

Tender Document

For

Examination Management Services (EMS) For
Various Professional Entrance and Eligibility Examinations



NATIONAL TESTING AGENCY

Excellence in Assessment

NATIONAL TESTING AGENCY

(An autonomous organization under the Department of Higher Education,
Union Ministry of Human Resource Development, Government of India)

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2019

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Cost of Tender Form: Rs 15000/-

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This Tender is not an offer by the **National Testing Agency (NTA)**, 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 National Testing Agency.

2. Introduction:

The Ministry of Human Resource Development (MHRD), Government of India (GOI) has established National Testing Agency (NTA) as an independent autonomous organization under Society Registration Act 1860 for conducting efficient, transparent and international standards tests in order to assess the competency of candidates for admissions to premier higher education institutions.

3. Aims & Objectives of the tender:

The NTA shall conduct entrance examinations in selected Cities spread across the country in India and in few cities outside India. **Total number of candidates across different examinations in a year shall be 70 (Seventy) lakhs.**

The NTA intends to select/ empanel the agency(ies) to provide end to end technical services/ solution as per Scope of this tender.

The system shall broadly comprise of the following activities:

- Examination Provisioning
- Registration
- Data Correction and Verification
- E-admit Card
- Examination Management
- Answer Key management
- Results
- Reports and Dashboards
- Data/ Activity Module
- Grievance Redressal Mechanism
- Integration with External Systems.

Note:

- (a) The Request for Proposals (“RFP”) has been invited from Companies/ Agencies (“Bidders”) for selection of “Service Provider”
- (b) Bids must be submitted not later than the time, date at the venue mentioned under Important Events and Dates. Bids received after the deadline will not be considered.
- (c) Bidders are advised to study the RFP document carefully. Submission of bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

4. Important Events and Dates:

S. No	Particulars	Details
1.	Mode of Test	Examination Management services
2.	Tender Form/RFP issued by	National Testing Agency (NTA). Noida
3.	Authorized Officer for Clarifications	Director (Procurement), NTA
4.	Availability of Tender Form/RFP	Tender Form/RFP can be down loaded from NTA website www.nta.ac.in
5.	Tender Form/RFP ID	Tender_NTA_EMS_2019
6.	Cost of Tender Form/RFP	Rs 15,000/- (Fifteen thousand)
7.	Earnest Money Deposit(EMD)	Rs 15,00,000 (Fifteen Lakhs Only)
8.	Sale of Tender Form/RFP	From Friday, the 13 th September 2019
9.	Pre-Bid meeting for queries, if any	On Wednesday the 25 th September 2019 at 11:00 AM at NTA Office, NOIDA
10.	Issue of Corrigendum/ addendum/ clarification (if any and if required)	By 5.00 PM of the 30 th September 2019
11.	(a) Last date for submission of Bid	By 1.00 PM of Wednesday the 9 th October 2019 at NTA Office, NOIDA
	(b) Opening of Technical bid to assess	On Thursday the 10 th October 2019 at 2.00 PM at NTA Office,

	essential pre-requisites requirements	NOIDA
	(c) Presentation & Demonstration by Shortlisted Bidders on the basis of Clause – 11 (b) above.	To be decided and notified later
12.	Opening of Financial bid of technically qualified bidders only on the basis of Clause – 11(c) above.	To be decided and notified later

5. Scope of Work:

5.1 Creation and management of an online portal for Receiving online Applications:

1. The Agency shall create a dedicated website/ online web portal having modules for filling and submission of online application form in English language, Admit Card generation/downloading, Online Objection Tracker, Result declaration etc.
2. The website/portal and online application form should be designed keeping in view the application procedures, reservation criteria and other relevant rules as communicated by the National Testing Agency (NTA) and under the guidance of NTA.
3. The online application must be tested over cross platform, browser etc. Every module/ functionality should work properly. The website/ portal must be hosted in a secure environment. The server/ data center must be capable enough to handle traffic load efficiently.
4. Necessary security measures/ certifications etc. shall be taken care of by the Agency.
5. The website/ online portal should have facility for integration with an online payment gateway facility, to receive the amount online as examination fee from the applicants, in the account/designated bank as specified by the National Testing Agency or as mutually agreed with the agency.
6. Payment reconciliation and handing over consolidated eligible/paid candidate database to NTA.
7. The portal shall have an administrative module for the authorized functionaries of the National Testing Agency. It should also provide real time information to NTA.
8. The portal shall have functionality for generating email and SMS based responses to the candidates at the required stages of the examination process as instructed by the National Testing Agency.
9. The selected Agency shall be required to setup helpdesk support equipped with telephone numbers, SMS/ email-based services and shall depute sufficient number of support staff to provide assistance/support to the candidates, till the entire online application process.
10. Agency should use open source technologies preferably for development of portal/ application form. No additional payment shall be made for software/ hardware/ modules/ licenses etc.

