclosed shall:
 - Hold such information in absolute confidence with the same degree of care with which the Bidder protects its own personnel, confidential and proprietary information.
 - Use the information only as needed for the purpose of bidding for the Project.
 - Except for the purpose of bidding for the Project, not copy or otherwise duplicate such information or knowingly allow anyone else to copy or otherwise duplicate such information.
 - Undertake to document the number of copies it makes with regard to the project, and
 - On completion of the bidding process and in case unsuccessful, promptly return to the Purchaser, all information in a tangible form or certify to the Purchaser that it has destroyed such information as relating to the project.
3. The Bidder shall have no obligation to preserve the confidential or proprietary nature of any information which:
 - Was previously known to the Bidder free of any obligation to keep confidential at the time of its disclosure as evidenced by the Bidder's written records prepared prior to such disclosure; or
 - Is or becomes publicly known through no wrongful act of the Bidder; or
 - Is independently developed by an employee, agent or contractor of the Bidder not associated with the project and who did not have any direct or indirect access to the information.
4. The Agreement shall apply to all information relating to the Project disclosed by the Purchaser to the bidder under this Agreement.
5. The Purchaser will have the right to obtain an immediate injunction enjoining any breach of this Agreement, as well as the right to pursue any and all other rights and remedies available under statutes or in equity for such a breach.
6. Nothing contained in this Agreement shall be construed as granting or conferring rights of license or otherwise, to the bidder, in any of the Information. Notwithstanding the disclosure of any information by the Purchaser to the Bidder, the Purchaser shall retain title and all intellectual property and proprietary rights to the information. No license under any trademark, patent or copyright, or application for same that are now or thereafter may be obtained by such a party is either granted or implied by the conveying of information. The Bidder shall not alter or obliterate any trademark, trademark notice, copyright notice, confidentiality notice or any notice of any other proprietary right of the Purchaser on any copy of the information and shall reproduce any such mark or notice on all copies of such information.
7. This Agreement shall be effective from the date the last signature is affixed to this Agreement and shall

continue in perpetuity.

8. Upon written demand of the Purchaser, the Bidder shall (i) cease using the information, (ii) return the information and all copies, notes or extracts thereof to the Purchaser forthwith after receipt of notice, and (iii) upon request of the Purchaser, certify in writing that the Bidder has complied with the obligations set forth in this paragraph.
9. This Agreement constitutes the entire agreement between the parties relating to the matters discussed herein and supersedes any and all prior oral discussions and/or written correspondence or agreements between the parties. This Agreement may be amended or modified only with the mutual written consent of the parties to the contract. Neither this Agreement nor any right granted hereunder shall be assignable or otherwise transferable.
10. CONFIDENTIAL INFORMATION IS PROVIDED "AS IS" WITH ALL FAULTS. IN NO EVENT SHALL THE PURCHASER BE LIBLE FOR THE ACCURACY OR COMPLETENESS OF THE CONFIDENTIAL INFORMATION.
11. This Agreement shall benefit and be binding upon the Purchaser and the Bidder and their respective subsidiaries, affiliate, successors and assigns.
12. Agreement shall be governed by and construed in accordance with the Laws in India.
13. Additional oral agreements do not exist. All modifications and amendments to this agreement must be made in writing.

Name of the Bidder: -

Authorized Signatory: -

Seal of the Organization: -

Place:

Date:

Undertaking on Patent Rights
(Company letterhead)

To,

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

Undertaking on Patent Rights. Sir,

1. I/We as Service Provider (SP) do hereby undertake that none of the deliverables being provided by us is infringing on any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence.
2. I/We also confirm that there shall be no infringement of any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence, in respect of the equipment, systems or any part thereof to be supplied by us. We shall indemnify EdCIL against all cost/claims/legal claims/liabilities arising from third party claim in this regard at any time on account of the infringement or unauthorized use of patent or intellectual and industrial property rights of any such parties, whether such claims arise in respect of manufacture or use. Without prejudice to the aforesaid indemnity, the SP shall be responsible for the completion of the supplies including spares and uninterrupted use of the equipment and/or system or any part thereof to EdCIL and persons authorized by EdCIL, irrespective of the fact of claims of infringement of any or all the rights mentioned above.
3. If it is found that it does infringe on patent rights, I/We absolve EdCIL of any legal action.

