

Tender Document

**For selection of Agency for conducting On-line Examination (Computer Based Test)
of Bihar State Electronics Development Corporation Ltd (Beltron)**



Bihar State Electronics Development Corporation Ltd.

Beltron Bhawan, Shastri Nagar.

Patna - 800023

www.bsedc.bihar.gov.in , www.beltron.in

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Bihar State Electronics Development Corporation Limited

(A Government of Bihar Undertaking)

Beltron Bhawan, Shastri Nagar, Patna- 800 0023,

Phone:- 0612- 228 1857 Fax:- 0612-228 1857

e-Tender Notice

NIT No:- 3908/19

Dated:- 19.06.19

Tender notice for selection of agency for providing services related to CBT.

Bihar State Electronics Development Corporation Ltd. (BSEDC Ltd.) a Govt. of Bihar PSU, is the State Designated Agency for providing IT goods and services to State Govt. Departments, Offices and Agencies. BSEDC Ltd. organizes CBTs (Computer Based Test) for evaluation of willing candidates for skills and maintains pool of evaluated candidates for deployment.

e -Tenders are invited from eligible bidders for providing services related to conduct of CBTs for BSEDC Ltd as detailed out in the scope of work of the RFP document. The RFP for selection of service providing agency is available on the website www.eproc.bihar.gov.in & www.bsedc.bihar.gov.in

Sd/-
Managing Director

1. Fact Sheet

S. No	Particulars	Details
1	Tender ID	3908/19 Dated 19.06.19
2	Selection Method	Tender will be awarded to the Bidder with the highest score based on the QCBS Evaluation Method
3	RFP issued by	Bihar State electronics Development Corporation Ltd (BSEDC Ltd) Beltron Bhawan Patna-800023
4	Availability of RFP	RFP can be downloaded from www.bsedc.bihar.gov.in www.eproc.bihar.gov.in
5	EMD	Earnest Money Deposit of Rs. 5.00 lakh by e-payment
6	Performance Bank Guarantee (PBG)	Bank Guarantee as per the format in the RFP
7	Nodal Officer	Sri P.C.Choudhary
8	Last date of bid submission	Proposals must be submitted no later than 29.07.19 (4 PM)
9	Opening of bid	31.07.19

Particulars of Events	Direction
Request & Sale of Tender Document Date and Time	From 06/07/2019 10:00 AM to 29/07/2019 at 02:00 PM.
Tender/RFP documents cost	Rs. <u>10,000.00</u> (Rs. Ten thousand) to be paid through e-Payment mode (i.e. NEFT/RTGS, Net Banking, Credit/ Debit Card) only- Non-Refundable.
Non-Refundable Tender Processing Fee (TPF)	5000+GST@ 18% to be paid through e-payment mode (i.e. BEFT/RTGS, Net Banking, Credit/Debit Card) only Non-Refundable.
Earnest Money Deposit (EMD)	Rs. <u>5,00,000.00</u> (Rupees Five Lakhs) to be paid either through online mode or manual mode In case of manual mode of payment of EMD, the original hardcopy of the EMD (DD) should be submitted in the tendering authority office before opening of Tender.
Estimate Cost of the bid	Rs. 3 Cr.
Date and Time for Pre-Bid conference	02.07.2019 at 11:00 AM
Submission of Tender Date and Time	29.07.2019 till 4:00 PM
General-cum-Technical Bid Opening Date and Time	31.07.2019 at 4:00 PM
Financial Bid opening Date and Time	will be communicated later on

2. Request for Proposal

Bihar State Electronics Development Corporation Ltd. (BSEDC Ltd.) a Govt. of Bihar PSU is the State Designated Agency for providing IT goods and services including trained IT manpower, to State Govt. Departments offices and Agencies. BSEDC Ltd evaluates willing candidates for skills and maintains a pool for deployment. Registration of willing candidates and conduct of CBT based evaluation is done for this. BSEDC Ltd. intends to engage an expert agency for providing services related to the CBT and organize the complete process for this.

2.1. Issuer/Tenderer

The Bihar State Electronics Development Corporation Ltd. herein after referred to as BSEDC Ltd. an undertaking of Govt. of Bihar, the tenderer, invites proposals for selection of Agency to provide complete services related to Computer Based Test (CBT) for quality clearance of Data Entry Operators/Programmers etc. The selected agency shall provide the services as and when required for two years period.

2.2. Contact Person

Managing Director,
Bihar State Electronics Development Corporation Ltd.
BELTRON Bhawan, Shastri Nagar,
Bailey Road, Patna- 800 023
Bihar.

2.3.1 Background & Key Information

Basic Information

- BSEDC Ltd invites Proposals against this Request for Proposals (“RFP”) from bidders for selection of CBT Services Provider Agencies.
- The proposals shall be received in e-procurement mode, through the portal www.eproc.bihar.gov.in
- Proposals must be received not later than the time, date at the venue mentioned in the Fact Sheet. Proposals received after the deadline will not be considered in this procurement process.
- Interested bidders are advised to study the RFP document carefully. Submission of response shall be deemed to have been done after study and examination of the RFP document with full understanding of its implications.
- Total number of candidate to be assessed in currently proposed CBT will be approximately 1.2 lakh. Time to time CBTs shall have to be organized for Programmers, EAs (Executive Assistant), Stenos, DEOs in smaller or similar number in the contracted period.
- Examination will be conducted in two or more shifts a day.
- Examination will be conducted at Patna only.