5.2 Data integration and Setting up, Hosting and Maintaining the Website/ Portal:

1. The Agency shall be responsible for data integration of all the stages of the examination process. It shall set up, host and maintain a website/ online portal for comprehensive management of the entire examination process from the stage of receiving applications till declaration of results. The website/portal should have enough security features to prevent unauthorized access to the data.
2. The web server/ Data Centre should be Tier 4 Data Center either own or hired from third party and should be secure, reliable, robust etc. and must be located in India. The Agency is fully responsible for availability, scalability, secure backup etc. of data and 100% error free data recovery & restoration in case of server failure. The Data Centre facility must have Disaster Recover sites.
3. The web server, hosted applications and the database shall comply with CERT-IN security guidelines or equivalent and should be security audited by CERT-IN approved vendors. The website should be accessible through all the standard/popular browsers, Operating Systems etc.
4. The Agency shall be responsible for uploading of Admit Cards for the examination(s) on the website in a downloadable/ searchable form. An interface should be provided to the candidates and subsequently communicated by SMS/ E-mail so that they can download their Call Letter on a proper authentication/ login as per direction of NTA.
5. For result processing of each examination, the following activities shall be done by the Agency as per direction of the National Testing Agency:
 - a. Uploading the Master QP & interim answer keys on the website for the specified period
 - b. Providing the link for downloading of response sheets by individual candidates
 - c. Inviting of objections through online tracker for a specified period

- d. Compilation of objections received
 - e. Hosting the result with final answer keys
 - f. Providing the link for printing result card by individual candidates
6. At the end of every examination process, the entire data relating to that process shall be handed over to the National Testing Agency in External Drives/ DVDs or in other format(s) as desired by NTA.
7. The Agency shall be required to ensure/ monitor high availability, faster speed, error free smooth operations etc. and quick response time of the website/ online portal even at peak loads, to ensure risk-free online application filing, online payment, Admit card search/ download, result search etc. to the candidates upto the satisfaction of the National Testing Agency. In case of failure of any of the services, the Agency must have a backup plan to restore the entire services within minimum possible time.

5.3 Furtherance of Scope of work

- Establishment of a robust and easy to use service model that will cater to the end-to-end requirements of conducting multiple examinations by NTA
- Setting up a technical ecosystem that will ensure a defect free service-based system that will help the aspirants to use the application system easily
- Setting up a technical Help Desk that will resolve NTA's any technical doubts and queries

The Scope of this proposal is extending for collaboration between NTA and agency initially for a period of one year and is likely to be extended for a maximum of three years.

Examination Provisioning

- User Management
- Schedule Management
- Master Directory Management
- Data Protection Rule Management
- Business Rule Management
- Application Forms & Templates Design
- Process Flow Management
- Messaging templates
- Test Centre Management
- Practice Centre Management
- Messaging Integration
- Payment Gateway Integration/Configuration
- Participating Institutes/States Information Management

Registration

- Application Submission
- Documents upload
- On-line Payment

Data Correction and Verification

- Application form Correction
- Image Verification

E-Admit Card

- Roll Number Generation
- Centre Allocation
- Admit Card Issuance

Examination Management

- Duty Allocation
- Attendance Management

Answer Key Management

- View Answer Key, Pay and Challenge
- View Recorded Response, Pay and Challenge

Results

- Compilation
- Score Card Dissemination (On-line, Email, SMS)
- Results Access Gateway

Reports & Dashboards

Data/Activity Audit Module

Grievance Redressal Mechanism

Integration with External Systems

For fair and smooth conduct of examinations, support for configuration, customization and hosting of online Registration system for Examinations i.e. software configuration/customization including hardware support for following examination related services are essential:

- Configure/Customize online software for inviting applications
- Integration of online payment gateway & Online Fee payment
- Documents Upload
- Document Discrepancy generation, removal & approval
- Configure/Customize Admin Panel with various provisions
- Configure/Customize correction modules after closing date of application
- Uploading of Admit cards
- Configure & Customize online software for inviting challenges of Answer Keys with integration of online payment gateway
- Messaging Services
- Technical Helpdesk for users
- Uploading of Result and Score Card

System Overview

The Proposed system will facilitate the NTA at large as this will ease the overall process of conducting multiple examinations. The proposed services will help NTA to conduct any online exam(s). For the ease of NTA and Organizing institutions, the system will own the end-to-end schedule management of examinations, features and functionalities such as application form and workflow designing, registration of candidates. The system will facilitate candidates to review their form before final submission and pay the registration fee online with multiple payment option. Any discrepancy in the document or image upload will be explicitly taken care of by Data and Image discrepancy modules.

The proposed system will have 'Candidate Single Sign On' features (Candidates need not to manage multiple username/ password for multiple examinations). The system will offer 'standardized master data' management between multi-tenants.

System will facilitate candidates to download admit card using their login credential created at time of registration. Candidates will also be benefitted with advance modules such as Answer Key challenge and Recorded response.

New advance modules such as Exam Centre Management will provide a holistic approach for managing exam centres. There will be modules pertaining to centre allotment at a City level, further tunnelling down to availability of an exam centre at a particular day and date. Further, the system will also take care of the allocation of duties at the centre, i.e. City Coordinator, Board Representatives, invigilators etc. and their remuneration too. Other functionalities include modules such as Centre change information where the relevant stakeholders will be informed of any centre change and thereby making subsequent arrangements to ensure a seamless experience.

