

# Tender

For

Empanelment of Service Providers for  
conduct of Tablet Based Digital OMR  
Test  
For  
Various Clients of EdCIL



NIT No.: EdCIL/OTAS/TBT/2026

Dated: 23/04/2026

## EdCIL (India) Limited

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

Registered Office: Amba Deep, 7<sup>th</sup> Floor, 14 K.G. Marg, Connaught Place, New Delhi - 110001

Corporate Office: 18A, Sector 16A, Noida -201301(U.P)

Website: [www.edcilindia.co.in](http://www.edcilindia.co.in)

Tele: (0120) 2970206-07

E-mail: [ugaikwad@edcil.co.in](mailto:ugaikwad@edcil.co.in)

Fax: (0120) 2970209

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## **NOTICE INVITING TENDER**

**NIT No.: EdCIL/OTAS/TBT/2026**

**Dated 23/04/2026**

Online bids are invited on two bids system to select an agency to “Empanelment of Service Providers for conduct of Tablet Based Digital OMR Test for Various Clients of EdCIL”. Manual bids shall not be accepted.

The tender document shall be downloaded from the electronic tender portal link available at [www.tenderwizard.com/EdCIL](http://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 tampered/ 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.

### **1. 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 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.

## **2. Introduction:**

EdCIL (India) Limited, is a “Mini Ratna Category-I” 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.

## **3. Vision**

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

#### **4. 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:

##### **i) 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 at 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.

##### **ii) Educational Infrastructure Services (EIS)**

Following key services are provided by the vertical covering educational infrastructure management (turnkey execution and project management consultancy) services.

- Concept Design
- Detailed Drawings
- Detailed Project estimate with Bill of Material
- Construction Schedule /Procurement Plan
- Tender documents
- Tender Process Management
- Project construction monitoring
- Incident monitoring
- Modifications in schedule
- Quality Assurance and Control
- Billing and Payments
- Getting Completion / Occupancy Certificates from Statutory Authorities

- Final Project Completion Report with Expense Analysis

**iii) 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:

- Educational Product research
- Vendor empanelment
- Demand Aggregation
- Development of Sourcing Strategy
- E-Tendering
- Bid Analysis
- Finalization of contract
- Order Placement
- Monitoring receipt of shipment including Quality check at client site
- Vendor payment management
- Monitoring AMC/Warranty
- Monitoring client feedback.

**iv) 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.

Following key services are provided by vertical as part of the Digital Education Services

- Wi-Fi and Network Solutions
- ERP implementation
- Digitization of Records
- E-content preparation
- Virtual Classrooms
- Smart Campuses
- Online Admission System
- Computer labs

**v) Advisory Services:**

Following key services are offered by the Advisory vertical in the Education (School Chains and Higher education) and HR advisory space:

- Preparation of Detailed Project Reports (DPRs) (Greenfield and Brown field)
- Organization Restructuring (Sectoral/institutional)
- Improving Operational Efficiency
- Digitization Planning

- Designing of Training
- Impact Assessment (ICT/other schemes)
- Designing of new education schemes
- Education content Design

vi) **Overseas Education Services (OES):**

Based on strong MEA/MOE endorsement within India, client confidence, and alliances gained globally over three decades, the vertical executes 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:

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

vii) **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:

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

5. **Aims & Objectives of the Tender:**

EdCIL, on behalf of its clients, intends to conduct examinations through "Tablet Based Digital OMR Test (TBT)" in various cities spread across the country in India.

The examination would typically up to 180 questions to be attempted in a single shift of 2 to 3 hours duration and number of candidates may vary from examination to examination.

EdCIL intends to empanel Service Providers on rate contract basis to render "Service for conduct of Tablet Based Digital OMR Test for Various Clients of EdCIL", its administration, logistics, setting up, moderation and translation of question

papers, processing of results and submission of raw score & final merit list to EdCIL.

The system shall mainly comprise of the following activities:

- 5.1 Approval of process document for the execution of entire project requirement [Project Plan, deployment of Project Team at EdCIL office], as per the requirement and based on inputs received from end Client.
- 5.2 Design & Development of Application Software for online registration of applications.
- 5.3 Integration of multiple Payment Gateway with Online Application Registration Portal.
- 5.4 Preparation and issue of e-Admit Cards. The service provider is required to generate the roll numbers for all the candidates for the issuance of e-admit card for every examination. The roll number has to be generated as per the guidelines provided by EdCIL.
- 5.5 Setting up of Help Desk (8 hours per day x 6 days a week) for handling candidate's query starting from registration process till conduct of the examination including extension on need basis.
- 5.6 Service Provider to provide a video for Tablet Based Test for the understanding of the candidates regarding 'how to operate the tablet, attempt the questions and answers', etc.
- 5.7 Booking of Test Centres after due approval from EdCIL. Alternatively, EdCIL's end client can also provide Examination Centres.
- 5.8 Allocation of the candidates to examination centers as per the guidelines provided by EdCIL.
- 5.9 Conduct of dry run a day before the TBT to ensure availability of functional tablets, charging stations, power arrangements, manpower and other related services for smooth conduct of Exam. Once the dry run is completed the service provider will not conduct any other examination on the same day.
- 5.10 Setting-up of Bi-lingual (preferably English & Hindi or any one regional language) MCQ Question Papers.
- 5.11 The service provider shall allow and coordinate in deployment of other services such as installation of low frequency jammers, CCTV surveillance & recording, Biometric Services, Frisking through HHMD facility obtained by EdCIL from separate empaneled vendors.
- 5.12 The service provider is required to deploy IT manpower, Invigilators, MTS, etc. required for the conduct of the examination.
- 5.13 Setting up of Command Centre/Control Room in EdCIL/end Client's Office.
- 5.14 Conduct of Tablet Based Test (TBT).
- 5.15 Reporting of any untoward incident/FIR to Local Police, as per the advice of EdCIL.
- 5.16 Provision for receipt of candidate representations post-examination.
- 5.17 Submission of candidate responses to EdCIL within 24 hours after the completion of TBT.

- 5.18 Application of Normalization formula for preparation of result as and when required.
- 5.19 Submission of TBT results in a digitally signed and non-editable format as approved by EdCIL.
- 5.20 Timely submission of specific data/inputs as may be required by any statutory/end client/legal authority. Submission of various customized reports as per requirements of EdCIL.

**Note:**

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

**6. NIT No. EdCIL/OTAS/TBT/2026 dated 23/04/2026:**

S. No	Particulars	Details
1.	Tender Document issued by	EdCIL (India) Limited, Noida
2.	Authorized Officer for Clarifications	Chief General Manager (OTAS)
3.	Availability of e-Tender Document	Tender document will be available on websites from 23/04/2026 to 08/05/2026. Tender document may be downloaded from EdCIL website <a href="http://www.edcilindia.co.in/Etenders">http://www.edcilindia.co.in/Etenders</a> , Central Public Procurement Portal site and <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a> and Tender Wizard.
4.	Estimated volume of work per Year	Approx. 2 Lakhs Candidates per year
5.	Earnest Money Deposit (EMD)	Rs. 80,00,000/- (Rupees Eighty Lakh only) – To be submitted in the form of Bank Guarantee /Fixed Deposit Receipt/Online Transfer/Demand Draft in favour of EdCIL (India) Limited payable at Noida. The bids without EMD shall be summarily rejected.
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 <a href="mailto:ugaikwad@edcil.co.in">ugaikwad@edcil.co.in</a> by 27/04/2026. The pre-bid queries received beyond the stipulated date shall not be entertained.
8.	Pre-Bid meeting for queries, if any	On 27/04/2026 at 03:30 PM at EdCIL Office, Noida
9.	Issue of Corrigendum/ addendum/ clarification (if any) online	After Pre-bid meeting
10.	(a) Last date for submission of Bid	08/05/2026 up to 2.30 PM
	(b) Opening of Technical bid	08/05/2026 at 03.30 PM at EdCIL Office, Noida
	(c) Presentation & Demonstration by Shortlisted Bidders	To be communicated later.

11.	Performance Bank Guarantee (PBG)	(a) 5% of each year's estimated project value. (b) The Performance Guarantee shall be kept valid upto a period of 90 days beyond the completion of the contract period. (c) PBG to be made in favour of EdCIL (India) Limited
12.	Contract Duration	02 years (extendable to 02 more years on a yearly basis based on the bidder's satisfactory performance and EdCIL's internal requirement) (2+1+1 Years).

**Note:**

- (a) **A rate contract is now being entered into.**
- (b) The figure at item no. 4 is estimated only for projection per annum.
- (c) The figure based on the business placed with EdCIL may vary as per market demand.
- (d) In the event of the previous year's projection number being exceeded, the price will be renegotiated for possible downward revision at the end of each completed contract year for the succeeding year. However, no minimum commitment is made by EdCIL on this account.

**7. Scope of Work:**

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

- 7.1** Pre- Examination Phase
- 7.2** Examination Delivery Phase
- 7.3** Post Examination Phase

All processes of examination phases shall be carried out by the service provider in consultation with EdCIL.

The following shall be made available by EdCIL.

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

**7.1 Pre-Examination Phase:**

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

**7.1.1 Designing of web application portal and candidate handling process:**

- 7.1.1.1 The website will be used for inviting Online Application for various TBT examinations conducted by EdCIL, eKYC with UIDAI, integration with payment gateways, correction window, answer key challenge and preparation of results. All these activities will generate large number of hits on the website and result in establishment of a very high number of simultaneous sessions.
- 7.1.1.2 The website should be accessible through all the standard/ popular browsers, operating systems, etc.
- 7.1.1.3 Security and integrity of data and web-applications will be the responsibility of the Service Provider. The website should have enough security features to prevent unauthorized access to the data. The system should comply with the STQC/CERT-IN security guidelines.
- 7.1.1.4 Service providers shall host and store data from the web application on Data Centre.
- 7.1.1.5 Alternatively, the service provider's software must be capable of being hosted on a MeitY-empanelled cloud platform (e.g., NIC Cloud, AWS, Azure, etc.) provisioned by EdCIL or any other cloud/on premise platform.
- 7.1.1.6 The Service Provider shall support & coordinate with third-party agencies empanelled by EdCIL to provide cloud platforms and ensure successful hosting and storage of data. The service provider shall not refuse to host and store data on a third-party agency's platform empanelled by EdCIL.
- 7.1.1.7 The online application registration software should have the ability to integrate with other platforms like Aadhaar, Digi Locker, APAAR etc.
- 7.1.1.8 The load testing will be done by the Service Provider with standard performance testing tools.
- 7.1.1.9 Audit trails to be maintained at every level with time stamps.
- 7.1.1.10 Below are the subcomponents for Online Application Portal:

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

		<p>handwriting, government ID, cast certificate, PwD certificate, education qualification certificate, etc.</p> <p>VI. Capability for identifying non-standard uploaded photographs, signature, thumb, handwriting etc.</p> <p>VII. Capture IP address from where candidate have done registration.</p> <p>VIII. Save as draft functionality during registration process</p> <p>IX. AI based chat bot model which can help candidates in answering frequently asked questions and guide them on how to fill applications.</p> <p>The system should be able to support online applications concurrently subject to the maximum load. The Service provider should be able to work simultaneously on different online application forms pertaining to different exams.</p>
3	Integration capability	<p>The portal shall be designed to integrate seamlessly with external systems and services to ensure interoperability and data exchange.</p> <p>I. API based integration with:</p> <ul style="list-style-type: none"> <li>• Aadhar Authentication service or Aadhar Authentication service provider empanelled by EdCIL.</li> <li>• Digi Locker, APAAR authentication service</li> <li>• Multiple Payment Gateways</li> <li>• Cloud service provider for hosting and data storage of data empanelled by EdCIL</li> <li>• SMS/email communication gateways</li> <li>• Help desk and grievance redressal module</li> <li>• Central dashboard</li> </ul> <p>II. Modular architecture to support future integration if any with EdCIL or EdCIL empanelled agency</p>
4	Payment Reconciliation	<p>To ensure financial transparency, the portal shall include a robust automatic payment tracking and reconciliation system. Key features are mentioned below:</p> <p>I. Integration with multiple payment gateways.</p> <p>II. Service Provider has to co-ordinate with the payment gateway/banks for reconciliation of fee payments.</p> <p>III. Refund management system to be provided.</p> <p>IV. Generation of reports for EdCIL and its clients.</p> <p>V. Real time dashboard for showing status of payments and integration with central dashboard of EdCIL.</p>
5	Checking of application data for duplicate applications	<p>To ensure fairness and prevent misuse of the examination process, the system must be capable of identifying duplicate or multiple applications submitted by the candidate. Many candidates tend to submit multiple applications for the same examination. The system shall identify such duplicate applications based on criteria defined by EdCIL or its client.</p>
6	Admit card	<p>The Service provider to generate and publish admit cards of</p>

	generation Module	<p>eligible candidates after finalizing the template with EdCIL. Key features are mentioned below:</p> <ol style="list-style-type: none"> <li>I. Admit Card should include critical examination details such as candidate name, roll number, exam date and time, examination venue details, reporting instruction, QR Code/Barcode (containing candidate roll no.).</li> <li>II. Downloadable PDF of admit card.</li> <li>III. Notification via SMS and email to candidates for updates regarding admit card.</li> </ol> <p>Admit card to be generated 10 to 15 days prior to the exam day and to made live 03 to 05 days or timelines as defined by EdCIL prior to the exam day.</p>
7	Candidate Profile Status	<p>Upon successful registration, the system to create a personalized dashboard for the candidate, to monitor and manage their examination life cycle. Comprehensive dashboard for candidates showing:</p> <ol style="list-style-type: none"> <li>I. Registration status</li> <li>II. Payment status</li> <li>III. Admit card availability</li> <li>IV. Communication history</li> <li>V. Grievance status</li> <li>VI. Result status</li> <li>VII. Restrictions to changes after the application has been submitted</li> </ol>
8	Communication gateway Module	<p>A dedicated Bulk SMS / Email Module shall be developed for effective communication with candidates throughout the examination lifecycle. This module will act as a centralized messaging system with candidates. The module must be capable of handling high volumes and be able to run for concurrent examinations. The Integration with SMS and email services for:</p> <ol style="list-style-type: none"> <li>I. OTPs</li> <li>II. Application form submission</li> <li>III. Payment status</li> <li>IV. Application updates</li> <li>V. Important alerts</li> <li>VI. Exam-related updates and notifications</li> <li>VII. City intimation</li> <li>VIII. Admit card alerts</li> <li>IX. Grievance responses</li> <li>X. Exam day reminder</li> <li>XI. Last moment changes in exam centres</li> <li>XII. Any other important communication</li> </ol>
9	Correction window	<p>To accommodate genuine errors, candidates shall be allowed to make corrections within a defined window.</p> <ol style="list-style-type: none"> <li>I. Configurable correction window for candidates to edit select submitted applications and for specified editable fields.</li> </ol>

		<p>II. Audit trail of corrections made.</p> <p>The Service Provider should be able to develop correction window form within 05 working days. Further, the service provider should be able to reconcile and finalize the application data and payments from the candidates within 02 weeks of the closure of correction window.</p>
10	Dashboard showing Online Application Status	<p>A centralized dashboard shall be provided to EdCIL or EdCIL's end client for monitoring and managing the application process. Real-time analytics and visualizations for:</p> <ul style="list-style-type: none"> <li>I. Total Application started</li> <li>II. Total Application in progress</li> <li>III. Total Application submissions</li> <li>IV. Total Application with successful Aadhaar e-KYC</li> <li>V. Payment success/failure status</li> <li>VI. Payment reconciliation status</li> <li>VII. Total Admit card downloads</li> <li>VIII. Drill-down capabilities by at every stage by date, state, city, region, category, age, gender, PwD, exam post etc.</li> <li>IX. Any other field which is important</li> </ul>

**7.1.2 Scheduling of candidates:**

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

- 7.1.2.1 Finalize list of examination venues in discussion with EdCIL.
- 7.1.2.2 The service provider shall finalize prima-facie eligible list of candidates and obtain approval from EdCIL.
- 7.1.2.3 A randomization formula should be used to allocate candidates to examination centres.
- 7.1.2.4 The randomization formula may be proposed by the service provider and shall be subject to approval by EdCIL, or EdCIL may provide its own formula.
- 7.1.2.5 Allocation of examination venues shall be based on candidate preferences submitted in the online application form or as per criteria finalized by EdCIL.
- 7.1.2.6 The final allocation data, including roll numbers, shall be shared with EdCIL in the prescribed format.
- 7.1.2.7 After receipt of requisite inputs, the scheduling and roll number generation should be completed within 5 working days.