2.3.2 Definition

In this document, the following terms shall have following respective meanings:

1. **“Agreement”** means the Agreement to be signed between the successful bidder and BSEDC including all attachments, appendices, all documents incorporated by reference thereto together with any subsequent modifications, the RFP, the bid offer, the acceptance and all related correspondences, clarifications, presentations.
2. **“Authorized Representative”** shall mean any person authorized by either of the parties.
3. **“BSEDC or BELTRON”** means Bihar State Electronics Development Corporation Ltd,
4. **“Bidder”** means any firm offering the solution (s), services(s) and /or materials required in the RFP. The word Bidder when used in the pre award period shall be synonymous with Bidder or service provider, and when used after award of the Contract shall mean the successful Bidder or service provider, and when used after award of the contract shall mean the successful Bidder or service provider agency with whom BSEDC signs the agreement for rendering of services, **“Contract”** is used synonymously with Agreement.
5. **“Agency** means successful bidder who signs agreement for providing CBT related services.
6. **“Corrupt Practice”** means the offering, giving, receiving or soliciting of anything of value or influence the action of an official in the process of Contract execution.
7. **“CBT”** Means Computer Based Test including multiple choice questions (MCQ), Hindi Typing & English Typing.
8. **“Default Notice”** shall mean the written notice of Default of the Agreement issued by one Party to the other in terms hereof.
9. **“Fraudulent Practice”** means a misrepresentation of facts in order to influence a procurement process or the execution of a Contract.

10. **“GoB”** means Government of Bihar.
11. **“Law”** shall mean any Act, notification, by law, rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Central Government and /or the Government of Bihar or any other Government or regulatory authority or political subdivision of government agency.
12. **“LOI”** means issuing of letter of Intent, which shall constitute the intention of the Tenderer to place the work order with the successful bidder.
13. **“Party”** means BSEDC or Bidder, individually and **“Parties”** mean BSEDC and Bidder, collectively.
14. **“Period of Agreement”** means 2 years from the date of Signature of agreement.
15. **“Proposal”** means the Technical proposal and the Commercial Proposal.
16. **“Request for Proposal (RFP)”**, means the detailed notification seeking a set of service (s).
17. **“Requirements”** shall mean and include schedules, details, description, statement of technical data, performance characteristics, standards (Indian as well as International) as applicable and specified in the RFP.
18. **Services** - Shall mean all services related to conduct of CBT and result processing

2.4 General Information about Tender

The tender shall be submitted in "Two Bid" system. The General-cum technical bid should contain all the relevant information and desired enclosures in the prescribed format along with proof of Earnest Money Deposit (EMD). The financial bid should contain only commercials.

The tender should be submitted through e-Tendering / e-Procurement portal www.eproc.bihar.gov.in only. No other form of tender submission will be valid for evaluation.

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.

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 the contract period plus three more months, equal to ten percent of value 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. BSEDC Ltd 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 BSEDC Ltd 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.

All disputes arising shall be subject to the jurisdiction of appropriate court of Patna alone and shall be governed by the law of India. BSEDC Ltd reserves right to award the work / cancel the award without assigning any reason. In case of differences, if any, the decision of BSEDC Ltd shall be final. Initially the contract will be for two years and may be extended for one more year depending upon successful completion of the job, performance review and mutual agreement.

The payment shall be in Indian Rupees and shall be paid only after successful completion of work. 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.

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

2.5 E- Procurement Related Instructions.

- i. Cost of RFP/Tender Form Fee shall have to be paid through e-Payment mode (i.e. NEFT / RTGS, Net Banking, Credit / Debit Card) only.
- ii. Tender Processing Fee (TPF) Shall have to be paid through e-Payment mode (i.e. NEFT/RTGS, Net Banking, Credit / Debit Card) only.
- iii. The bidders should submit the EMD, through e-payment mode, in the tendering authority office before opening of Tender.
- iv. The online bids will be opened at BIHAR STATE ELECTRONICS DEVELOPMENT CORPORATION LTD., Beltron Bhawan, Shastri Nagar, Patna- 800 023. The Financial Bids of only those Bidders will be opened who have been short listed from the General cum Technical bids.
- v. The bidder must have the Class II/III Digital Signature Certificate (DSC) and e-Tendering User-id of the e-Procurement website before participating in the e-tendering process. For user-id they have to get registered themselves on e-procurement website www.eproc.bihar.gov.in and then submit their bids online.
- vi. The bidders shall submit their eligibility and qualification details, Technical bid, Financial bid etc., in the online standard formats given in e-Procurement web site at the respective stage only. The bidders shall upload the scanned copies of all the relevant certificates, documents etc., in support of their eligibility criteria / technical bids and other certificate/documents in the e-form in e-Procurement web site. The bidder shall digitally sign on the supporting statements, documents,

certificates, uploaded by him, owning responsibility for their correctness/authenticity. The bidder shall attach all the required documents as part of bid submission.

