

Tender

For

Support on conduct of CBT in India
(Recruitment or Academic Entrance Examination)
For
Various Clients of EdCIL



NIT No.: EdCIL/OTAS/2018/412

Dated: 6th November, 2018

EdCIL (India) Limited

(A Category-I “Mini Ratna” CPSE under the Ministry of Human Resource Development, Government of India)

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NOTICE INVITING TENDER

NIT No.: EdCIL/OTAS/2018/412

Dated 6th November 2018

Online bids are invited on single stage two bid system to select an agency to “Support EdCIL on conduct of Computer Based Test (CBT)-Examination”. Manual bids shall not be accepted.

Tender documents may be downloaded from EdCIL web site <http://www.edcilindia.co.in/Etenders> and CPPP site <https://eprocure.gov.in/eprocure/app>. The instructions for downloading and uploading the tender and registration required is detailed on Annexure-14 of the tender document.

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

1. Disclaimer:

This Tender is not an offer by **EdCIL (India) Limited (EdCIL)**, but an invitation to receive offers from vendors. No contractual obligation whatsoever shall arise from the tender process until and unless a formal contract is signed and executed by a duly authorized officer of the EdCIL (India) Limited.

2. Introduction:

EdCIL (India) Limited, is a “Mini Ratna Category-I” Central Public Sector Enterprise under the administrative control of the Ministry of Human Resource Development, 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. The Company has in the recent past registered rapid growth with the turnover to Rs 288 Crores having reached in FY 2017-18.

Clients of EdCIL include most State and Central Govt. Departments including MHRD, PSUs and Autonomous bodies including IITs, IIMs, IIITs, Kendriya Vidyalaya Sangathan and Navodaya Vidyalaya Samithi.

Vision

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

Service Spectrum

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

The verticals have leveraged expertise gained over three decades, strong alliances and 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 offering online recruitment solutions in 2015 to bring in higher transparency and efficiency.

This is the biggest vertical of EdCIL which has received 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 recruitments covering varied sectors of the economy. The company presently also executes an online test project for a client in overseas location.

Being a PSU targeted towards meeting educational needs, the company focuses on organizing online examinations for recruitment of teachers & principals as a specialized service. The Company also has aspiration to address online admissions/assessment requirement of different educational institutions.

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 domestic and overseas sector, following key services are provided by the vertical as part of the Procurement Services focusing on maximizing total cost of ownership (TCO) in 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 accordingly 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/MHRD 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 MHRD
- 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 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 MHRD in implementing several Mega Pan-India projects. The services include:

- Logistical support to various large MHRD schemes (e.g. Samagra Shiksha, MDM, NPIU, NMEICT, PMMMNTT)
- Outsourcing of Consultants/Support Staffs etc.
- Event Management Support
- Procurement Services

3. Aims & Objectives of the tender:

EdCIL on behalf of its clients conducts various examinations (Recruitment or Academic Entrance Examination) through “Computer Based Test (CBT)-Examination” in various cities spread across the country in India and outside India. The cities (number can be increased/decreased) where the Test shall be conducted in India. Countries/Cities abroad can be decided as per requirement on mutual agreement basis at a later stage.

The examination would typically have 100 - 200 questions to be attempted in a single shift of 2 to 3 hours and number of candidates may vary from examination to examination.

EdCIL intends to select an agency on rate contract basis to render “Support on conduct of Computer Based Test (CBT)-Examination”, its administration, logistics, processing of results and submission of raw score & final merit list to the EdCIL for declaration of results as per requirement of EdCIL.

The system shall mainly comprise of the following activities:

1. Approval of process document for execution of entire project requirement (Project Plan, deployment of Project Team at EdCIL office (8-10 members) etc., based on inputs received from end Client.
2. Design & Development of Application Software for online receipt of applications
3. Integration of Payment Gateway with Online Application Portal
4. Preparation and issue of e-Admit Cards (for CBT, skill test and interview, etc.) as per requirement.
5. Setting up of Help Desk (8 hrs x 7 days a week) for handling candidate's query starting from registration process till conduct of examination.
6. Provision of mock tests (link on end client website) on Computer Based Test (CBT)-Examination for practice of Candidates.
7. Booking of Test Centres for Computer Based Test (CBT)-Examination after due approval from EdCIL.
8. Approval of Invigilators deployment policy from EdCIL.
9. Conduct of dry run 1-2 days before the Examination to ensure smooth functioning of Exam Centre.
10. Setting-up of Bi-lingual Question Paper (MCQ, Descriptive & Skill / Typing / Stenography / Data Entry Test) based on EdCIL's quality policy for content development.
11. Biometric registration of candidate (before the start of Exam) and its verification (during exit) along with provision of manual attendance.
12. Providing the recorded biometric data of the candidates and verification at later stages of recruitment process.
13. Coordination in deploying jammer facility obtained by EdCIL from separate vendor.
14. Obtaining all statutory clearances for smooth conduct of examination.
15. Setting up of Command Centre/Control Room in EdCIL/end Client's Office.
16. Conduct of Computer Based Test (CBT)-Examination.
17. Reporting of any untoward incident/FIR to local police, as per the advice of EdCIL.
18. Provision for receipt of candidate representations post-examination.
19. Submission of candidate responses to EdCIL same day after completion of Examination.
20. Application of Normalisation Process as and when required.
21. Submission of final merit list in a digitally signed and non-editable format as approved by EdCIL.
22. Submission of CCTV footage after completion of CBT.
23. Timely submission of specific data/inputs as may be required by any statutory/end client/legal authority. Submission of various customised reports as per requirements of EdCIL.

Note:

- (a) The ("Tender") has been invited from Companies / Agencies ("Bidders") for selection of "Service Provider"

- (b) Bids must be submitted online within the stipulated date and time. No manual bid shall be accepted.
- (c) Bidders are advised to study the tender document carefully. Submission of bid shall be deemed to have been done after careful study and examination of the complete tender document with full understanding of its implications.

4. Important Events and Dates/Fact sheet:

| S. No | Particulars | Details |
|-------|---|--|
| 1. | Mode of Test | Computer Based Test (CBT)-Examination only |
| 2. | Tender Document issued by | EdCIL (India) Limited, Noida |
| 3. | Authorized Officer for Clarifications | General Manager (OTAS), EdCIL |
| 4. | Availability of Tender Document/ | Tender document will be available on websites from 06/11/2018 to 05/12/2018. Tender documents may be downloaded from EdCIL website http://www.edcilindia.co.in/Etenders and CPPP site https://eprocure.gov.in/eprocure/app . |
| 5. | NIT Number | EdCIL/OTAS/2018/412 |
| 6. | Estimated volume of work for the First Year & Second Year of Contract (From date of issue of LOA) | Approx. 16 Lakhs Candidates per year |
| 7. | Cost of Tender document | Rs 1,00,000/- (One Lakh) + 18% GST – To be submitted in the form of Demand Draft |
| 8. | Earnest Money Deposit (EMD) | Rs 1, 00,00,000/- (One Crore)– To be submitted in the form of Bank Guarantee / Demand Draft in favour of EdCIL (India) Limited payable at Noida. The bids without EMD shall be summarily rejected. |
| 9. | Last date of submission of original tender fee and EMD | 05.12.2018 up to 01:00 PM at EdCIL Office, NOIDA. |
| 10. | Bid Validity period | 120 days from the date of opening of the bid. |
| 11. | Submission of Pre-Bid queries through e-mail only | Pre-bid queries should be sent on ugaikwad@edcil.co.in 2 days prior to the date of pre-bid meeting (i.e. by 14/11/2018 up to 5 pm). The pre-bid queries received beyond the stipulated date and time shall not be entertained. |
| 12. | Pre-Bid meeting for queries, if any | On 16/11/2018 at 02:30 PM at EdCIL Office, NOIDA |
| 13. | Issue of Corrigendum/ addendum/ clarification (if any) on EdCIL's website | On 19/11/2018 by 5.00 PM |
| 14. | (a) Last date for submission of Bid | 05/12/2018 up to 1.00 PM |
| | (b) Opening of Technical bid to assess essential pre-requisites requirements | 05/12/2018 at 03.00 PM at EdCIL Office, NOIDA |
| | (c) Presentation & Demonstration by Shortlisted Bidders | To be communicated later. |
| 15 | Opening of Financial bid of technically qualified bidders | To be communicated later. |

| | | |
|----|----------------------------------|--|
| 16 | Performance Bank Guarantee (PBG) | 1) 10% of each year's estimated project value 2) PBG should be valid for a period of 15 months. The Performance Guarantee shall be kept valid till the completion of the contract period. 3) PBG to be made in favour of EdCIL (India) Limited |
| 17 | Contract duration | 02 years (extendable to 02 more years on yearly basis based on company's satisfactory performance and own internal requirement) (2+1+1 Years) |

Note:**(1) A rate contract is now being entered into.**

- (2) The figure at items no.6 is estimated only for projection per annum based on past business for conduct of computer-based test.
- (3) The figure based on the business placed with EdCIL may vary as per market demand.
- (4) In the event of the previous year's projection number being exceeded, 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.

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

- (a) Pre- Examination Phase
- (b) Examination Delivery Phase
- (c) Post Examination Phase

All processes of those examination phases shall be carried out by the selected bidder in consultation with EdCIL.

Note: (a) Based on timelines agreed, following shall be made available by the 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 CBT.
4. Template and Guidelines for Preparation of Merit List.
5. Rules/guidelines/marketing scheme for evaluation.
6. Approved Process document for preparation of results (including Normalization Process wherever applicable) as received from end Client.
7. Any other requirement related to conduct of CBT/Skill Test/ CPT/ Typing/ Stenography Test.

(b) Based on the timelines agreed, following shall be made available by the selected bidder:

1. Approved Process document for execution of entire project requirement etc (Project Plan, Deployment of Project Team at EdCIL office (8-10 members)) based on inputs received from end Client.
2. Development and hosting of Online Application Registration Portal
3. Provide Link for Payment Gateway Integration for online receipt of application fees

4. Generation of MIS of the Application Fee and Reconciliation
5. Development of suitable software for generating e-Admit Cards
6. Facility of Bulk e-mail & SMS
7. To provide Mock Test Link for practice by the candidates at-least 15 days prior to the date of examination.
8. Dispatch of e-Admit Cards through E-Mail and SMS alerts.
9. Setting-up of Help Desk (8 Hours x 7 Days a week). The Help Desk facility to be provided at service provider's location through a dedicated Toll-Free Number and e-mail.
10. Booking of exam centres (after approval of EdCIL), deployment of invigilation staff and conduct of CBT examination. No exam to be scheduled/ conducted in the exam centre other than EdCIL test on the day of exam.
11. The Selected Bidder shall provide a question paper authoring tool which will ensure end-to-end security of the question paper with 256 bit AES encryption along with proper training for the usage of the software.
12. Creation of question papers, moderation, translation and encryption.
13. The question paper of every candidate should have randomized questions and MCQ responses on the consoles at various test centres. The test engine should have capability to allow/disallow the revisiting of questions as per the requirement of end client.
14. Decryption of the question papers at the specified time.
15. Setting up of command centre/control centre at EdCIL for real-time monitoring of CBT exam.
16. Conduct of computer-based test ensuring physical security, data security, web-surveillance, CCTV surveillance and biometric registration and verification (both for candidates and invigilators).
17. Processing of candidate's online representation for MCQ question/ answer option after exam.
18. Audit Trail of the entire CBT and result preparation activities.
19. MIS/ customized report generation/analytics
20. Complaint Management for queries received from candidates and end client.
21. Profile of Question Paper (QP) Setters (Academic Qualification & Work Experience without identifiable details).
22. Soft Copy of Candidates Data, Centre Master details having Centre No. and Centre Details.

23. Report on adverse occurrences including malpractices.
24. Submission of candidate's raw response after the examination, audit trail, CCTV footage, attendance sheets and biometric data.
25. Preparation of Final Merit List in specified format as laid down by end client.
26. Conduct of Skill Test and its evaluation. The Skill Test shall mainly comprise of [Typing Test (English/Hindi), Stenography Test/Data Entry and Computer Proficiency Test [MS Word, MS Excel, MS Power Point, MS Access & TALLY, etc.]
27. Submission of invigilators database to EdCIL.
28. Submission of city wise availability of nodes on Pan India basis every fortnight to EdCIL.
29. The selected bidder should have operational office in Delhi/NCR for proper coordination with EdCIL.