**7.1.3 Question Paper Creation:**

The Service provider must ensure a robust mechanism for preparation of questions and a secure mechanism for the transmission of the same to tablets during examination. The Service provider shall adhere to the following:

- 7.1.3.1 Ensure to maintain highest standard of confidentiality in creation, moderation, translation, processing, storage, encryption and administration of question

paper set(s).

- 7.1.3.2 Ensure that the questions are not directly taken from question papers of any other examinations (Through plagiarism check).
- 7.1.3.3 Arrange for creation of questions with the help of dedicated panel of qualified and experienced subject matter experts.
- 7.1.3.4 Ensure second level of validation of questions created by panel of subject matter experts.
- 7.1.3.5 Questions to be prepared as per the details and standards given by EdCIL.
- 7.1.3.6 Difficulty level of questions would be assigned by one panel of subject matter experts and the same would be validated by another panel of subject experts.
- 7.1.3.7 Pool of questions will be created topic-wise/subject-wise with proper tagging of difficulty level of each question.
- 7.1.3.8 Complete set of question papers would be generated from the pool of questions through a computerised programme before downloading the question paper for each examination.
- 7.1.3.9 Ensure that the question papers have similar difficulty level across various sets of question papers for one examination.
- 7.1.3.10 If translation of question questions are required, translation work (Hindi/Regional Language) will be done through a dedicated panel of experts.
- 7.1.3.11 Same meaning and sense of question is retained in the translated version as in the English language.
- 7.1.3.12 Ensure proof-reading of each question.
- 7.1.3.13 Sample set of question paper must be submitted to the EdCIL at least 30 days prior to the Test if requested by EdCIL's end client.
- 7.1.3.14 Mock Test Report prior to one day of exam: The mock test report shall mandatorily include detailed system logs of the mock tests conducted and submitted to EdCIL.
- 7.1.3.15 Question papers shall be transmitted from Central Server in 256 bit encryption from central server and to be decrypted on the candidate tablet.
- 7.1.3.16 Perfection of question should be of the highest level. A certificate with respect to content accuracy (Quality standard in line with the defined syllabus and difficulty level) should be submitted to EdCIL at least 7 days prior to examination.
- 7.1.3.17 Encryption shall have "ZERO HUMAN INTERVENTION".

#### **7.1.4 Infrastructure for conduct of examination:**

- 7.1.4.1 The Service Provider will provide SOP and documentary manuals for all the processes for safe and secure examination along with rules for contingency and exception handling/ emergency procedures within 21 days of signing of SLA. The SOP amendments, if any, including previous feedback will also be provided by the Service Provider.
- 7.1.4.2 The Service Provider will arrange for required number of well-equipped examination venues atleast 30 days prior to start of examination.

- 7.1.4.3 The required hardware, software, and networking infrastructure for the conduct of examination shall be made available by the Service Provider.
- 7.1.4.4 Background check/ police verification/ non-Criminal Report of all Exam related functionaries at the exam Venue if the manpower is supplied by service provider.
- 7.1.4.5 The Service provider will keep a repository of documents/ contact details of all manpower deployed at exam venues and share the same with EdCIL as and when required.
- 7.1.4.6 The service provider will be required to undergo online registration process of all examination functionaries involved in examination process; atleast 24 hours before examination on EdCIL's registration/ application portal.
- 7.1.4.7 The Service Provider shall have a contingency plan for candidate management/ shifting in case of any emergency.
- 7.1.4.8 The service provider shall take to and fro transit insurance for the examination related hardware deployed for every examination.
- 7.1.4.9 Below are the conditions for finalizing exam centers:

S r No	Activity
1	<p><b>Examination Venue:</b></p> <ul style="list-style-type: none"> <li>I. Examination Venues shall be easily accessible and have well known address in the locality/ city/ town where these are located.</li> <li>II. Venue shall be reasonably accessible through local transport.</li> <li>III. Venues which are far away from the centre point of the city and not well connected with public transport shall not be taken as the examination venue.</li> <li>IV. Congested areas to be avoided for conduct of examination.</li> <li>V. Antecedent details of the venue owner, wherever examination centre is provided by the Service Provider.</li> <li>VI. Coaching centres not to be used as the examination venue for the EdCIL exams.</li> <li>VII. Service Provider to ensure the availability of sufficient number of examination venues across the country covering all States and UTs.</li> <li>VIII. Arrangement of Suitable UPS / Generator or back- up power will be made available at each exam venue for un- interrupted power supply during examinations wherever examination centre is provided by the Service Provider.</li> <li>IX. Every venue used to conduct EdCIL examination(s) must have a wired telephone line connection along with wire line broadband connectivity at the server room in order to have seamless connectivity during the exam even when jammers are switched on. Exceptions will be allowed on case-to-case basis.</li> <li>X. Service Provider to ensure that the power backup solution suffices as per</li> </ul>

<b>S r No</b>	<b>Activity</b>
	<p>the seating capacity of the examination venue.</p> <p>XI. Each examination venue must have a minimum capacity of 250 candidates. In exceptional cases, with prior approval of EdCIL examination venues with lesser capacity may be engaged provided these venues strictly conform to the requirements specified.</p> <p>XII. After completion of mock/ pre-examination preparation drill, room(s) selected for examination will not be used for any activity till the day of examination.</p> <p>XIII. The service provider must have back up arrangement of examination venue if any of the venues offered earlier is dropped by EdCIL.</p> <p>XIV. Examination Venues must have adequate covered space for checking documents and biometric registration of candidates.</p> <p>XV. Biometric Registration desk is to be located outside the examination Room/Hall. Sufficient counters with one biometric machine per 100 (50 for Aadhaar authentication) scheduled candidates.</p> <p>XVI. The exam venue shall provide basic life safety for the conduct of exams, like fire safety, firefighting equipment, electrical (electricity, DG, UPS, wiring), first aid, emergency procedures, etc.</p> <p>XVII. The Service Provider shall ensure suitable drinking water and separate hygienic toilet facilities for both boys and girls at each examination venue.</p> <p>XVIII. Service Provider should provide list of centre owners (Name, mobile number and address etc.) and the name of person in charge appointed by them on EdCIL's registration/ application portal in addition to email to oversee the operations at centre.</p> <p>XIX. Service Provider should submit the copy of agreement between Service Provider and exam centre along with terms &amp; conditions.</p>
2	<p><b>Special Provisions for PwD candidates:</b></p> <p>Following facilities/ arrangements are required to be provided for Persons with Disability (PwD) candidates:</p> <ol style="list-style-type: none"> <li>As far as possible, the venue of the examination will be allotted within the city of their choice. These venues shall be PwD friendly.</li> <li>Late evening shifts will be avoided for these candidates.</li> <li>Their examination Hall/Room shall be on the ground floor.</li> <li>Examination venue shall have PwD-friendly washroom facilities.</li> <li>Wheelchairs must be available in the Examination Centre.</li> <li>Ramps to be available at exam centre wherever required.</li> <li>A dedicated invigilator will be provided to each PwD candidate with the scribe.</li> </ol>
3	<p><b>Seating Arrangements:</b></p>

S r No	Activity
	<p>I. Proper gaps in seating arrangement must be made for candidates in such a way that a candidate cannot see other candidate's screen.</p> <p>II. Examination venues shall contain holding area for the candidates.</p> <p>III. Roll Numbers must be displayed on the Table.</p> <p>IV. Seating plan of the lab will be scanned and uploaded to the data centre along with other documents.</p>
4	<p><b>Visibility of location to candidate at exam halls:</b></p> <p>I. Direction to the Exam Hall/ room shall be displayed to the candidates at appropriate places. Markings indicating entry, exit, fire-exit, washrooms etc. shall be available at appropriate places.</p> <p>II. Layout diagram with Seat Numbers and details of mapping of set of seat numbers to specific surveillance camera shall be made available to the EdCIL prior to start of exam.</p> <p>III. The Test Centres should have separate Entry &amp; Exit Gates with signages so that smooth entry and exit to/ from the Examination Centres is ensured for conduct of Examination.</p> <p>IV. The Service Provider shall arrange/ provide adequate displays and provide required instructions/ information to the candidates appearing for examination at Exam venues.</p>

## 7.2 During - Examination Phase:

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

7.2.1 Minimum number of personnel to be deployed at each exam centre are mentioned below.

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

Sr No.	Description	Job/Duties	Terms of engagement	Count
		other activities at centre etc.		locations)
3	Invigilator	Registration of candidates on registration desk and vigil on the examination being conducted	People who have prior Invigilation Experience.	One per 24 candidates (minimum 1 in a room) with one additional invigilator for every next 24 candidates
4	Security & hand pat Frisking	All functions related to security of the venue including gate management, hand pat frisking, and internal security.	People who have prior security related Experience.	Minimum one for male and minimum one for female candidates. Additional one male and one female staff for every 100 candidates.
5	Washroom/Exam center cleaning staff	-	Outsourcing allowed	Adequacy to be maintained.
6	Multi-Tasking Staff (MTS)	-	Outsourcing allowed.	Minimum Two per 100 candidates

- 7.2.2 The bidder shall provide a short video explaining the steps to be followed while taking TBT. The video shall cover the OMR based question paper structure, user interface, question palette, navigation through sections and other important instructions of actual assessment.
- 7.2.3 Service Provider to test all the Tablets one day prior to the exam day and do a dry run on actual number of tablets plus 10% buffer tablets being used on exam day, duration and QP size to be similar to the exam day. Generate audit logs for mock day and provide a report to EdCIL for the mock test.
- 7.2.4 Appropriate time shall be allotted before the exam for providing orientation to the candidates on the structure of the examination, time limit(s) and guidelines for answering the question paper(s) and getting the attendance sheet signed.
- 7.2.5 Tablet based examination software shall support standard features such as display of details of candidates, detailed instruction upon login, start and closure of examination at scheduled time, time left, flag questions for review, marking/unmarking of question(s), display of status of questions with different color and symbols, switching between sections (if applicable), switching between Hindi and English languages or any other language as applicable, provision for enlargement of font, navigation to unanswered questions and prompt for submission. If EdCIL decides for timer(s) for answering questions or sections, the same needs to be provided by SP in its Exam Software Solution.
- 7.2.6 At the entry gate, candidate's admit card will be checked for identity verification with the help of photo on original government ID to be produced by the candidate.

- 7.2.7 Physical Security & hand pat frisking: All the Candidates while entering in to the examination cente/venue are required to be checked through hand pat frisking so that the items which are barred to be enter to the examination centre/venue can be identified and disallowed.
- 7.2.8 **Data Center for storage of Examination data:** The service provider will provide a data center of sufficient capacity and storage for storage of all the examination data including:
- a. Candidate's encrypted response
  - b. Attendance sheet, performs
  - c. Lab-layout
  - d. Candidate's examination log report.
  - e. Incident report
  - f. PDF/ HTML copy of the candidate's examination response.
  - g. Any other Exam related data desired by EdCIL. (Mutually Agreed)
- 7.2.9 Service Provider shall provide complete access to their exam central command dashboard system. EdCIL or representatives of EdCIL would independently monitor the incidents and events generated at different exam venues and Service Provider shall enable such monitoring.

### **7.3 Post - Examination Phase:**

- 7.3.1 **Answer Key Challenge by Candidates:** To ensure transparency and fairness in the post-examination process, EdCIL shall implement an Answer Key Challenge System. This system will allow candidates to raise objections against the provisional answer keys published after the conduct of Tablet Based Test (TBT), within a defined time window. The challenge system for each examination shall be made ready within five (5) days of the completion of the Tablet Based Test. Key features are mentioned below:
- 7.3.1.1 Module Development in Consultation:
- a. The Answer Key Challenge module shall be developed by the service provider in consultation with EdCIL and tailored to the specific requirements of each examination.
  - b. Service Provider must ensure that the question set along with answer key of each shift is uploaded on the website in the form it was administered to a particular candidate.
  - c. The candidates who had appeared in the examination would be given a link by the service provider to challenge questions/ tentative answer keys.
  - d. The master set of question will be visible to candidates for a limited period as decided by EdCIL.
- 7.3.1.2 Challenge Data Compilation: After the closure of the challenge window, service provider to compile unique no. of question challenged and share the complete challenge data with EdCIL in a structured format.
- 7.3.1.3 Validation of question challenged: The Service provider shall get all the questions challenged by the candidate validated form experts and submit a report to EdCIL within 2-3 days of the challenge window closure. The report should include:

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

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

7.3.1.4 **Material Handling:** Examination materials shall be arranged and dispatched (through courier) by successful bidder to EdCIL on the same day at successful bidder's cost. successful bidder shall also scan all relevant documents and share the scanned copies also with EdCIL.