- vii. All the required documents should be attached at the proper place as mentioned in the e-forms otherwise the tender of the bidder will be rejected.
- viii. For support related to e-tendering process, bidders may contact at following address “e- Procurement HELP DESK First Floor, M/22, Bank Of India Building, Road No-25, Sri Krishna Nagar, Patna-800001 Ph. No: 0612-2523006, Mob- 7542028164” or may visit the link “Vendor Info” at www.eproc.bihar.gov.in.

2.6 Earnest Money/Performance Security Deposit/Tender Document fee/Tender Processing Fee.

- a) The General cum Technical Bid should contain relevant supporting documents that Earnest Money Deposit (EMD) of **Rs. 5,00,000.00** (Rupees Five Lakhs only) to be paid through online mode. The non- refundable Tender document fee of **Rs 10,000.00** (Rupees Ten thousand only) shall have to be deposited through e-Payment mode.
- b) The EMD of the unsuccessful bidders will be refunded without any interest within one month of the issuance of LOI to successful bidder.
- c) The EMD of successful bidder, whose tenders are accepted for undertaking the work, will be returned after submission of Performance Security deposit of equivalent amount (10% of order value). The same would be a Bank Guarantee and would have to be submitted at the time of agreement with 27(Twenty Seven) months validity from the date of signing of the agreement.
- d) The Cost Tender Document/RFP of Rs 10,000.00 shall have to paid through e-payment mode.
- e) Tender processing fee of Rs. 5000.00 (Five Thousand) plus GST shall have to be deposited through e-payment.

3 Scope of Work

The CBT process will be conducted under the general supervision of BSEDC Ltd. The Agency will ensure provisioning the necessary hardware, facility, manpower and technical requirements for successful conduct of Computer Based Test, maintaining utmost secrecy of the process and security of data observing transparency and credibility of the whole process.

The Scope of work shall include the following:

- The Bidder shall provide a secured question paper authoring platform for secured question paper creation.
- The Question Paper authoring software should support creation of question paper with multiple choice questions of various difficulty levels with multi lingual (English & Hindi) support.
- Suitable instructions for answering questions during online test should be provided before start of the examination by the agency.
- The Bidder shall securely transmit, download, install and implement Question Papers at the examination centers.
- The Bidder shall identify required Exam Centers at Patna ensuring that 10% of the systems are available as backup per shift i.e. if 100 systems are going to be used, the center shall have 110 systems available per shift.
- The Bidder shall ensure that all Exam Centers have the prescribed Hardware, Software, Internet and LAN connectivity for conducting Examination.
- The Bidder shall ensure that UPS facilities Generator facility lighting and fans are available at each Exam Centre for un-interrupted power and reasonable comfort level.
- The Bidder shall have a system of periodic audit of Exam Canters for
 - Hardware, Operating System, Processor Speed, RAM, Network and internet connectivity, Key Boards etc.
 - Software - Screen resolution, bandwidth for internet and LAN connectivity, Browser.
 - Working condition of UPS and Generator.
- The Bidder shall ensure suitable drinking water and separate toilet facilities for both Boys and Girls at each examination center.
- The Bidder shall provide a facility to candidates for static mock link for mock test within a fortnight of signing the contract. The same facility should also be available online to be run through web server. The mock test should be a replica of the examination software.
- The Bidder shall ensure checking of original documents and admit card of the candidates at the examination gate.
- The Bidder shall ensure availability of proper security/ frisking arrangement at the examination centers. Only female staff will frisk the female candidates. Frisking must be done by hand held metal detectors (HHMD).
- The selected bidder shall ensure complete biometric registration 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 during interview or joining of selected/shortlisted candidates.
- Individual password shall be given to each candidate by the Bidder at the examination center after the biometric registration process.
- The Bidder shall ensure that the Signature of the candidate is taken in the attendance sheet and Verification of the signature in attendance sheet is done vis-à-vis the signature in the admit card

- The Bidder shall arrange/provide adequate displays and provide required instructions/ information to the candidates appearing for exam at Exam Centers.
- All pre-examination phase processes shall be carried out by the Bidder in consultation with BSEDC Ltd.

3.1. Deliverables

3.1.1 Pre Examination Phase

- The Bidder shall design the application for candidates to register themselves for BSEDC's Computer Based Examinations and to make online payment of exam fees. The candidate should be able to download and take a printout of the successfully filled applications.
- The Bidder shall design the admit card as required by BSEDC Ltd and shall make provisions for admit card download.
- The Bidder shall draw the examination plan and design the examination processes as follows:
 - Security management processes
 - Physical Security
 - Information Security
 - Server Security
 - Network Security
 - Candidate handling process
 - Mapping of candidates details with Exam Centers
 - Validation and verification of identity
 - Frisking of candidates using hand held metal detectors (HHMD)
 - Attendance and biometric (photograph and thumb impression) handling
 - Machine/seat allocation and handling of security parameters
- The Bidder shall prepare and provide Standard Operating Procedure (SOP) for all processes for safe and secure conduct of examination along with rules for contingency and exception handling/ emergency procedures.
- The Bidder shall provide for Hardware and Software required at all stages of the examination for exam centers and devices and systems to be used for authentication and audit trail mechanisms required for Exam.
- The required Hardware, Software, networking including Internet (leased line) shall also be installed by the Bidder.