(c) **Project Execution timelines:** The proposed indicative timelines of various activities for execution of a CBT project is indicated below:

| Sl. No. | Activity | Tentative Time (in days) |
|---------|---|--------------------------|
| 1. | Handing over of final recruitment notice, detailed requirement document, syllabus and job description as received from end client. | 02 |
| 2. | Design, Development & testing of software portal for registration of on-line applications, integration of payment gateway and testing. | 15 |
| 3. | (i) Go-Live of application registration portal. (ii) Resumption of help desk service. (iii) Setting up, moderation and translation of question papers. (iv) Identification and booking of computer-based test centres. | 30 |
| 4. | Finalization of data and generation of Roll numbers of candidates. | 07 |
| 5. | Provision of downloadable Admit Card (e-mail, SMS alert) and hosting the admit card link on end client's website | 30 |
| 6. | Conduct of computer-based test (Duration of exam may vary from single-multiple days and single-multiple sessions as per the requirement). | 01 |
| 7. | Inviting online representations from candidates related to questions and answers keys post examination. | 05 |
| 8. | Review of online representations received from candidates. | 20 |
| 9. | Preparation and submission of final merit list. | 10 |
| | Total (in days) | 120 |

Note:

1. The date of start of above duration shall be reckoned from the issue of final recruitment notice, detailed requirement document and syllabus.
2. The above timelines are to be adhered to. Any delay on account of service provider will lead to penalty indicated at para 11.7. In case of circumstances meriting change, the same would have to be through exchange of mail agreed by both the parties.

5.1 Pre-Examination Phase:

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

1. Design of application portal and candidate handling process:

- a) Approved Process document for execution of entire project requirement etc (Project Plan, Deployment of Project Team at EdCIL office (8-10 members)) based on inputs received from end Client. The CV of the project team shall be got approved in advance from EdCIL.
- b) Design, development and testing of software portal for registration of online applications, integration of payment gateway and testing
- c) Go-Live of application registration portal
- d) Handling candidates queries through help desk (Toll free number and e-mail)
- e) Reconciliation and finalization of eligible candidate data
- f) Mapping of candidates details with Exam Centres
- g) Validation and verification of identity
- h) Attendance and biometric (photograph and thumb impression) handling
- i) Machine/seat allocation, invigilator allocation randomly and handling of security parameters

2. Complete Security management processes:

- a) Physical Security
- b) Information Security
- c) Server Security
- d) Network Security

3. Any other processes related to conduct of examination including mock dry run for the CBT examination at centres specified by EdCIL.
4. Approved Process document for execution of entire project (Project Plan, Deployment of Project Team, requirement gathering, etc) based on inputs received from end Client.
5. The selected bidder shall prepare and provide Standard Operating Procedure (SOP) and documentary manuals for all processes for safe and secure conduct of examination along with rules for contingency and exception handling/ emergency procedures.
6. The selected bidder shall provide specifications for Hardware and Software required at all stages of the examination at:
 - a) Exam centres
 - b) Devices and systems to be used for authentication and
 - c) Audit trail mechanisms required for Exam.
7. The selected bidder shall provide consulting, training and manpower support to handle the entire Examination. The required hardware, software, networking shall be installed by the bidder on lease/rent basis, whose cost would be covered under the financial bid.
8. The selected bidder, as per the requirements and directives from EdCIL, shall set-up systems at the required exam centres in India and Outside (The cities where the Test shall be conducted are given at **(Annexure-9)** ensuring that at least 10% of the systems are available as backup per shift.
9. The selected bidder shall ensure that all exam centres have the prescribed hardware,

software, and LAN connectivity for conducting examination.

10. The selected bidder shall ensure that UPS, Generator and Air conditioners facilities are available and functional at each exam centre in each lab for un-interrupted power supply with adequate back-up. Besides the selected bidder shall also ensure that mobile generators are also available as a back-up to meet out any eventuality.
11. The selected bidder shall ensure proper ventilation and appropriate cooling system in examination rooms/halls and each examination rooms/ halls are well lighted for reading and writing.
12. The selected bidder shall carry periodic audit at Exam Centres for
 - a) Hardware, Operating System, Processor Speed, RAM, Network and Key Boards etc.
 - b) Software - Screen resolution and LAN connectivity, Browser.
 - c) Working condition of UPS, generator and Air conditioners.
13. The selected bidder shall ensure suitable drinking water and separate hygienic toilet facilities for both boys and girls at each examination centre.
14. The selected bidder shall host and manage the examination process through intranet-based solution at Exam Centres.
15. The selected bidder shall securely install and implement Question Papers (in English and Hindi or any other regional language as applicable) for “Computer Based Test (CBT)-Examination”.
16. The selected bidder shall generate the e-admit cards based on the logic approval of EdCIL.
17. The selected bidder shall ensure checking of original Identification proof and admit card of the candidates at the main gate of the examination centre.
18. Individual password shall be given to each candidate by the selected bidder at the examination centre prior to start of actual examination.
19. The selected bidder shall ensure that the candidate’s passport size photograph is printed and Signature of the candidate is taken on the specific space in the attendance sheet and verification of the signature and photograph in attendance sheet is done vis-à-vis the signature and photograph in the admit card.
20. The selected bidder shall ensure complete biometric registration and verification process of the candidates (digital photo, finger print etc.) and allow candidates to appear for exam at Exam Centre through randomly allotted seat/machine. The biometrics taken at this stage shall be used later for authentication purposes. The selected bidder shall also provide biometric verification at the completion of examination. Centre wise mismatch report if any shall be provided.
21. The selected bidder shall arrange/provide adequate displays and provide required instructions/ information to the candidates appearing for exam at exam centres.
22. The selected bidder shall ensure availability of proper security, hand-pat frisking at the examination centres. The selected bidder should also have capability to provide frisking through Hand Held Metal Detector (HHMD) at the examination centres whenever asked for.

Frisking facilities for Female candidates: Only Female staff will frisk the female candidates; however, female frisking process should be conducted in a three-side covered enclosure.

23. All pre-examination phase processes shall be carried out by the selected bidder in consultation with EdCIL.

24. **Test Centres:** The selected bidder shall provide a list of examination centres to EdCIL prior to the issue of admit cards for respective examination. The Test Centres should have the following:

- a) The Test Centres location should be easily accessible through public transport like air, rail, bus, metro, auto etc.
- b) The examination centres should have all necessary amenities/facilities for PWD Candidates including wheel chair, ramp, toilet, etc.
- c) The selected bidder shall ensure that all fire safety requirements are made available at the examination centres.
- d) The selected bidder shall also ensure that they have all statutory clearances at the examination centres for deployment of jammers. However, supply and installation of jammers shall be made through EdCIL's empanelled vendor.
- e) The Test Centres should have separate Entry & Exit Gates with signages so that smooth entry and exit to/ from the Examination Centres is ensured for conduct of Examination.
- f) All the Centres should be thoroughly verified by the selected bidder before scheduling of any EdCIL's examination.
- g) EdCIL reserves the right to whitelist/blacklist any of the centre(s).
- h) Any centre previously blacklisted by any of service provider's clients should not be offered to EdCIL without an explicit approval.
- i) All the test centres should be audited by the internal experts of the Bidder Company.
- j) The selected bidder shall also ensure that at no point of time they conduct any test in those centres which are blacklisted in other examinations or by any Govt. Bodies/Agency.
- k) The selected bidder shall not deny/restrict EdCIL or its end Client with identification document from doing audit/inspection of examination centres with prior notice.
- l) In case any examination centre is damaged causing operational break-down/fire/water logging, etc, the selected bidder should have buffer provision for another examination centre including transportation in the same city within the municipal limit so as to shift the candidates and conduct the Examination.

5.2 Examination Delivery Phase:

The selected bidder shall deploy adequately pre-screened and trained manpower and ensure required hardware and software for smooth conduct of examination at each Exam centre in consultation with EdCIL.

The selected bidder shall make necessary arrangements for following at each exam centre:

1. Minimum number of personnel to be deployed:

| | |
|--|--|
| Exam Centre Administrator/ Centre Superintendent | One (Regular Employee of the Service Provider) |
|--|--|

| | |
|-----------------|---|
| IT Manager | One per 250 nodes (minimum 1 in a centre) [Regular Employee of the Service Provider] |
| Invigilators | Two per 30 nodes (minimum 2 in a room) |
| Support Staff | Minimum One per 100 candidates (Suitability need to be justified with Centres) and locations |
| Security Guards | Minimum One per 100 candidates (Suitability need to be justified with Centres. Male & Female Security Guards must be deployed as per the requirement) |
| MTS | Minimum Two per 100 candidates |

The above staff should be increased proportionately on the basis of size of the centre in terms of nodes for exam. In addition, service provider should provide a pre-screened and trained City Head for each of the cities of examination.

The staff provided at the Test Centre for conduct of examination should be from among the round the year engaged staff of the selected bidder and as well as of the Test Centre. Centre Superintendent, and Invigilators must be teachers/staffs of a recognized college/school/Institution. The selected bidder should ensure biometric identification of invigilators. The invigilators should be deployed for the examination along with Lanyard ID card.

The service provider is required to check the antecedents of each and every personnel deployed by them at the test centre (s) [i.e. Exam Centre Administrator/Centre Superintendent, IT Manager, Invigilators, Support Staffs, Security Guards, MTS, etc]. The antecedents of all these personnel are to be verified before their deployment in the examination centres. The service provider shall submit a complete process of selection of Invigilators and other staffs to EdCIL. EdCIL reserves its right to collect and verify the details (Identity) of Invigilators and staff deployed at various exam centre(s).

2. Minimum Pre-requisites for Test Terminals:

| | |
|-------------------|--|
| Screen Resolution | 1024 X 768 |
| Screen Size | 15 inch or above monitor |
| Operating System | Windows 7 or higher with appropriate Service Pack/Linux |
| Browser | Internet Explorer 7.0 or above as supported by above Operating Systems |
| Browser settings | Java Script enabled Pop-up blocker disabled Under 'Settings' of 'Temporary Internet Files', set 'Check for newer versions of stored pages' to 'Every visit to the page' Proxy disabled (Direct Internet) USB disabled, Keyboard disabled during exam after login |

3. Minimum Exam Centre Server Pre-requisites:

| | |
|----------------------|---|
| Processor | CPU Speed: 1.5 GHz or above. |
| RAM | 4GB or higher |
| Screen resolution | 1024 X 768 |
| Operating system | Compatible for candidates' systems as clients, must meet the performance criteria |
| Performance Criteria | Must support at least 400 machines clients without any perceivable degradation in performance. All mouse/key clicks are to be recorded for each client with time stamp for audit purposes. Response time for question/page loading must be less than |

| | |
|--|--|
| | one second. All responses to be acted upon in real time. |
|--|--|

4. The Examination shall be computer based with bilingual questions& MCQ responses (both in English and Hindi or any other language as applicable) being provided onscreen on a random basis, without any manual intervention.
5. The selected bidder should be able to conduct examination with question paper prepared from battery type. In case of reliance on the question bank process of creation of question, the method of randomness of selection of question may be pre- vetted by EdCIL.
6. The Examination Software should have the technical capability to restrict re-visiting of questions, if required.
7. In case of emergency, the selected bidder should have competence of creating question paper for a repeat/cancelled/deferred examination ready with buffer question paper within a period of 21 days.
8. Sufficient time of 15-20 minutes shall be allotted before the exam for providing orientation to the candidates on the structure of the exam, time limits and guidelines for answering the question papers.
9. Computer based exam software should support standard features such as display of details of candidates, detailed instruction regarding login, start and closure of examination at scheduled time, virtual numeric scientific keypad, time left, flag questions for review, marking/unmarking of question, display of status of questions with different colour and symbols, switching between sections, switching between Hindi and English languages or any other language as applicable, provision for enlargement of font, negative marking, automatic calculation of test score, navigation to unanswered questions, auto save and prompt for submission.
10. Arrangement of scribe for and other amenities for PWD candidates as per GOI Norms.
11. The selected bidder shall complete biometric registration process of the candidates before start of examination (digital photo and biometric fingerprint) and after that allow candidates to appear for test at Examination Centres. Similarly, biometric verification will be done after completion of examination.
12. The selected bidder shall arrange/provide adequate displays and required instructions/ information to the candidates appearing for test at Examination Centres.
13. While the examination will be conducted on local LAN, data of test progress should be transferred to central server every 10 minutes (or as specified by EdCIL) for monitoring purposes. The selected bidder should provide reports to EdCIL to view the test progress at all the Centres during the examination.
14. The selected bidder should have technology competence to rule out unauthorised access to LAN either physically or remotely.
15. The service provider would arrange for the necessary servers to conduct the examination at each test centre. One main server and one backup server will be

available for every 250 candidates at a test centre.