7.3.2 **Preparation and verification of results:** To ensure accuracy, transparency, and reliability in the declaration of examination results, the service provider shall be responsible for processing and verifying the results using a dual-verification mechanism.

7.3.2.1 Independent Result Processing: The service provider shall process the examination results independently through two separate internal teams using the candidate response data and the finalized answer key. Special care will be taken to apply reservation rules for various categories, age-relaxation, cutoff etc.

7.3.2.2 Comparison, verification and Finalization of result: The outputs generated by both teams shall be compared internally. The result shall be finalized only when all the outputs match completely, ensuring accuracy and eliminating discrepancies. For arriving at the final scores of the candidates, an approved normalisation formula will be applied on the raw scores, normalised formula to be approved by EdCIL or its client.

7.3.2.3 Vacancy Data Handling: EdCIL shall provide the vacancy details in soft copy. The service provider shall convert this data into the required format suitable for result processing and merit list generation.

7.3.2.4 Parallel Processing Capability: The service provider must have the technical and operational capability to process two intermediate results simultaneously to support dual verification.

7.3.2.5 Timely Processing: The complete result processing, including verification and finalization, shall be completed within five (5) working days from the date of receipt of finalized answer keys and candidate response data.

7.3.3 **Disclosure of Score cards to candidates:** To ensure transparency and timely communication of examination outcomes, the service provider shall be responsible for the generation, publication, and secure distribution of score cards to candidates after the finalization of results.

7.3.3.1 Score Card Template Design and Approval: The service provider shall prepare the score card template in consultation with EdCIL, roll number watermark to be there on score card template. The scorecard must display both the application photo and the registration photo captured on exam day. The final design shall be subject to approval by EdCIL before implementation.

7.3.3.2 Score Card Generation: Upon finalization of results, the service provider shall generate individual score cards for all eligible candidates using the approved template.

7.3.3.3 Candidate Access and Download: Candidates shall be able to view and download their score cards from the portal using their credentials. The system

shall ensure data privacy and prevent unauthorized access.

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

**7.3.4 Data to be handed over to EdCIL:**

7.3.4.1 The Service Provider will hand over the encrypted Candidate Raw Responses and candidate audit logs data to EdCIL within 4 hours of the completion of shift.

7.3.4.2 Seating plan, incident reports, feedback report, Tablet audit logs any other log/data generated to be shared with in 24 Hrs of each exam shift to EdCIL in a secured manner.

7.3.4.3 All proformas filled at exam centres, attendance sheet, admit cards, etc. to be submitted to EdCIL.

7.3.4.4 Scanned copies of all proformas properly segregated with standard nomenclature centre/date/shift wise to be uploaded by service provider and provided to EdCIL.

7.3.4.5 Raw scores of the candidates generated basis provisional answer key will be shared with EdCIL within 6 hours of completion of the shift and for shifts ending post 6 pm the responses can be shared D+1.

7.3.4.6 The Service Provider shall provide Post Examination Analytics Report (as per the formats provided/ desired by the EdCIL) in the following manner within 15 days of sharing normalized scores:

- a. Item analysis of MCQ responses of the candidates (difficulty index and discrimination index etc.) as per requirements of EdCIL.
- b. Candidate performance Analysis.
- c. Item-wise analysis of questions.
- d. Analyze audit logs and provide the summary report.
- e. To provide report regarding impersonation, unfair means, abnormal activity etc.
- f. Any other reports by analyzing the data stored, whenever required by EdCIL.

7.3.4.7 The Service Provider shall provide documented inputs and support for handling.

- a. Candidate’s queries
- b. RTI queries
- c. Court Cases
- d. FIR against candidates caught in impersonation or any other malpractice during examination in consultation with EdCIL.
- e. Such other information sought by EdCIL.

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

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

Sr No.	Activity	Tentative Time (In days)
1.	Design, Development & testing of software portal for registration of on-line applications, integration of payment gateway and testing.	14

2.	(i) Go-Live of application registration portal. (ii) Resumption of help desk service. (iii) Setting up, moderation and translation of question papers. Identification and booking of Tablet-based test centres.	30
3.	Finalization of data and generation of Roll numbers of candidates.	10
4.	Provision of downloadable Admit Card (e-mail, SMS alert) and hosting the admit card link on end client's website	20
5.	Conduct of tablet-based test (Duration of exam may vary from single-multiple days and single-multiple sessions as per the requirement).	01
6.	Inviting online representations from candidates related to questions and answers keys post examination.	05
7.	Review of online representations received from candidates.	14
8.	Preparation and submission of final TBT result.	10
	<b>Total (in days)</b>	<b>104</b>

**Note:**

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

**7.5 Other essential requirements:**

- 7.5.1 SOP provided at the start of the contract shall be modified from time to time as directed by EdCIL.
- 7.5.2 The TBT SP shall adhere to 'The Public Examinations (Prevention of Unfair Means) Act 2024' and the applicable Rules as notified/ amended from time to time. The TBT SP will be covered under the definition of the 'Service Provider' as per the Act.
- 7.5.3 The TBT SP has to adhere to any norms, guidelines issued by Government of India from time to time with regard to conduct of Public Examination.
- 7.5.4 The bidder shall be the single point of contact with EdCIL and shall be solely responsible for the execution and delivery of the work. The Bidder will provide the complete end-to-end solution for the conduct of tablet-based test.
- 7.5.5 The bidder should have all relevant facilities and logistics available to execute the work. The bidder's examination software should be STQC/CERT-IN certified and the process should meet ISO 9001, ISO 20000-1 & ISO 27001 Certification standards
- 7.5.6 The TBT software should meet the cyber security audit requirements as specified by MeitY, Government of India, i.e., audited and certified by Cert-In's empaneled agency. The bidding agency shall ensure that such certificate(s) is valid through the agreement term. Any renewal of such certificate(s) shall be the sole responsibility of the bidding agency without any recourse to EdCIL in any manner whatsoever.
- 7.5.7 The Bidder should have the capability to provide infrastructure in all the major cities in India and abroad with, hardware and software, trained invigilators, adequate security measures and due diligence etc.

- 7.5.8 The bidder must show and submit a suitable emergency management plan during any crisis situations.
- 7.5.9 The service provider shall obtain declaration from their personnel (employed by them for the work in the examination concerned) that none of them have any near relations (such as children, brother, sister, nephew and nieces of self and spouse), as well as anyone on whom they may have any special interest, is appearing in the concerned examination.
- 7.5.10 The service provider shall ensure that the examination is conducted in a secured channel where no external network penetration is possible.
- 7.5.11 The service provider shall ensure that the soft copy of Centre Master having Centre No. and Centre details provided to EdCIL for conducting the examination shall be final. No change shall be made by the service provider in the list without approval from EdCIL. However, EdCIL reserves the right to cancel/ change any centre/invigilator.
- 7.5.12 The service provider shall accommodate inspection of EdCIL/end Client's representatives based on proof of identity provided, as and when required.
- 7.5.13 Project execution life cycle: The proposed timelines.
- 7.5.14 The selected Bidder would be required to have an in-house quality assurance and product testing team with a robust quality management process that are followed to test and certify the system used to conduct the exam. The bidder should maintain documented test cases and maintain evidence of selected test execution covering all test cases. Rigorous testing must be done for major as well as minor and patch releases.
- 7.5.15 Testing should not be limited to system features and functionality. The system used to conduct the exam must be tested for Performance, Security, Usability, High-Availability, Business Continuity, and Disaster-Recovery, etc.
- 7.5.16 The selected Bidder would be required to design a high-performance system and conduct performance tests to verify selected achievement of high concurrency, fast response time, and long-stress duration required of the system used to conduct the exam. Results of such performance tests should be made available for each major release of the system used to conduct the exam.
- 7.5.17 The selected Bidder would be required to design a highly secure system and conduct security tests to verify that there are no vulnerabilities that can make the system susceptible to attacks. Comprehensive testing of source code, software binaries, and the infrastructure must be carried out. Results of such security tests should be made available for each major release of the system used to conduct the exam.
- 7.5.18 Suitable emergency management plans for any crisis situations/redundancy of additional centre locations; candidate data etc. should be maintained by the Bidder. The Bidder must clearly indicate this plan in the technical proposal.
- 7.5.19 The selected Bidder should be able to support the entire solution (in cities within India) on 24 hours x 7 days basis with a maximum response time of 3 hours.
- 7.5.20 The bidder should have a proven system of ensuring the confidentiality of the content of the examination. All legal liability civil and/or criminal against any violations would be the responsibility of the selected bidder.
- 7.5.21 Service Provider to update processes and technology to incorporate any

malpractices/ UFM (Unfair Means)/ legal case learnings, ensuring measures are in place to prevent recurrence.

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

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

**7.6 Tablets Hardware and software requirements for conduct of examination:**

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

7.6.2 Below are the details:

Sr No.	Category	Minimum Requirement
1	Processor	8-core (2xA75 @1.8GHz + 6xA55 @1.8GHz) or better
2	RAM	4GB LPDDR4X or better
3	Storage	64GB eMMC 5.1 or better
4	Display	10.1" WUXGA (1920 x 1200), IPS, 320 nits, 60 Hz, Touch or better
5	Battery	5000 mAh or more
6	Weight	Around 460 g
7	Camera	5MP front & 8MP rear or better
8	Micro SD	Supports at least exFAT up to 128GB
9	Sensors	<ul style="list-style-type: none"> <li>• G – sensor</li> <li>• Ambient light sensor (ALS)</li> <li>• Hall sensor</li> </ul>
10	Operating System	Android 11 or any latest version
11	Dimensions (WxDxH)	239.84 x 158.62 x 8.5 mm (9.44 x 6.24 x 0.33 inches) more or less same

7.6.3 Custom built OS with focus towards security.

7.6.4 Only examination related applications should be supported on the Tablet.

7.6.5 Remove access to all system level controls to disallow tampering with the system behaviour.

7.6.6 All the applications deployed on the Tablets should be owned by the bidder and hosted on the bidder’s Data Center.

7.6.7 The bidder should be responsible for updating tablets with the latest versions of the applications and download the applications over the secure https protocol and install it.

7.6.8 There should not be any third-party stores to install any applications other than the ones whitelisted.

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

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

7.6.11 The content of EdCIL should not be accessible by any other device except for bidder’s whitelisted tablets used for examination purposes.

- 7.6.12 The Tablet should not connect with any other device to access the internal system or user data.
- 7.6.13 The communication between the Tablet and the Data Centre should be over Hypertext Transfer Protocol over Secure Socket Layer (HTTP over SSL).
- 7.6.14 The applications data should be encrypted using AES 256 to store it locally on the Tablet.
- 7.6.15 The Tablet should securely connect with other Tablets using ad-hoc network, and the communication within the Tablets should be encrypted with AES 256.
- 7.6.16 All the applications hosted on the Tablet shall generate applications logs and audit logs to record all the activities which have happened on the Tablet.
- 7.6.17 The Tablet should have intelligent battery tracking for smooth conduct of examination.
- 7.6.18 The Tablet screen should be private screen, candidate seated adjacent to him should be able to see the tablet screen from side angle. Display to be visible only from front.

## **7.7 Software/application for conduct of exam**

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

- 7.7.1 Provide secured authorization based access to the Digital OMR application.
- 7.7.2 Upload the question paper to be used for examination for different subjects in the same shift.
- 7.7.3 Configure the assessment for Digital OMR examination.
- 7.7.4 Generate credentials for downloading the question paper on the exam day.
- 7.7.5 Ability to generate different passwords for different Question Papers before the Exam
- 7.7.6 Transfer the question paper in encrypted mode.
- 7.7.7 On exam day,
  - 7.7.7.1 Exam Room Supervisor to enter the credentials on Tablet at the examination centre.
  - 7.7.7.2 Exam Room Supervisor to enter his/ her details (name, email id, phone number, center name and center code).
  - 7.7.7.3 Exam Room Supervisor to download the question paper using the credentials.
  - 7.7.7.4 Exam Room Supervisor to share the question paper. The question paper sharing should be done using the secured ad hoc network of the Tablet (no internet should be used)
  - 7.7.7.5 Candidates receive the question paper.
  - 7.7.7.6 Candidates to enter the details (as required by customer) manually or scan the barcode/ QR code available on the admit card.
  - 7.7.7.7 Candidates to enter the subject password provided by Exam Room Supervisor at the commencement of exam.
  - 7.7.7.8 Candidates to access the question paper and attempt examination on the Digital OMR console, wherein,

- a. The Tablet should show both the Question paper and Digital OMR sheet on the same screen
  - b. The Digital OMR sheet should scroll automatically with the scroll of the question paper.
  - c. To mark the response, the candidate should long press (2/3 seconds) on the option(s) on the Digital OMR section
  - d. To unmark the response, the candidate should long press (2/3 seconds) on the selected option(s) on the Digital OMR section
- 7.7.7.9 Candidates to submit the attempted examination.
- 7.7.7.10 Provision for Zoom in and Zoom out of Question Paper as required
- 7.7.7.11 Provision for candidates to keep track of questions attempted, not attempted and marked for review.
- 7.7.8 Language Support: Examination software must provide multi lingual support English, Hindi and other languages.
- 7.7.9 Date format: All functionality must properly display and transmit date data in DDMMYYYY format.
- 7.7.10 The system must automatically stop when the time limit is over.
- 7.7.11 The software must be able to enable sectional timing/ question wise timing if needed.
- 7.7.12 Software must not store any response of the candidate at Tablet.
- 7.7.13 Software must have the capability to synchronize the responses in the real time with the local server at venue.
- 7.7.14 Software must be able to generate various reports as required by EdCIL for analysis.
- 7.7.15 The Exam software Solution must generate the candidate's log trail of the examination.
- 7.7.16 Decryption of questions shall happen at the candidate's Tablet.
- 7.7.17 In the event of any break/ delay/ interruption during the examination, such time of break/ delay/ interruption shall be compensated accordingly by the system automatically to ensure that every candidate gets full time allotted.
- 7.7.18 While the examination is in progress, access to all possible web resources must be blocked from the tablet of the candidate.
- 7.7.19 Functions like 'Copy-Paste, Cut-Paste, and screen recording/screen shorts' shall be disabled on candidates' tablet. All buttons (power button and volume button etc.) should be disabled. All ports should be disabled.
- 7.7.20 The bidder shall be responsible for configuration of Digital OMR solution for every examination. The upload of Question Paper will be done by end customer.
- 7.7.21 The service provider should be able to conduct the examination with one question paper prepared for single shift.
- 7.7.22 In case of emergency, the service provider should have the competence of creating a question paper for a repeat/cancelled/deferred examination ready with buffer question paper within a period of 21 days.