3.1.2 Examination Phase

- The Bidder shall arrange/provide adequate displays and required instructions/ information to the candidates appearing for test at Examination Centers.
- While exam will be conducted on local LAN, data of test progress should be transferred to central server every 15 minutes for monitoring purposes. Bidder should provide reports to BSEDC Ltd to view the test progress.
- The Bidder shall maintain audit trails of all activities of the candidate (click by click) during the course of the examination.

- The Bidder shall obtain candidate's feedback through online Feedback Form, after the examination is over.
- The Bidder shall provide stationary such as blank paper sheet/s and pens to the candidates as per requirement.
- The Bidder shall have a contingency plan for Student management/Shifting in case of any emergency.
- Bidder should have capabilities of CCTV surveillance system to monitor and capture the activity of candidates /centres. All the exam halls should have CCTV surveillance cameras installed in a way that activities of each candidate is captured. CCTV camera feeds should be stored locally.
- CCTV camera should record Exam Center activities from 30 minute before to 30 minutes after the examination. The bidder will be required to handover the CCTV camera feeds to BSEDC Ltd for all the Computer Based Exam within 2 week after the examination after its proper sealing.
- The Bidder shall monitor and supervise Exam Centre activities on monitoring console to be installed by the Bidder in Patna. The data should be real time data generated from each Exam Centre during the examination.
- At the end of the exam, transfer/export of candidate response and audit trails shall be done by the Bidder on secured channel from local server to Central server of the Bidder within 4 Hour from each exam center. Other data such as attendance sheet, finger print, seating plan etc. (if any) should be sent to BSEDC Ltd within 7 days of conclusion of each exam shift.
- The responsibility of the bidder shall include providing result as per the format provided by BSEDC Ltd on conclusion of examination and share the examination process data after the Examination is completed.
- The Bidder shall provide adequately trained manpower as per the ratio mentioned below:
Each Exam Centre should have the following minimum number of personnel, as described below, to be deployed by the Bidder;
 - i. Exam Centre Administrator – 1
 - ii. IT Manager –1 per 250 nodes (minimum 1 per center)
 - iii. Invigilators - 1 per 25 nodes
 - iv. Support Staff - Minimum 1 per 100 students (Suitability need to be justified with centers) and locations
 - v. Security Guards - Minimum 1 per 100 students (Suitability need to be justified with centers)
 - vi. Peons - Minimum 2 per 100 students

The above staff should be increased proportionately on the basis of size of the center in terms of nodes for exam.

- The Examination shall be computer based with the questions being provided onscreen on a random basis with multiple choice answers, without any manual intervention.
- Sufficient time of 10 minutes shall be allotted before the exam for providing orientation and practice to the candidates on the structure of the exam, time limits and guidelines for answering the question papers.
- Computer based exam software should support standard features such as automatic calculation of test score, negative marking, time left, flag questions for review, navigation to unanswered questions and prompt for submission.
- Computer based examination arrangement shall include immediate alternative a management for faulty computer systems.

Required number of servers for a center must be provided by the Bidder for assured performance. Additional equivalent and suitable servers for backup and mirror services shall be provided by the Bidder.

3.1.3 Post Examination Phase

- The Bidder shall calculate marks obtained by each candidate as per requirement of BSEDC Ltd.
- The candidate's responses, biometric, audit rails should be uploaded automatically from the local server to Bidder's data center in a secured manner. There should not be any traces of any data pertaining to candidate whatsoever post uploads, left on the exam server.
- The Bidder should be able to hand over the raw responses/data to BSEDC Ltd immediately (same day) after the candidate's response upload from local exam server. The software should have capability to take the answer key post examination.
- The Bidder shall provide documented inputs and support for handling
 - Candidates queries
 - RTI queries
 - Court Cases
- The bidder should support biometric verification of shortlisted/selected candidates during joining formalities. The bidder should be able to utilize the candidate biometric data captured at test center before exam for biometric verification purpose for joining formalities of selected/shortlisted candidates.

The Bidder should be able to demonstrate complete System Test Run (STR) with test data and should also be able to demonstrate click by click audit trail for any type of enquiry.

- **Test Data Archiving:** The Bidder shall archive the examination data (excluding CCTV footage) for future references after specified time, as per requirement of BSEDC Ltd. CCTV footage will be handed over to BSEDC Ltd as after the assessment is over and this need not be retained by the Bidder. Remaining examination related data like answers, results, logs etc. will be retained by Bidder as long as contract is valid. The bidder shall be fully supportive of Business continuity policy of BSEDC Ltd.
- **MIS generation/ customized reports:** The Bidder shall provide adequate information as per the requirement of BSEDC Ltd.
- Preparation of Question Paper and Coordinating with the expert team from BELTRON on such matters as number of questions, difficulty levels etc.