Name of the Bidder: -

Authorized Signatory: -

Seal of the Organization: -

Place:

Date:

Undertaking on Clause 144 (xi) of GFR

To,

General Manager (OTAS)

EdCIL (India) Limited

EdCIL House, 18 A,

Sector-16 A Noida – 201301 (U.P.)

Sub: Submission of Model Certificate in compliance of Rule 144 (xi) of GFR 2017. Sir,

I have read the clause regarding restrictions on procurement from a bidder of a country which shares land border with India; I hereby certify that this bidder is not from such a country or, if from such a country, has been registered with the Competent Authority. I hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered.

I have read the clause regarding restrictions on procurement of a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries; I certify that this bidder is not from such a country or, if from such a country, has been registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. I hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered.

Yours sincerely,

Name of the Bidder: -

Authorized Signatory: -

Seal of the Organization: -

Place:

Date:

Undertaking on Service Level Compliance

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

Sub: Undertaking on Service Level Compliance. Sir,

1. I/We as Service Provider do hereby undertake that we shall monitor, maintain and comply with the service levels as desired in the tender to provide quality service to EdCIL.
2. However, if the proposed number of resources is found to be not sufficient in meeting the tender and/or the Service Level requirements given by EdCIL, then we will augment the team without any additional cost to EdCIL.

Yours sincerely,

Name of the Bidder: - Authorized Signatory: -

Seal of the Organization: -

Date:

Place:

CONTRACT

THIS AGREEMENT is made on this _____ day of _____, 2025 between EdCIL (India) Limited, EdCIL House, Plot No. 18A, Sector-16A, Noida – 201301 (UP) acting in the premises through Director/Projects or his successor _____ of M/s EdCIL (India) Limited, Noida – 201301 (hereinafter referred to as 'EdCIL') of one part and M/s _____ (hereinafter referred to as 'contractor') of the other part.

Whereas in response to a call for Tender for "Selection of Agency for Design, Development & Implementation of a Mobile Application with Web-based Dashboard for Observer Management"

" as per Tender papers at Annexure ___ hereto the selected bidder has submitted a bid as per Annexure _____ hereto and whereas the said bid of the service provider has been accepted for _____ as per copy of Letter of Acceptance of Tender No. _____ dated _____ complete with enclosures at the accepted rates and agreed deviations from Tender Papers _____ as per Annexure _____ hereto and at an estimated contract value of Rs. _____ (Rupees _____ Only).

Now this agreement witnesses that in consideration of the premises and the payment to be made by the Purchaser to the selected bidder provided for herein below the selected bidder shall offer "Selection of Agency for Design, Development & Implementation of a Mobile Application with Web-based Dashboard for Observer Management" and been accepted strictly according to the various provisions in Annexure and _____ hereto and upon such supply, executer and performance to the satisfaction of the purchaser and purchaser shall pay to the selected bidder at the rates accepted as per the said Annexure _____ and in terms of the provisions therein. In the witness where of the parties have hereunto set and subscribed their respective hands and/or seals day and year respectively mentioned against their respective signatures.

Signed and delivered at _____ by Shri _____ for and on behalf of M/s. _____.

The selected bidder within named in the presence of:

1. Signatures
Date
Name in Block Letters
2. Signatures
Date
Name in Block Letters Address
Letters Address

Signed and delivered at _____ for and on behalf of EdCIL by Shri _____
(Director / Projects or his successor) in the presence of: -

1. Signatures Date
Name in Block Letters
2. Signatures Date
Name in Block Letters Address

Offline and Online Bid Submission Documents

1.1 Offline Submissions:

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

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

- I. Demand Draft/Bank Guarantee/Bid Securing Declaration against Earnest Money Deposit.
- II. Original copy of the Power-of-Attorney and Self-Declaration- Non-blacklisting.

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

2.1 Online Submissions:

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

Envelope – 1			
(Following documents to be provided as single PDF file)			
Sl. No.	Documents	Content	File Types
1.	Technical Bid	Bid-Form	PDF
2.		Compliance Sheet	PDF
3.		Letter of undertaking	PDF
4.		Self-Declaration- Non-blacklisting	PDF
5.		Financial Information	PDF
6.		Details of Similar work executed	PDF
7.		Details of Manpower Personnel	PDF
8.		Tender Acceptance Letter	PDF
9.		Performance Bank Guarantee Format	PDF
10.		Non-Disclosure Agreement	PDF
11.		Undertaking of Patent Rights	PDF
12.		Undertaking of Clause 144 (xi) of GFR	PDF
13.		Undertaking on Service Level Compliance	PDF
14.		Contract	PDF
15.		Offline and Online Bid Submission Documents	PDF
16.		Bank Guarantee Towards Bid Security (EMD)	PDF
17.		Bid Security-Declaration	PDF
18.		Performa for Declaration on Proceedings Under Insolvency and Bankruptcy Code, 2016	PDF
19.		Proforma for Changes/ Modifications Sought by Bidders to the Bidding	PDF