- 7.7.23 The Service Provider will have to carry/ demonstrate complete System Test Run (STR) with test data to EdCIL before implementation of the Information Technology/ Tech Solution.
- 7.7.24 The solution should run in kiosk mode, which should restrict the users from accessing any of the system settings.
- 7.7.25 The solution should make sure that only the whitelisted applications are installed and are of the latest versions.
- 7.7.26 The software/solution shall restrict candidate/ exam supervisor to open/download any other application, all ports to be disabled.
- 7.7.27 There should be not internet connection software to detect all such incident and generate logs and restrict the user.
- 7.7.28 The Service Provider shall also be able to demonstrate click by click audit trail for any type of enquiry.
- 7.7.29 The Service Provider shall also be able to demonstrate Application server logs to capture all errors, warnings and exceptions that are generated in applications along with the time at which they occurred. EdCIL can deploy an independent agency to oversee this activity.
- 7.7.30 The Service Provider shall share the network logs and give a report of any intrusion or remote access detected.
- 7.7.31 Test Data Archiving: The Service Provider shall archive the result and other examination data and retain the same for the contract period, until transfer of entire data to EdCIL as per exit policy. After handing over data to EdCIL, all examination related data will be deleted from the Service Provider's data center. Certificate to that effect to be provided by SP. No data will be deleted without the approval of EdCIL.
- 7.7.32 Any data desired by EdCIL shall be shared with EdCIL without any manipulation/ tampering.
- 7.7.33 All data that is generated/ captured/ logged/ stored are the property of EdCIL.
- 7.7.34 MIS generation/ customized reports: The Service Provider shall provide adequate information as per the requirement of EdCIL.

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

**7.8.1 Help Desk Facility Setup:**

- 7.8.1.1 The service provider shall establish a Help Desk/Call Centre at its premises with the necessary infrastructure including PABX, telephone lines, computers, UPS, and other equipment.
- 7.8.1.2 The Help Desk shall be staffed with trained personnel proficient in Hindi and English.
- 7.8.1.3 The Help Desk shall operate from 9:30 AM to 6:00 PM on all working days. EdCIL reserves the right to modify the working hours and days as per operational requirements.

7.8.1.4 The Help Desk shall handle candidate queries through Phone calls (inbound and outbound), Emails, Chatbot integrated with the Online Application Portal and candidate 360 portal etc.

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

7.8.2.1 Ticket-Based Grievance Management:

- Each grievance submitted by a candidate shall be assigned a unique ticket number.
- Candidates shall be able to track the status of their grievance using the ticket ID.
- The system shall support categorization of grievances (e.g., registration, payment, admit card, score card, answer key challenge, etc.).

7.8.2.2 Multi-Channel Integration: The software shall be integrated with:

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

7.8.2.3 Escalation Matrix

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

7.8.2.4 Candidate Interface: Candidates shall be able to:

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

This should be part of candidate portal.

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

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

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

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

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

**7.9 Security:**

7.9.1 Complete Security will be of service provider:

- a. Physical Security
- b. Information Security
- c. Server Security

d. Network Security etc.

- 7.9.2 Service Provider is bound to maintain sanctity of examination at all costs including but not limited to confidentiality of the question sets, gate/ venue management, safety, security and security of data of candidates, software and hardware etc.
- 7.9.3 All the software proposed shall be certified as ‘Safe to Host’ by any CERT-in empanelled agency. Cost of CERT-in certification will be borne by the Service Provider.
- 7.9.4 The certification exercise must be conducted every year and made available to EdCIL.
- 7.9.5 The Solution shall be based on and compliant with industry standards (their latest versions as on date) wherever applicable. This will apply to all the aspects of solution including but not limited to design, development, security, installation, and testing. There are many standards that are indicated throughout this RFP as well as summarized below. However, the list below is just for reference and is not to be treated as exhaustive.

Details	Compliant
Information access/ transfer protocols	SOAP, HTTPS, REST, SFTP, TLS, VPN,
Interoperability	Web Services, Open standards Information Security
Information Security	System to be ISO 27001 compliant
Operational integrity and security management	System to be ISO 27001 compliant
Service management	ISO 20000 specifications
Project Documentation	IEEE/ ISO specifications for documentation
Internet Protocol	IPV4/ IPV6 ready equipment

- 7.9.6 The service provider shall ensure that the examination is conducted in a secured channel where no external network penetration is possible.
- 7.9.7 The bidder must use 256-bit encryption for Question paper storage and transfer and ensure that there is error-free/leakage free decryption of question paper(s) at the tablet as per time given in the admit card.
- 7.9.8 Audit logs to be created for each process and stored.
- 7.9.9 The software/solution shall be deployed in any of the following:
  - a. MEITY Empanelled Cloud.
  - b. Hosted on any ISO-27001 certified Data Centre (DC).
  - c. All data shall reside in India.
- 7.9.10 Service provider to have data centre and data recovery centre both in a different location.

**8. Bid Security/Earnest Money Deposit (EMD)**

- 8.1 The Bidder should submit EMD of amount Rs. 80,00,000/- (Rupees Eighty Lakh only) with technical bid through Bank Guarantee/ Fixed Deposit Receipt/ Online Transfer/ Demand Draft drawn in favour of “EdCIL (India) Limited” payable at Noida from any Nationalized Bank. The Bid submitted without EMD would be considered as 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-

15.

8.2“Micro and Small Enterprises (MSEs) 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.

8.3The selected Bidder’s Earnest Money Deposit will be retained till completion of the Contract Period.

8.4The Earnest Money Deposit shall be forfeited:

8.4.1 If a Bidder withdraws its Bid during the period of bid validity or

8.4.2 If the Bidder fails to accept corrections of arithmetic errors identified by the EdCIL in the Bidder’s Financial Bid, if any or

8.4.3 In case of a selected Bidder, if the Bidder fails:

8.4.3.1 To sign the contract form in accordance with the terms and conditions.

8.4.3.2 To furnish performance security/security deposit as specified in this tender.

**8.5 Exemption from paying Earnest Money Deposit:**

Bidders registered with MSE are exempted from submission of EMD and other guidelines by the MSE Ministry, GOI applicable as on the date of NIT.

**8.6 Refund of EMD:**

8.6.1 The EMD will be returned to the unselected Bidder(s) after completion of the selection process.

8.6.2 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.

8.6.3 In the Case of Successful Bidder, the EMD shall be refunded after completion of the Contract Period.

**9. Essential Pre-Qualification Criteria:**

9.1 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		

Sl. No.	Criteria	Documents Required for Technical Evaluation	Compliance (Yes/No) with ref. page. No.
1.1	The bidder should be a company registered in India. The registered bidder should be operating in India last 5 Financial Years ending 2025-26 with an objective of offering examination Services to Government Departments/ Central/ State Universities or Central/ State PSUs / Societies Registered in India.  Consortium and joint venture is not allowed.	Certificate of Incorporation/ Registration along with copy of Memorandum of Association and Articles of Association of the Company	
1.2	The bidder should have at least regular 50 technical employees (Graduate with relevant IT knowledge) employed in-house in India for development of software for conduct of examination, maintenance of software, networking and data security.	Proof of ESI/PF registration or Certificate from Company Secretary shall be submitted.	
1.3	Bidder should own the source code of the application software and all it's components.	Self-Certificate by Authorised Signatory	
<b>2</b>	<b>Bidder's Certification</b>		
2.1	Minimum CMMI level 3 certificate is necessary for Service/Development along with proof of results published on CMMI website at <a href="https://www.cmmiinstitute.com/pars/">https://www.cmmiinstitute.com/pars/</a> . The bidder's Examination and Online Application software should be STQC/CERT-In certified or the processes meet ISO 9001, ISO 20000-1 & ISO 27001 standards.	Copy of valid CMMI Level certificates, copy of valid STQC/CERT-In and ISO certificate(s).	
<b>3</b>	<b>Bidder's Financial Turnover</b>		
3.1	Average turnover of the bidder should be minimum Rs. 40 crores in last 3 financial years (FY 2023-24, FY 2024-25 and FY 2025-26). The turnover should be of the bidder and not of the group companies or consortium/JV. Organization must be profitable in last 3 financial years ending 31 <sup>st</sup> Mar 2026.	Copy of audited Balance Sheet and Profit & Loss Account and for FY 2023-24, FY 2024-25 and FY 2025-26 alongwith CA certificate for un-audited Balance Sheet and Profit & Loss Account	
<b>4</b>	<b>Bidder's experience in Tablet Based Test (TBT) in INDIA</b>		
4.1	The bidder must have successfully executed minimum one project for digital examination/ OMR examination using tablets in the last 05 years up to FY 2025-26 for any Government Department, Central/State Government Universities, Central/State PSU/ Societies Registered in India.	Copy of work orders/agreements with completion certificate/ acknowledgement from client for service delivery/copy of Invoice commensurate with Client Payment Confirmation to be enclosed	
<b>5</b>	<b>Bidder's Infrastructure Capability</b>		
5.1	The bidder must have (owned/ outsourced) primary data centre with DR site infrastructure for Data Security. Both the data centres should be located in India in different seismic zones. The data centre must be Tier III & above and ISO certified or data centre should be certified/listed as per the Meity, Government of India Guidelines.	Copy of document in support of owned/ outsourced Data Centre	

Sl. No.	Criteria	Documents Required for Technical Evaluation	Compliance (Yes/No) with ref. page. No.
<b>6</b>	<b>Statutory Requirements</b>		
6.1	Permanent Account Number (PAN)	Copy of PAN	
6.2	Tax Deduction Account Number (TAN)	Copy of TAN	
6.3	Goods and Services Tax (GST) Registration	Copy of GST Registration Certificate	
6.4	Employees' Provident Fund (EPF) Registration	Copy of EPF Registration certificate	
6.5	Employees' State Insurance (ESIC) Registration	Copy of ESIC Registration Certificate	
6.6	The bidder is not blacklisted for any corrupt and fraudulent practices by Central/ State Government Departments / Public Sector Undertakings / Autonomous Bodies with regard to the works executed by it as on the day of bid submission.	Undertaking duly attested by notary on non-judicial stamp paper of value Rs. 100/- (Rupees Hundred only)	

**9.2 Disqualification of Bidders:** Even though bidders may satisfy the above requirements, they may be disqualified if they have:

9.2.1 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.

9.2.2 If bidder is engaged in any activity involving conflict of interest such as conducting of coaching classes etc., which can influence the conduct of professional exam. **The service provider should give an undertaking on stamp paper that there is no linkage of any kind between the bidder and any coaching institutes/ centre(s), etc.**

9.2.3 The databases generated from the examinations belong to EdCIL and the respective end client. The bidder shall not share the same with any third party.

## 10. Evaluation of Bids:

- The evaluation shall be based upon scrutiny and examination of all relevant data, documents and details submitted by the Bidder in its Bid and other allied information deemed appropriate by EdCIL. Evaluation of Bids shall be based only on the criteria/ conditions included in the Tender Document. The Selection Method to be used for evaluation is Least Cost Based Selection (LCBS i.e L-1) basis.
- A substantively responsive Bid is complete and conforms to the Tender Document's essential terms, conditions, and requirements without substantive deviation, reservation, or omission. Bids with substantive deviations or other essential aspects of the Tender shall be rejected as non-responsive. Only substantively responsive Bids shall be considered for further evaluation. EdCIL reserves its right to consider and allow minor deviations in technical and Commercial Conditions.
- The technical bids shall be opened on the stipulated date of opening of Bids. After that, the technical evaluation shall ascertain whether these Bids meet the

requirements of Pre-Qualification and Technical Scoring Criteria and Minimum Score. Bidder(s) scoring minimum 70 marks in the technical evaluation shall be eligible for opening of financial bids. Subsequent to opening of financial Bids and financial evaluation shall be done only of Bids scoring minimum 70 marks in technical evaluation.

- The total amount quoted in the financial bid will be considered for evaluation of the financial bid for interse merit position and arriving at total least cost (L-1).

### 10.1 Marking Criteria for Technical Evaluation of Bids

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

S. No	Description of Marking Scheme	Maximum Marks	Marks evaluated by Technical Evaluation Committee	Supporting documents required	Page Reference
<b>1</b>	<b>Bidder's Profile</b>	<b>18 Marks</b>			
<b>1.1</b>	Overall IT staff strength (Graduate with relevant IT knowledge) [Project Management/ Development/ Quality Assurance/ Implementation/ Operations]	<b>8 Marks</b>		ESI/PF registration or Certificate from Company Secretary or self-declaration shall be submitted.	
	1-50	00			
	51-100	04			
	101 and above	06			
	151 & above	08			
<b>1.2</b>	<b>Software /Solution</b>	<b>10 Marks</b>			
<b>1.2.1</b>	The organization should have in-house 100 technical personnel (Graduate with relevant IT knowledge) to maintain the software and data used to conduct the exam and should follow well-defined Software Change Management processes to manage changes in the software.	10 Marks		ESI/PF registration or Certificate from Company Secretary or self-declaration shall be submitted.	
	1-100	00			
	101-200	05			
	201 and above	10			
<b>2</b>	<b>Bidder's certification</b>	<b>10 Marks</b>			
<b>2.1</b>	<b>CMMI level (Organisation-Services &amp; Development)</b>	<b>06 Marks</b>		Self-attested copies of relevant certificates	
	CMMI level 3 Services & Development	03			
	CMMI level 5 Services & Development	06			
<b>2.2</b>	<b>STQC &amp; ISO Certifications</b>	<b>04 Marks</b>		Self-attested copies of relevant certificates	
	TBT Software CERT-In Certified	02			
	TBT Software STQC Certified	02			
<b>3</b>	<b>Bidder's Financial Turnover</b>	<b>10 Marks</b>			
<b>3.1</b>	<b>The average turnover of the bidder should be minimum INR 40 crores in</b>	<b>10 Marks</b>		Audited balance sheet and	

S. No	Description of Marking Scheme	Maximum Marks	Marks evaluated by Technical Evaluation Committee	Supporting documents required	Page Reference
	<b>last three consecutive financial years ending 31.03.2026. The turnover should be of the bidder and not of the group companies or consortium/JV. The turnover refers to a company and not the composite turnover of its subsidiaries/sister concerns etc.</b>			Certificate by Chartered Accountant	
	Less than 40 Crore	00			
	>40 Crore and <=80 Crore	05			
	>80 Crore and above	10			
<b>4</b>	<b>Bidder's experience in Tablet Based Test (TBT) in India</b>	<b>25 Marks</b>			
<b>4.1</b>	<b>Number of Years in Tablet-Based Test (TBT)</b>	<b>10 Marks</b>		Customer experience certificate/ work order	
	Less than 01 year	00			
	> 1 Year to <=3 Years	05			
	> 3 Years	10			
<b>4.2</b>	<b>Number of Tablet-Based Test (TBT) completed till last date of bid submission.</b>	<b>15 Marks</b>		Customer experience certificate/ work order	
	2-3 Examinations	05			
	4 to 5 Examinations	10			
	More than 5 Examinations	15			
<b>5</b>	<b>Bidder's Infrastructure Capability</b>	<b>17 Marks</b>			
<b>5.1</b>	Tier III Data Centre (DC) infrastructure with Disaster Recovery (DR) outsourced by the bidder with ISO/CERT-In Certified infrastructure/ application	06		Proof of data centre - self-declaration or ownership certificate	
	Tier III Data Centre (DC) infrastructure with Disaster Recovery (DR) owned by the bidder with ISO/CERT-In Certified infrastructure/ application	12			
	Tier IV Data Centre (DC) infrastructure with Disaster Recovery (DR) owned by the bidder with ISO/ CERT-In Certified infrastructure/ application	17			
<b>6</b>	<b>Approach and Methodology</b>	<b>20 Marks</b>			

S. No	Description of Marking Scheme	Maximum Marks	Marks evaluated by Technical Evaluation Committee	Supporting documents required	Page Reference
6.1	The marks for Approach and Methodology will be awarded by the Committee based on the Presentation & Demonstration made by the bidder The break-up of marks would be as under: 1) Process Competence – 05 Marks 2) Technology Competence – 05 Marks 3) Team Competence – 05 Marks 4) Vulnerability Mitigation – 05 Marks	20			
<b>Total Score</b>		<b>100</b>			

**Bidders scoring 70% or more scores as per the above criteria will be considered technically qualified.**

#### 11. Important Instructions:

- 11.1 The bidder shall be the single point of contact with EdCIL and shall be solely responsible for the execution and delivery of the work. The Bidder will provide the complete end-to-end solution for the conduct of tablet-based test.
- 11.2 The bidder should have all relevant facilities and logistics available to execute the work. The bidder's examination software should be STQC/ Cert-In certified and the processes should meet ISO 9001, ISO 20000-1 & ISO 27001 Certification standards. The TBT software should meet the cyber security audit requirements as specified by MeitY, Government of India, i.e., audited and certified by Cert-In's empaneled agency. The bidding agency shall ensure that such certificate(s) is valid through the agreement term. Any renewal of such certificate(s) shall be the sole responsibility of the bidding agency without any recourse to EdCIL in any manner whatsoever.
- 11.3 The Bidder should have the capability to provide infrastructure PAN India with functional tablets, appropriate technology, hardware and software, dedicated connectivity, [examination centres with trained invigilators and required exam functionaries (as applicable)], adequate security measures and due diligence etc.
- 11.4 The bidder must show and submit a suitable emergency management plan during any crisis situations/ redundancy of servers, switches, tablets, additional center locations, transport facility, candidates' data, etc.
- 11.5 The service provider shall obtain declaration from their personnel (employed by them for the work in the examination concerned) that none of them have any near relations (such as children, brother, sister, nephew and nieces of self and spouse) as well as anyone on whom they may have any special interest, is appearing in the concerned examination.

#### 12. Source Code:

- 12.1 The bidder should have all the necessary components and dependency of source code for tablet-based examination system in place so that any change required in any of the components of the software can be undertaken by their in-house technical team. Required skills should be made available to make necessary configuration changes. The major/minor configuration changes in software requested by EdCIL must be met immediately.
- 12.2 Different versions of Software code should be managed appropriately in a standard version control system within the organization.
- 12.3 Software code should have multiple backup systems in place so that anytime source code can be recovered in case of any disaster.
- 12.4 The bidder should own the test cases and regression testing code to produce, to prove that they have done the necessary testing of the software to scale up to conduct large-scale assessments. Testing should not be limited to system features and functionality. The system used to conduct the exam must be tested for Performance, Security, Usability, High-Availability, Business Continuity, and Disaster-Recovery.
- 12.5 The bidder should design a highly secure system and conduct security tests to verify that there are no vulnerabilities that can make the system susceptible to cyber-attacks. Comprehensive testing of source code, software binaries and the infrastructure must be carried out. Results of such security tests should be made available for each major release of the system used to conduct the exam.
- 12.6 The bidder should have an in-house quality assurance group and a strong quality management system to do quality check of the software.
- 12.7 Proper security provision for source codes shall be maintained.

### **13. Technology vulnerability reduction**

- 13.1 The service provider should ensure that the examination is conducted in a secure channel where no external network penetration is possible.
- 13.2 The service provider should ensure that the soft copy of Centre Master having Centre No. and Centre details provided to EdCIL for conducting the examination shall be final. No change shall be made by the service provider in the list without approval from EdCIL. However, EdCIL reserves the right to cancel/ change any centre/invigilator.
- 13.3 The service provider shall accommodate inspection of EdCIL/end Client's representatives based on proof of identity provided, as and when required.
- 13.4 Project execution life cycle: The proposed timelines.
- 13.5 The proposed software should be Govt. of India compliant CERT-IN certified for IT security i.e., audited and certified by Cert-In's empaneled agency.
- 13.6 The bidder must use 256-bit encryption for Question paper storage and transfer and ensure that there is error-free/leakage free decryption of question paper(s) at the candidate tablet as per time given in the admit card.
- 13.7 The bidder should provide web application to monitor, from the command centre at EdCIL/end Client's Office (as per requirement), the pre-examination, during examination and post-examination activities for all the

Centres in India and abroad.

- 13.8 The selected Bidder would be required to follow defined Software Change Management processes to manage changes in the software. Such a process would include Change Request Management, Impact Analysis, Change Approval, Change Implementation, Version Control, Version labelling, Testing, QA Certification and Deployment into production.
- 13.9 The selected Bidder must employ multiple backup systems, including offline backups to securely maintain the software and its corresponding source code.
- 13.10 The selected Bidder would be required to have an in-house quality assurance and product testing team with a robust quality management process that are followed to test and certify the system used to conduct the exam. The bidder should maintain documented test cases and maintain evidence of selected test execution covering all test cases. Rigorous testing must be done for major as well as minor and patch releases.
- 13.11 Testing should not be limited to system features and functionality. The system used to conduct the exam must be tested for Performance, Security, Usability, High- Availability, Business Continuity, and Disaster-Recovery, etc.
- 13.12 The selected Bidder would be required to design a high-performance system and conduct performance tests to verify selected achievement of high concurrency, fast response time, and long-stress duration required of the system used to conduct the exam. Results of such performance tests should be made available for each major release of the system used to conduct the exam. Under no circumstances any tablet used by examinees goes off during the entire examination.
- 13.13 The selected Bidder would be required to design a highly secure system and conduct security tests to verify that there are no vulnerabilities that can make the system susceptible to attacks. Comprehensive testing of source code, software binaries, and the infrastructure must be carried out. Results of such security tests should be made available for each major release of the system used to conduct the exam.
- 13.14 Suitable emergency management plans for any crisis situations/redundancy of servers, tablets, additional centre locations; candidate data etc. should be maintained by the Bidder. The Bidder must clearly indicate this plan in the technical proposal.
- 13.15 The selected Bidder should be able to support the entire solution (in cities within India and outside India where the exam would be conducted) on 24 hours x 7 days basis with a maximum response time of 3 hours.
- 13.16 The bidder should have a proven system of ensuring the confidentiality of the content of the examination. All legal liability civil and/or criminal against any violations would be the responsibility of the selected bidder.

#### **14. Amendment:**

- 14.1 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.

- 14.2 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.
- 14.3 The criteria and conditions are subject to change after a decision post pre-bid meeting, if and as necessitated.
- 14.4 Tenderers may regularly go through the website since all the corrigendum addenda/subsequent notices shall only be published on the website.

## **15. Content Management and Results:**

- 15.1 The bidder is required to submit content creation methodology, the process of identification of subject matter experts (SMEs), qualification and experience level of SMEs. The bidder has to submit the list of domains for which the content has been created by bidder. The responsibility with respect to the correctness of the setting up, moderation and translation of question paper (Multiple Choice) along with the MCQ options lies with the bidder. EdCIL reserves its right to provide content policy from time to time which will be binding on the selected bidder.
- 15.2 **Result Processing:** The service provider shall ensure that the results are processed as per the marking criteria provided by EdCIL and take utmost care to make the results error-free. The service provider shall provide legally accepted statistical methods for normalization of the scores of candidates wherever the examination is conducted in more than one shift.
- 15.3 In case of any query/investigation, the service provider will provide all justifications supported by documentary evidence for content, preparation of results, and free and fair conduct of examination on any other matter relating to any/entire examination process.
- 15.4 At any time before the submission of bids, EdCIL may amend the tender by issuing an addendum in writing or by standard electronic means. 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 if required by EdCIL. EdCIL has right to cancel or modify the tender.

## **16. Appointment of Successful Bidder:**

### **16.1 Empanelment**

Subsequent to the technical evaluation, the bidder quoting the total least cost in the Financial Bid shall be empaneled as L-1 bidder subject to acceptability of the total least cost (L-1 rates). The least cost of the L-1 bidder shall be offered to the remaining bidders for voluntary and unconditional acceptance to the L-1 rates without compromising the scope of work. Bidders giving voluntary & unconditional acceptance to such offer within stipulated time shall be considered for empanelment.

### **16.2 Allocation of Work:**

- 17.2.1 The empanelment shall be initially for a period of 2 (two) years from the date of signing of contract by the empaneled agencies. It can be extended for a

further period of two years on yearly basis through an extension of empanelment letter based on periodic reviews to assess the performance during the specified duration of empanelment at the same terms and conditions. EdCIL shall be free to curtail the empanelment at any time during the period of empanelment, without assigning any reason.

17.2.2 Mere empanelment with EdCIL does not guarantee allocation of work.

17.2.3 EdCIL reserves the right to allocate work among empaneled vendors based upon the need and requirement of project assignments.

17.2.4 In case EdCIL does not find the work of the agency up to its satisfaction, EdCIL reserves the right to get it done from other empaneled agency/agencies for which the agency hereby gives its written consent and undertakes not to raise any dispute in this context, at any point of time.

17.2.5 In case of any exigency, the job may be entrusted to any of the empaneled agencies which EdCIL deemed fit to meet the requirements of EdCIL's end client.

### **17. Performance Guarantee:**

17.1 The selected bidder(s) will provide an irrevocable, unconditional Performance Bank Guarantee (Annexure-10) from a Scheduled Bank (As per the list attached in Annexure 26) in India within 15 days from the date of award of work, for a value equivalent to 5% of the estimated value of contract for each year. The service provider has to increase proportionately the value of the Performance bank Guarantee whenever the estimated project value goes up. The Performance Guarantee shall be kept valid upto 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 service provider 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 service provider fails to submit a performance guarantee within the time stipulated, EdCIL at its discretion may cancel the order placed on the service provider without giving any notice. EdCIL shall invoke the performance guarantee wherever deemed fit.

17.3 No interest will be paid to the service provider 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.

18.3 Service provider shall be responsible for transit insurance for the complete lot of examination materials

### **19. Signing of Contract:**

After EdCIL notifies the service provider that its proposal has been accepted, EdCIL shall enter into a contract (Annexure-13), incorporating all clauses, pre-bid

clarifications and the proposal of the service provider between EdCIL and the service provider with mutually agreed terms and conditions.

## 20. Terms of Payment:

20.1 The payment to the service provider shall be made in Indian rupees and shall be paid only after the selected completion of each examination cycle without any deficiency. No advance payment (including payments of handling charges / service charges, etc.) shall be made to the bidder. Stage Payment for services shall be made by EdCIL in Indian rupees as follows:

20.1.1 75% of the project cost after successful conduction of examination of respected examination cycle.

20.1.2 25% of the invoice amount after submission of final results, audit trail, candidate data, application PDF and any other examination related deliverables.

20.2 TDS will be deducted as per rule.

20.3 Taxes as applicable would be paid extra.

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

20.5 The service provider has to sign an agreement on non-judicial stamp paper. In case the service provider fails to execute the contract, EdCIL shall have liberty to get it done through any other agency with full cost recoverable from the service provider in addition to damages and penalty.

## 21. Penalty and Liquidated Damage:

Sr. No.	Description	% of penalty
1	Time overrun beyond the timelines indicated against each deliverable in project execution timeline.	0.5% per day of delay of respective exam project value
2	Wrong question/ answer options	Rs. 20,000 per error
	Out of syllabus	Rs. 50,000 per question
	Repetition of questions more than 1% (in case of multiple shifts)	Rs. 25,000 per question
	Upload of wrong question paper	25% of the exam value plus re-exam at the cost of service provider
	Examination delayed beyond 30 mins at any centre	Rs. 1,000 per candidate for delayed number of candidates
	Examination delayed for more than 01 hour at any centre	Rs. 5,000 per candidate for delayed number of candidates
	Non-availability of 5% buffer system	Rs. 5,000 per unavailable buffer tablet
3	Non-availability of invigilators as per defined standards	Rs. 5,000 per invigilator
4	If any exam could not be conducted on account of any non-performance of service provider or due to lack of service provision/delivery as per the scope of services in RFP	100% of the respective project value with liquidated damage will be recovered and no payment for such exam will be made to service provider with any other legal action being reserved.

5	If the service provider is unable to provide time slot for conduct of the examination beyond 2 months from the date of issue of order	01% of the Project Cost per week of delay
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- 21.1 The above penalty would be levied only on account of delay/ non-performance attributed to vendor. At any time, the cumulative penalty value will not increase 10% of the total exam value.
- 21.2 In case of non-fulfillment of the selected bidder’s specific obligation as under the contract, which non-fulfillment leads to data loss/ non-compliance of event-based log/ data saving. The service provider shall indemnify EdCIL to the extent of any loss suffered by EdCIL because of such data loss/ non-compliance of event-based log/ data saving. However, the total liability of the service provider under this clause as well as under any other clause of the contract shall be limited to total amount payable for that particular exam by EdCIL to the service provider (under the terms of the contract), provided, however, that this limitation shall not apply to any liability for damages arising from willful misconduct or negligence.
- 21.3 If the service provider fails or neglects any of the bid obligations under the contract, it shall be lawful for EdCIL to forfeit either the whole or any part of performance security furnished by the bidder as a penalty for such failure.
- 21.4 In case of default noted which is deemed to be of more serious nature compromising on the integrity of the exam, EdCIL reserves the right to recover any cost of damage as is imposed on EdCIL and additionally also recover cost of loss of brand while reserving its right to claim any legal damage as deemed fit.
- 21.5 In case the examination is re-conducted due to reasons attributable to the bidder, then the entire cost for re-conduct of the examination along with other associated expenditures shall be borne by the bidder and no extra payment on this account will be made by EdCIL. In addition, EdCIL shall be free to forfeit either hole or any part of performance security.
- 21.6 The penalty shall be recovered along with GST as per prevailing Government of India guidelines.
- 21.7 EdCIL’s decision on the penalty would be final.