3.2. Responsibility Matrix

The responsibility of conducting the CBT shall be carried out by the selected Agency for Bihar State Electronics Development Corporation Ltd. with the indicated scope of work

The details of registered Candidates shall be made available by BSEDC and question paper shall be created and authored by the Agency based on syllabuses made available by BSEDC Ltd. Difficulty level of questions shall be suggested by BSEDC Ltd. The responsibility matrix for the process shall be as under:

Sl. No.	Scope of Services	Responsibility	
		Beltron	Agency
1	Data of registered candidates to be made available for admit card generation.	✓	✓
2.	Creation of Hall ticket up-loading of Hall Ticket	X	✓
3.	Question Paper Authoring	X	✓
4.	Question Paper Encryption	X	✓
5.	Providing facility/examination hall/amenities	X	✓
6.	Supervision during exam.	X	✓
7.	Providing Syllabus and deciding difficulty level of question paper and full marks.	✓	X
8.	Calculation of Marks obtained by candidates and preparation of spread sheet.	X	✓
9.	Prescribing norms for creation of result/outcome.	✓	X
10.	Preparation of result/outcome as per the decided norms and handover in secured form.	X	✓
11.	Upload responses and candidate data from local server to Data Centre.	X	✓

4. Pre-requisites

The bidder shall be evaluated on QCBS basis for which essential pre-requisites shall be as under:

- 1) The bidder should be a Public or Private Limited company 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 Examination Services.
- 2) The bidder company should participate as a single entity, no consortium or group companies will be allowed.
- 3) The bidder shall be single point of contact with BSEDC Ltd and shall be solely responsible for the execution and delivery of the work.
- 4) The average turnover of the bidder of the bidder company should be minimum Rs 50 crores with profit after tax in each of the financial year during last 3 consecutive financial years. The turnover should be of the bidder and not of the group companies or consortium. The 3 year turnover refers to 2016-17, 2017-18 and 2018-19. Audited balance sheet to be provided.
- 5) 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.
- 6) The Bidder should be registered with appropriate tax authorities such as Income Tax, GST and should submit valid certificates of registration with these authorities.
- 7) The bidder must have successfully executed 3 similar projects (conduct of CBT) of 10,000 or more candidates appeared. The documentary evidence in form of work order/contract and performance report must be enclosed on the client's letterhead. (Bidder's past achievement in this regard shall be considered for technical evaluation)
- 8) Any experience as a consortium partner will not be considered.
- 9) The bidder must be able to conduct computer based multidisciplinary examination in multiple subjects.
- 10) The bidder must have authorized and globally accepted certifications i.e. ISO-27001, ISO 20000, ISO 9001.
- 11) The bidder must have own or arranged exam centers in convenient locations of the city of Patna having easy accessibility.
- 12) The bidder should not have been blacklisted by central/ state government departments/ undertakings.

4.1. Pre-bid Meeting

A pre-bid meeting shall be held in Beltron Bhawan, Patna after publication of notice and RFP document, on the indicated date (02.07.19) queries and requests shall be received in the meeting for consideration.

4.2. Documents to be submitted with General bid.

The Bidders should upload authorized signatory attested scanned copies of the following documents along with the bid.

1	Certificate of company registration with IT or ITES as category of services.
2	Certificate of Company Secretary (CS) that the Company has positive net worth and is a profit making company for last 3 years (2016-2017,2017-18 & 2018-2019)
3	Copy of the profit & loss account of last 3 years duly certified by the C.A.
4	Copy of PAN/GST number of the Bidder/Manufacturer allotted by the registering Authorities.
5	The copy of the Registration No. allotted by Service Tax Department.
6	Certificate of the Company Secretary regarding authorized signatory for submitting bid.
7	Copy of the certificate. of SEI CMMI level 3 or above for IT Services.
8	Declaration by the Authorized Signatory that Software and source code is owned by the bidder.
9	Copies of work orders in the name of the bidding company of conducting two national level CBTs at Patna.
10	An affidavit to the effect that the company has a 1000 seater CBT facility at Patna, either its own or leased. Lease document in case of leased centre to be submitted.
11	Work order copies and self certificate by authorized signatory of having conducted 2 CBTs for Govt. body/PSU/University.
12	Self-certification of authorized signatory that no consortium has been formed for bidding in this bid.
13.	Self certificate by authorized signatory that the data centre is owned by the bidder, along with ISO 27001 Certificate copy of the Data Centre. OR Copy of agreement between bidder and the certified data centre, along with ISO 27001 Certificate copy of the Data Centre.
14	Copy of the Certificate of cert-in certified Data Centre-Issued by authorized Agency.
15	Self declaration by authorized signatory of the company that bidder's solution supports 256 bit encryption of question paper authoring.
16	Self certificate by authorized signatory that the data centre owned /leased by the bidder has separate DR arrangement in separate seismic zone.

4.3. Submission of Technical bid.

The technical bids should be submitted in the light of following pre-requisites with required documents.