		Conditions	
20.		Power of Attorney	PDF
21.		Instructions for e-tendering	PDF
22.		Proforma Certificate on Relatives of Directors of EdCIL	PDF
23.		Bidder's Bank Details	PDF
24.		Undertaking/ Declaration/ Confirmation	PDF
25.		Undertaking	PDF
26.		Financial Bid	.xlsx
27.		Signed copy of minutes of Pre Bid Meeting	PDF

BANK GUARANTEE TOWARDS BID SECURITY (EMD)

Bank Guarantee No. _____

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

Whereas..... (herein after called “the Bidder”) has submitted its Bid dated..... in response to the NIT No..... for “Selection of Agency for Design, Development & Implementation of a Mobile Application with Web-based Dashboard for Observer Management” (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 Rs.....(Rupees only) 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:
 - i. fails or refuses to execute the Agreement form if required; or
 - ii. 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.

For (indicate the name of bank) Signature
of Banks Authorized official Witness (Name)_

Designation with Code No. -----
Full Address-----

BID SECURITY-DECLARATION

(On Non-Judicial Stamp Paper of Rs. 100/- duly attested by the Notary)

To,
General Manager (OTAS) EdCIL
(India) Limited
EdCIL House, Plot no. 18 A,
Sector-16 A,
Noida – 201301 (U.P.)

Sir,

In response to the NIT No. EdCIL/OTAS/OTMA-11/2025 dated_2025, I/We hereby undertake not to withdraw or modify our submitted bid during the period of validity and on award of the contract. We commit ourselves to submit the prescribed performance security and shall sign the contract within stipulated deadline defined in tender failing which our organization can be suspended for a year from being eligible to submit bid for contract/tender/EOI invited by EdCIL (India) Limited.

Thanking you,

Yours faithfully, Name of

the Bidder: -

Authorized Signatory: -

Seal of the Organization: -

Date:

Place:

**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 the 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.

Name of the Bidder: -
Authorized Signatory: - Seal of
the Organization: -

Place:
Date:

PROFORMA FOR CHANGES/ MODIFICATIONS SOUGHT BY BIDDERS TO THE BIDDING CONDITIONS
 EdCIL expects the bidders to fully accept the terms and conditions of the bidding documents. However, changes/ modifications to the terms and conditions of bidding documents, if any proposed, can be communicated in the following proforma, in case pre-bid is not held. This can be used even in cases where pre-bid is held, to inform about the proposals in advance to the pre-bid date.

Clause No. of Bidding Document	Full compliance/ not agreed	Changes/ modifications proposed by the Bidders	Remarks

Name of the Bidder: -
 Authorized Signatory: -
 Seal of the Organization: -

Note:- Bids maintaining or taking exceptions/deviations shall be rejected straightaway.

Note: This form should be returned along with the offer duly signed

POWER OF ATTORNEY

Know all men by these presents, we (name of firm and address of the registered office) do hereby constitute, nominate appoint and authorize Mr./Ms.....son/daughter/wife of and presently residing at... , who is presently employed with /retained by us and holding position of..... as our true and lawful attorney (hereinafter referred to as the "Authorized Representative") to do in our name and on our behalf, all such acts, deeds and things are as necessary or required in connection with or incidental to submission of our proposal for and selection as the <project title> for the <name of the client> 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.....2025.

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 be submitted for verification the extract of the charter documents and other documents such as a resolution/Power of Attorney in favor of the person executing this Power of Attorney for delegation of power hereunder on behalf of the applicant.
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 is carries a conforming Apostle certificate.