The admin dashboard will help administrator to monitor real time tracking of candidate registration, fee payment and breakup of registration on various parameters such gender, category, state of residence etc. and also various MIS reports. There will be a dedicated module for Candidate's grievance redressal that will ensure an enhanced support to candidate w.r.t any query/issue and its resolution.

The system would provide enough security to protect the viewing/accessing of data by unauthorized access and would only be accessible to authorized users who are in redress chain of the organisation. There is a need for NTA to outsource or internally manage a helpdesk facility that will be dedicated to work on issue resolution.

System Purpose

The purpose of developing such a platform is a holistic approach to cater to various requirements pertaining to examination services. An advance system with such functionalities will ensure an end-to-end examination management services that will aim at enriching the system usage experience for all the involved stakeholders. In a nutshell, the system will facilitate NTA to conduct online exams in collaboration with Agencies technical expertise.

Examination Provisioning

This system will comprise of different modules pertaining to provisioning of examinations. It includes user and schedule management. Application Form Designing encompasses the work/process flow designing along with the integration of payment options for a user. Business Rules will also be set up in this module.

Application Forms and templates designing for the design of e-Admit card, Score Card that gives a holistic view of Candidate's details such as Name, Roll number, D.O.B, Photograph, etc. Any other report/ template design will also be covered in this module.

The module will also comprise of Master Directory Management and Data Protection Rule Management, any data privacy issue(s) will be taken care by this module.

Examination Centre Management will facilitate the institutions to allocate and manage an Examination Centre. The module will help with the identification and check the availability of a particular City and examination centre in that city on the designated day and time. This will also check for conducting multiple sessions on more than one day, if required. This will also cater to functionalities such as Centre Change information and Centre Slot Availability. Practice Centre Management will ensure practice centres.

For release of bulk messages related to modules such as successful submission of form, discrepancy in form or documents upload, exam date reminders, result declaration reminders, etc. this module will successfully cater for any intimation related need through SMS services. Payment Gateway integration module will facilitate a seamless integration of Financial Institutions and Examination

Organizations which will cater to multiple examination needs. Information pertaining to Participating Institutes and States will also be covered in this module.

Registration

Application Form filling & submission is a comprehensive application submission system that will ensure successful submission of application form by the aspirant. The user can fill his all the details as required in the submission form and submit the form with just a click. Documents upload functionality will allow the user to successfully upload his educational and other documents such as his Identification proof, educational Mark sheets, etc. There will be a module for online fee payments for applications submitted.

Data Correction & Verification

This advance facility will allow NTA/Organizing institutions to screen any discrepancy (Ex- Blurred image upload, incomplete document(s)) in uploaded documents, and can request to user to upload new documents. Image Verification module will facilitate the screening of any image discrepancy. Aspirant will be notified of any discrepancy in the image, post which he/she will make the changes as suggested to ensure successful completion and submission of the application.

E-Admit Card

This will comprise of module such as roll number generation, Centre allocation and admit card issuance. Roll Number generation module facilitates Roll Number generation of the aspirants. This will have all the relevant information required for roll number generation that will be used for admit card generation in the subsequent steps. Centre Allocation module will be responsible for the efficient allocation of all centres for a particular examination.

Examination Management

Centre Duty Allocation functionality will help the allocation of duties, i.e. nomination of City coordinator(s), Board representatives, Observers, Invigilators, duty allocation as per rooms, shift timings, etc. at the centre along with their remuneration as per the standard guidelines. Attendance Management module will ensure recording of the attendance of the Invigilators and Aspirants.

Answer Key Management

This is an advance module that will help the aspirant to challenge the answers published. Aspirants will pay a fee amount to avail the benefit of these services i.e. Answer Key Challenge and Recorded Response.

Results

This module will include results related functionalities such as Compilation of results, Score Card dissemination through Online, email and SMS mode, and also Result access gateway services.

Reports & Dashboards

There will be a comprehensive functionality that will have the provision of generating different reports that will cater the need of varied insights/requirements. Some of the reports can be:

- MIS Reporting
- Monitoring Reports
- Performance Reports
- Exception Reports

Data/Activity Audit Module

The audit trail is maintained for login sessions, activity log along with change in information. The detailed audit trail for various activities performed by users is to be evolved. The information may include Login id, system IP, login in time, activity perform, log out time, session duration, no. of login session in a day.

Grievance Redressal Mechanism

This will be an advance functionality module that will exclusively address any Grievance that the aspirant might experience. This mechanism will help the aspirant to get his queries addressed on priority within the defined SLA.

Integration with External Systems

External Systems Integration will allow integration with SMS/Email Service delivery systems with auto generation of grievance depending on feedback o service delivery. It will also facilitate integration with EPG services.

Features

- Single Sign-on
- Multi-language support
- Email/SMS Integration
- Alerts/Reminders through SMS/Email
- Digitally Signed documents
- Information Traceability
- On-line help/Feedback
- Multiple roles support

Privacy

- NTA will be committed to maintain trust and confidence of aspirants.
- Information NTA collected from the aspirant candidates such as name, address, city, state, postal code, telephone number, email address etc for online registration and Internet Banking details with bank details, name, branch code, IFSC code etc for improving examination services to candidates and future communications with candidates only.
- NTA will never sell, rent, leases or exchanges personal information with other organizations/department/ministry. NTA will assure that the identity of candidates collected NTA website will be kept confidential. NTA occasionally may send mails and sms for examinations/admission related activities on behalf of other organizations or ministries.
- NTA will be committed to ensuring the security of candidates' personal information. To prevent unauthorized access, maintain data accuracy and ensure the proper use of information.
- NTA will establish and implement appropriate physical, electronic and managerial procedures to safeguard and secure the information collected online.