16. The service provider must have the requisite MOU's with the colleges/test centre(s) and who would arrange for the client systems necessary for the conduct of examination at each test centre. There should be at least 10% reserve pool of client systems of the total number of registered candidates in a session at each test centre.
17. There must be adequate spacing between two adjacent seats. Service provider should arrange for partition of appropriate size between adjacent seats.
18. At the test centre, main server, backup server and client systems would be provided with functional UPS with generator backup. Uninterrupted power supply should be made available for the period of each session and for 30 minutes prior to and after each session on the day of examination.
19. The selected bidder shall maintain audit trails of all activities of the candidate (click by click) during the course of the examination.
20. The selected bidder shall obtain candidate's feedback through online Feed Back Form, after the examination is over.
21. The selected bidder shall provide rough paper sheet/s to the candidates as per requirement.
22. The selected bidder shall monitor and supervise Exam Centre activities on monitoring console to be installed by the selected bidder in EdCIL, Noida/end Client's office. The data should be real time generated from each Exam Centre during the examination.
23. At the end of the exam, transfer/export of candidate response and audit trails shall be done by the selected bidder on secured channel from local server to Central server of the selected bidder within 4 hours from each exam centre. Other data such as attendance sheet, fingerprint, photograph, seating plan, CCTV recording, application PDF etc. (if any) should be sent to EdCIL within 7-10 days of conclusion of the examination.

5.3 Post Examination Phase:

1. A detailed process document with respect to preparation of results will be prepared by the service provider and handed over to the authorized representative of EdCIL for approval.
2. The selected bidder shall calculate marks obtained by each candidate as per the requirement and marking scheme to be provided by EdCIL. The service provider shall also be required to make score cards of the candidates to be hosted online for candidate's access as per end client requirement. The final merit list shall be submitted by the service provider in digitally signed & non-editable format to EdCIL.
3. The candidate's responses, biometric, photograph, audit trails, should be uploaded automatically from the local server to the selected bidder's data centre in a secured manner. Labelled CCTV footage should be handed over to EdCIL within a period of 7-10 days after conduct of examination. There should not be any traces of any data pertaining to candidate whatsoever post uploads left on the exam centre server.
4. The selected bidder should be able to handover the raw responses/data to EdCIL immediately (same day) after the candidate's response uploaded from local exam server. The software should have capability to take the answer key post examination. The data also needs to be uploaded to a server at the Master Control Facility of

service provider. After confirmation of proper transfer of data to the server, the Test Administrators of service provider in presence of EdCIL representatives should demonstrate complete automatic deletion of the responses and audit trails in hard disc of the main and backup server.

5. The selected bidder should be able to provide link to each candidate its own response after the examinations in order to raise any objection/queries with respect to questions, candidate's response and answer key (s).
6. The selected bidder shall provide biometric data (on the day of examination) of all the candidates captured during examination, in the desired format, for verification purposes during subsequent stages of the admission/recruitment process.
7. The selected bidder shall provide Post Examination Analytics Report in the following manner:
 - (a) Item analysis of MCQ responses of the candidates (difficulty index and discrimination index etc.) as per requirements of EdCIL.
 - (b) Candidate (s) performance Analysis (Post wise, Shift wise, Centre wise, area wise, discipline wise, gender wise, etc.);
 - (c) Psychometric Analysis of Question Papers.
 - (d) Analyse audit logs and provide summary of audit logs like number of clicks, time log, MAC, IP address etc.
 - (e) To provide audit trail & related report of result preparation in order to ensure that there is no tempering taken place during result preparation.
 - (f) To provide forensic analysis report regarding proxy candidates, unfair means report etc.
 - (g) Any other reports by analysing the data stored, whenever required by EdCIL.
8. The selected bidder shall provide documented inputs and support for handling
 - (a) Candidates queries
 - (b) Press queries
 - (c) RTI queries
 - (d) Court Cases
 - (e) Any other Enquiry

Note:

1. The selected bidder will have to carry/demonstrate complete System Test Run (STR) with test data to EdCIL before implementation of the software. The selected bidder should also be able to demonstrate click by click audit trail for any type of enquiry.
2. The selected bidder should 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.
3. **Test Data Archiving:** The selected bidder shall archive the result and other examination data for future references after specified time, as per requirement of EdCIL.
4. **MIS generation/ customized reports:** The selected bidder shall provide adequate information as per the requirement of EdCIL within maximum period of 5 working days from the date of request.

6. Essential Pre-Qualification Criteria:

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

| Sl. No. | Criteria | Documents Required for Technical Evaluation | Compliance (Yes/No) with |
|---------|----------|---|--------------------------|
|---------|----------|---|--------------------------|

| | | | ref. page. no. |
|----------|--|--|-----------------------|
| 1 | Bidder's Profile | | |
| 1.1 | The bidder should be a company/firm registered in India. The registered bidder should be operating in India for a minimum of 5 years with an objective of offering relevant Computer Based Test Services. | Certificate of Incorporation/ Registration/ Partnership deed -Certificate of commencement of business (if applicable) | |
| 1.2 | The bidder should have at least regular 1000 technical employees (Graduate with relevant IT knowledge) employed in-house in India for conduct of exam development of software, maintenance of software, networking and data security. | Proof of ESI/PF registration or Certificate from Company Secretary or self-declaration shall be submitted. | |
| 1.3 | Organization should own the source code of the application software and all its components. | Self-Certificate by Authorised Signatory | |
| 2 | Bidder's Certification | | |
| 2.1 | CMMI level certificate is necessary for Organisation Development. The bidder's CBT software should be STQC certified or the processes meet ISO 9001 & 27001 standards. The CBT software should meet the cyber security audit requirements as specified by CERTIN. | Copy of valid CMMI Level certificates, Copy of valid STQC/ISO certificate(s), Copy of valid Cert-In certificate | |
| 3 | Bidder's Financial Turnover | | |
| 3.1 | Average turnover of the bidder should be minimum Rs.100 crores in last 3 consecutive financial years (FY 2015-16, FY 2016-17 and FY 2017-18). The turnover should be of the bidder and not of the group companies or consortium/JV. Organization must be profitable in at least last 3 financial years ending 31 st Mar 2018. | Copy of the certified and audited Profit & Loss Account and Balance Sheet for FY 2015-16, FY 2016-17, FY 2017-18 | |
| 3.2 | Average annual turnover of the bidder from Computer Based Test should be minimum Rs. 25 crores in last 3 consecutive financial years (FY 2015-16, FY 2016-17 and FY 2017-18). | Certificate from practicing Chartered Accountant | |
| 4 | Bidder's experience in Computer Based Test (CBT) in INDIA | | |
| 4.1 | The bidder should at least have five years of experience in Computer Based Test (CBT) | Copy of work order / contract for respective financial years | |
| 4.2 | The bidder must have successfully executed at least 5 (five) (conduct of CBT) projects on all India basis, out of which at least one project should be Conduct of Computer based Examination of at least 1,50,000 candidates scheduled in a single shift. | Copy of work order / contract along with completion certificate from Client | |

| | | | |
|----------|--|--|--|
| 5 | Bidder's Infrastructure Capability | | |
| 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 and ISO certified. Data centre should be certified as per the Meity, Government of India Guidelines. | Copy of document in support of owned / outsourced Data Centre | |
| 6 | Statutory Requirements | | |
| 6.1 | Permanent Account Number (PAN) | Copy of PAN | |
| 6.2 | Tax Deduction Account Number (TAN) | Copy of TAN | |
| 6.3 | Goods and Services Tax (GST) Registration | Copy of GST Registration Certificate | |
| 6.4 | Employees' Provident Fund (EPF) Registration | Copy of EPF Registration certificate | |
| 6.5 | Employees' State Insurance (ESIC) Registration | Copy of ESIC Registration Certificate | |
| 6.6 | The bidder should not have been blacklisted by central/ state government departments / public sector undertakings / autonomous bodies/Central Vigilance Commission (CVC) with regard to the works executed by it in the last five financial years. | Undertaking duly attested by notary on non-judicial stamp paper of value Rs. 100/- (Rupees Hundred only) | |

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

- (a) 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.
- (b) If bidder is engaged in any activity involving conflict of interest such as conducting of coaching classes etc. which can influence conduct of professional exam. **The selected bidder shall have to give an undertaking on stamp paper that there is no linkage of any kind between the bidder and any coaching institutes/ centre(s), etc.**
- (c) The databases generated from the examinations shall belong to EdCIL and respective end client. The bidder shall not share the same with any third party.

7. Evaluation of Bids:

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

7.1 Technical Evaluation:

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

- 2 Technical Bid will be assigned a **Technical score (TS) out of a maximum of 100 marks**, as per the Scoring Model provided below. Technical evaluation will be based on the criteria given below:
- Prior experience of the vendor in conducting “Computer Based Test (CBT)-Examinations”.
 - Capability of the vendor to develop the required software.
 - Availability of adequately trained personnel in the Company to conduct the examination in the required number of Centres and cities, and
 - The vendor must submit city-wise list of nodes vetted and available as on date of submission of bids.
 - Standing of the agency and its financial position.
 - Security and software quality certification.
- 3 The Tender Evaluation Committee will call the bidders for presentation or clarifications to assess the understanding of the bidder regarding the scope and magnitude of the work. However, whether to call the bidder for further discussion or not is at the sole discretion of the Tender Evaluation Committee constituted for the purpose.

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 |
|--------------|--|-----------------|---|---|----------------|
| 1 | Bidder's Profile | 20 Marks | | | |
| 1.1 | Overall IT staff strength (Graduate with relevant IT knowledge) [Project Management/ Development/ Quality Assurance/ Implementation/ Operations] | 10 Marks | | ESI/PF registration or Certificate from Company Secretary or self-declaration shall be submitted. | |
| | 1-999 | 00 | | | |
| | 1000 – 1499 | 05 | | | |
| | 1500 – 1999 | 08 | | | |
| | 2000 & Above | 10 | | | |
| 1.2 | Software /Solution | 10 Marks | | | |
| 1.2.1 | Organization should own the source code of the application software. | 05 Marks | | Self-Certificate by Authorised Signatory | |
| 1.2.2 | The organization should have in-house 50 technical personnel (Graduate with relevant IT knowledge) to maintain software and data used to conduct the exam and should follow well defined Software Change Management processes to | 05 Marks | | ESI/PF registration or Certificate from Company Secretary or self- | |

| | | | | | |
|------------|--|-----------------|--|--|--|
| | manage changes in the software (Pl attach proof) | | | declaration shall be submitted. | |
| 2 | Bidder's certification | 10 Marks | | | |
| 2.1 | CMMI level (Organisation-Development) | 05 Marks | | Self-attested copies of relevant certificates | |
| | CMMI level 3 Development | 02 | | | |
| | CMMI level 5 Development | 05 | | | |
| 2.2 | STQC & ISO Certifications | 05 Marks | | Self-attested copies of relevant certificates | |
| | ISO 9001 & 27001 certified | 02 | | | |
| | CBT Software STQC certified | 03 | | | |
| 3 | Bidder's Financial Turnover | 15 Marks | | | |
| 3.1 | Average annual turnover in INR during FY 2015-16, FY 2016-17 and FY 2017-18 in INDIA from Computer Based Test only. Organization must be profitable in at least last 3 financial years ending 31 Mar 2018 | 15 Marks | | Certificate by Chartered Accountant | |
| | >=25 Crore and <50 Crore | 08 | | | |
| | >=50 Crore and above | 15 | | | |
| 4 | Bidder's experience in Computer Based Test (CBT) in India | 25 Marks | | | |
| 4.1 | No of Years in Computer Based Test (CBT) | 05 Marks | | Copy of work order / contract for respective financial years | |
| | Less than 5 years | 00 | | | |
| | More than 5 Years | 05 | | | |
| 4.2 | Maximum No. of candidates appeared in CBT in single shift during FY 2015-16, FY 2016-17 and FY 2017-18 | 10 Marks | | Copy of work order / contract along with completion certificate from Client | |
| | <150,000 Candidates | 00 | | | |
| | 150,000 -< 200,000 Candidates | 06 | | | |
| | 200,000 & above Candidates | 10 | | | |
| 4.3 | No. of Assignments completed with more than 1,00,000 candidates in India during FY 2015-16, FY 2016-17 and FY 2017-18 | 10 Marks | | Self-Certificate with details of work order (client, description, value & year of execution) | |
| | Less than 5 assignments | 00 | | | |
| | 5 to 10 assignments | 05 | | | |
| | More than 10 assignments | 10 | | | |
| 5 | Bidder's Infrastructure Capability | 20 Marks | | | |
| 5.1 | Owned/Hired Certified Nodes (available 24x7 with minimum 250 nodes in 80% of Total centers and | 10 Marks | | (Certified copy of State/City | |

| | | | | | |
|--------------------|---|-----------------|--|--|--|
| | atleast 100 Nodes in remaining 20% of Total centres) in India (Certified copy of State/City wise capacity of each to be attached) | | | wise capacity of each to be attached) | |
| | <150,000 Nodes | 00 | | | |
| | 150,000 -< 200,000 Nodes | 06 | | | |
| | 200,000 & above Nodes | 10 | | | |
| 5.2 | Primary Data Center with Secondary DC site to be managed by the bidder/ group of companies for data Security | 10 Marks | | Proof of data centre - self-declaration or ownership certificate | |
| | Tier III Primary DC infrastructure with Secondary DC owned/outsourced by the bidder/ group of companies | 05 | | | |
| | Tier III Primary DC infrastructure with Secondary DC owned/outsourced by the bidder/ group of companies with Cert-in Certified infrastructure | 10 | | | |
| 6 | Approach and Methodology | 10 Marks | | | |
| 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) Company Competence – 01 Mark 2) Process Competence – 02 Marks 3) Technology Competence – 02 Marks 4) Team Competence – 02 Marks 5) Innovations – 01 Mark 6) Vulnerability Mitigation – 02 Marks | 10 | | | |
| Total Score | | 100 | | | |

Note: Bidders scoring 70% or more scores as per above criteria will be considered technically qualified. Financial Bids of such technically qualified bidders only further shall be opened.