Instructions for e-Tendering

1) Instructions for Online Bid Submission:

- (a) E-tendering is new technology for conducting public procurement in a transparent and secured manner. As per Government of India's directives, EdCIL (India) Limited has adopted E-tendering.
- (b) For conducting electronic tendering, EdCIL (India) Limited has decided to use Electronic tender portal link available with detailed information on e-tendering process. This portal built using electronic tender's software is referred to as <http://www.tenderwizard.com/EDCIL>.
- (c) The bidders are required to submit soft copies of their bids electronically on <http://www.tenderwizard.com/EDCIL> e-tendering website, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the Tender Wizard E-Tendering Portal, prepare their bids in accordance with the requirements and submitting their bids online on the Tender Wizard E-Tendering Portal.
- (d) The scope of work to be tendered is available in the complete bid documents which can be viewed /downloaded from Tender Wizard E-Tendering Portal of <http://www.tenderwizard.com/EDCIL>. Technical Bid will be submitted duly digitally signed in the website <http://www.tenderwizard.com/EDCIL>. No claim shall be entertained on account of the disruptions of internet service being used by bidders. Bidders are advised to upload their bids well in advance to avoid last minute technical snags.
- (e) All Corrigendum/Amendment/Corrections, if any, will be published on the website <http://www.tenderwizard.com/EDCIL> as well as on EdCIL's website.
- (f) 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.
- (g) It is mandatory for the bidders to get their firm/company 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 charges 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 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 anyone and safeguard its secrecy.
- (h) Submit your tender well in advance by relevant documents along with copy of EMD of tender submission deadline on Tender Wizard E-Tendering Portal <http://www.tenderwizard.com/EDCIL>, as there could be

last minute problems due to internet timeout, breakdown, etc.

- (i) Tenders should be submitted only through Tender Wizard E-Tendering Portal and obtain the Tender Acknowledgement copy as proof of selected submission.
- (j) Vendors Training Program: Vendors are requested to contact Tender wizard Helpdesk for any information regarding E-tendering / training.
 - (i) For online registration, intended bidders may write us at harishkumar.kb@etenderwizard.com or contact no. 080-40482100/ 9964074577/ 9650520101.
 - (ii) For any further query related to Training Session, Tender Uploading/downloading or any other query related to tender please contact Tender wizard Helpdesk.
 - (iii) Telephone: 080-40482100/9650520101/9964074577 or write us mail on Email Id:- harishkumar.kb@etenderwizard.com, ratan.thakur@etenderwizard.com, varun.b@etenderwizard.com.

2) PREPARATION OF BIDS

- (a) Bidder should take into account any corrigendum/addendum published on the portal before submitting their bids.
- (b) Please go through the tender advertisement and 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 have to be submitted, the number of documents including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- (c) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/ schedule and generally, they can only be in PDF format. Bid documents may be scanned with 100 dpi with black and white options.

3) SUBMISSION OF BIDS

- (a) 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 upload the bid in time i.e. on or before the bid submission time. Bidder will be sole responsible for any delay in uploading of bid within the stipulated time.
- (b) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- (c) 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.
- (d) Upon the selected and timely submission of bids, the portal will give a selected 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.

4) ASSISTANCE TO BIDDERS

- (a) 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.

<p>Telephone / Mobile/ E-mail ID</p>	<p>Vendors Training Program: Vendors are requested to contact at Tender wizard Helpdesk Office for any information regarding E-tendering / training.</p> <p>a) For online registration, intended bidders may write us at harishkumar.kb@etenderwizard.com or contact no. 080-40482100/9964074577/9650520101.</p> <p>b) For any further query related to Training Session, Tender Uploading/downloading or any other query related to tender please contact Tender wizard Helpdesk.</p> <p>Telephone: 080-40482100 / 9650520101 / 9964074577 or mail us on email-id: harishkumar.kb@etenderwizard.com, ratan.thakur@etenderwizard.com, varun.b@etenderwizard.com & cc to: destenders@edcil.co.in</p>
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5) Offline Submissions: (AS PER TENDER REQUIREMENT)

(a) The bidder is requested to submit documents as mentioned in Annexure-15.

6) MINIMUM REQUIREMENTS AT BIDDER'S END

(a) Computer System having configuration with minimum Windows 7 or above, and Broadband connectivity

(b) Digital Certificate(s)

**PROFORMA CERTIFICATE ON RELATIVES OF
DIRECTORS OF EdCIL**

This has reference to our proposed contract regarding **Tender For Selection of Agency for Design, Development & Implementation of a Mobile Application with Web-based Dashboard for Observer Management against tender no. EdCIL/OTAS/OTMA-11/2025** to be entered into with EdCIL.