Sl.No.	Criteria	Supporting Documents required
i)	Bidder must have conducted at least 3 CBT examinations of 10,000 candidates each.	Copies of work orders and reference of the contact person (name address and telephone no.)
ii)	Bidder must have conducted at least 3 Computer based examination for any PSU/Govt over last three years ending 31 st March 2019	Contract/work order copies and signatory self certificate by authorized.
iii)	The service provider should have computer based examination centers either <u>of his own or leased</u> .	An affidavit to the effect by the Business Unit Head or authorized signatory in Rs. 10 non judicial stamp paper dated after the publication of the tender notice.
iv)	Bidder be a Company registered in India for IT development and/or IT Services in the country for over last 5 years.	Certificate of registration with IT or ITES as category of services either in the Registration certificate or in the Service Tax
v)	The bidder should have own or third party ISO 27001 certified data centre.	Self certificate of ownership and Data Centre Certification. Copy of agreement with the Data Centre in case of third party Data centre.
vi)	The Bidder should be a profit making company for last three years in its books of accounts.	Copy of the profit & loss account duly certified by the C.A.
vii)	The Bidder must be certified for CMMi (level 3 and above) for IT services.	Copy of the certificate
viii)	The company should be generating an annual turnover of more than Rs. 50 cr every year from CBT assessment business, over last 3 years, ending 31 st March 2019	Affidavit on letter read
ix)	The Data Centre should be CERT-In certified by authorized agency of the Government of India, DeIT.	Copy of the Certificate.
x)	The application software to be used for conducting the assessment should have been developed by the company in house & source code of the software must be owned by the Service Provider.	A self declaration of the Head of the business unit towards.
xi)	The bidder must have sufficient technical & administrative employees for developing the application and conducting the complete examination process.	Declaration by head of organization/ Company/ Business Unit
xii)	The bidder should neither have been debarred and / or blacklisted by any Central/State Govt. Department.	Self declaration for Anti Blacklisting by authorized signatory of the company

xiii)	Bidders are neither allowed to join hands to form consortium to participate in this tender nor to submit multiple bids.	Self certification by authorized signatory.
xiv)	The bidder should support 256 bit encryption for Question paper authoring.	Self-certification of authorized signatory.
xv)	The Bidder should have an office in the state of Bihar or should be agreeable to open an office in Bihar in the event of award of contract.	Copy of Registration Certificate or undertaking to the effect.
xvi)	Score sheet filled in by the bidder as per prescribed scoring model.	Certificate of signing authority.
xvii)	All pages of the bids should be signed by authorized signatory.	Certification of Company Secretary regarding authorized signatory.

4.4. Check List

Evaluation will be done as per the information provided in the checklist. Hence unattached checklist may be rejected.

Check List for Document Submission

Sl. No.	Checklist Item Description	Description	Document Link Name	Document attached (YES/NO)
1	Submission of Tender document Fee	Copy of Tender document Fee	TDFEE_DOC	
2	Submission of EMD	Copy of EMD	EMD_DOC	
3	Bid Letter		BIDLET_DOC	
4	Company Registration	The Bidder must be a Company registered in India for IT development and/or IT Services. The company should be in existence for 5 years.	COMP_REG_DOC	
5	Net Worth	The bidder must be a positive net worth, profit making company for last three years.	NET_WOR_DOC	
6	Annual Turnover of the bidder Company should not be less than 50 Cr. in last 3 years	The Average Annual Turnover of the bidder Company should not be less than 50 Cr. in last 3 years. (2016-17, 2017-18 and 2018-19)	TURNOVER_DOC	
7	No Consortium	Bidders are not allowed to form consortium to jointly bid in this tender. Multiple bids by the same bidder are not allowed	CON_DOC	

8	SEI CMMi level 3 or above certification for IT services	The Bidder Company must be certified for SEI CMMi level 3 for IT Services.	SEI_CMMi_DOC	
9	Undertaking by bidder regarding Technical and Administrative employees of its own	The bidder must have at least 50 technical & administrative employees of its own for conducting the examination.	TECH_ADMIN_DOC	
10	Work order or Completion Certificate for two national level CBT examinations	The Bidder must have conducted two national level CBT examinations at Patna.	2NANT_CBT_DOC	
11	Undertaking by bidder for conveniently located and properly equipped computer based examination center at Patna either of its own or properly leased, to accommodate 1000 examinees at a time.	The Bidder should have conveniently located and properly equipped computer based examination center at Patna either of its own or properly leased, to accommodate 1000 examinees at a time. The constituted committee of BSEDC Ltd. may resort to physical verification of examination centre, for suitability	1000_EAXAM_DOC	
12	Undertaking by bidder for conducted at least 2 Computer based examination for any PSU/Govt. body/University	The Bidder must have conducted at least 2 Computer based examination for any PSU/Govt. body/University.	CBT_DOC	
13	256 bit Encryption	The bidder's solution should support 256 bit encryption for Question paper authoring.	ENCR_DOC	
14	Source code of the software	The source code of the software must be owned by the bidding company.	SCODE_DOC	
15	Self Certification by the bidder that Data Center to be used for hosting the Application is owned/leased by the bidder	The Data Centre to be used for hosting the Application should either be owned by the bidder. A Third party data centre may be allowed, if proper and valid agreement/lease is in place	DC_DOC	
16	Certification of ISO 27001 for Data Centre	The Data Centre to be used for hosting the Application should have ISO 27001 Certification.	ISO27001_DOC	

17	Self Certification by bidder that DC and DR arrangements are in different seismic zones of India	DC and DR arrangements should be located in different seismic zones of India	DR_DOC	
18	Data Center CERT-In certification	The Data Centre should be CERT-In certified by authorized agency of the Government of India DeIT.	DC_CERT_DOC	
19	Undertaking by bidder regarding Non Blacklisted.	The bidder should neither have been debarred and / or blacklisted by any Central/State Govt. Department /Universities/ Educational Institutions/Organization etc.	BLACKLIST_DOC	
20	Bidder Undertaking	Bidder Undertaking letter (Point 3.7).	BID_UT_DOC	
21	Bidder's Status as per Scoring Model Criteria.	As per prescribed criteria format.	Score _ DOC	

Note:- All documents should be attached at right places otherwise it will rejected.

General cum Technical Bid Form

Bihar State Electronics Development Corporation Ltd., Patna (A Govt. of Bihar Undertaking) Purchase / Rate Contract for PKI/DSC				
General Bid Form				
1	Name of Bidder			
2	Name & Designation of Authorized Signatory			
3	Registered Office Address			
5	Year of Establishment			
6	Telephone Number(s)/ Mobile			
7	Website			
8	Fax No.			
9	Email Address			
The Tender Processing Fees / Cost of BOQ amount to Rs.5000.00 & Rs. 10,000.00 to be deposited through e-Payment Mode only.				
I.	Following documents are attached towards the proof of earnest money deposited.			
Sl. No.	Instrument of Earnest Money Deposited (EMD) DD /e- Payment	Amount	DD Number	DD Issuing date
Note: Earnest Money Deposit (EMD) paid by Demand Draft /e-Payment only				

III. PAN - (Bidder must quote their PAN.) The details of bidder's PAN is as follows:		
Name of the bidder		PAN allotted by Income Tax Department
Copy of PAN is attached as PAN_DOC		
IV. GST No – (Bidder must quote their GST Number). The details are given below:		
Name of the bidder		GST No.
Copy of GST No is attached as GST_DOC		
V. Turn over (Company should not be less than 50 Cr. In last 3 years (2016-2017, 2017-2018, 2018-2019)		
Sl no.	Financial Year	Amount
1.	2016-2017	
2.	2017-2018	
3.	2018- 2019	
TURNOVER_DOC		

5 Scoring Model

Sr. No.	Criteria	Score
1.1	Bidder's profile	10
1.1.1	Legal Structure	5
	Private Limited	2
	Public Limited Company	5
1.1.2	Overall regular staff strength (Project Management/ Development/ Quality Assurance /Implementation/ Operations)	5
	=100 - 500	1
	=500 - 1000	3
	>1000	5
1.2	Bidder's Certification	20
1.2.1	CMMi level Development	10
	CMMi level 3 Development	2
	CMMi level 4 Development	5
	CMMi level 5 Development	10
	CMMi level Service	10
1.2.2	CMMi level 3 Service	2
	CMMi level 4 Service	5
	CMMi level 5 Service	10
1.3	Bidder's Financial Capability	15
1.3.1	Average annual turnover from examination service for the period 2016-17,2017-2018, 2018 – 2019	15
	More than 50 CR and Less than 100 Crore INR	5
	More than 100 CR and Less than 200 Crore INR	10
	More than 200 Crore INR	15
1.4	Bidder's experience in CBT	10
1.4.1	No of candidates appeared in a single day computer based examination.	10
	10,000 - 20,000 Candidates	2
	20,001 – 30,000 Candidates	5
	> 30,000 Candidate	10
1.5	Bidder's infrastructure capability	30
1.5.1	Arranged Nodes in Patna (Proof to be submitted)	10
	2000	2
	2000 – 4000	5
	>4000	10
1.5.2	Own Nodes in Patna (Proof to be submitted)	10
	2000	2
	2000 – 4000	5
	>4000	10
1.5.3	Primary Data Center with Secondary DC (cert-in certified) managed by the bidder or out sourced.	10

	Tier III Primary DC owned with Secondary DC outsourced by the bidder	5
	Tier III Primary DC with Secondary DC owned by the bidder	10
1.6	Bidder's Presentation	15
1.6.1	Bidder's Presentation	15

6 Evaluation of Bids

6.1 General cum Technical Bid

- 1 Detailed technical evaluation shall be carried out 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 The evaluation committee may call the responsive bidder(s) who comply with all terms and conditions of the tender for discussion and presentation to facilitate and assess their understanding of the scope of work and its execution. The bidder should give a detailed presentation on how their technology is best suited for BSEDC Ltd. However, the committee shall have sole discretion to call for discussion/presentation.