Data Sharing

- NTA is the owner of all the data and owns complete responsibility. NTA will not request to NIC to share sensitive information such as Mobile No. And email ID, Phone No., DOB collected from the candidates during Application form Submission to any third party as per IT and Aadhaar Acts and

related circulars issued by the government. These credentials will be stored in encrypted form in the database.

- NTA will not publish any sensitive information in public domain collected from the candidates
- NTA will follow the guidelines for data sharing with a g e n c y
- Administrative user login for the Online Registration System would be initially created by the agency and this will be handed over to the designated official of NTA before the start of the registration process. Administrative user will be forced by the system to change his/ her password at the time of first time login. This administrative user will be responsible for the creation, deletion and modification of all the user accounts and their role privileges.

Other Terms & Conditions

- i. NTA and Agency are instrumental in the smooth conduct of the Examination Services under consideration of this proposal. NTA would be responsible for taking all policy decision and the agency would be responsible for taking all decisions for the smooth development and operation of the software applications, and review of work for timely interventions, taking over of operations after testing and acceptance of the software application. NTA should also ensure timely completion of the project. Officials responsible for the smooth conduct of Examination services are required to undergo training and hands-on sessions to acquaint themselves for trouble-free and error-free operations.
- ii. The date of the start of the project shall be within 30 days of the award of contract.
- iii. NTA is the owner of all the data and owns complete responsibility.
- iv. Agency will facilitate NTA to download entire data for future maintenance after the completion of respective examination session processes. All design aspects, data, including technical information shall be made available in English language only.
- v. Initial password issued to administration is required to be changed immediately as further operations would be carried out only after change in password.
- vi. NTA and Agency will not publish any personal information in the public domain.
- vii. The copyright and intellectual property rights for the software will be jointly owned by the NTA and the Agency.
- viii. It shall be the responsibility of the agency to maintain due sanctity of candidate's data and its safety along with its handling by any functionary in any manner and what-so-ever.
- ix. NTA would be indemnified from all aspects of software piracy; system resources and utilization of network and other facilities by the agency for any eventual usage for any illegal/anti- national/subversive purposes/activities covered by Indian Cyber Laws and Indian Penal Code.
- x. The Agency will not be directly responsible for answering RTI related queries with the exception of those queries which pertain to the infrastructure, network connectivity and rendering of services (*e.g.*, login trails, SMS and e-mail support, etc.).

6. Essential Pre-requisites:

6.1 Organizational Level:

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 Examination Management Services.
2. The bidder should participate as a single entity, no consortium or group companies will be allowed.
3. The bidder shall be single point of contact with NTA and shall be solely responsible for the execution and delivery of the work.
4. The average turnover of the bidder should be minimum 20 crores after tax in each of last 3 consecutive financial years. The turnover should be of the bidder and not of the group companies or consortium. The turnover refers to a company and not the composite turnover of its subsidiaries/sister concerns etc. for 2016-17, 2017-18 and 2018-19.
5. The bidder's Average Annual Turnover during last three financial years should be Rs 10 crores or more in India from similar scope of activity of this tender (Attach documentary evidence such as audited Balance Sheet etc.).
6. The bidder should not have incurred any loss during last three years up to financial year ending 31st March, 2019. The bidder should submit certified copies of their company Balance Sheet and Profit and Loss Account duly audited for the last three financial years.
7. The Bidder should be registered with appropriate tax authorities such as Income Tax, Service Tax/GST etc. and should submit valid certificates of registration with these authorities.
8. The bidder must have successfully executed at least 3 (Three) similar projects on all India basis. The documentary evidence in form of work order/ contract and performance report must be enclosed on the

- client's letter head. Any experience as a consortium partner will not be considered.
9. 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.
 10. The bidder's software should be STQC certified or the processes meet ISO 9001 & 27001 standards. The software should meet the cyber security audit requirements as specified by CERTIN.
 11. The bidder should have all relevant facilities and logistics available to execute the work.
 12. The bidder must show and submit suitable emergency management plan during any crisis situations.
 13. The bidder should not have been blacklisted by central / state government departments / undertakings.

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 Technical Evaluation Committee constituted for this purpose by the NTA 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 points**, as per the Scoring Model provided at **Annexure-VII**. Technical evaluation will be based on the criteria given below:
 - (a) Prior experience of the vendor in conducting "Computer Based Test (CBT)-Examinations".
 - (b) Capability of the vendor to develop the required software
 - (c) Availability of adequately trained personnel in the Company to carry out similar, and
 - (d) The bidder should have successfully executed at least 3 (Three) similar academic projects (Examination Management Services) in India on all India basis.
 - (e) Standing of the agency and its financial position.
 - (f) Security and software quality certification.
- 3 The Technical 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 Technical Evaluation Committee constituted for the purpose.