**22. Time Frame:**

The service provider would be required to make the system up and operational within a period of 15 days from the date of signing of Contract.

**23. Information security and data privacy:**

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

## 24. Fraudulent and Corrupt Practices:

24.1 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 any 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.

24.2 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.

## **25. Force Majeure:**

25.1 Force Majeure is herein defined as any cause, which is beyond the control of the service provider or EdCIL as the case 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:

25.1.1 Natural phenomenon, including but not limited to floods, droughts, earthquakes, pandemics and epidemics.

25.1.2 Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos.

25.1.3 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.

25.2 The service provider 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 service provider till the date of termination of contract.

## **26. Termination**

EdCIL may, without prejudice to any other remedy for breach of contract, terminate the contract in case 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.

**26.1 Termination of The Contract:** The Contract is liable to be terminated if the Service Provider:

26.1.1 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

26.1.2 Makes an arrangement with or assignments in favour of his/their creditors or agree to carry out the contract under a committee or inspection of his/their creditors; or

26.1.3 Abandons the work; or

26.1.4 Persistently disregards the instructions of EdCIL in contravention of any provision of the Contract; or

26.1.5 Fails to adhere to the agreed program of work; or

26.1.6 Assigns or sublets the work in whole or in part thereof without prior written consent of EdCIL; or Performance is not satisfactory; or

26.1.7 If the Service Provider obtains the contract with EdCIL with illegal manner;

26.1.8 Information submitted/furnished by the contract are found to be incorrect.

26.1.9 The above shall be without prejudice to EdCIL's other rights under the law.

**26.2 Consequences of Termination:** If the contract is terminated by EdCIL for reasons detailed above or for any other reasons whatsoever:

26.2.1 EdCIL reserves the right to get work completed at the risk and cost of the Service Provider and to recover from the Service Provider any amount by which the cost of completing the work by any other agency shall exceed the value of the contract without prejudice to any other remedies/rights/claims etc. that may be available to EdCIL.

26.2.2 Performance Guarantee Bond/Security in any form submitted by the Service Provider shall stand forfeited. Any imposed forfeiture of Performance Security for a given exam will be calculated in proportion to 10% of the exam value of that examination irrespective of other penalty provisions.

26.2.3 The Service Provider shall have no claim to compensation for any loss sustained by him because of having entered into any commitment or made any advances on account of or with a view to the execution of works or on account of loss of expected profits.

26.2.4 All the dues payable to the Service Provider for the work executed by him before and up to termination shall only be released after making adjustments for the expenses, charges, demands, expected losses etc. incurred by EdCIL as a consequence of termination of the contract.

**26.3 Termination for Convenience:**

26.3.1 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.

26.3.2 Depending on 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.

**26.4 Termination for Default:**

26.4.1 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.

26.4.2 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.

26.4.3 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 First Party shall not exercise this right to terminate the agreement without exercising the right of suspension mentioned in the Suspension Clause.

**26.5 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.

**26.6 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.

**27. Proprietary Rights:**

27.1 All rights, title and interests in and to the Services Environment and any other material used by the service provider in the provision of the Services shall exclusively belong to the service provider or its licensors (“Bidder Proprietary Material”). Any and all Intellectual Property Rights with respect to the Services and the service provider Proprietary Material and all modifications, improvements, enhancements, or derivative works made thereto, shall always belong to the service provider 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 service provider shall be on a non-exclusive basis and the service provider 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.

27.2 Notwithstanding the above clause, the service provider shall not approach the recruitment services work of any of the existing clients of EdCIL for online recruitment examination business during the currency of the Contract. Apart, the service provider shall not compete with EdCIL for similar business wherever EdCIL has already submitted its proposal/offer. In case of default a penalty of 3% of the last annual relevant contract value would be recovered from selected bidder.

**28. Limitation of Liability:**

Neither party shall be liable to the other party for any special, indirect, incidental, exemplary, punitive or consequential losses or damages 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 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 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 delay or failure has resulted from a delay or failure by or on behalf of EdCIL to perform any of EdCIL's obligations.

## **29. Processing norms**

EdCIL and the bidder acknowledge and agree that the provision of Services under this Agreement may require the bidder to interact with EdCIL and suppliers of EdCIL relating to the Services as special agent for and on behalf of EdCIL and/or to process transactions, in accordance with the general or special guidelines, norms and instructions ("Processing Norms") provided and / or validated and / or accepted by EdCIL and agreed by the Parties. Candidate data including but not limited to Personal Data, images of the candidate shall belong to EdCIL, with the bidder being a data processor for EdCIL. The bidder shall be entitled to rely on and act in accordance with any such Processing Norms agreed by the parties and the bidder shall incur no liability for claims, loss or damages arising as a result of the bidder's compliance with the Processing Norms.

## **30. Representations and Warranties**

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

## **31. Settlement of Disputes:**

**31.1 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.

**31.2 Legal Jurisdiction:** All disputes pertaining to the tender shall fall within the jurisdiction of Delhi only.

## **32. 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.

**33. Arbitration Clause:**

(a) In case of any dispute arising between the Parties, both the parties will try to resolve the issue mutually within 21 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.

(b) 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.

(c) The venue of the arbitration proceeding shall be the office of EdCIL, Noida or such other places as the arbitrator may decide.

(d) The contract shall be interpreted in accordance with the laws of the Union of India & will be under the jurisdiction of court in Delhi.”

**34. Sub-Contract:**

The empanelled bidder shall not assign or sublet the contract or any substantial part thereof to any other agency, without written consent of EdCIL.

**35. Reservation of Rights:**

EdCIL reserves the right to:

35.1 Extend the Closing Date for submission of bids.

35.2 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>.

35.3 Seek information from the Bidders on any issue at any time and discuss the rates submitted by the bidders in their financial bids.

35.4 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.

35.5 Terminate or abandon this Procedure or the entire project, whether before or after the receipt of proposals or midway during currency of the agreement.

35.6 Seek the advice of external consultants to assist EdCIL in the evaluation or review of proposals or execution of the contract.

35.7 Make enquiries from any person, company or organization to ascertain information regarding the Bidders and its proposal.

35.8 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**

37.1 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:

37.1.1 Shall specify the nature of the failure and

37.1.2 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.

37.1.3 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. Local Conditions**

The Bidder shall inspect the cities/sites of operation and shall satisfy itself of the cities/sites' conditions and availability of required resources and shall apprise itself of the procedure for engagement of agencies and shall collect any other information that may be required before submitting the bid. Claims and objections due to ignorance about site conditions shall not be considered after the submission of bid.

### **39. Interpretation**

In these Terms & Conditions:

39.1 References to laws shall mean the applicable laws of India and references in the singular shall include references in the plural and vice versa.

39.2 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.

39.3 The headings are inserted for convenience and are to be ignored for the purposes of construction.

39.4 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.

- 39.5 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.
- 39.6 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, and as per the standard language, would be, hereinafter, called bidder.
- 39.7 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 may be used interchangeably too, words, Tender and bid, may also be used interchangeably.
- 39.8 The service provider would also be included in the term bidder, for the sake of clarity.
- 39.9 The terms, examination and evaluation may also be used interchangeably.
- 39.10 Until and otherwise explicitly mentioned, the term centre or centre would mean a place where the bidder intends to conduct the online examination through the means mentioned in the scope of work and as per the terms and conditions specified by EdCIL.
- 39.11 Until and otherwise explicitly mentioned, the term candidate would refer to the person who intends to be examined through the TBT, intended to be conducted by EdCIL through the bidder. The terms applicant, examinee, etc. would also be included/intended for the term candidate.

#### **40. 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 bylaw 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".

#### **41. Acceptance Tests**

The service provider in the presence of EdCIL authorized officials will conduct an acceptance test at the site. The test will involve installation and commissioning and selected operation of the hardware, software, communication equipment etc. No additional charges shall be payable by EdCIL for carrying out these acceptance tests.

#### **42. Audit by Third Party**

- 42.1 EdCIL at its discretion may appoint third party for auditing the activities of software development, onsite services and operations of entire services provided to EdCIL. The Service Provider will provide full access and cooperation to enable this Audit by a third party. The scope of third-party audit

and its requirements are mentioned below. The service provider shall work closely with the auditor for smooth, transparent and timely conduct of the examination.

- 42.1.1 Provide detailed understanding of the technical architecture, process followed in conduct of exam, data flow and data understanding to the auditor before the start of exam.
  - 42.1.2 Provide timely details of the exam centers coordinators (contact number, authorization, etc.) to auditors.
  - 42.1.3 Provide timely access to exam center premises for pre-exam audit.
  - 42.1.4 Timely mitigate (before exam start) the critical observations identified by auditors during pre-exam center audit to the satisfaction of EdCIL.
  - 42.1.5 Provide electronic data as identified in the section below. Point 1 (click by click of candidate audit log) of the below data requirement section is to be provided at end of every exam day. All remaining data should be provided within 1 week after the closing of the last shift of the exam. Please note that if some of the data is not available, all efforts should be made to collect and share the data.
  - 42.1.6 The observations related to pre, during or post exam should be mitigated to the satisfaction of EdCIL.
  - 42.1.7 The data should be made available to EdCIL in a secure manner. All processing of the data provided by the exam service provider would be performed by EdCIL at their premises.
  - 42.1.8 Provide access to the auditor “during exam” at the exam center as independent observers.
  - 42.1.9 All the data outlined in the section below should be captured electronically and to be extracted in presence of the auditors for the purpose of validation.
- 42.2 Following electronic data is to be provided by selected bidder:**
- 42.2.1 Seating plan of candidates (exam center, room number, seat number, tablet details, similar details in case of change of tablet, etc.)
  - 42.2.2 Final score computed for the candidates.
  - 42.2.3 Feedback received from candidates.
  - 42.2.4 Log of tablet or backup issues or any other technical/non-technical incident that occurred during examination including historical incidents.
  - 42.2.5 Log of any issues with the Firewall or exam software
  - 42.2.6 Details of exam centers and their total capacity in terms of seats and tablets.
  - 42.2.7 Report on health check/IT audit of tablets as well as physical infrastructure audit of centers.
  - 42.2.8 List of whitelisted websites and applications on primary server, backup server, and candidate tablets.
  - 42.2.9 Log of exam data received at a central server with timestamp.

42.2.10 Provide any other data as per the requirement of EdCIL connected with the particular exam.

**43. 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.

**44. Consortium/Joint Venture (JV)**

No consortium/JV will be entertained by EdCIL.

**45. Special Terms and Conditions**

- 45.1 The bidder should ensure the working condition of the Tablets. If any Tablet is found not working due to hardware/ software issues the bidder shall be responsible for replacing the Tablet(s) with a mutually agreed timeline at no additional cost.
- 45.2 The bidder will deliver the Tablets to examination centres two/three days before the exam day, with proper packaging and handover the same to centre head after proper verification of the Tablets' working condition.
- 45.3 The bidder will arrange the training for exam functionaries for handling the Tablets used for examination. The training should include transfer of basic knowledge of handling tablets and responding to candidate queries. The service provider would be responsible for any technical glitches related to Tablet and Digital OMR solution. The infrastructure for the training will be provided by the bidder. The maximum batch size of the would be mutually agreed.
- 45.4 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.
- 45.5 Undertaking/ self-declaration for police verification of the manpower to be deployed at exam centres to be provided on company letter head by the authorized signatory, 01 week prior to exam day.
- 45.6 The discretion of EdCIL for awarding business and mode of business will be final and binding on the bidder.
- 45.7 The bidder will facilitate entry and exit of the deployed manpower and equipments taken by EdCIL's other empanelled agency for installation of Low Frequency Jammers, Biometric activities, CCTV Live Feed & Surveillance and Frisking through HHMD. The bidder will also facilitate the storage area for these devices in the examination centres.

The bidder is required to provide seating facility for the deputed manpower at the examination centres. Any operational requirements may be brought out by the bidders at the time of submitting pre-bid queries. Any subsequent condition after award of work will not be accepted and EdCIL shall be at liberty

to initiate suitable action on the bidder contravening the conditions.

- 45.8 Duration of the Contract: Initially the contract will be for Two years 02 years (extendable to 02 more years on yearly basis i.e. 2+1+1 Years) 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.
- 45.9 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.
- 45.10 EdCIL intends to enter an end-client agreement towards conducting of tablet-based examination.
- 45.11 Critical activity involving assessment platform, content preparation, data processing, etc. should not be sub-contracted. For any subsidiary activity being essential, EdCIL may be kept informed.
- 45.12 EdCIL reserves the right to award the work/cancel the award of work/modify the work without assigning any reason. In case of differences, if any, the decision of EdCIL shall be final.

## Annexure-1

**Bid Form**

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

(Name &amp; Signature of the Bidder)

Date:

Place:

**Compliance Sheet****Compliance to Pre-Qualification Criteria**

Sl. No.	Criteria	Documents Required for Technical Evaluation	Compliance (Yes/No) with ref. page. No.
<b>1</b>	<b>Bidder's Profile</b>		
1.1	The bidder should be a company registered in India. The registered bidder should be operating in India last 5 Financial Years ending 2025-26 with an objective of offering examination Services to Government Departments/ Central/ State Universities or Central/ State PSUs / Societies Registered in India.  Consortium and joint venture is not allowed.	Certificate of Incorporation/ Registration along with copy of Memorandum of Association and Articles of Association of the Company	
1.2	The bidder should have at least regular 50 technical employees (Graduate with relevant IT knowledge) employed in-house in India for development of software for conduct of examination, maintenance of software, networking and data security.	Proof of ESI/PF registration or Certificate from Company Secretary shall be submitted.	
1.3	Bidder should own the source code of the application software and all it's components.	Self-Certificate by Authorised Signatory	
<b>2</b>	<b>Bidder's Certification</b>		
2.1	Minimum CMMI level 3 certificate is necessary for Service/Development along with proof of results published on CMMI website at <a href="https://www.cmmiinstitute.com/pars/">https://www.cmmiinstitute.com/pars/</a> . The bidder's Examination and Online Application software should be STQC/CERT-In certified or the processes meet ISO 9001, ISO 20000-1 & ISO 27001 standards.	Copy of valid CMMI Level certificates, copy of valid STQC/CERT-In and ISO certificate(s).	
<b>3</b>	<b>Bidder's Financial Turnover</b>		
3.1	Average turnover of the bidder should be minimum Rs. 40 crores in last 3 financial years (FY 2023-24, FY 2024-25 and FY 2025-26). The turnover should be of the bidder and not of the group companies or consortium/JV. Organization must be profitable in last 3 financial years ending 31 <sup>st</sup> Mar 2026.	Copy of audited Balance Sheet and Profit & Loss Account and for FY 2023-24, FY 2024-25 and FY 2025-26 alongwith CA certificate for un-audited Balance Sheet and Profit & Loss Account	
<b>4</b>	<b>Bidder's experience in Tablet Based Test (TBT) in INDIA</b>		
4.1	The bidder must have successfully executed minimum one project for digital examination/ OMR examination using tablets in the last 05 years up to FY 2025-26 for any Government Department, Central/State Government Universities, Central/State PSU/ Societies Registered in India.	Copy of work orders/agreements with completion certificate/ acknowledgement from client for service delivery/copy of Invoice commensurate with Client Payment Confirmation to	

Sl. No.	Criteria	Documents Required for Technical Evaluation	Compliance (Yes/No) with ref. page. No.
		be enclosed	
<b>5</b>	<b>Bidder's Infrastructure Capability</b>		
5.1	The bidder must have (owned/ outsourced) primary data centre with DR site infrastructure for Data Security. Both the data centres should be located in India in different seismic zones. The data centre must be Tier III & above and ISO certified or data centre should be certified/listed as per the Meity, Government of India Guidelines.	Copy of document in support of owned/ outsourced Data Centre	
<b>6</b>	<b>Statutory Requirements</b>		
6.1	Permanent Account Number (PAN)	Copy of PAN	
6.2	Tax Deduction Account Number (TAN)	Copy of TAN	
6.3	Goods and Services Tax (GST) Registration	Copy of GST Registration Certificate	
6.4	Employees' Provident Fund (EPF) Registration	Copy of EPF Registration certificate	
6.5	Employees' State Insurance (ESIC) Registration	Copy of ESIC Registration Certificate	
6.6	The bidder is not blacklisted for any corrupt and fraudulent practices by Central/ State Government Departments / Public Sector Undertakings / Autonomous Bodies with regard to the works executed by it as on the day of bid submission.	Undertaking duly attested by notary on non-judicial stamp paper of value Rs. 100/- (Rupees Hundred only)	

### **Compliance to Technical Evaluation**

S. No	Description of Marking Scheme	Maximum Marks	Marks evaluated by Technical Evaluation Committee	Supporting documents required	Page Reference
<b>1</b>	<b>Bidder's Profile</b>	<b>18 Marks</b>			
<b>1.1</b>	Overall IT staff strength (Graduate with relevant IT knowledge) [Project Management/ Development/ Quality Assurance/ Implementation/ Operations]	<b>8 Marks</b>		ESI/PF registration or Certificate from Company Secretary or self-declaration shall be submitted.	
	1-50	00			
	51-100	04			
	101 and above	06			
	151 & above	08			
<b>1.2</b>	<b>Software /Solution</b>	<b>10 Marks</b>			

S. No	Description of Marking Scheme	Maximum Marks	Marks evaluated by Technical Evaluation Committee	Supporting documents required	Page Reference
1.2.1	The organization should have in-house 100 technical personnel (Graduate with relevant IT knowledge) to maintain the software and data used to conduct the exam and should follow well-defined Software Change Management processes to manage changes in the software.	10 Marks		ESI/PF registration or Certificate from Company Secretary or self-declaration shall be submitted.	
	1-100	00			
	101-200	05			
	201 and above	10			
<b>2</b>	<b>Bidder's certification</b>	<b>10 Marks</b>			
2.1	<b>CMMI level (Organisation-Services &amp; Development)</b>	<b>06 Marks</b>		Self-attested copies of relevant certificates	
	CMMI level 3 Services & Development	03			
	CMMI level 5 Services & Development	06			
2.2	<b>STQC &amp; ISO Certifications</b>	<b>04 Marks</b>		Self-attested copies of relevant certificates	
	TBT Software CERT-In Certified	02			
	TBT Software STQC Certified	02			
<b>3</b>	<b>Bidder's Financial Turnover</b>	<b>10 Marks</b>			
3.1	The average turnover of the bidder should be minimum INR 40 crores in last three consecutive financial years ending 31.03.2026. The turnover should be of the bidder and not of the group companies or consortium/JV. The turnover refers to a company and not the composite turnover of its subsidiaries/sister concerns etc.	<b>10 Marks</b>		Audited balance sheet and Certificate by Chartered Accountant	
	Less than 40 Crore	00			
	>40 Crore and <=80 Crore	05			
	>80 Crore and above	10			
<b>4</b>	<b>Bidder's experience in Tablet Based Test (TBT) in India</b>	<b>25 Marks</b>			
4.1	<b>Number of Years in Tablet-Based Test (TBT)</b>	<b>10 Marks</b>		Customer experience certificate/ work order	
	Less than 01 year	00			
	> 1 Year to <=3 Years	05			
	> 3 Years	10			
4.2	<b>Number of Tablet-Based Test (TBT) completed till last date of bid submission.</b>	<b>15 Marks</b>		Customer experience certificate/ work order	
	2-3 Examinations	05			
	3 to 5 Examinations	10			
	More than 5 Examinations	15			

S. No	Description of Marking Scheme	Maximum Marks	Marks evaluated by Technical Evaluation Committee	Supporting documents required	Page Reference
<b>5</b>	<b>Bidder's Infrastructure Capability</b>	<b>17 Marks</b>			
5.1	Tier III Data Centre (DC) infrastructure with Disaster Recovery (DR) outsourced by the bidder with ISO/CERT-In Certified infrastructure/ application	06		Proof of data centre - self-declaration or ownership certificate	
	Tier III Data Centre (DC) infrastructure with Disaster Recovery (DR) owned by the bidder with ISO/CERT-In Certified infrastructure/ application	12			
	Tier IV Data Centre (DC) infrastructure with Disaster Recovery (DR) owned by the bidder with ISO/ CERT-In Certified infrastructure/ application	17			
<b>6</b>	<b>Approach and Methodology</b>	<b>20 Marks</b>			
6.1	The marks for Approach and Methodology will be awarded by the Committee based on the Presentation & Demonstration made by the bidder The break-up of marks would be as under: 5) Process Competence – 05 Marks 6) Technology Competence – 05 Marks 7) Team Competence – 05 Marks 8) Vulnerability Mitigation – 05 Marks	20			
<b>Total Score</b>		<b>100</b>			

Authorized Signatory: -

Seal of the Organization: -

Date:

Place:

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

To

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

**Subject: Tender for Support on conduct of TBT in India for Various Clients of EdCIL.**

Sir,

This bears reference to EdCIL tender no. EdCIL/OTAS/TBT/2026 dated\_\_\_\_\_.  
We, hereby, accept all the terms and conditions for submitting bid as mentioned in this Bid 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..... /...../2026 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:

Date:

Place:

**Annexure-4**

**SELF-DECLARATION – NON-BLACKLISTING**

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

To,  
Chief 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/TBT/2026 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: -

Date:  
Place:

**Annexure-5**

**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 Balance Sheet/Profit & Loss Account for last three years i.e. FY 2023-24, FY 2024-25 & FY 2025-26 and certified by the Chartered Accountant, as submitted by the Bidder to the Income-Tax Department (copies to be attached).

**Table-1: Total Turnover**

<b>S. No.</b>	<b>Details</b>	<b>(1) FY 2023-24</b>	<b>(2) FY 2024-25</b>	<b>(3) FY 2025-26</b>
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.

1 Note: Attach additional sheets, if necessary.

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

Date:  
 Place:

**Annexure-6**

**DETAILS OF SIMILAR WORK EXECUTED**

S NO	Name of work/ Project & Location	Owner/ Sponsoring organization	Total No. of Candidat es Handled	Total No. of Shifts taken for compl etion	Start Date of TBT	End Date of TBT	Litigation/ Arbitration pending in progress with details	Name, Designation and address/ telephone number of officer to whom reference may be made	Remarks
1	2	3	4	5	6	7	8	9	10

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

Date:

Place:

**Annexure-7**

**Performance Report of Works referred in ANNEXURE 6**

(Furnish this information for each individual work done by the bidder for whom the work was executed)

1. Name of Work/Project & Location : \_\_\_\_\_  
\_\_\_\_\_
2. Owner or Sponsoring Organisation  
: \_\_\_\_\_  
Address : \_\_\_\_\_  
\_\_\_\_\_
- Contact Person : \_\_\_\_\_  
    Designation : \_\_\_\_\_  
    Telephone No(s): \_\_\_\_\_  
    E-mail : \_\_\_\_\_
3. Agreement No. : \_\_\_\_\_
4. Estimated Cost : \_\_\_\_\_
5. Tendered Cost : \_\_\_\_\_
6. (A) Date of Start : \_\_\_\_\_  
  
(b) Stipulated date of completion: \_\_\_\_\_  
(c) Actual date of completion : \_\_\_\_\_
7. Amount of compensation : \_\_\_\_\_  
Levied for delayed completion,  
Or any other damages, if any
8. Performance reports/assessment by clients (Supported by documentary evidence, if any)  
(a) Quality of work – Excellent/ Very Good/ Good/Fair: \_\_\_\_\_  
  
(b) Resourcefulness – Excellent/ Very Good/ Good/Fair: \_\_\_\_\_

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

Date:  
Place:

**Annexure-8**

**DETAILS OF TECHNICAL & ADMINISTRATIVE PERSONNEL TO BE EMPLOYED FOR THIS WORK**

**TABLE-1:**

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

**TABLE-2:**

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

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

Date:  
 Place:

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

Date:

To

Chief 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.

Tender for Support on conduct of TBT in India for Various Clients of EdCIL

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 .../.../2026 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.

Yours Faithfully, Name  
of the Bidder: -  
Authorized Signatory: -  
Seal of the  
Organization: -

Date:

Place:

**Annexure-10**

Name of the Bank: -----

To  
EdCIL (India) Ltd

**PERFORMANCE GUARANTEE FORMAT**

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 a irrevocable Bank Guarantee Bond for ..... only)) 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 the EdCIL (India) Ltd.
2. We..... ( indicate the name of the bank, further agree that ( and promise) to pay the amounts due and payable under this guarantee without any demur merely on a demand from the EdCIL (India) Ltd through the Chief 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 so 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 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 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



Annexure-11

**NON-DISCLOSURE AGREEMENT**

**THIS AGREEMENT** is made on the..... **BETWEEN:**

(1) <<name of the department/Corporation/Agency>> a  
.....<<type of organization>>having its registered office at  
.....(hereinafter referred to as “**Disclosing Party**” which expressions  
shall unless repugnant to the context include its successors and assigns), and

(2) .....<<name of the Service Provider Agency>>a  
.....<<type of organization>>having its  
registered office at  
....., hereinafter referred to as “**Receiving Party**”,  
which expressions shall unless repugnant to the context include its successors and  
assigns);

The Disclosing Party and the Receiving Party shall hereinafter jointly be referred to  
as the  
“**Parties**”.

WHEREAS

The Disclosing Party is in possession of certain information defined hereunder as  
Confidential Information by virtue of an agreement signed between the parties on  
dated  
.....for ..... <<name of the project>>.

**NOW IT IS HEREBY AGREED** as follows: -

**I. Confidential Information**

For purposes of this Agreement, means all information to which the Receiving  
Party has access including but not restricted to <<name of the project>>Project  
Data which relates to the technical, commercial and financial information, software  
in various stages of development, techniques, models, data, source code, object  
code, documentation, manuals, flowcharts, research, process, procedures,  
functions, customer names and other information related to customers, suppliers,  
products, developments, operations, processes, data, trade secrets, know- how and  
personnel of each Party and its affiliates which is disclosed to or otherwise learned  
by the other Party and all other information which may be disclosed by one Party or  
to which the other Party may be provided access by the disclosing Party or others in  
accordance with this Agreement, or which is generated as a result of, incidental to or  
in connection with the Business Purposes, which is not generally available to the  
public.

**II. Not Within Definition**

Notwithstanding any other provision of this Agreement, the Parties hereto acknowledge that Confidential Information shall not include any information that: -

- i. is, now or subsequently becomes public knowledge other than by breach of the provisions of this Agreement; or
- ii. is in the possession of the Party with the full right to disclose prior to its receipt from the Disclosing Party, as evidenced by written records; or
- iii. is independently received by the Receiving Party from a third party, with no restrictions on disclosure from such third party.
- iv. is independently developed by Receiving Party without reference to or based on Confidential Information of the Disclosing Party.

**III. Obligation of Confidentiality**

The Receiving Party promises and agrees to receive and hold the Confidential Information in confidence. Without limiting the generality of the foregoing, the Receiving Party further promises and agrees:

- i. To protect and safeguard the Confidential Information against unauthorized use, publication or disclosure.
- ii. Not to, directly or indirectly, in any way, reveal, report, publish, disclose, transfer or otherwise use any of the Confidential Information except as specifically authorized by the Disclosing Party in accordance with this Non-Disclosure Agreement.

Not to use any Confidential Information to unfairly compete or obtain unfair advantage vis- a-vis Disclosing Party in any commercial activity

- i. To restrict access to the Confidential Information to those of its officers, directors, and employees who clearly need such access to carry out official duties towards Disclosing Party.
- ii. To furnish the details including names and phone numbers of persons (Project Manager/ TL/ DBA/ System Administrator) who have the right to access the Confidential Information of the application from backend and shall furnish the Audit log to the Disclosing Party on bi-weekly basis. Any changes in the persons or their role shall be duly intimated to the Disclosing Party within 3days.
- iii. Not to entertain any requests made by the users of the software application to make changes or carry out any action involving reversal from the set process, under any circumstances, which requires accessing the confidential

information from the backend, unless a prior written consent is taken from EdCIL or any other Person specifically authorized in this regard to do so.

- iv. To instruct each of the persons to whom it provides access to any of the Confidential Information, that such persons are strictly prohibited from making any use, publishing or otherwise disclosing to others, or permitting others to use for their benefit or to the detriment of the Disclosing Party, any of the Confidential Information, and, upon Request of the Disclosing Party, to provide the Disclosing Party with a copy of a written agreement to that effect signed by such persons.
- v. To comply with any other reasonable security measures requested in writing by the Disclosing Party.
- vi. To not to enter into any communication involving disclosure of Confidential Information in any form with either the beneficiaries or the users of Software Application, without written consent of the Disclosing Party.
- vii. To not to disclose any names and their particulars to third parties without the written consent by the Disclosing party.
- viii. To pay liquidated and other damages recoverable under the clause 7 of this Agreement.

**IV. Property of the Parties**

All Confidential Information disclosed pursuant to this Agreement shall be and remain the property of the Disclosing Party. Nothing in this Agreement shall be construed as granting or conferring any rights whatsoever, whether expressly, impliedly or otherwise, in respect of the Confidential Information to the Receiving Party, and the Confidential Information will be used only for the purposes of this Agreement.

**V. Reporting Unauthorized Disclosure or Misuse of Confidential Information**

The Receiving Party shall immediately inform the Disclosing Party of any unauthorized use or disclosure, misappropriation or misuse by any person of any Confidential Information, upon the Receiving Party having notice or knowledge of the same.

**VI. Losses**

The Receiving Party agrees to indemnify the other Party against any and all losses, damages, claims, or expenses incurred or suffered by the other Party as a result of the Receiving Party's breach of this Agreement.

**VII. Remedies**

The Receiving Party understands and acknowledges that any disclosure or misappropriation of any of the Confidential Information in violation of this Agreement may cause the Disclosing Party irreparable harm, the amount of which may be difficult to ascertain and, therefore, agrees that the Disclosing Party shall have the right to resort to civil & criminal remedies available under the law including the IT Act 2000 for taking action against the Receiving Party and/ or for an order restraining any such further disclosure or misappropriation and for such other relief as the Disclosing Party shall deem appropriate. Such right of the Disclosing Party shall be

in addition to Remedies otherwise available to the Disclosing Party at law or in equity.

In the event of default or breach of the terms of this agreement the Receiving Party and all its officers found guilty of breach, shall be jointly & severally liable for action.

**VIII. Notices**

Any communication in connection with this Agreement must be in writing and be delivered personally, or by registered mail receipt acknowledged, facsimile or e-mail (if receipt of the complete facsimile or electronic mail is confirmed in writing by the recipient) to the address set out at the beginning of this Agreement.

**IX. Term & Termination**

This Agreement shall commence on the date as written above. The Receiving Party's obligations with respect to the Confidential Information hereunder shall be co-terminus with the Agreement signed by the parties as referred above. After termination or expiration of the Agreement the Disclosing Party shall take back all the Confidential Information from the Receiving Party.

IN WITNESS WHEREOF the parties hereto have caused their duly authorized representatives to set their hands the day and year first above written.

**Signature on behalf of the**

.....

..... <<name of the department/Corporation/  
Agency>>(Disclosing Party)

**Name: Designation:**

**Signature on behalf of .....**<<name of the  
Service Provider Agency>>(Receiving Party)

(\_\_\_\_\_)

Name:

**Designation:**

DATE:

WITNESSED BY:           Name  
                                  Address Signature

- 1.
- 2.

**EXAM SOFTWARE DECLARATION**  
**(To be given on Company Letter Head)**

To,

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

Sub: Tender for Support on conduct of TBT in India for Various Clients of EdCIL.

Tender Reference No: EdCIL/OTAS/TBT/2026 dated .....

Dear Sir,

I / We hereby certify that I / we have read the requirements of the TBT software mentioned in the tender document and I / we declare that our TBT procedures and software adheres to the following requirement:

1. I / We segregate and secure the examination lab network (switch) before the start of the examination by creating VLAN and blocking unwanted ports.
2. I / We have ethics and integrity requirements as part of the contract for all staff (on roll, contractual, etc.) involved in the execution of the examination.
3. On the day of TBT, all user activities performed (over network or physically) on tablet, on Centre Servers, and Central Server with results database is logged with details (who performed, what action performed and what time) by our software. Following at minimum is captured:
  - Central Server: Data Base log (if results are in Data Base)
  - Exam Centre server: Data Base log, Operating System logs, examination application logs
  - Node: candidate log, Operating System logs
4. I / We provide accurate records for all the seats allocated to a candidate (should include centre, room name, seat number, machine identifier) during the entire exam duration.
5. All communications between Central Server and examination centre or within exam center is encrypted (question paper transfers, data push and pull from Central Server, communication between center server and tablets, communication between center primary and backup server and communication between different exam software machines)
6. I / We capture the hardware and software on the tablets being used for the exam delivery (server/tablets). At minimum captures ethernet cards, processor, RAM, HDD, USB devices, OS, software installed and services running.
7. I / We certify that all information furnished by the our Firm is true & correct and in

the event that the information is found to be incorrect/untrue or found violated, then EdCIL 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/performance guarantee absolutely. EdCIL can test the above requirements in a live environment created by us during technical evaluation stage.

Yours Faithfully,  
Name of the Bidder: -  
Authorized Signatory: -  
Seal of the  
Organization: -

Date:  
Place:

**AGREEMENT**

THIS AGREEMENT is made on this \_\_\_\_\_ day of \_\_\_\_\_, 2026 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 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 Support on conduct of Tablet Based Digital OMR Test in India for Various Clients of EdCIL as per Tender papers at Annexure hereto the service provider has submitted a Tender as per Annexure \_\_\_\_\_ hereto and whereas the said Tender 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 service provider provided for herein below the service provider shall offer services to support on conduct of TBT in India 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 service provider 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 service provider within named in the presence of:

- 1. Signatures  
Date  
Name in Block Letters

- 2. Signatures  
Date  
Name in Block  
Letters Address

Signed and delivered at \_\_\_\_\_ for and on behalf of EdCIL by Shri \_\_\_\_\_ (Director)

- 1. Signatur  
es Date  
Name in Block Letters
- 2. Signatur  
es 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 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/Online Transfer Receipt/ Bid Securing Declaration against Earnest Money Deposit.

II. Original copy of the Power-of-Authority 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.

**1.2 Online Submissions:**

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

<b>Envelope – 1</b>			
(Following documents to be provided as single PDF file)			
<b>Sl. No.</b>	<b>Documents</b>	<b>Content</b>	<b>File Types</b>
1.	<b>Technical Bid</b>	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.		Performance Report of Works referred to in Annexure 6	PDF
8.		Details of Technical & Administrative Personnel to be employed for the work	PDF
9.		Tender Acceptance Letter	PDF
10.		Performance Bank Guarantee Format	PDF
11.		Non-Disclosure Agreement	PDF
12.		Exam Software Declaration	PDF
13.		Agreement	PDF
14.		Offline and Online Bid Submission Documents	PDF
15.		Bank Guarantee Towards Bid Security (EMD)	PDF
16.		Bid Security-Declaration	PDF
17.		Performa for Declaration on Proceedings Under Insolvency and Bankruptcy Code, 2016	PDF
18.		Proforma for Changes/ Modifications Sought by Bidders to the Bidding Conditions	PDF
19.		Power of Attorney	PDF
20.		Proforma Certificate on Relatives of Directors of EdCIL	PDF
21.		Bidder's Bank Details	PDF

22.		Undertaking/ Declaration/ Confirmation	PDF
23.		Undertaking	PDF
24.		Certificate-Cum-Undertaking for Non-Deployment of Personnel with Criminal Records	PDF
25.		List of Authorised Banks for Bank Guarantee	PDF
26.		Instructions for e-tendering	PDF
27.	<b>Financial Bid</b>	Financial Bid	.xlsx

**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 "Tender for Empanelment of Agencies for conduct of TBT for Various Clients of EdCIL" (here in after called "the Bid")

KNOW ALL MEN by these presents that We ..... having our registered office at..... (hereinafter called the "Bank") are bound onto EdCIL India Limited, Noida (hereinafter called "EdCIL") in the sum of 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.

Dated:.....

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 Public)

To,  
Chief 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. \_\_\_\_\_ dated \_\_\_\_\_ 2026, 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:

Annexure - 17

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

Tender No.:.....

Name of Work:.....

Bidder 's Name : .....

I/ We, M/s. \_\_\_\_\_ declare that:-

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

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

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

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

Place:  
Date:

**Annexure – 18**

**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 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 ..... 2026.

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 Apostile certificate.

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

This has reference to our proposed contract regarding **Tender for Empanelment of Service Providers for conduct of Tablet Based Digital OMR Test for Various Clients of EdCIL against tender no. EdCIL/OTAS/TBT/2026** 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:

- (i) 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;
- (iii) I am not a partner in a firm in which a Director of EdCIL or his relative is a partner;
- (iv) We are not a private company in which a Director of EdCIL is a Member or Director;
- (v) 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.

Authorised Signatory of  
The Contracting Party

Place...

Date...

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

**BIDDER'S BANK DETAILS**

<b>S. NO.</b>	<b>ITEM</b>	<b>DETAILS</b>
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)."	

(Name &amp; Signature of the Bidder)

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

**Annexure – 22**

**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)

**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/TBT/2026** are 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: -

## Annexure – 24

**FINANCIAL BID****Table-A: Cost per candidate per session for conduct of TBT**

S.No.	Activity	Andaman & Nicobar Islands, Lakshadweep and Leh & Ladakh		Rest of India including Northeastern States	
		Rs. in Figure	Rs. in Words	Rs. in Figure	Rs. in Words
<b>A</b>	<b>Pre-Examination activities:</b>				
A-1	Design, Development & Hosting of online application registration portal, Payment Gateway Integration, Finalisation of eligible candidate data, Helpdesk, etc.				
A-2	Generation of Roll Number, Designing & Hosting of e-Admit card, SMS alerts and e-mail service, etc.				
<b>B</b>	<b>Examination activities:</b>				
B-1	Conduct of Examination				
<b>C</b>	<b>Post Examination activities:</b>				
C-1	Objection Management, Processing & Preparation of results, application PDF, etc.				
	Total				

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

S. No.	Item	Rates in Indian Rupees per question paper	
		In Figure	In Words
1	Setting up, Moderation & Translation of Question Paper (English & Hindi or one regional language).		
II	Setting up, Moderation & Translation of Question Paper (additional regional language).		

**Note:**

- (i) For the financial evaluation purpose, rates quoted at total of “Table A” alone will be considered.
- (ii) The above rates are excluding GST. GST as notified by Government of India from

time-to-time shall be payable extra.

- (iii) 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.

**(Signature and Seal of Bidder)**

Name in Capital letter: \_\_\_\_\_  
(in the capacity of: \_\_\_\_\_)

**Duly authorized to sign Bid for and on behalf of**

**Annexure - 25**

**CERTIFICATE-CUM-UNDERTAKING FOR NON-DEPLOYMENT OF PERSONNEL WITH CRIMINAL RECORDS**

(to be submitted in a duly notarized Non-Judicial Stamp Paper of Rs.100/-)

To,  
Chief General Manager (OTAS)  
EdCIL (India) Limited  
A Government of India Mini Ratna Category-I Enterprise  
18A, Sector-16A, Noida – 201301 (U.P)

Date:.....

**Subject: Undertaking regarding personnel character antecedents and no criminal record.**

Sir,

With reference to the NIT No..... dated..... for [Name of the Service], we, **M/s** [Name of Company], hereby declare and undertake that:

1. We will scrutinize the character and antecedents of all the personnel intended to be deployed during conduct of examination by EdCIL's end client and verify that they are clean and free from any criminal record.
2. We will not deploy any person having a criminal record, pending investigation, pending trial, or a history of conviction in any court of law.
3. We undertake that all engaged personnel are over 18 years of age, law-abiding citizens and are not involved in any criminal/antisocial activities.
4. We will verify the identification documents, parentage, and residential addresses of all personnel being deputed to the examination centres.
5. If any personnel deployed by us is found involved in any criminal or any un-lawful activity or if it is discovered that they possessed a criminal record/ un-lawful activity record at the time of deployment, we accept full responsibility.
6. We further undertake that in such an event, we will immediately remove the person from the examination centre and replace them, and EdCIL (India) Limited shall have the right to take legal action or terminate the contract with us, for which we shall not hold EdCIL liable.
7. It shall be the sole responsibility of our agency to bear all kind of loses or otherwise happened due to any such un-lawful activity by agency or its personnel engaged for the activities assigned to us.

**Authorized Signatory,**  
[Signature & Company Seal]  
**Name:** [Name of Authorized Person]  
**Designation:** [.....]  
**Company Name:** [Name of Company]  
**Contact Number:** [Number]

**Note: This document shall be invariably submitted alongwith the technical bid.**

**LIST OF AUTHORISED BANKS FOR BANK GUARANTEE**

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

Following banks are permissible for accepting Bank Guarantees:

**I- SCHEDULED PUBLIC SECTOR BANKS**

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

**II- SCHEDULED PRIVATE SECTOR BANKS**

<b>S.No.</b>	<b>Name of the Bank</b>
1	HDFC Bank Ltd
2	ICICI Bank Ltd
3	Axis Bank Ltd
4	Kotak Mahindra Bank Ltd
5	IndusInd Bank Ltd

**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 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](http://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](http://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 so obtained by the prospective bidder shall be valid for one year from the date of its issue and shall be subsequently renewed.

- (i) Participant shall safely keep their User ID and password, which will be issued by the service provider, i.e., KEONICS Ltd. upon registration, and which is necessary for e-tendering.
  - (ii) Bidders are advised to change the password immediately on receipt of activation mail.
  - (iii) Bidders shall not disclose their User ID as well as password and other material information relating to the e-tendering to any one 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 a proof of selected submission.
- (j) Vendors Training Program: Vendors are requested to contact at Tender wizard Helpdesk for any information regarding E-tendering / training.
- (i) For online registration, intended bidders may write us at [harishkumar.kb@etenderwizard.com](mailto: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](mailto:harishkumar.kb@etenderwizard.com), [ratan.thakur@etenderwizard.com](mailto:ratan.thakur@etenderwizard.com), [varun.b@etenderwizard.com](mailto: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 option.

## **3) SUBMISSION OF BIDS**

- (a) 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.

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

- (a) The bidder is requested to submit documents as mentioned in the Annexure-16.

**6) MINIMUM REQUIREMENTS AT BIDDER’S END**

- (a) Tablet System having configuration with minimum Windows 7 or above, and Broadband connectivity
- (b) Digital Certificate(s)