6.2 Financial Bid

The Financial Bid of 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 bid shall be evaluated on the basis.

The Financial Bids shall be opened in the presence of representatives of technically eligible Bidders, who the date, place and time for opening of the Financial Bid rates quoted for all three type of services. The basis of calculation shall be rates multiplied by indicates and the sum numbers.

6.3 Evaluation and Comparison of Bids

The evaluation of bids shall be done on QCBS basis.

80 % weightage will be awarded for Technical Evaluation and 20 % weightage will be awarded for Financial Evaluation

Technical Bid will be assigned a Technical score (Ts) out of a maximum of 100 points, as per the Scoring Model provided in the previous section.

The commercial scores would be normalized on a scale of 100, 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, explained in section below.

6.4 Final Evaluation Criteria - Quality and Cost based selection (QCBS)

The individual Bidder's commercial scores (CS) are normalized as per the formula below:

$F_n = F_{min}/F_b * 100$ (rounded off to 2 decimal places) Where,

F_n = Normalized commercial score for the Bidder under consideration

F_b = Absolute financial quote for the Bidder under consideration

F_{min} = Minimum absolute financial quote

Composite Score (S) = $T_s * 0.80 + F_n * 0.20$

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

7 Appointment of Successful Bidder

7.1. Award Criteria

BSEDC Ltd 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 in the RFP.

7.2. Notification of Award

BSEDC Ltd 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, BSEDC Ltd may request the bidders to extend the validity period of the bid.

The notification of award will constitute the formation of the contract. Upon the successful bidders furnishing of Performance Bank Guarantee, BSEDC Ltd 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.

7.3. Performance Guarantee

BSEDC Ltd will require the selected bidder to provide an irrevocable, unconditional Performance Bank Guarantee within 15 days from the Notification of award, for a value equivalent to 5% of the exam value. The Performance Guarantee should be valid for 1 month post completion of exam. The Performance Guarantee shall be kept valid till completion of the project and Warranty period. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, BSEDC Ltd at its discretion may cancel the order placed on the selected bidder without giving any notice. BSEDC Ltd shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or BSEDC Ltd incurs any loss due to Vendors negligence in carrying out the project implementation as per the agreed terms & conditions.

7.4. Signing of Contract

After BSEDC Ltd notifies the successful bidder that its proposal has been accepted, BSEDC Ltd shall enter into a contract, incorporating all clauses, clarifications and the proposal of the bidder between BSEDC Ltd and the successful bidder with mutually agreed terms and conditions. The validity of the contract shall be two years from the date of signing the contract one more year with mutual consent.

7.5. Penalty

The bidder shall re-conduct assessment at no additional cost to BSEDC Ltd if Deficiency in Services (failure to conduct and complete the assessment on the scheduled date due to any technical issues such as network issues, server issues, power issues) are for reasons solely and entirely attributable to the bidder that has been proved.

7.6. Payment Schedules

The payment to the service provider shall be made in Indian rupees and shall be paid only after the successful completion of the entire work as per the schedule, without any errors. No advance payment shall be made.

7.7. 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, BSEDC Ltd 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, BSEDC Ltd 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.

_ “undesirable practice” means (i) establishing contact with any person connected with or employed or engaged by BSEDC Ltd 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.

7.8. Force Majeure

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or BSEDC Ltd 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 bidder or BSEDC Ltd 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, BSEDC Ltd shall make payment for all the services rendered by the bidder till such date of termination of contract.

ARBITRATION

BSEDC and the selected bidder shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.

If, BSEDC and the selected Bidder are unable to amicably resolve dispute, either party may require that the dispute be referred for resolution to the formal mechanisms, which may include, but are not restricted to conciliation mediated by a third party acceptable to both, or in accordance with the Arbitration and conciliation Act, 1996 and amendments thereof.

All Arbitration proceeding shall be held at Patna, Bihar State, and the language of the arbitration proceeding and that of all documents and communications between the parties shall be in English.

BIDDER UNDERTAKING

Undertaking by the Bidder

I have read all the terms, conditions, enclosures and the whole tender document No..... Dated (Page number 1 to.....) and have understood the contents. As a token of acceptance of all the terms of tender, I am here by submitting the entire tender document and the full corrigendum electronically in PDF format by using the allotted digital signature. I am also authorized by my firm to fill in this tender.

Name of Person: _____

Complete Address: _____

Signature & Seal of the Bidder

FINANCIAL BID

(In Indian Rupees)

Sr. No.	Category	Approx Quantity	Per Candidate per examination (in figure)	Bid Value	(in words)
1.	Conduct of end to end MCQ CBT	1.2 laks	A	12xA	
2.	Conduct of end to end Computer Based Hindi & English Typing Test	20 Thousand (approx)	B	0.2xB	
3.	Conduct of end to end MCQ + Typing Test (CBT)	5 Thousand	C	0.05xC	
Total					

The rates quoted shall be exclusive of duties and taxes.

The bid value shall be calculated on the basis of sum of above three bid values.

The bid must be submitted in all the three categories.

Date

(Signature of Bidder)