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. NTA 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 1 at Annexure-VIII) will be considered for evaluation of the financial bid.

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.

8. Important Instructions:

1. 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.
2. 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, OA Certification and Deployment into production.
3. The successful Bidder must employ multiple backup systems including offline backups to securely maintain the software and its corresponding source code.
4. 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.
5. 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.
6. 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.
7. 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.
8. Suitable emergency management plans towards any crisis situations should be maintained by the Bidder.
9. 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 a 24 x 7 basis with a maximum response time of 3 hours.
10. At any time before the submission of bids, NTA 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.
11. If the amendment is substantial, successful 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 NTA.

9. General Information:

The tender is a "**Two Bid**" document. The **technical bid** should contain all the relevant information and desired enclosures in the prescribed format along with Earnest Money Deposit (EMD) and Cost of Tender Form. The Tender fee can be in the form of DD or can be remitted to the bank account of NTA. The EMD can be in the form of DD or Bank Guarantee. The Account of NTA is in State Bank of India, D-211/1, Sector -61, Noida. The details are as under:-

Account No.	37714486224
IFSC Code	SBIN0005222
MICR Code	110002422

The **financial bid** should contain only commercials. **In case, any bidder encloses the financial bid within the technical bid, the same shall be rejected summarily.**

All information called for in the enclosed forms should be furnished against the respective columns in the forms. If information is furnished in a separate document, reference to the same should be given against respective columns in such cases. If any particular query is not applicable, it should be stated as "Not Applicable". However, the bidders are cautioned that not giving complete information called for in the tender forms or not giving it in clear terms or making any change in the prescribed forms or deliberately suppressing the information may result in the bidder being summarily disqualified. Tenders made by fax and those received late will not be entertained.

The Responses should be typewritten or (legible) handwritten but there should not be any overwriting or cutting. Correction, if any, shall be made by neatly crossing out, initialing, dating and rewriting. The name and signature of bidder's authorized person should appear on each page of the application. All pages of the tender document shall be numbered and submitted as a package along with forwarding letter on bidder's letter head.

The bidder should enclose bid security (EMD) of INR 15,00,000.00 (Fifteen Lakhs only) only in form of Demand Draft or Bank Guarantee drawn in favor of **NTA, Noida**. The tenders without EMD shall be summarily rejected. No exemption for EMD will be entertained. The successful bidder shall be required to deposit performance security in form of bank guarantee valid for a year, equal to ten percent (10%) of contract value of each examination within 15 days from the date of the award of the work. The EMD of the unsuccessful bidders shall be returned without interest after award of work to the successful bidder. The EMD of the successful bidder shall be returned only after the signing of the contract along with performance security deposit. The EMD stands forfeited in case the bidder withdraws or amends his bid after submission of tender document.

Reference, information and certificates from the respective clients certifying technical, delivery and execution capability of the bidder should be signed and the contact numbers of all such clients should be mentioned. NTA may also independently seek information regarding the performance from the clients.

The Bidder is advised to attach any additional information, which they think is necessary in regard to their capabilities to establish that the bidder is capable in all respects to successfully complete the envisaged work. They are however, advised not to attach superfluous information. No further information will be entertained after tender document is submitted, unless NTA calls it for.

Even though bidder may satisfy the qualifying criteria, they are liable for disqualification if they have a record of poor performance or not able to understand the scope of work etc.

Prospective bidders may seek clarification regarding the project and/ or the requirements for prequalification, in writing through mail within a reasonable time.

The tender document has to be downloaded from NTA's web site : www.nta.ac.in and submitted along with a fee of INR 25,000 (Twenty five thousands) only in the form of demand draft in favor of **NTA, Noida**. There is no exemption from payment of tender document fees and tenders without requisite fees shall not be accepted. The technical and financial documents should be kept separately in sealed envelopes and both these envelopes should be kept in one envelope super scribing "**Tender for the Examination management Services (EMS) Examination for various Professional Entrance Examinations by National Testing Agency, Noida**" so as to reach NTA Office, Noida by **4:00 PM of Wednesday the 9th October 2019**. Late tenders shall not be accepted, under any circumstances. The technical bid shall be opened at 2.00 PM of Thursday the 10th October 2019 at NTA Office, Noida in the presence of bidders who may like to be present.

All disputes arising with respect to the bid document shall be subject to the jurisdiction of appropriate court of Delhi, India alone and shall be governed by the law of India. NTA reserves right to award the work/cancel the award without assigning any reason. In case of differences with regard to the bid document, if any, the decision of NTA shall be final. Initially the contract will be for a period of one year and may be extended for another two years by the competent authorities subject to satisfactory performance given by the bidder to the NTA.

The payment shall be in Indian Rupees only. 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, cost and time over runs etc. In case the bidder fails to execute the contract, NTA shall have liberty to get it done through any other agency with full cost recoverable from the bidder in addition to damages and penalty.

Bidders are neither allowed to join hands to participate in the tender nor allowed to submit multiple bids. Any such act will make the bid liable for rejection.

Any disputes arising out of this tender will be subject to the courts of Delhi only.

Even though bidders may satisfy the above requirements, they may be disqualified for the following reasons:

- If misleading or false representation of facts are made or deliberately suppressed in the information provided in the forms, statements and enclosures of this document.
- If they have a record of poor performance such as abandoning work, not properly completing the contract or financial failures/weaknesses.
- If confidential inquiry reveals facts contrary to the information provided by the bidder.
- If confidential inquiry reveals unsatisfactory performance in any of the selection criteria.

- If bidder is engaged in any activity which can influence the conduct of exam such as conducting of coaching classes etc.

In such cases, NTA has the right to cancel or modify the tender.

The technical bid shall consist of –

- Technical information as desired in prescribed format
- The financial information as per **Annexure –I**
- The details of similar works as per **Annexure – II**
- The details of work under executed or awarded as per **Annexure – III**
- The Performance Report of works referred in Annexure II & III as per **Annexure – IV**
- Organizational Structure and information as per **Annexure V**
- The details of Technical and Administrative manpower to be employed for this work as per **Annexure VI**
- EMD and tender fees.

The financial bid shall consist of Annexure –VIII only.

Demonstration and Presentation: The vendor will be required to give a demonstration for their client and other facilities for Examination Management System using one of the examination conducted by them in 2019. They will also be required to make a presentation on their capabilities to carry out the Scope of this Tender in this document. The date of demonstration and presentation shall be notified separately. The venue for demonstration and presentation will be NTA Office at Noida.

Evaluation of the Technical Bid Proposal: The proposals submitted by the vendors will be evaluated by taking the following factors into consideration:

1. Prior experience in carrying out “Examination Management System”.
2. Number of candidates registered
3. Vendor capability to develop the required software
4. Availability of adequately trained personnel
5. Identify the required number of audited nodes in the cities listed.
6. Master control facility

10. Appointment of Successful Bidder:

10.1 Award Criteria:

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

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

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

10.3 Notification of Award:

Prior to the expiration of the validity period, NTA 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, NTA 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, NTA 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.

10.4 Performance Guarantee:

NTA will require the successful bidder to provide an irrevocable, unconditional Performance Bank Guarantee within 15 days from signing of the agreement post Notification of award, for a value equivalent to 10% of the total cost. The Performance Guarantee should be valid for a period of 12 months. The Performance Guarantee shall be kept valid till completion of the project and Warranty period. The Performance Guarantee shall contain a claim period of three months from the last date of validity. 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, NTA at its discretion may cancel the order placed on the successful bidder without giving any notice. NTA shall invoke the performance guarantee in case the successful Vendor fails to discharge their contractual obligations during the period or NTA incurs any loss due to Vendors negligence in carrying out the project implementation as per the agreed terms & conditions.

10.5 Signing of Contract:

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

10.6 Mode of Payment and Penalty:

1. The payment to the service provider shall be made in Indian Rupees after successful completion of each individual examination.
2. The successful bidder has to sign an agreement on non-judicial stamp paper which shall contain penalty clauses related to liquidated damages on account of delays, errors, cost and time over runs etc.
3. In case of non- fulfillment of the service provider's specific obligation as under the contract, which non-fulfillment leads to data loss/ non-compliance of event based log/ data saving. The service provider shall indemnify NTA to the extent of any loss suffered by NTA as a result of such data loss/ non-compliance of event based log/ data saving. However, the total liability of the service provider under this clause as well as under any other clause of the contract shall be limited to total amount payable by NTA to the service provider (under the terms of the contract), provided, however, that this limitation shall not apply to any liability for damages arising from willful misconduct or negligence.
4. No interest will be paid to the successful bidder on the security deposit.
5. If the bidder fails or neglects any of the bid obligations under the contract it shall be lawful for NTA to forfeit either whole or any part of performance security furnished by the bidder as penalty for such failure.
6. If due to any technical or non-technical problems from the service provider's side, which leads to disruption of services, then the service provider has to bear the cost of all the activities carried out by NTA. In addition to this, penalty equivalent to 5 (five) times of total amount admissible in respect of that particular examination will be deducted from the payments due to the Service Provider.
7. In case the Bidder fails to fulfill the obligations as per the terms and conditions of the contract, the NTA may impose penalty to the extent of 100% of the total payment due for that very examination. In addition, the Performance Security may also be forfeited.
8. In case of any kind of fault or break in service for any Examination, in addition to any other penalty, the NTA reserves the right to impose penalty equivalent to total amount payable per such node/terminal.
9. In case of any deficiency of service provided by the Technical Administrators in conducting the "Examination Management System" would lead to unacceptable delay, the liability of the service provider shall be limited to twice of total payable by NTA to the service provider for that particular examination in which the deficiency has been noted and confirmed by NTA.
10. If the Bidder fails to deliver any or all of the Service(s)/ Systems or perform the Services within the time period(s) and in the manner specified in the Contract/Agreement, NTA shall, without prejudice to its other rights and remedies under and in accordance with the Contract/Agreement, deduct from the Contract price, as liquidated damages, a sum equivalent to 1% per week or part thereof of Contract Price subject to maximum deduction of 20% of the order value of the delayed Service(s) or unperformed Service(s).
11. If the Bidder fails to complete the entire works/Service(s) before the completion date or the extended date or if the Bidder repudiates the Contract before completion of the Services, NTA may without prejudice to any other right or remedy available to NTA as under the Contract recover from the Bidder, as ascertained and agreed liquidated damages and not by way of penalty.
12. In case the bidder fails to execute the contract for reasons solely attributable to the Bidder, the NTA shall have the liberty to get it done through any other agency in addition to imposing damages and penalty to the Bidder.
13. If the delay adversely affects conduct of examination the security deposit/ performance security will be

forfeited and other legal action would be initiated as per terms and conditions of contract.

10.7 Time Frame:

The successful bidder should be ready to conduct CBT any time after 30 days of signing of contract.

10.8 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.

10.9 Processing Norms:

NTA and selected bidder acknowledge and agree that the provision of Services under this tender may require the selected bidder to interact with the customers and suppliers of NTA relating to the Services as special agent for and on behalf of NTA and/or to process transactions, in accordance with the general or special guidelines, norms and instructions (“Processing Norms”) provided by NTA and agreed by the Parties. The selected bidder shall be entitled to rely on and act in accordance with any such Processing Norms agreed by the parties and the selected bidder shall incur no liability for claims, loss or damages arising as a result of selected bidder’s compliance with the Processing Norms. NTA agrees to indemnify, defend and hold Bidder and its affiliates, their officers and employees involved in the Services, harmless from any and all claims, actions, damages, liabilities, costs and expenses, including but not limited to reasonable attorney’s fees and expenses, arising out of or resulting from the selected bidder’ compliance with Processing Norms. Further, NTA shall be responsible for all activity occurring under its control and shall abide by all applicable local, state, national and foreign laws, treaties and regulations in connection with their use of the Service, including those related to data privacy, international communications and the transmission of technical or personal data.

10.10 Payment Schedules:

The payment to the selected Service Provider shall be made in Indian rupees and shall be paid as mentioned in clause 10.6. **No advance payment shall be made.** Total payment will be done immediately after the receipt of the final data and reports on completion of the project. This has to be done as per the amount quoted by the selected bidder in financial bid.

10.11 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 RFP, NTA 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, NTA 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 RFP, including consideration and evaluation of such Bidder’s Proposal.

For the purposes of this Section, the following terms shall have the meaning hereinafter 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 NTA 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 NTA, 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 NTA 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 NTA 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.

10.12 Force Majeure:

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

- Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics.
- Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos
- 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 NTA shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as 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, NTA shall make payment for all the services rendered by the selected bidder till such date of termination of contract.

10.13 Proprietary Rights:

All rights, title and interests in and to the Services Environment and any other material used by the selected bidder in the provision of the Services shall exclusively belong to the selected bidder or its licensors (“Bidder Proprietary Material”). Any and all Intellectual Property Rights with respect to the Services and the selected bidder Proprietary Material and all modifications, improvements, enhancements, or derivative works made thereto, shall always belong to the selected bidder or its licensors and NTA shall not be entitled to claim any rights therein. All rights, title and interests in NTA Data shall always remain with NTA. NTA agrees that the selected bidder shall have the right to list NTA name in its marketing material and use NTA logo with respect to such listing and for reference purposes. NTA 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.

10.14 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 NTA for the Service that gives rise to such liability. The limitation on any Party’s liability herein shall not apply to (i) liability for damages, resulting from the willful misconduct and (ii) breach of the use terms in respect of bidder’s application system. The bidder shall not be held liable for any delay or failure in its obligations, if and to the extent such delay or failure has resulted from a delay or failure by or on behalf of NTA to perform any of NTA’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 NTA for additional costs incurred, if any, as may be mutually agreed upon between the Parties.

10.15 Dispute Resolution:

All disputes pertaining to the tender shall fall within the jurisdiction of Delhi only. The Director (Admn) of the NTA shall be the official by whose designation the NTA may sue or be sued.

In the event of any dispute arising between the parties, the same shall be referred to the Director General, NTA, Noida, whose decision shall be final and binding on the parties.

10.16 Integrity Pact (On a Non Judicial Stamp Paper of Rs.100/-):

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

10.17 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 Director General, National Testing Agency, 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 NTA, 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.”

FINANCIAL INFORMATION

- I. Financial Analysis: Details to be furnished duly supported by figures in Balance Sheet/ Profit & Loss Account for the last three years i.e. 2016-17, 2017-18 and 2018-19 as 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) 2016-17	(2) 2017-18	(3) 2018-19
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 Examination Management Services Only

S. No.	Details	(1) 2016-17	(2) 2017-18	(3) 2018-19
i)	Gross annual turnover			

- II. Please attach - Up to date Income Tax Clearance Certificate
 - Audited Balance Sheet.
 - For the financial year 2018-19, 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.
- III. Note: Attach additional sheets, if necessary.

(Signature with date and Seal of Bidder)

DETAILS OF SIMILAR WORK EXECUTED

S NO	Name of work/ Project & Location	Owner/ Sponsoring organization	Total No. of Candidates Handled	Total No. of Days taken for completion	Date of commencement as per contract	Actual Date of completion	Litigation/ Arbitration/ pending in progress with details	Name, Designation and address/ telephone number of officer to whom reference may be made	Remark
1	2	3	4	5	6	7	8	9	10

(Signature with date and Seal of Bidder)

DETAILS OF WORK UNDER EXECUTION OR AWARDED

S N0	Name of work/Project & Location	Owner/ Sponsoring organization	Total No. of Candidates to be handled	Date of commencement as per contract	Stipulated date of completion	Upto date percentage progress of work	Slow progress if any, and reasons thereof	Name, Designation and address/ telephone number of officer to whom reference may be made	Remarks
1	2	3	4	5	6	7	8	9	10

(Signature with date and Seal of Bidder)

Performance Report of Works referred in ANNEXURE II & III

(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: _____

(Signature with date and Seal of Bidder)

STRUCTURE OF THE ORGANIZATION

1. Name and address of bidder: _____

2. (a) Telephone No. : _____
(b) Fax No. : _____
(c) Email address : _____
3. Legal Status (Attach copies of original document defining the legal status).
(a) An Individual/Consortium : _____
(b) A Proprietary/Partnership agency : _____
A Trust: _____
A Limited Company or Corporation: _____
4. Particulars of Registration with various Government bodies & Statutory Tax Authorities:
(Attach attested photocopy)
(a) Registration Number : _____
(b) Organization/Place of registration: _____
(c) Date of validity : _____
5. Names and titles of Directors & Officers with Designation to be concerned with this work with Designation of individuals authorized to act for the organization:

6. Were you or your company ever required to suspend the work for a period of more than six months continuously after you commenced the works? If so, give the name of the project and reason for not completing the work.

7. Have you or your constituent partner(s) ever left the work awarded to you incomplete? If so, give name of the project and reason for not completing the work.

8. Have you or your constituent partner(s) been debarred/black listed for tendering in any organization at any time? If so, give details.

9. Area of specialization and Interest : _____

10. Any other information considered necessary but not included above.

(Signature with date and Seal of Bidder)

ANNEXURE – VI**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)

Marking Criteria for Technical Evaluation of Bids

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

S. No	Description of Marking Scheme	Maximum Marks	Marks evaluated by Bidder	Marks evaluated by Technical Evaluation Committee
1	Bidder's Profile	20 Marks		
1.1	Overall IT staff strength ((Project Management/ Development/ Quality Assurance/ Implementation/ Operations)	10 Marks		
	1-100	00		
	101 – 175	05		
	176 – 250	08		
	2510 & Above	10		
1.2	Software /Solution	10 Marks		
	Organization should own the source code of the application software.	05		
	The organization should have in-house 20 technical personnel to maintain software and data used Examination Management System and should follow well defined Software Change Management processes to manage changes in the software (PI attach proof)	05		
2	Bidder's certification	10 Marks		
2.1	CMMi level (Organisation-Development/ Services)	05 Marks		
	CMMi level 3	02		
	CMMi level 5	05		
2.2	STQC/ CERTIN & ISO Certifications	05 Marks		
	ISO 9001 & ISO 27001 Certified	02		
	CBT Software STQC/ CERTIN Certified	03		
3	Bidder's Financial Turnover	15 Marks		
3.1	Average annual turnover in INR during 2016-17, 2017-18 and 2018-19 in INDIA from Computer Based Test only. Organization must be profitable in at least last 3 financial years ending 31 Mar 2019 (PI submit proof)	15 Marks		
	>=20 Crore and <30 Crore	08		
	>=30 Crore and above	15		
4	Bidder's experience in Examination Management System (EMS) in INDIA	25 Marks		
4.1	No of Years in Examination Management System (EMS)	05 Marks		
	Less than 5 years	00		
	More than 5 Years	05		
4.2	Maximum No. of candidates registered in EMS during 2016-17, 2017-18 and 2018-19	10 Marks		
	<50,000 Candidates	00		
	≥50,000 -< 1,00,000 Candidates	06		
	≥1,00,000 Candidates	10		
4.3	No. of Assignments completed with more than 1,00,000 candidates in INDIA during 2016-17, 2017-18 and 2018-19	10 Marks		
	Less than 3 assignments	00		
	3 to 5 assignments	05		
	More than 5 assignments	10		
5	Bidder's Infrastructure Capability	10 Marks		
	Primary Data Center with Secondary DC site to be managed by the bidder/ group of companies for data Security	10 Marks		
	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	20 Marks		
6.1	The marks for Approach and Methodology will be given by the Committee based on the Presentation & Demonstration made by the bidder	20		
Total Score		100		

Signature of Bidder

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

FINANCIAL BID - In Indian Rupees
(For Section 5 and other details of the Tender Document)

Table-1: Item wise cost per candidate for Examination Management Services in India

S.No.	Item	Rates in Indian Rupees per candidate	
		In Figure	In Words
1.	As per the Scope of Work defined under Section 5.1 and 5.2 including the development & webhosting of application and storage of candidate data		
Total→			

Note:

- The rates shall be exclusive of taxes.

(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 all documents like annexure(s), schedule(s), etc .), which form 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/ organisation too has 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.

6. I / We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organisation 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.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

Instructions for Online Bid Submission:

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

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online bidder Enrollment**” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, 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 CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) 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.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or

“Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can 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.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) 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 price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders’ dashboard) 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.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener’s public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids (ie after Clicking “Freeze Bid Submission” in the portal), 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.
- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1) 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.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.