7.2 Financial Evaluation:

The Financial Bid of only those Bidders who have been found to be technically eligible will be opened. The Financial bids of ineligible bidders will not be opened.

The Financial Bids shall be opened in the presence of representatives of technically eligible bidders, who may like to be present. EdCIL shall inform the date, place and time for opening of the Financial Bid to the technically eligible bidder(s).

The amount quoted for “Examination Conducted in India” (please refer to

Financial Bid Table A at Annexure-10) will alone be considered for evaluation of the financial bid for interse merit position. However, EdCIL reserves the right to operate any optional item at the accepted rate in case of requirement.

The **financial scores (FS)** would be normalized on a scale of 100 as per the formula given below, with lowest score being normalized to 100 and the rest being awarded on a pro-rata basis. Such normalized scores would be considered for the purpose of QCBS based evaluation.

FS = (Fmin/Fb) * 100 (rounded off to 2 decimal places), where

FS = Normalized Financial Scores for the Bidder under consideration

Fmin = Lowest absolute financial quote received

Fb = Absolute financial quote by the Bidder under consideration

7.3 Final Evaluation Criteria - Quality and Cost Based Selection (QCBS):

Composite Score (CS) = TS * 0.70+ FS * 0.30

The Bidder with the highest Composite Score (CS) would be awarded the contract.

1. Important Instructions:

1. The bidder shall be 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 conduct of computer-based test.
2. The bidder should not have incurred any loss during last three years up to financial year ending 31st March, 2018. The bidder should submit certified copies of their company Balance Sheet and Profit and Loss Account duly audited for the last three financial years. The Bidder should be registered with appropriate tax authorities such as Income Tax, GST etc. and should submit valid certificates of registration with these authorities.
3. The bidder should have all relevant facilities and logistics available to execute the work. The bidder's CBT software should be STQC certified and the processes should meet ISO 9001 & 27001 standards. The CBT software should meet the cyber security audit requirements as specified by MeitY, Government of India, i.e., audited and certified by Cert-In's empanelled 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.
4. The Bidder should have capability to provide infrastructure in all the major cities in India and abroad with validated nodes/computers, appropriate technology, hardware and software, dedicated connectivity, trained proctoring staff, adequate security measures and due diligence etc.
5. The bidder must show and submit suitable emergency management plan during any crisis situations/ redundancy of servers, switches, nodes, additional centre locations, transport facility, candidates' data, etc.
6. The successful bidder shall obtain declaration from their personnel (employed by them for the work in the concerned examination) 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. Source Code:

- a) The bidder should have all the necessary components and dependency of source code of computer-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.
- b) Different versions of Software code should be managed appropriately in a standard version control system within the organization.
- c) Software code should have multiple backup systems in place so that anytime source code can be recovered in case of any disaster.
- d) The bidder should own the test cases and regression testing code to produce, to prove that they have done necessary testing of the software to scale up to conduct large scale 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.
- e) 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.
- f) The bidder should have in-house quality assurance group and a strong quality management system to do quality check of the software.
- g) Proper security provision for source codes shall be maintained.

8. Technology vulnerability reduction

- a) The selected bidder shall ensure that the examination is conducted in secured channel where no external network penetration is possible.
- b) The selected bidder shall ensure that the soft copy of Centre Master having Centre No. and Centre details provided to EdCIL for conducting the examination shall be final. No change shall be made by the selected bidder in the list without approval from EdCIL. However, EdCIL reserves the right to cancel/ change any centre/invigilator.
- c) The selected bidder shall accommodate inspection of EdCIL/end Client's representatives based on proof of identity provided, as and when required.
- d) Project execution life cycle: The proposed timelines
- e) The proposed software should be Govt. of India compliant CERT-IN certified for IT security i.e., audited and certified by Cert-In's empanelled agency.
- f) The bidder must use 256-bit encryption for Question paper storage and transfer.
- g) The system should support question randomization with option shuffling ensuring that no two adjacent question papers area like.
- h) The final question paper would be password protected by responsible official of bidder and the bidder will never share the password with other than their authorised official.

- i) 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.
- j) The successful Bidder would be required to follow defined Software Change Management processes to manage changes in the software. Such a process would include Change Request Management, Impact Analysis, Change Approval, Change Implementation, Version Control, Version labelling, Testing, QA Certification and Deployment into production.
- k) The successful Bidder must employ multiple backup systems including offline backups to securely maintain the software and its corresponding source code.
- l) The successful Bidder would be required to have an in-house quality assurance and product testing team with a robust quality management processes that are followed to test and certify the system used to conduct the exam. The bidder should maintain documented test cases and maintain evidence of successful test execution covering all test cases. Rigorous testing must be done for major as well as minor and patch releases.
- m) 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.
- n) The successful Bidder would be required to design a high-performance system and conduct performance tests to verify successful achievement of high concurrency, fast response time, and long-stress duration required of the system used to conduct the exam. Results of such performance tests should be made available for each major release of the system used to conduct the exam. Under no circumstances any computer node used by examinees goes to "sleep mode" during the entire examination.
- o) The successful Bidder would be required to design a highly secure system and conduct security tests to verify that there are no vulnerabilities that can make the system susceptible to attacks. Comprehensive testing of source code, software binaries, and the infrastructure must be carried out. Results of such security tests should be made available for each major release of the system used to conduct the exam.
- p) Suitable emergency management plans towards any crisis situations/redundancy of servers, nodes additional centre locations; candidate's data etc. should be maintained by the Bidder. The Bidder has to clearly indicate this plan in the technical proposal.
- q) The successful Bidder should be able to support the entire solution (in cities within India and outside India where the exam would be conducted) on an 8hours x 7days basis with a maximum response time of 3hours.
- r) The bidder should have a proven system of ensuring confidentiality of the content of the examination. All legal liability civil and/or criminal against any violations would be borne by the bidder.

9. Amendment:

- a. 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.

- b. If the amendment is substantial, Bidder(s) shall be given reasonable time to make amendment or to submit revised bid and the deadline for submission of bids will be extended by EdCIL.
- c. The criteria and conditions are subject to change after a decision post pre-bid meeting, if and as necessitated.
- d. Tenderers may regularly go through website since all the corrigendum addenda/subsequent notices shall only be published on the website.

10. Content Management and results:

- a. The bidder is required to submit content creation methodology, 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 correctness of the setting up, moderation and translation of question paper 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 service provider.
- b. **Result Processing:** The successful bidder 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 successful bidder shall provide legally accepted statistical method for normalising the scores of candidates wherever the examination is conducted in more than one shift.
- c. In case of any query/investigation, the successful bidder will provide all justifications supported by documentary evidences for content, preparation of results, free and fair conduct of examination on any other matter relating to any/entire examination process.
- d. 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 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.

11. Appointment of Successful Bidder:

11.1 Award Criteria:

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

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

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

11.3 Notification of Award:

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

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

11.4 Performance Guarantee:

- a) EdCIL will require the successful bidder to provide an irrevocable, unconditional Performance Bank Guarantee (Annexure-12) within 15 days from the date of award of work, for a value equivalent to 10% of each year's estimated project value. The successful bidder has to increase proportionately the value of Performance bank Guarantee whenever the estimated project value goes beyond the present estimation mentioned in this tender. The Performance Guarantee should be valid for a period of 15 months.
- b) The Performance Guarantee (PG) shall contain a claim period of three months from the last date of validity of PG. The successful bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the successful bidder fails to submit performance guarantee within the time stipulated, EdCIL at its discretion may cancel the order placed on the successful bidder without giving any notice. EdCIL shall invoke the performance guarantee wherever deemed fit.
- c) No interest will be paid to the successful bidder on the Performance guarantee.

11.5 Signing of Contract:

After EdCIL notifies the successful bidder that its proposal has been accepted, EdCIL shall enter into a contract (Annexure-15), incorporating all clauses, pre-bid clarifications and the proposal of the successful bidder between EdCIL and the successful bidder with mutually agreed terms and conditions.

11.6 Terms of Payment:

1. The payment to the service provider shall be made in Indian rupees and shall be paid only after the successful completion of each examination cycle without any deficiency. No advance payment shall be made including payments of handling charges / service charges, etc. under any circumstances to the bidder. Payment for services shall be made by EdCIL in Indian rupees as follows:
 - i) 25% of the invoice amount after generation and hosting of e-admit cards.
 - ii) 50% of the invoice amount after successful conduction of the examination of respective examination cycle.
 - iii) 25% of the invoice amount after submission of final merit list.
2. TDS will be deducted as per rule.
3. Taxes as applicable would be paid extra.
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.
5. The payment shall be in Indian Rupees and shall be paid only after successful completion of work without error and delays. No advance payment shall be made and the successful bidder has to sign an agreement on non-judicial stamp paper which shall contain clauses related to liquidated damages on account of delays, errors, violation of terms and conditions of contract, cost and time over-run etc. In case the successful bidder fails to execute the contract, EdCIL shall have liberty to get it done through any other agency with full cost recoverable from the successful

bidder in addition to damages and penalty.

11.7 Penalty:

| Sr. No. | Description | % of penalty |
|---------|---|---|
| 1 | Time overrun beyond the timelines indicated against each deliverable in project execution timeline at Note (c) of para 5. | 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 |
| | Repeat of questions more than 1% (in case of multiple shift) | Rs. 25,000 per question |
| | Upload of wrong question paper | 25% of the exam value plus re-exam at the cost of service provider |
| | Upload of wrong answer key | Rs. 25,000 per key |
| | 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 10% buffer system | Rs. 5,000 per unavailable buffer node |
| 3 | CCTV surveillance failure | Rs. 5,000 per non-functional CCTV camera |
| | Non-functional DG set/UPS | Rs. 50,000 per centre |
| 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 |

1. The above penalty would be levied only on account of delay/ non-performance attributed to vendor.
2. EdCIL's decision on the penalty would be final.
3. Additionally, 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.
4. If the bidder fails or neglects any of the bid obligations under the contract it shall be lawful for EdCIL to forfeit either whole or any part of performance security furnished by the bidder as penalty for such failure.

11.8 Time Frame:

The selected bidder would be required to make the system up and operational within a period of 30 days from the date of signing of Contract.

11.9 Information security and data privacy:

The selected bidder will be responsible for providing secure systems. The selected bidder is expected to adhere to Information Security Management procedures as per acceptable standards with best practices.

The selected bidder shall be responsible for guarding the Systems against virus, malware, spyware and spam infections using the latest Antivirus corporate/Enterprise edition suites which include anti-malware, anti-spyware and anti-spam solution for the entire system. The vendor shall have to maintain strict privacy and confidentiality of all the data it gets access to.

11.10 Fraudulent and Corrupt Practices:

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.

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.

11.11 Force Majeure:

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder 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:

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

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

11.12 Proprietary Rights:

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

11.12.2 Notwithstanding the above clause, the selected bidder shall not approach or take over the recruitment services work of any of the existing/ targeted clients of EdCIL for online recruitment examination business during the currency of the Contract. Apart, the selected bidder 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 service provider.

11.13 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 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 wilful 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. In such event, Bidder shall be (a) allowed additional time as may be required to perform its obligations, and (b) entitled to charge EdCIL for additional costs incurred, if any, as may be mutually agreed upon between the Parties.

11.14 Dispute Resolution:

- a) **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 so 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.
- b) **Legal Jurisdiction:** All disputes pertaining to the tender shall fall within the jurisdiction of Delhi only. The General Manager (OTAS) of EDCIL shall be the official by whose designation the EDCIL may sue or be sued.

11.15 Integrity Pact:

The vendors/ bidders are required to enter into "Integrity Pact" as notified by the CVC vide Circular No.02/01/2017 (fileNo.015/VGL/091dated13.1.2017) 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. The Integrity Pact is to be submitted on a non-judicial stamp paper of Rs. 100 (Rupees Hundred only).

11.16 Arbitration Clause:

- (a) In case of any dispute arising between the Parties, both the parties will try to resolve the issue mutually within 20 days of dispute raised. In any case, the either party will give notice in writing to other party indicating concern, proposed remedy to settle the issue. If the issue does not settle 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.”

11.17 Reservation of Rights:

EdCIL reserves the right to:

- a) Extend the Closing Date for submission of bids.
- b) 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>.
- c) Seek information from the Bidders on any issue at any time.
- d) 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.
- e) Terminate or abandon this Procedure or the entire project whether before or after the receipt of proposals or midway during currency of the agreement.
- f) Seek the advice of external consultants to assist EdCIL in the evaluation or review of proposals or execution of the contract.
- g) Make enquiries from any person, company or organization to ascertain information regarding the Bidders and its proposal.
- h) 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.

11.18 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.

11.19 Interpretation

In these Terms & Conditions:

- a) References to laws shall mean the applicable laws of India and references in the singular shall include references in the plural and vice versa.
- b) 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.
- c) The headings are inserted for convenience and are to be ignored for the purposes of construction.
- d) 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.

- e) 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.
- f) 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.
- g) 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.
- h) The selected bidder would also be included in the term bidder, for the sake of clarity.
- i) The terms, examination and evaluation may also be used interchangeably.
- j) 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.
- k) Until and otherwise explicitly mentioned, the term candidate would refer to the person intends to be examined through the CBT, intended to be conducted by EdCIL through the bidder. The terms applicant, examinee, etc. would also be included/intended for the term candidate.

11.20 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”.

11.21 Acceptance Tests

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

11.22 Audit by Third Party

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

11.23 Indemnity

In case, any special, indirect, incidental, consequential damages including loss of revenue, data, records/reports and any such resultant action in consequence of these events takes place, the exemplary/ punitive/ liquidated damages, as per the provisions

of the contract or under any applicable law, the parties shall make themselves liable for such indemnification as arise out of the contractual obligation.

11.24 Special Terms and Conditions

- a) 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.
- b) The discretion of EdCIL for awarding business and mode of business will be final and binding on the bidder.
- c) Duration of the Contract: Initially the contract will be for Two years 02 years (extendable to 02 more years on yearly basis based on company's satisfactory performance and own internal requirement i.e. 2+1+1 Years) at the discretion of competent authority based on performance of Service Provider and internal requirement of EdCIL.
- d) 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
- e) EdCIL intends to enter an end-client agreement towards conducting of online examinations which will be honoured by the selected bidder based on the terms of the current agreement.
- f) Critical activity involving assessment platform, content preparation, data processing, etc. should not be subcontracted. For any subsidiary activity being essential, EdCIL may be kept informed.

ANNEXURE 1A**Bid Form**

I. Addressed to

| | | |
|----|---------------------------------|--|
| a. | Name of the tendering authority | EdCIL (India) Limited |
| b. | Address | EdCIL House 18-A, Sector 16-A Noida – 201301 (U.P.), India |
| c. | Telephone | 0120-2512001 to 006 |
| d. | Tele-Fax | 0120-2512010 / 2512372 |

II. NIT Number: EDCIL/OTAS/2018/412

III. Other related details: -

| | | | | | |
|-----|--|----------------|-----------------|-------------|-------------|
| 1. | Name of Bidder | | | | |
| 2. | Name & Designation of Authorized Signatory | | | | |
| 3. | Registered/Head Office Address | | | | |
| 4. | Delhi Office | Address | | | |
| | | Phone | | Fax: | |
| | | Contact Person | | | |
| | | Phone | | Fax: | |
| 5. | Year of Establishment | | | | |
| 6. | Type of Firm (Put Tick mark) | Public Limited | Private Limited | Partnership | Proprietary |
| 7. | Telephone Number(s)/ Mobile | | | | |
| 8. | Website URL | | | | |
| 9. | Fax No. | | | | |
| 10. | Email Address | | | | |
| 11. | Annual Turnover for the last 3 years (Copies of audited balance sheet/CA Certificate should be attached) | FY 2015-16 | FY 2016-17 | FY 2017-18 | |
| 12. | Whether bidder owns the source code of the examination software | Yes/No | | | |

| | | | | | |
|-----|---|---------------|---|------------------------|--|
| 13. | Clientele: (Clients from whom certificates of satisfactory report can be produced should be mentioned) | Banks and FIs | Government Departments & Undertaking or Autonomous bodies | Other Reputed Concerns | |
| 14. | Whether the bidder is capable to provide infrastructure capacity of 1,50,000 candidates, single shift, PAN India | | | | |
| 15. | No. of technical Staff for the conduct of examination | | | | |
| 16. | Security and other Software certifications | | | | |
| 17. | Indicate if organization has been blacklisted or unable to deliver Online Computer Based Examination for any of the offices of Centre or State Govt. or any of its other customers? If so, details may be provided. | | | | |

| 18. | Proof of Work experience | Organization | No of Cities in a shift | Candidate Count in a shift | Repeat order received |
|-----|--------------------------|--------------|-------------------------|----------------------------|-----------------------|
| | Year | | | | |
| | Year | | | | |
| | Year | | | | |
| | Year | | | | |

| | | | | | |
|-----|---|----------------------|---|--|--|
| 19. | Organizations where the Bidder is Providing Assessment Services | Name of Organization | Assessments services being provided since | Contact Person, designation, Postal Address, Telephone, Fax and e-mail address | Whether certificate of satisfactory service is included. If not, the work will not be considered |
| | | | | | |
| | | | | | |
| | | | | | |

| | | |
|-----|--|--|
| 20. | Are there any clarifications, etc. that the Bidder may like to make | |
| 21. | Please give escalation matrix for problem resolution. The matrix should include a senior officer in the Head Office of the company. Designation, phone no., fax no. and e-mail address of the officials mentioned in the escalation matrix | |

- IV. The Tender fee amounting to Rs. 1,00,000/- (Rupees One Lakh Only) plus GST@ 18%. has been remitted vide DD/ Banker's cheque No. _____ dated _____ in favour of EdCIL (India) Limited, Payable at, Noida, India.
- V. We agree to abide by all the conditions mentioned in this Bid Document issued by the Tendering Authority and also the further conditions of the said Tender Notice given in the attached sheets (all the pages of which have been signed by us in token of acceptance of the terms mentioned therein).
- VI. The rates for the services as prescribed in financial document are given separately in the financial bid.
- VII. Reproduced / re-word-processed formats or Bidder own formats for the price bids will disqualify the tender. However, the Bidder can reproduce exactly the same format for clarity in filling due to shortage of space.
- VIII. The rates quoted are valid for 120 days from the date of opening of bid. The validity can be extended with mutual agreement. Following documents are attached towards the proof of earnest money deposited in favour of EdCIL (India) Limited, Payable at Noida, India.

| S. No. | Earnest Money deposited through | Number | Dated |
|--------|--|--------|-------|
| 1. | DD (Payable at Noida Only) or Bank Guarantee | | |

- IX. Tax Clearance Certificates:

| S. No. | Type of Tax | Whether tax clearance certificate enclosed (Yes/No) | Certificate Number | Page No. |
|--------|-------------|---|--------------------|----------|
| 1. | GST | | | |

- X. No Advance payment shall be made. Payments shall be made as per payments terms.
- XI. Bid duly filled and signed is enclosed with this tender form with Terms & Conditions in token of acceptance along with duly filled letter of undertaking / declaration.

Signature:

Name:

Designation:

Name of the Bidder: -

Authorized Signatory: -

Seal of the Organization:

-

Date:

Place:

Eligibility criteria and QCBS compliance sheet

Compliance to eligibility criteria

| Sl. No. | Criteria | Documents Required for Technical Evaluation | Compliance (Yes/No) | Page no. reference |
|----------|--|--|---------------------|--------------------|
| 1 | Bidder's Profile | | | |
| 1.1 | The bidder should be a company/firm registered in India. The registered bidder should be operating in India for a minimum of 5 years with an objective of offering relevant Computer Based Test Services. | Certificate of Incorporation/ Registration/ Partnership deed -Certificate of commencement of business (if applicable) | | |
| 1.2 | The bidder should have at least regular 1000 technical employees (Graduate with relevant IT knowledge) employed in-house in India for conduct of exam development of software, maintenance of software, networking and data security. | Proof of ESI/PF registration or Certificate from Company Secretary or self-declaration shall be submitted. | | |
| 1.3 | Organization should own the source code of the application software and all it's components. | Self-Certificate by Authorised Signatory | | |
| 2 | Bidder's Certification | | | |
| 2.1 | CMMI level certificate is necessary for Organisation Development. The bidder's CBT software should be STQC certified or the processes meet ISO 9001 & 27001 standards. The CBT software should meet the cyber security audit requirements as specified by CERTIN. | Copy of valid CMMI Level certificates, Copy of valid STQC/ISO certificate(s), Copy of valid Cert-In certificate | | |
| 3 | Bidder's Financial Turnover | | | |
| 3.1 | Average turnover of the bidder should be minimum Rs.100 crores in last 3 consecutive financial years (FY 2015-16, FY 2016-17 and FY 2017-18). The turnover should be of the bidder and not of the group companies or consortium/JV. Organization must be profitable in at least last 3 financial years ending 31 st Mar 2018. | Copy of the certified and audited Profit & Loss Account and Balance Sheet for FY 2015-16, FY 2016-17, FY 2017-18 | | |
| 3.2 | Average annual turnover of the bidder | Certificate from | | |

| | | | | |
|----------|---|--|--|--|
| | from Computer Based Test should be minimum Rs. 25 crores in last 3 consecutive financial years (FY 2015-16, FY 2016-17 and FY 2017-18). | practicing Chartered Accountant | | |
| 4 | Bidder's experience in Computer Based Test (CBT) in INDIA | | | |
| 4.1 | The bidder should at least have five years of experience in Computer Based Test (CBT) | Copy of work order / contract for respective financial years | | |
| 4.2 | The bidder must have successfully executed at least 5 (five) (conduct of CBT) projects on all India basis, out of which at least one project should be Conduct of Computer based Examination of at least 1,50,000 candidates scheduled in a single shift. | Copy of work order / contract along with completion certificate from Client | | |
| 5 | Bidder's Infrastructure Capability | | | |
| 5.1 | The bidder must have (owned/outsourced) primary data center with DR site infrastructure for data Security. Both the Data Centers should be located in India in different seismic zones. The data center must be Tier III and ISO certified. Data Center should be certified as per the Meity, Government of India Guidelines. | Copy of document in support of owned / outsourced Data Centre | | |
| 6 | Statutory Requirements | | | |
| 6.1 | Permanent Account Number (PAN) | Copy of PAN | | |
| 6.2 | Tax Deduction Account Number (TAN) | Copy of TAN | | |
| 6.3 | Goods and Services Tax (GST) Registration | Copy of GST Registration Certificate | | |
| 6.4 | Employees' Provident Fund (EPF) Registration | Copy of EPF Registration certificate | | |
| 6.5 | Employees' State Insurance (ESIC) Registration | Copy of ESIC Registration Certificate | | |
| 6.6 | The bidder should not have been blacklisted by central/ state government departments / public sector undertakings / autonomous bodies/Central Vigilance Commission | Undertaking duly attested by notary on non-judicial stamp paper of value Rs. 100/- | | |

| | | | | |
|--|---|-----------------------|--|--|
| | (CVC) with regard to the works executed by it in the last five financial years. | (Rupees Hundred only) | | |
|--|---|-----------------------|--|--|

Compliance to technical evaluation (QCBS)

| S. No | Description of Marking Scheme | Maximum Marks | Marks evaluated by Technical Evaluation Committee | Supporting documents required | Page Reference |
|--------------|---|-----------------|---|---|----------------|
| 1 | Bidder's Profile | 20 Marks | | | |
| 1.1 | Overall IT staff strength (Graduate with relevant IT knowledge) [(Project Management/ Development/ Quality Assurance/ Implementation/ Operations)] | 10 Marks | | ESI/PF registration or Certificate from Company Secretary or self-declaration shall be submitted. | |
| | 1-999 | 00 | | | |
| | 1000 – 1499 | 05 | | | |
| | 1500 – 1999 | 08 | | | |
| | 2000 & Above | 10 | | | |
| 1.2 | Software /Solution | 10 Marks | | | |
| 1.2.1 | Organization should own the source code of the application software. | 05 Marks | | Self-Certificate by Authorised Signatory | |
| 1.2.2 | The organization should have in-house 50 technical personnel (Graduate with relevant IT knowledge) to maintain software and data used to conduct the exam and should follow well defined Software Change Management processes to manage changes in the software (Pl attach proof) | 05 Marks | | ESI/PF registration or Certificate from Company Secretary or self-declaration shall be submitted. | |
| 2 | Bidder's certification | 10 Marks | | | |
| 2.1 | CMMI level (Organisation-Development) | 05 Marks | | Self-attested copies of relevant certificates | |
| | CMMI level 3 Development | 02 | | | |
| | CMMI level 5 Development | 05 | | | |
| 2.2 | STQC & ISO Certifications | 05 Marks | | Self-attested copies of relevant certificates | |
| | ISO 9001 & 27001 certified | 02 | | | |
| | CBT Software STQC certified | 03 | | | |
| 3 | Bidder's Financial Turnover | 15 | | | |

| | | Marks | | | |
|------------|---|-----------------|--|--|--|
| 3.1 | Average annual turnover in INR during 2015-16, 2016-17 and 2017-18 in INDIA from Computer Based Test only. Organization must be profitable in at least last 3 financial years ending 31 Mar 2018 | 15 Marks | | Certificate by Chartered Accountant | |
| | >=25 Crore and <50 Crore | 08 | | | |
| | >=50 Crore and above | 15 | | | |
| 4 | Bidder's experience in Computer Based Test (CBT) in India | 25 Marks | | | |
| 4.1 | No of Years in Computer Based Test (CBT) | 05 Marks | | Copy of work order / contract for respective financial years | |
| | Less than 5 years | 00 | | | |
| | More than 5 Years | 05 | | | |
| 4.2 | Maximum No. of candidates appeared in CBT in single shift during 2015-16, 2016-17 and 2017-18 | 10 Marks | | Copy of work order / contract along with completion certificate from Client | |
| | <150,000 Candidates | 00 | | | |
| | 150,000 -< 200,000 Candidates | 06 | | | |
| | 200,000 & above Candidates | 10 | | | |
| 4.3 | No. of Assignments completed with more than 1,00,000 candidates in India during FY 2015-16, FY 2016-17 and FY 2017-18 | 10 Marks | | Self-Certificate with details of work order (client, description, value & year of execution) | |
| | Less than 5 assignments | 00 | | | |
| | 5 to 10 assignments | 05 | | | |
| | More than 10 assignments | 10 | | | |
| 5 | Bidder's Infrastructure Capability | 20 Marks | | | |
| 5.1 | Owned/Hired Certified Nodes (available 24x7 with minimum 250 nodes in 80% of Total centres and atleast 100 Nodes in remaining 20% of Total centres) in India (Certified copy of State/City wise capacity of each to be attached) | 10 Marks | | (Certified copy of State/City wise capacity of each to be attached) | |
| | <150,000 Nodes | 00 | | | |
| | 150,000 -< 200,000 Nodes | 06 | | | |
| | 200,000 & above Nodes | 10 | | | |
| 5.2 | Primary Data Centre with Secondary DC site to be managed by the bidder/group of companies for data Security | 10 Marks | | Proof of data centre - self- | |

| | | | | | |
|--------------------|--|-----------------|--|--------------------------------------|--|
| | Tier III Primary DC infrastructure with Secondary DC owned/outsourced by the bidder/ group of companies | 05 | | declaration or ownership certificate | |
| | Tier III Primary DC infrastructure with Secondary DC owned/outsourced by the bidder/ group of companies with Cert-in Certified infrastructure | 10 | | | |
| 6 | Approach and Methodology | 10 Marks | | | |
| 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: 7) Company Competence – 01 Mark 8) Process Competence – 02 Marks 9) Technology Competence – 02 Marks 10) Team Competence – 02 Marks 11) Innovations – 01 Mark 12) Vulnerability Mitigation – 02 Marks | 10 | | | |
| Total Score | | 100 | | | |

Authorized Signatory: -

Seal of the Organization: -

Date:

Place:

ANNEXURE 2

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

To

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

Sir,

Subject: Online Computer Based Examination for various Clients of EdCIL

This bears reference to EdCIL tender no. EdCIL/OTAS/2018/412 dated _____. We, hereby, accept all the terms and conditions for submitting bid as mentioned in this Bid Document.

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

We warrant that the 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 the 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..... /...../2018 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 3

SELF-DECLARATION – NON-BLACKLISTING

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

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

Sir,

In response to the NIT no. _____ dated _____ for Support on Conduct of Computer Based Examination for various clients of EdCIL, 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 4

- I. Financial Analysis: Details to be furnished duly supported by figures in Balance Sheet/Profit & Loss Account for last three years i.e. FY 2015-16, FY 2016-17 and FY 2017-18 and certified by the Chartered Accountant, as submitted by the Bidder to the Income-Tax Department (copies to be attached).

Table-1: Total Turnover

| S. No. | Details | (1) FY 2015-16 | (2) FY 2016-17 | (3) FY 2017-18 |
|---------------|---|-------------------------------|-------------------------------|-------------------------------|
| i) | Gross Annual Turnover | | | |
| ii) | Profit/Loss | | | |
| iii) | Financial Position: | | | |
| | a) Cash | | | |
| | b) Current Assets | | | |
| | c) Current Liabilities | | | |
| | d) Working Capital(b-c) | | | |
| | e) Current Ratio: Current Assets/Current Liabilities (b/c) | | | |

Table-2: Turnover from Computer Based Test Only

| S. No. | Details | (1) FY 2015-16 | (2) FY 2016-17 | (3) FY 2017-18 |
|---------------|-----------------------|-------------------------------|-------------------------------|-------------------------------|
| i) | Gross Annual Turnover | | | |

- II. Please attach - Up to date Income Tax Clearance Certificate
- Audited Balance Sheet. For the Financial Year 2017-18, the bidder is allowed to submit duly certified provisional balance sheet in case audited balance sheet is not available.
 - Certificate of net worth from Bankers of Bidder.

2. Note: Attach additional sheets, if necessary.

(Signature with date and Seal of Bidder)

ANNEXURE 5

DETAILS OF SIMILAR WORK EXECUTED

| S No | Nam e of work / Proje ct & Locatio n | Owner/ Sponsori ng organizat ion | Tot al No. of Candid ates Handle d | Total No. of Shifts taken for complet ion | Date of commen cement as per contract | Actua l Date of compl etion | Litigatio n/ Arbitrati on pending in progress with details | Name, Designatio n and address/ telephone number of officer to whom reference may be made | Remarks |
|-----------------|---|---|---|--|--|--|---|--|----------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| | | | | | | | | | |

(Signature with date and Seal of Bidder)

ANNEXURE 6**DETAILS OF WORK UNDER EXECUTION OR AWARDED**

| S N0 | Name of work/ Project & Locatio n | Owner/ Sponsor ing organiz ation | Total No. of Candida tes to be handled | Date of commence ment as per contract | Stipula ted date of comple tion | Upto date percent age progre ss of work | Slow progres s if any, and reasons thereof | Name, Designatio n and address/ telephone number of officer to whom reference may be made | Rema rks |
|-----------------|--|---|---|--|--|--|---|--|---------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| | | | | | | | | | |

(Signature with date and Seal of Bidder)

ANNEXURE 7

Performance Report of Works referred in ANNEXURE 5&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: _____

Date:

(Signature with date and seal of the Bidder)

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 |
| | | | | | | | |

(Signature with date and Seal of Bidder)

ANNEXURE-9**Table-1: State wise List of Cities in India**

Note:

1. In case the bidder has capability to conduct CBT in any other city in particular state/UT, then additional information may be furnished.
2. Attached duly authentication, state/ city wise list of centers with number of nodes in each center which will be used for the scope of work of this tender indicating **contact person, designation, organization, telephone number (s), email, postal address and number of nodes.**

| STATE | CITY | Capacity 250 or more nodes | | Capacity less than 250 nodes | |
|---------------------------|----------------|----------------------------|----------------|------------------------------|----------------|
| | | No of Centres | Total Capacity | No of Centres | Total Capacity |
| ANDAMAN & NICOBAR ISLANDS | PORT BLAIR | | | | |
| ANDHRA PRADESH | ANANTAPUR | | | | |
| | BAPATLA | | | | |
| | BHEEMAVARAM | | | | |
| | CHIRALA | | | | |
| | CHITTOOR | | | | |
| | ELURU | | | | |
| | GUNTUR | | | | |
| | KADAPA | | | | |
| | KAKINADA | | | | |
| | KURNOOL | | | | |
| | NELLORE | | | | |
| | ONGOLE | | | | |
| | RAJAMUNDRY | | | | |
| | SRIKAKULAM | | | | |
| | TADEPALLIGUDEM | | | | |
| | TIRUPATI | | | | |
| | VIJAYAWADA | | | | |
| VISAKHAPATNAM | | | | | |
| VIZIANAGARAM | | | | | |
| ARUNACHAL PRADESH | ITANAGAR | | | | |
| | NAHARLAGUN | | | | |
| ASSAM | DIBRUGARH | | | | |
| | GUWAHATI | | | | |
| | JORHAT | | | | |
| | SILCHAR | | | | |
| | TEZPURs | | | | |
| BIHAR | ARRAH | | | | |
| | AURANGABAD | | | | |
| | BHAGALPUR | | | | |
| | BIHAR SHARIF | | | | |
| | DARBHANGA | | | | |
| | GAYA | | | | |
| | MUZAFFARPUR | | | | |
| | PATNA | | | | |
| | PURNIA | | | | |
| CHANDIGARH | CHANDIGARH | | | | |

| | | | | | |
|----------------------|----------------------|--|--|--|--|
| CHHATTISGARH | BILASPUR | | | | |
| | DURG/BHILAI | | | | |
| | RAIPUR | | | | |
| DADRA & NAGAR HAVELI | DADRA & NAGAR HAVELI | | | | |
| DAMAN & DIU | DAMAN | | | | |
| DELHI/NEW DELHI | DELHI (CENTRAL) | | | | |
| | DELHI (EAST) | | | | |
| | DELHI (NORTH) | | | | |
| | DELHI (SOUTH) | | | | |
| GOA | DELHI (WEST) | | | | |
| | PANAJI/MADGAON | | | | |
| GUJARAT | AHMEDABAD | | | | |
| | ANAND | | | | |
| | BHAVNAGAR | | | | |
| | GANDHINAGAR | | | | |
| | GODHRA | | | | |
| | JAMNAGAR | | | | |
| | JUNAGADH | | | | |
| | MEHSANA | | | | |
| | PATAN | | | | |
| | RAJKOT | | | | |
| | SURAT | | | | |
| | VADODARA | | | | |
| HARYANA | VALSAD | | | | |
| | AMBALA | | | | |
| | BAHADURGARH | | | | |
| | FARIDABAD | | | | |
| | GURUGRAM | | | | |
| | HISSAR | | | | |
| | KARNAL | | | | |
| | KURUKSHETRA | | | | |
| | MURTHAL/SONEPAT | | | | |
| | PANCHKULA | | | | |
| PANIPAT | | | | | |
| HIMACHAL PRADESH | BILASPUR | | | | |
| | DHARAMSHALA | | | | |
| | HAMIRPUR | | | | |
| | KANGRA | | | | |
| | PALAMPUR | | | | |
| | SHIMLA | | | | |
| | SOLAN | | | | |
| JAMMU & KASHMIR | BARAMULLA | | | | |
| | JAMMU | | | | |
| | SAMBA | | | | |
| | SRINAGAR | | | | |
| | UDHAMPUR | | | | |
| JHARKHAND | BOKARO | | | | |
| | DHANBAD | | | | |
| | HAZARIBAGH | | | | |
| | JAMSHEDPUR | | | | |

| | | | | | |
|--------------------|-----------------|--|--|--|--|
| | RANCHI | | | | |
| KARNATAKA | BAGALKOT | | | | |
| | BELGAUM | | | | |
| | BELLARY | | | | |
| | BENGALURU | | | | |
| | BIDAR | | | | |
| | DAVANGERE | | | | |
| | DHARWAD | | | | |
| | GULBARGA | | | | |
| | HASSAN | | | | |
| | HUBLI | | | | |
| | KOLAR | | | | |
| | MANGALURU | | | | |
| | MANIPAL | | | | |
| | MYSURU | | | | |
| | SHIVAMOGGA | | | | |
| | TUMAKURU | | | | |
| UDUPI | | | | | |
| KERALA | ALAPPUZHA | | | | |
| | ANGAMALY | | | | |
| | CHENGANUR | | | | |
| | ERNAKULAM/KOCHI | | | | |
| | IDUKKI | | | | |
| | KANJIRAPPALLY | | | | |
| | KANNUR | | | | |
| | KASARAGOD | | | | |
| | KOLLAM | | | | |
| | KOTHAMANGALAM | | | | |
| | KOTTAYAM | | | | |
| | KOZHIKODE | | | | |
| | MALAPPURAM | | | | |
| | MOOVATTUPUZHA | | | | |
| | PALAKKAD | | | | |
| | PATHANAMTHITTA | | | | |
| THIRUVANANTHAPURAM | | | | | |
| THRISSUR | | | | | |
| LAKSHADWEEP | KAVARATTI | | | | |
| MADHYA PRADESH | BALAGHAT | | | | |
| | BETUL | | | | |
| | BHOPAL | | | | |
| | CHHATARPUR | | | | |
| | CHHINDWARA | | | | |
| | GWALIOR | | | | |
| | INDORE | | | | |
| | JABALPUR | | | | |
| | KHARGONE | | | | |
| | MANDSAUR | | | | |
| | REWA | | | | |
| | SAGAR | | | | |
| | SATNA | | | | |
| SHAHNOL | | | | | |

| | | | | | |
|-------------|-----------------|--|--|--|--|
| | UJJAIN | | | | |
| | VIDISHA | | | | |
| MAHARASHTRA | AHMEDNAGAR | | | | |
| | AKOLA | | | | |
| | AMRAVATI | | | | |
| | AURANGABAD | | | | |
| | BEED | | | | |
| | BHANDARA | | | | |
| | BHUSAWAL | | | | |
| | BULDHANA | | | | |
| | CHANDRAPUR | | | | |
| | DHULE | | | | |
| | GADCHIROLI | | | | |
| | GONDIA | | | | |
| | JALGAON | | | | |
| | KOLHAPUR | | | | |
| | LATUR | | | | |
| | MUMBAI SUBURBAN | | | | |
| | MUMBAI | | | | |
| | NAGPUR | | | | |
| | NANDED | | | | |
| | NASHIK | | | | |
| | NAVI MUMBAI | | | | |
| | PARBHANI | | | | |
| | PUNE | | | | |
| | RAIGAD/ALIBAUG | | | | |
| | RATNAGIRI | | | | |
| | SANGLI | | | | |
| | SATARA | | | | |
| | SOLAPUR | | | | |
| | THANE | | | | |
| | WARDHA | | | | |
| WASHIM | | | | | |
| YAVATMAL | | | | | |
| MANIPUR | IMPHAL | | | | |
| MEGHALAYA | SHILLONG | | | | |
| MIZORAM | AIZAWL | | | | |
| NAGALAND | DIMAPUR | | | | |
| | KOHIMA | | | | |
| ODISHA | ANGUL | | | | |
| | BALASORE | | | | |
| | BEHRAMPUR | | | | |
| | BHUBANESHWAR | | | | |
| | CUTTACK | | | | |
| | DHENKANAL | | | | |
| | JEYPORE | | | | |
| | ROURKELA | | | | |
| SAMBALPUR | | | | | |
| PUDUCHERRY | PUDUCHERRY | | | | |
| PUNJAB | AMRITSAR | | | | |
| | BHATINDA | | | | |

| | | | | | |
|---------------|-----------------|--|--|--|--|
| | FATEHGARH SAHIB | | | | |
| | FIROZPUR | | | | |
| | JALANDHAR | | | | |
| | LUDHIANA | | | | |
| | MOHALI | | | | |
| | PATHANKOT | | | | |
| | PATIALA | | | | |
| | PHAGWARA | | | | |
| | ROPAR | | | | |
| | SANGRUR | | | | |
| RAJASTHAN | AJMER | | | | |
| | ALWAR | | | | |
| | BHARATPUR | | | | |
| | BHILWARA | | | | |
| | BIKANER | | | | |
| | JAIPUR | | | | |
| | JODHPUR | | | | |
| | KOTA | | | | |
| | SIKAR | | | | |
| | SRIGANGANAGAR | | | | |
| | UDAIPUR | | | | |
| SIKKIM | GANGTOK | | | | |
| TAMIL NADU | CHENNAI | | | | |
| | COIMBATORE | | | | |
| | CUDDALORE | | | | |
| | DINDIGUL | | | | |
| | KANCHIPURAM | | | | |
| | KANYAKUMARI | | | | |
| | KARUR | | | | |
| | MADURAI | | | | |
| | NAGARCOIL | | | | |
| | NAMAKKAL | | | | |
| | SALEM | | | | |
| | THANJAVUR | | | | |
| | THOOTHUKUDI | | | | |
| | TIRUCHIRAPPALLI | | | | |
| | TIRUNELVELI | | | | |
| | TIRUVALLUR | | | | |
| | TIRUVANNAMALAI | | | | |
| | VELLORE | | | | |
| | VILUPPURAM | | | | |
| | VIRUDHUNAGAR | | | | |
| TELANGANA | HYDERABAD | | | | |
| | KARIMNAGAR | | | | |
| | KHAMMAM | | | | |
| | MAHBUBNAGAR | | | | |
| | NALGONDA | | | | |
| | RANGA REDDY | | | | |
| | WARANGAL | | | | |
| TRIPURA | AGARTALA | | | | |
| UTTAR PRADESH | AGRA | | | | |

| | | | | | |
|-------------|---------------------|--|--|--|--|
| | ALIGARH | | | | |
| | ALLAHABAD | | | | |
| | BAREILLY | | | | |
| | BULANDSHAHR | | | | |
| | FAIZABAD | | | | |
| | GHAZIABAD | | | | |
| | GORAKHPUR | | | | |
| | JHANSI | | | | |
| | KANPUR | | | | |
| | LUCKNOW | | | | |
| | MATHURA | | | | |
| | MEERUT | | | | |
| | MORADABAD | | | | |
| | MUZAFFARNAGAR | | | | |
| | NOIDA/GREATER NOIDA | | | | |
| | RAEBARELI | | | | |
| | SAHARANPUR | | | | |
| | SITAPUR | | | | |
| | VARANASI | | | | |
| UTTARAKHAND | DEHRADUN | | | | |
| | HALDWANI | | | | |
| | HARIDWAR | | | | |
| | NAINITAL | | | | |
| | PANTNAGAR | | | | |
| | ROORKEE | | | | |
| | SRINAGAR | | | | |
| WEST BENGAL | ASANSOL | | | | |
| | BURDWAN | | | | |
| | DARJEELING | | | | |
| | DURGAPUR | | | | |
| | HALDIA | | | | |
| | HOOGLY | | | | |
| | HOWRAH | | | | |
| | KALYANI | | | | |
| | KHARAGPUR | | | | |
| | KOLKATA | | | | |
| | NORTH 24 PARGANAS | | | | |
| | SILIGURI | | | | |

Outside India

| Country | CITY | Capacity 250 or more nodes | | Capacity less than 250 nodes | |
|---------|----------------|----------------------------|----------------|------------------------------|----------------|
| | | No. of Centres | Total Capacity | No. of Centres | Total Capacity |
| NEPAL | KATHMANDU | | | | |
| | BIRGANJ | | | | |
| | Any other City | | | | |

Note: In case node capacity exist in any other country the information be provided in the template indicated.

(Signature with date and Seal of Bidder)

ANNEXURE 10**FINANCIAL BID****Table-A: Cost per candidate for conduct of CBT in India (Recruitment or Academic Entrance Examination)**

| Sr. No. | Item | Rates in Indian Rupees per candidate | |
|---------------------|--|--------------------------------------|----------|
| | | In Figure | In Words |
| A | Pre-Examination activities: | | |
| | Creation of application registration portal, Payment Gateway Integration, Finalisation of eligible candidate data, Generation of roll number, designing of e-Admit card, SMS alerts and e-mail service, etc. | | |
| B | Examination and post examination activities: | | |
| | Conduct of Examination (includes Content development, manual frisking, Biometric registration, webcam capture, Centre Administrator/Centre Superintendent, Invigilators (Supporting Staff, Security Guards and Peons Centre expenses, objection management, processing & preparation of results, application PDF & issue of Interview/offer Letters) | | |
| C | CCTV recording at the examination centres | | |
| Total(A+B+C) | | | |

Note: For the financial evaluation purpose, rates quoted at total of “Table A” alone will be considered for tender evaluation purpose.

(Signature and Seal of Bidder)

Name in Capital letter: _____
(in the capacity of: _____)

Duly authorized to sign Bid for and on behalf of _____

ANNEXURE 10**Table B: Evaluation of Descriptive and Skill Test Answer sheets**

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

| Sr. N. | Item | Rates in Indian Rupees | |
|--------|---|------------------------|----------|
| | | In Figure | In Words |
| 1 | Evaluation of each descriptive answer sheet | | |
| 2 | Evaluation of each stenography answer sheet | | |

Table-C: Cost per candidate for conduct of CBT outside India (SAARC countries)

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

| Sr. No. | Item | Rates in Indian Rupees per candidate | |
|----------------------|--|--------------------------------------|----------|
| | | In Figure | In Words |
| A | Pre-Examination activities: | | |
| | Creation of application registration portal, Payment Gateway Integration, Finalisation of eligible candidate data, Generation of roll number, designing of e-Admit card, SMS alerts and e-mail service, etc. | | |
| B | Examination and post examination activities: | | |
| | Conduct of Examination (includes Content development, manual frisking, Biometric registration, webcam capture, Centre Administrator/Centre Superintendent, Invigilators (Supporting Staff, Security Guards and Peons Centre expenses, objection management, processing & preparation of results) | | |
| C | CCTV recording at the examination centres | | |
| Total (A+B+C) | | | |

NOTE: Presently EdCIL conducts these online examinations in Nepal. This can be extended to other SAARC countries.

(Signature and Seal of Bidder)

Name in Capital letter: _____
(in the capacity of: _____)

Duly authorized to sign Bid for and on behalf of _____

ANNEXURE 10**Table-D: Cost per candidate for conduct of Skill-test in India (Item 25, page 11)**

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

| Sr. No. | Item | Rates in Indian Rupees per candidate | |
|----------------------|--|--------------------------------------|----------|
| | | In Figure | In Words |
| A | Pre-Examination activities (Skill test): | | |
| | Finalisation of eligible candidate data, Generation of roll number, designing of e-Admit card, SMS alerts and e-mail service, etc. | | |
| B | Examination and post examination activities (Skill test): | | |
| | Conduct of skill test (includes Content development, manual frisking, Biometric registration, webcam capture, Centre Administrator/ Centre Superintendent, Invigilators (Supporting Staff, Security Guards and Peons Centre expenses, objection management, processing & preparation of results) | | |
| C | CCTV recording at the examination centres | | |
| Total (A+B+C) | | | |

NOTE: The skill tests include those indicated (Item 25, page 11).

Table-E: Cost per candidate for frisking through HHMD

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

| S. No. | Item | Rates in Indian Rupees per candidate | |
|----------|---|--------------------------------------|----------|
| | | In Figure | In Words |
| 1 | Hand Held Metal Detector (HHMD) use per candidate. | | |

Note:

- The above rates are excluding taxes. All applicable taxes as notified by Government of India from time-to-time shall be payable extra.
- The financial bid (Total Rates in Indian Rupees per candidate) will be evaluated based on the examination conducted in India as indicated at "Table A" above.**
- 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 figure 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 _____

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

Date:

To,

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender / Work: _____

Dear Sir,

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s)namely:

as per your advertisement, given in the above-mentioned website(s).

2. I/We hereby certify that I/we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including annexures), which forms part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/organization too have also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the tender conditions of above-mentioned tender document(s) / corrigendum(s) in its totality /entirety.

5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking/Autonomous bodies.

6. I / We certify that all information furnished by our Firm is true & correct and, in the event, that the information is found to be incorrect/untrue or found violated, then your department/organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

7. We hereby certify that no terms and conditions have been stipulated by us in the Financial Bid.
8. 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.
9. 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.
10. The above document is executed on / /2018 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,

(Signature of the Bidder, with Official Seal)

Name of the Bank: -----

To

EdCIL (India) Ltd

PERFORMANCE BANK GUARANTEE FORMAT

In consideration of EdCIL (India) Limited acting through----- (Designation & address of Contract Signing Authority), (hereinafter called “The EdCIL (India) Ltd”) having agreed under the terms and conditions of agreement/Contract Acceptance letter No.----- dt..... Made between..... (Designation & address of contract signing Authority) and (here in after called “the said 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 bank 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 General Manager, EdCIL (India) Ltd, Noida or ------(Designation & Address of contract signing authority) for any reason whatsoever as the competent authority of EdCIL deemed fit. 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 the EdCIL (India) Ltd under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged by
(Designation & Address of contract signing authority) on behalf of the EdCIL (India) Ltd, certify that the terms and conditions of the said agreement have been fully and properly carried out by the said

- 5 (a) Notwithstanding anything to the contrary contained herein the liability of the bank under this guarantee will remain in force and effect until such time as this guarantee is discharged in writing by the EdCIL (India) Ltd or until (date of validity/ extended validity) whichever is earlier and no claim shall be valid under this guarantee unless notice in writing thereof is given by the EdCIL (India) Ltd within validity/ extended period of validity of guarantee from the date aforesaid.
- (b) Provided always that we..... (indicate the name of the Bank) unconditionally undertakes to renew this guarantee or to extend the period of guarantee form year to year before the expiry of the period or the extended period of the guarantee, as the case may be on being called upon to do so by the EdCIL (India) Ltd. If the guarantee is not renewed or the period extended on demand, we
..... (indicate the name of the Bank) shall pay the EdCIL (India) Ltd the full amount of guarantee on demand and without demur.
6. We, (indicate the name of Bank) further agree with the EdCIL (India) Ltd that the EdCIL (India) Ltd shall have the fullest liberty without our consent and without effecting in any manner out of obligations hereunder to vary any of the terms and conditions of the said contract from time to time or to postpone for any time or from time to time any to the powers exercisable by the EdCIL (India) Ltd against the said service provider and to forbear or enforce any of the terms and conditions of the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said service provider for any bearance act or omission on the part of the EdCIL (India) Ltd or any indulgence by the EdCIL (India) Ltd to the said service provider for by any such matter or thing whatsoever under the law relating to sureties for the said reservation would relive us from the liability.
7. This guarantee will not be discharged by any change in the constitution of the Bank or the Service Provider.
8. We, (indicate the name of the Bank) lastly undertake not to revoke this guarantee except with the previous consent of the EdCIL (India) Ltd in writing.
9. This guarantee shall be valid upto (Date of Completion). Unless extended on demand by EdCIL (India) Ltd. Notwithstanding anything to the contrary contained hereinbefore, our liability under this guarantee is restricted to Rs.....(Rs.....only) unless a demand under this guarantee is made on us in writing on or before..... we shall be discharged from our liabilities under this guarantee thereafter.

Dated: the day of for
(indicate the name of bank)

Witness

1
2.

Signature of Banks Authorised official
(Name)-----
Designation with Code No. -----
Full Address-----

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. However, if after termination or expiration of the Agreement the Receiving Party remains in possession of any Confidential Information then the obligations under this Agreement and consequences of breach shall continue to remain in force till such information is in possession of 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:

WITNESSEDBY: Name Address
Signature

- 1.
- 2.

ANNEXURE 14

Instructions for e-Tendering

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 made e-tendering mandatory.

For conducting electronic tendering, EdCIL (India) Limited has decided to use Electronic tender portal link available with detailed information on e -tendering process at EdCIL web site. This portal built using Electronic tender's software is referred to as Electronic Tender System (ETS).

The bidders are required to submit soft copies of their bids electronically on ETS, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the ETS Portal, prepare their bids in accordance with the requirements and submitting their bids online on the ETS Portal.

2. Broad Outline of Activities from Bidder's Perspective

- I. Bidders must have a valid Digital Signing Certificate (DSC)
- II. Register on Electronic Tendering System® (ETS)
- III. Create Marketing Authorities (MAs), Users and assign roles on ETS. It is mandatory to create at least one MA.
- IV. View Request for Proposal (TENDER) document on ETS
- V. For this tender -- Assign Tender Search Code (TSC) to an MA
- VI. Clarification to Tender Documents on ETS
Query to EdCIL
View response to queries posted by EdCIL
- VII. Bid-Submission on ETS
- VIII. Attend Public Online Tender Opening Event (TOE) on ETS
Opening of relevant Bid-Part (i.e. Pre-Qualification)
- IX. Attend Public Online Tender Opening Event (TOE) on ETS
Opening of relevant part (i.e. Technical Bid; only for Pre-Qualification Responsive Bidders)
- X. Attend Public Online Tender Opening Event (TOE) on ETS
Opening of relevant part (i.e. Financial Bid; only for Technical Responsive Bidders)

For participating in this tender online, the following instructions are to be read carefully. These instructions are supplemented with more detailed guidelines on the relevant screens of the ETS.

3. Digital Signature Certificates

For integrity of data and authenticity/ non-repudiation of electronic records, and to be compliant with IT Act 2000, it is necessary for each user to have a Digital Signature Certificate (DSC). Also referred to as Digital Signature Certificate (DSC), of Class 2 or above, issued by a Certifying Authority (CA) licensed by Controller of Certifying Authorities (CCA) [refer <http://www.cca.gov.in>].

4. Registration

To use the Electronic Tender® portal, vendors need to register on the portal by going on the link provided at EdCIL tender web page (Instructions available at EdCIL website www.edcilindia.co.in). Registration of each organization is to be done by one of its senior persons who will be the main person coordinating for the e-tendering activities. In ETS terminology, this person will be referred to as the Super User (SU) of that organization. For further details, please visit the website/portal, and click on the 'Supplier Organization' link under 'Registration' (on the Home Page), and follow further instructions as given on the site.

Important Note:

To minimize teething problems during the use of ETS (including the Registration process), it is recommended that the user should peruse the instructions given under 'ETS User-Guidance Centre' located on ETS Home Page, including instructions for timely registration on ETS. The instructions relating to 'Essential Computer Security Settings for Use of ETS' and 'Important Functionality Checks' should be especially taken into cognizance.

Please note that even after acceptance of your registration by the Firm, to respond to a tender you will also require time to complete activities related to your organization, such as creation of users, assigning roles to them, etc.

5. SEARCHING FOR TENDER DOCUMENTS

There are various search options built in the ETS Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID/ Tender Search Code (TSC), organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the ETS Portal.

- II. Once the bidders have selected the tenders they are interested in, they may download the required documents/tender schedules. This would enable the ETS Portal to intimate the bidders through e-mail alert in case there is any corrigendum issued to the tender document.
- III. The bidder should make a note of the unique Tender ID/Tender Search Code (TSC) assigned to each tender, in case they want to obtain any clarification/ help from the Helpdesk.

6. PREPARATION OF BIDS

- I. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- II. 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.

- III. 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.

7. SUBMISSION OF BIDS

- I. Bidder should log in to the site well in advance for bid submission and complete all formalities of registration (at least two days in advance) so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- II. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- III. A standard Financial Bid form has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the financial bid file is found to be modified by the bidder, the bid will be rejected.

OR

In some cases Financial Bids can be submitted in PDF format as well (in lieu of BOQ).

- IV. The server time (which is displayed on the bidder's dash board) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- V. All the documents being submitted by the bidders would be encrypted using a Pass Phrase created by the bidder himself through the ETS system. Unlike a password, a Pass-phrase can be multi-word sentence with spaces between words (e.g. I love this world). A Pass-Phrase is easier to remember and more difficult to break. It is mandatory that a separate Pass-Phrase be created for each bid-part. This method of bid encryption does not have the security and data integrity related vulnerabilities which are inherent in e-tendering system which use Public-Key of the specified officer of EdCIL for bid encryption.
- VI. All bidders must fill Electronic Forms (if applicable) for each bid-part sincerely and carefully and avoid any discrepancy between information given in the Electronic Forms and the corresponding Main Bid. If variation is noted between the information contained in the Electronic Forms and Main Bid, the content of Electronic Forms shall prevail.
- VII. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- VIII. 'Pass-Phrase' of Bid-Part to be opened during a particular Public Online Tender Opening Event shall be furnished online/offline by each bidder as demanded or specified in the tender document.
- X. Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

8. ASSISTANCE TO BIDDERS

Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

EdCIL/ ETS Helpdesk

| | |
|----------------------|---|
| Telephone/ Mobile | Customer Support: +91-11-26241790 (Multiple Telephone lines) |
| | Emergency Mobile Numbers: +91-9868393775 (Please contact in case of emergency during non-working hours) |
| E-mail ID | mrbehera@edcil.co.in & cc to: ets_support@tcil-india.com |

9. OFFLINE SUBMISSIONS: (AS PER TENDER REQUIREMENT)

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

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

1. **Original copy of the power-of-attorney**
2. **Tender fee**
3. **EMD**
4. **Pass Phrase for all bid parts i.e. Technical and Financial Bids.**

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

10. PUBLIC ONLINE TENDER OPENING EVENT (TOE)

ETS offers a unique facility for ‘Public Online Tender Opening Event (TOE)’. Tender Opening Officers, as well as, authorized representatives of bidders can simultaneously attend the Public Online Tender Opening Event (TOE) from the comfort of their offices. Alternatively, one/ two duly authorized representative(s) of bidders (i.e. Supplier organization) are requested to carry a Laptop with Wireless Internet Connectivity, if they wish to come to Buyer Organization Name office for the Public Online TOE.

Every legal requirement for a transparent and secure ‘Public Online Tender Opening Event (TOE)’, including digital counter-signing of each opened bid by the authorized TOE-officer(s) in the simultaneous online presence of the participating bidders’ representatives, has been implemented on ETS.

As soon as a Bid is decrypted with the corresponding ‘Pass-Phrase’ as submitted by the bidder himself during the TOE itself or as per alternative methods prescribed in the Tender Documents, salient points of the Bids (as identified by the Buyer organization) are simultaneously made available for downloading by all participating bidders. The tedium of taking notes during a manual ‘Tender Opening Event’ is therefore replaced with this superior and convenient form of ‘Public Online Tender Opening Event (TOE)’.

ETS has a unique facility of ‘Online Comparison Chart’ which is dynamically updated as each online bid is opened. The format of the chart is based on inputs provided by the Buyer for each Bid-Part of a tender.

The information in the Comparison Chart is based on the data submitted by the Bidders. A detailed Technical and/ or Financial Comparison Chart enhance Transparency. Detailed instructions are given on relevant screens.

ETS has a unique facility of a detailed report titled ‘Minutes of Online Tender Opening Event (TOE)’ covering all important activities of ‘Online Tender Opening Event (TOE)’. This is available to all participating bidders for ‘Viewing/ Downloading’.

11. SEVEN CRITICAL DO'S AND DON'TS FOR BIDDERS

Specifically, for Supplier organizations, the following '**SEVEN KEY INSTRUCTIONS for BIDDERS**' must be assiduously adhered to:

- I. Obtain individual Digital Signing Certificate (DSC or DC) well in advance of your first tender submission deadline on ETS.
- II. Register your organization on ETS well in advance of the important deadlines for your first tender on ETS viz. 'Date and Time of Closure of Procurement of Tender Documents' and 'Last Date and Time of Receipt of Bids'. Please note that even after acceptance of your registration by the Firm, to respond to a tender you will also require time to complete activities related to your organization, such as creation of - - Marketing Authority (MA) [i.e. a department within the Supplier/ Bidder Organization responsible for responding to tenders], users for one or more such MAs, assigning roles to them, etc. It is mandatory to create at least one MA. This unique feature of creating an MA enhances security and accountability within the Supplier/ Bidder Organization.
- III. Get your organization's concerned executives trained on ETS well in advance of your first tender submission deadline on ETS
3. For responding to any particular tender, the tender (i.e. its Tender Search Code or TSC) has to be assigned to an MA. Further, an 'Official Copy of Tender Documents' should be procured/ downloaded before the expiry of Date and Time of Closure of Procurement of Tender Documents. Note: Official copy of Tender Documents is distinct from downloading 'Free Copy of Tender Documents'. Official copy of Tender Documents is the equivalent of procuring physical copy of Tender Documents with official receipt in the paper-based manual tendering system.
- V. Submit your bids well in advance of tender submission deadline on ETS (There could be last minute problems due to internet timeout, breakdown, etc.)
- VI. It is the responsibility of each bidder to remember and securely store the Pass-Phrase for each Bid-Part submitted by that bidder. In the event of a bidder forgetting the Pass-Phrase before the expiry of deadline for Bid-Submission, facility is provided to the bidder to 'Annul Previous Submission' from the Bid-Submission Overview page and start afresh with new Pass-Phrase(s)
- VII. ETS will make your bid available for opening during the Online Public Tender Opening Event (TOE) 'ONLY IF' your 'Status pertaining Overall Bid-Submission' is '**Complete**'. For your record, you can generate and save a copy of 'Final Submission Receipt'. This receipt can be generated from 'Bid-Submission Overview Page' only if the 'Status pertaining overall Bid-Submission' is 'Complete'.

NOTE:

While the first three instructions mentioned above are especially relevant to first-time users of ETS, the fourth, fifth, sixth and seventh instructions are relevant at all times.

12. Minimum Requirements at Bidder's End

Computer System having configuration with minimum Windows 7 or above, and Broadband connectivity, Microsoft Internet Explorer 7.0 or above Digital Signature Certificate(s).

Note:

- I. The Bid shall be typed in English and signed by the Bidder or a person duly authorized to bind the Bidder to the Contract. The person(s) signing the Bids shall initial all pages of the Bids.
- II. All envelopes should be securely sealed and stamped.
- III. It is mandatory for the Bidder to quote for all the items mentioned in the TENDER.

ANNEXURE-15

AGREEMENT

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

Whereas in response to a call for Tender for Support on conduct of CBT in India (Recruitment or Academic Entrance Examination) 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 CBT 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 / Projects or his successor) in the presence of :-

1. Signatures

Date

Name in Block Letters

2. Signatures

Date

Name in Block Letters

Address