For the purpose of Section 297/299 of the Companies Act, 1956, an extract enclosed at Appendix 11-A, we certify that to the best of my/our knowledge:

- (C)** I am not a relative of any Director of EdCIL;
- (ii) We are not a firm in which a Director of EdCIL or his relative is a partner;
- (C)** I am not a partner in a firm in which a Director of EdCIL or his relative is a partner;
- (C)** We are not a private company in which a Director of EdCIL is a Member or Director;
- (C)** We are not a company in which Directors of EdCIL hold more than 2% of the paid-up share capital of our company or vice-versa.

Authorized Signatory of The
Contracting Party

Place...

Date...

Note: This form should be returned along with the offer duly signed

BIDDER'S BANK DETAILS

S. NO.	ITEM	DETAILS
1	Name & Complete Address of the Supplier/ Contractor as per Bank Records	
2	Name & Complete Address of the Bank with Branch details	
3	Type of Bank Account (Current/ Savings/ Cash Credit)	
4	Bank Account Number (indicate 'Core Bank Account Number', if any).	
5	IFSC / NEFT Code (11 digit code) / MICR code, as applicable, along with a cancelled cheque leaf.	
6	Permanent Account Number (PAN) under Income Tax Act;	
7	GST Registration Number (for supply of Goods and services)	
8	E-mail address of the vendor / authorized official (for receiving the updates on status of payments)."	

Place:
Date:

Name of the Bidder:
Authorized Signatory: -
Seal of the Organization: -

Note: This form should be returned along with the offer duly signed

UNDERTAKING/ DECLARATION/ CONFIRMATION

Bidder to submit the following undertaking duly signed by authorized representative.

- I/We hereby undertake that all instructions and conditions of tender documents are acceptable to us unconditionally.
- I/We hereby undertake to provide all the necessary compliances/Invoice/ documents required under GST legislation for enabling EdCIL to avail Input tax (GST) credit. (Not applicable for the bidders who are under composition levy)
- I/We hereby declare that neither we ourselves, nor any of our allied concerns, partners or associates or directors or proprietors involved in any capacity, are currently serving any banning orders issued by EdCIL debarring them from carrying on business dealings with EdCIL.
- I/we confirm that our bid shall be valid up to 90 days from the date of opening of technical bid.
- I/we confirm that we accept contract period as indicated in the tender.
- I/we confirm that our quoted price shall be firm during the entire duration of the contract and without any qualification.
- I/we confirm that the prices quoted by Bidder for the items / services of same specifications /scope are not more than what they charge to other customers”.
- “We have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India. We certify that bidder M/s.
(name of the bidder) is not from such a country or if from such a country, has been registered with the Competent Authority. We hereby certify that bidder M/s.
(Name of bidder) fulfills all the requirement in this regard and is eligible to be considered against the tender.”

[wherever applicable bidder must submit evidence of valid registration by Competent Authority]

- “We have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries. We certify that bidder M/s.
(Name
of bidder) will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority.”

[wherever applicable bidder must submit evidence of valid registration by Competent Authority]

Name of the Bidder: -
Authorized Signatory: -
Seal of the Organization: -

Place:

Date:

Note: This form should be returned along with offer duly signed

UNDERTAKING

{TO BE PRINTED ON COMPANY'S LETTER-HEAD}

We.....(bidder) undertake that all the documents/ certificates/ information submitted by us against the tender no. EdCIL/OTAS/OTMA-11/2025 is genuine. In case any of the documents/ certificates/ information submitted by us is found to be false or forged, action as deemed fit may be initiated by EdCIL at its sole discretion.

Name of the Bidder: -
Authorized Signatory: -
Seal of the Organization:

Place:
Date:

FINANCIAL BID

Name of Bidder: _____

Tender Reference No.: _____

Date: _____

S. No.	BoQ Item Description	Total Price (Excl. GST) (INR)	Total Applicable GST Amount (INR)
1	Observer management Application with mobile App in android & iOS along with dashboard and Communication Management System for 1 year including one support manpower for 3 months		
2	Annual Maintenance Contract (AMC) Cost per year after 1 year of contract		
3	Cost for any kind of Change Request per man-hour for any additional scope of work		
Total Price: (1+2)			
Total Price in words: (1+2)			

Declarations:

1. The price quoted by the bidder for the change request shall not be considered while determining the L1 bidder. It shall only be paid if any additional scope of work is to be implemented beyond the specified work.
2. The bidder confirms compliance with all technical and commercial terms and conditions of the RFP and shall white label the application/solution in the name of EDCIL.
3. 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.

Name of the Bidder: -
 Authorized Signatory: -
 Seal of the Organization: -

Place:

Date: