



Tender Document

For

**Online Examination (Computer Based Test):
Conduct and Processing of Entrance Examinations of
various courses of
Shri Vishwakarma Skill University**

TENDER ID: SVSU/2019/ET/COE/ 01

**Shri Vishwakarma Skill University
Transit Campus : Vishvakarma Bhawan
Plot 147, sec 44 Gurugram**

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SHRI VISHWAKARMA SKILL UNIVERSITY

(A State Skill University, setup by an Act of Legislature in 2016)

TENDER NOTICE

SHRI VISHWAKARMA SKILL UNIVERSITY, GURUGRAM

Notice Inviting E-Tender

On line bids/tenders are invited only from the Registered firms on prescribed forms through E-Tendering for below mentioned work. The tender form "along with conditions of contract" to be fulfilled, can be obtained from the website: www.etenders.hry.nic.in.

Name of Work	E/Money(In Rs.)	Bidfee(In Rs.)	Start Date & Time for Bid Preparation & Submission	Expiry Date & Time for Bid preparation & Submission	Dates to submit hard copy of technical bid with Bid Fee & EMD	Date & time for opening of Bid	
						Technical Bid	Financial Bid
Providing services for Online Examination (Computer Based Test): Conduct and Processing of Entrance Examinations of various courses for session 2019-20	Rs10,000/+ GST in the form of Demand Draft With Technical Bid	Rs1000/-+ GST in the form of Demand Draft With Technical Bid	3 June 2019	8 June 2019 Up to 6:00 PM	Start Date 03 May 2019 Last Date 10 June 2019 Up to 12:30 PM	10 June 2019 3:00 PM	10 June 2019 4:15 PM (subject to the fulfilling of eligibility criteria) (Online)

1. The bid fee of tender documents and earnest money shall be deposited in the form of Demand Draft at in favour of Haryana Vishwakarma Skill University payable at Gurgaon.
2. Bidders should possess digital signature certificate class- 2 for participating in online tendering process.
3. Bid Document can be downloaded from the website of Haryana Government: www.etenders.hry.nic.in. Also visit our website www.svsu.ac.in.

Issued by **Vice Chancellor, Shri Vishwakarma Skill University, Gurugram**



SHRI VISHWAKARMA SKILL UNIVERSITY

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DETAILED NOTICE INVITING TENDER

On line bids/tenders are invited only from the Registered firms on prescribed forms through E-tendering for Providing services for Online Examination (Computer Based Test): Conduct and Processing of Entrance Examinations of various courses for session 2019-20 such as Diploma, D.Voc and B.Voc.

On line bids/tenders are invited from eligible, reputed and qualified IT Firms with sound technical and financial capabilities for implementation and maintenance of Computer Based System for conducting entrance examination for Shri Vishwakarma Skill University (SVSU) as detailed out in the Scope of Work of this RFP Document. This invitation to bid is open to all Bidders meeting the pre-qualification criteria as mentioned in this RFP Document.

The tender form “along with conditions of contract” to be fulfilled, can be obtained from the website: www.etenders.hry.nic.in.

Item	Description
Method of Selection	Combined Quality and Cost Based Selection (QCBS) weightage given to the Technical and Financial Bid are Technical = 70% Financial = 30%
Apply Online	
Availability of Request for Proposal (RFP) Documents	Download from www.svsu.ac.in
Date and Time of uploading of RFP	3 June 2019
Last Date and Time for submission of Bid / Proposal (on or before)	8 June 2019 up to 6:00 PM
Dates to submit hard copy of technical bid with Bid Fee & EMD	Start Date 03 May 2019 Last Date 10 June 2019 up to 12:30 PM
Date and time for Opening of Technical Bids/ Proposals	10 June 3:00 Noon
Date and time for Opening of Financial Bids/ Proposals	10 June 4:15 PM (subject to the fulfilling of eligibility criteria) (Online)
Bid/ Tender fee	Rs 1000/-+ GST (DD with Technical Bid)
Earnest Money Deposit (EMD)	Rs 10,000/-+GST (DD with Technical Bid)

For other details and the tender document with terms/ conditions of tenders may visit on website:

1. The payment for the tender document fee and EMD shall be deposited as Demand Draft (DD) in favour of Haryana Vishwakarma Skill University payable at Gurgaon..
2. The intending bidders will be mandatorily required to online signup (create user account) on the website www.etenders.hry.nic.in. to be eligible to participate in the e tender.

Important Note:

1. The Applicants/bidders have to complete 'Application / Bid Preparation & Submission' stage on scheduled time as mentioned above. If any Applicant / bidder failed to complete his / her aforesaid stage in the stipulated online time schedule for this stage, his / her Application/bid status will be considered as 'Applications / bids not submitted'.
2. Applicant/Bidder must confirm & check his/her Application/bid status after completion of his/her all activities for e-bidding.

Interested bidders can read the instructions related to e-tender system from the website www.etenders.hry.nic.in.



SHRI VISHWAKARMA SKILL UNIVERSITY

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Receipt No. _____

Date _____

Name of Agency _____

DIVISION: SVSU, Gurugram

Name of work :-

DISTRICT: Gurugram

Sub Division: Gurugram

GENERAL INFORMATION AND THE INSTRUCTIONS TO BIDDERS

1. The bidder is required to submit the charges per student basis for providing all kind of services mentioned in the scope of work. Charges per student must be exclusive of taxes applicable.
2. The Bidder must have working experience in handling turnkey projects (e.g. Creation of Database with necessary software, Merit panel preparation, On-Line counseling, online examination etc.) in the area of selection for admission / recruitment in any Govt. / Semi Govt. organization in last three years 2016-17, 2017-18, 2018-19. Bidder shall furnish documentary evidence in the first instance itself to support and fulfilling the qualifying requirements.
3. The bidder should have a minimum turnover of Rs.10 crores in last three consecutive financial years 2016-17, 2017-18, 2018-19. In support of these criteria bidders shall furnish self-attested copy of Audited Accounts/ Balance Sheet/ Annual report
4. The bidder/ agency must be a registered firm.
5. The bidder should not have been blacklisted by any Govt. / Semi Govt. organization in the last five years
6. The firm shall provide all relevant records required i.e., Income Tax Return Certificate/ PAN, Commercial Tax Clearance/ VAT certificate, Service Tax and other taxes whichever are applicable.
7. Bid offer shall remain valid for a period not less than 90 days after the deadline date specified for submission.

8. All duties, taxes and other levies including the transportation expenses are payable by the supplier/Agencies/ company/ service provider/ solution providers and shall be included in the total price.
9. The bidder should have its own/hired functional data centre with dedicated bandwidth to host the website.
10. The bidder should have satisfactorily completed at least 3 turnkey projects related to Development of web based portal, Pre & Post examination processing work and conduct of On-line Examination for Govt. / Semi Govt. organization
11. Webportal developed should be hosted on the dedicated server for independent functioning by the firm.
12. The successful bidder must complete the customization and demonstrate at least 2 successful trial runs of the On-line software within a week from the date of receipt of the purchase order from SVSU. Failure to adhere to this deadline will result in summary termination of the purchase order and award of work to another Service Provider and will be governed by the Penalty clause as mentioned in the tender document.
13. Processing in all modules of scope of work will be carried out in the presence of SVSU expert committee by the service provider
14. The On-line Examination software must be user-friendly and free from glitches.
15. During the different rounds of the conduction of examination the programmer of the service provider is to remain present in the control rooms at different centres.
16. The successful bidder/Service Provider shall transfer the Master Database relating to the On-line Examination to SVSU after the process is completed.
17. The EMD of unsuccessful bidders shall be returned without interest after award of contract to the successful bidder . The EMD stands forfeited in case the firm withdraws his bid after submission of tender document.
18. Reference, information and certificates from the respective clients certifying technical and execution capability should be signed and the contact numbers of all such clients should be mentioned. The University may also independently seek information regarding the performance from the clients and visit referred customers' consortium partner in India/Abroad at bidder cost.
19. The firm is advised to attach any additional information, which it thinks is necessary in regard to its capabilities to establish that the bidder is capable in all respects to successfully supply the items/

20. complete the envisaged work. He is however, advised not to attach superfluous information. No further information will be entertained after tender document is submitted.
21. Also a signed copy of all the pages by the authorized signatory of the uploaded DNIT and supporting documents have to be produced at the time of technical bid opening.
22. Eventhough firm may satisfy the qualifying criteria, it is liable to disqualification if it has record of poor performance or not able to understand the scope of work or black listed earlier by any University or Government Department in any earlier projects.
23. Amendment of Tender Document: At any time before the deadline for submission of tender, SVSU may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective firm, modify the Tender document by amending, modifying and/or supplementing the same. All prospective firms shall be notified of any amendments on e-tender website and SVSU web site and all such amendments shall be binding on them without any further act or deed on SVSU's part. The prospective firms are advised to periodically browse e- tender website and university website www.svsu.ac.in to find out any further corrigendum / addendum / notice published with respect to this tender. In the event of any amendment, SVSU reserves the right to extend the deadline for the submission of the bids, in order to allow prospective Bidders reasonable time in which to take the amendment into account while preparing their bids.
24. In case the day of opening of tenders happens to be a holiday, the tender will be opened on the next working day. However, the time , date and place of receipt of tenders and other conditions will remain unchanged.
25. The successful firm shall have to submit a performance Guarantee (PG) of an amount equal to the 5% of the total ordered value to the firm in the form of account payee bank draft issued by a nationalized bank in favor of Haryana Vishwakarma Skill University payable at Gurugram with in 07 days (seven days) from the date of issue of work order /letter of Acceptance (LOA). The performance security will be refunded only after 180 days from the successful installation of the items/ execution of the work. The performance security deposit shall be forfeited in case any terms and conditions of the agreement etc. to be signed at the time before the release of the purchase order to the successful bidder is infringed or the bidder fails to complete the supply the order in time.
26. Supply will be at Shri Vishwakarma Skill University, transit office plot no 147, sec 44 Gurugram. The delivery time will not be more than 06 days after the award or work.
27. If the contractor/agency submits financial bid through e-tendering but fails to submit either bid security or the technical bid or both then the agency will be debarred from further tendering for SVSU University, for a period of two years.

28. 100% Payment for the supply/ work against the purchase order shall be made after the successful supply and installation/ completion of the work report. Payment shall be released on receipt of the original bills in triplicate complete in all respect
29. All disputes arising shall be subject to the jurisdiction of appropriate court of Judicial Magistrate, Gurugram alone and shall be governed by the law of India.
30. It is expected that approximately 1000 candidates may appear in the Written Examination. And the estimated cost is Rs 350 per student inclusive of all services.
31. The bidder should participate as a single entity, no consortium or group companies will be allowed.
32. The bidders using down loaded documents from the internet should enclose a non-refundable demand draft towards document fees/cost of tender form as stated above at in shape of Demand Draft in favor of Haryana Vishwakarma Skill University payable at gurgaon. Tenders received without this money shall not be entertained at all.

Procedure for submission of Document .

33. The Tenders shall be submitted in two sealed envelopes- Envelope “A” and Envelope “B”, both these envelopes again put together in another sealed envelope shall be super scribed as ‘Tender for the **(Name of Works)**.’ and name of agency clearly written on the envelope
34. In case of documents having been downloaded from internet, it shall also contain besides the two envelopes- A and B, a demand draft of cost of tender document as stated above. In case of purchased documents, a photocopy of receipt of the document fees paid shall be placed in place of the Demand draft.

Envelope A

35. Envelope “A” shall be subscribed as “Name of work.” and name of agency clearly written on the envelope. The Envelope shall contain the following:-
 - (i) Copy of enlistment by any authority as stated above.
 - (ii) Completion Certificate of having executed two similar works during last three years.
 - (iii) Earnest money in the shape of Demand draft as stated above.
 - (iv) Cost of tender form in shape of demand draft/ receipt of payment of tender document.
 - (v) Power of attorney/ authority to sign the documents.
 - (vi) Any other prequalification document asked for, if any.

Envelope B

36. Envelope B shall be super scribed as “name of work”, & Financial Bid’ with name of agency written on the envelope. The rates shall be quoted in the prescribed format.

Preparation of tender Documents

- Documents mentioned in the letter 'Submissions for tender' should be carefully attached and also listed in the list of enclosures at the end of the letter.
- Particulars about the company and its promoters should be given in an unambiguous manner.
- Enlistment/registration certificates and the statement should clearly show the validity category and class of the registration and the particulars of the registering/enlisting authority to enable verification.

Procedure for opening of tenders.

- a) On the due date and appointed time the Envelope "A" of all bids received would be opened first in the presence of those authorized representatives of bidders who choose to be present. The tenders received without cost of tender form, earnest money, completion certificates fulfilling eligibility criteria will be summarily rejected and their envelope "B" shall be returned unopened.
- b) Envelope "B" of only those who are considered eligible/responsive for further process shall only be opened.
- c) Time table for opening of the financial bid or further directions/advice shall be announced after opening the Envelope "A". However, they can be opened at the same time also.

Miscellaneous.

37. Tenders submitted without earnest money shall not be opened and shall be returned.
38. Conditional tenders will not be entertained at all and are liable to be rejected summarily.
39. Bids which are dependent upon the quotations of other bids, shall be summarily rejected.
40. There should not be any alterations in the bidding documents. In case any alteration is found at any stage, the tender shall be liable for rejection summarily without further appeal.
41. The interested agencies can submit the tenders in person or through registered post (AD) or speed post ensuring that the same reaches the appropriate authority at the appointed place before the deadline. Department shall not be responsible for postal delays, if any. Receipt of the tender to the appropriate authority in time is Bidder's responsibility.

42. All pages of the tender should be signed by the bidder. Rates should be written in figures as well as words. If there is discrepancy in the figures and the words, the rates given in the words shall govern unless it is clearly repugnant in the context.
43. The tenderer shall initial all corrections in his tender as regards rates, percentage, time etc. Non compliance with this condition shall render his offer liable to be rejected.
44. The contractor whose tender is accepted, will be required to execute contract deed on the prescribed form attached herein after.
45. Defaulting agencies in respect of performance of the contract after its award is liable to be debarred from further tendering for a period of two year besides the contractual remedies provide in the contract.
46. Bidders must strictly abide by all the stipulation set forth while bidding for the work. In case any bidder does not comply with procedure prescribed, it may presumed that he is not interested in bidding and the work may not be let out to.
47. The acceptance of tenders will rest with the Competent Authority in University who does not bind itself to accept the lowest tender and reserve himself the authority to reject any or all of the tenders without assigning any reason.



SCOPE OF WORK FOR THE PROJECT TO DEVELOP AND PROVIDE SERVICE FOR ONLINE EXAMINATION. BACKGROUND

Objective of the Assignment

SVSU, herein after referred as “Institute” intends to conduct an online Computer Based Test (CBT) for session 2019-20. The Institute for the above purpose intends to engage a Professional Agency to provide the following services:

- Establishing Test Centres in various locations with required IT Infrastructure & Manpower e.g. computer hardware/software for conduct of the online CBT, Security Guards, Test Administrators, Chief Proctors, IT Support, Peons etc.
- Provide Test Administration/Invigilation services at the Test Centre venue
- To assist the Institute in question bank upload, management, training and provide mock drills prior to actual conduct of exam
- Evaluate the answer sheets submitted on line and provide section based results to the Institute after exam completion
- Provide audit trails of candidate keystrokes during exam session

Scope of work

1. The Exam will have to be conducted in a Test centre consisting of a local server and workstations connected via local area network to a local server. Every Test Centre location must be equipped with suitable Hardware/software/Networking and other trained manpower to conduct the CBT on the given time and date. CBT is proposed to be conducted in the month of June 2019. Exact dates/time of the examination will be informed well in advance.. Though the Examination will normally be conducted once in a year, Institute reserves its right to conduct more number of examinations in a year.
2. The Tenderer will also be responsible for providing the services with high element of integrity and confidentiality. The Institute has been maintaining a very high standard in the conduct of its Examination

and the Tenderer is expected to provide its services without causing any damage to the reputation of the Institute.

3. Any other tasks related to the above.

This Scope of Work has been divided into following three broad phases

- Pre- Examination Phase
- Examination Phase
- Post Examination Phase

Note – Following shall be made available by SVSU

- Soft copy of Candidates Application Master Data having Application number, Roll No, Course applied for, image files of photograph and Signature.
- Question Papers Stream wise, Subject wise for practice test and main examination.
- Schedule date and Time table of Examination.
- Rules for merit list generation with tie-break rules.

Note- Following shall be made available by the Bidder

- Soft Copy of Centre Master having Centre No., Centre Strength and Centre Details
- Online (Internet based) practice test for candidates
- List of Examination centres
- Complete candidates' response during the examination, audit trail and biometric data captured.
- Complete response related data of all the candidates.
- Raw Scores and Merit list.

A) Pre Examination Phase

- The Bidder is expected to draw the examination plan and design the examination processes as follows:
 - List of examination centres
 - Complete Security management processes ▪ Physical Security
 - Information Security
 - Server Security
 - Network Security
 - Candidate handling process ▪ Mapping of candidates details with Exam Centres.

- Validation and verification of identity Attendance and biometric capture handling
- Machine/seat allocation and handling of security parameters
- Bulk/individualized SMS
- Bulk/individualized emails
- SVSU care number for responding to queries
- 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 specifications for Hardware and Software required at all stages of the examination.
 - Exam Centres
 - Devices and systems to be used for authentication and audit trail mechanisms required for Exam.
- The Bidder shall provide consulting, training and manpower support to handle the entire Examination. The required Hardware, Software, networking including Internet (leased line) shall be installed by the Bidder on lease/rent basis, whose cost would be covered under the commercial bid.
- The bidder will create and manage examination question paper as provided by CoE SVSU
- Suitable instructions for answering questions during online test should be provided before start of the examination
- The Bidder shall securely transmit, download, install and implement Question Papers to the examination centres.
- The Bidder shall identify required Exam Centres in the major cities of Haryana and Delhi NCR ensuring that 10% of the systems are available as backup per shift i.e. if 100 systems are going to be used, the centre shall have 110 systems available per shift.
- The Bidder shall ensure that all Exam Centres have the prescribed Hardware, Software, Internet and LAN connectivity for conducting Examination.
- The Bidder shall ensure that UPS facilities and Generator facility are available at each Exam Centre for un-interrupted power.
- The Bidder shall carry periodic audit at Exam Canters for
 - I. Hardware, Operating System, Processor Speed, RAM, Network and internet connectivity, Key Boards etc.
 - II. Software - Screen resolution, bandwidth for internet and LAN connectivity, Browser.
 - III. 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 centre

- The Bidder shall provide a facility to candidates for internet based practice test (1 attempt per candidate) post receipt of candidate data from SVSU. The same facility should be available online to be run through web server. The practice test should be a replica of the main examination. Post practice test the bidder shall provide student experience and analysis reports in terms of
 - I. Measure conceptual strength
 - II. Preparedness Analysis
 - III. Identify areas of improvement
 - IV. Impact of negative marking
 - V. Gauge effectiveness of test taking strategy
 - VI. Amount of time spent Vs marks scored
- The Bidder shall provide help to candidates through a call centre (telephone/email) ensuring service quality on a 9x6 basis.
- The Bidder shall host and manage the examination process through intranet-based solution at Exam Centres.
- 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 at the examination centres. Separate frisking facilities for female candidates. Only female staff will frisk the female candidates. The frisking should be body PAT frisking.
- 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 purpose.
- Individual password shall be given to each candidate by the Bidder at the examination centres 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 Centres.
- All pre-examination phase processes shall be carried out by the Bidder in consultation with SVSU authority.

B) Examination Phase

- 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 centre)
- iii Invigilators - 1 per 25 nodes
- iv Support Staff - Minimum 1 per 100 students (Suitability need to be justified with centres) and locations
- v Security Guards - Minimum 1 per 100 students (Suitability need to be justified with centres)
- vi Peons - Minimum 2 per 100 students

The above staff should be increased proportionately on the basis of size of the centre 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 15 minutes shall be allotted before the exam for providing orientation to the candidates on the structure of the exam, time limits and guidelines for answering the question papers.
- 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.

Required number of servers for a centre must be provided by the Bidder for assured performance. Additional equivalent and suitable servers for backup and mirror services will need to be provided by the Bidder.

- The Bidder shall arrange/provide adequate displays and required instructions/ information to the candidates appearing for test at Examination Centres.
- 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 SVSU 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 blank paper sheet/s 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 each candidate is captured. CCTV camera feeds should be stored locally on the central server.
- CCTV camera should record Exam Centre activities from 30 minute before to 30 minutes after the examination. The bidder will be required to handover the CCTV camera feeds to SVSU for all the Computer Based Exam within 1 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 SVSU office at Examination Department, Gurugram. 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 centre. Other data such as attendance sheet, finger print, seating plan etc. (if any) should be sent to SVSU within 7 days of conclusion of each exam shift.

C) Post Examination Phase

- The Bidder shall calculate marks obtained by each candidate as per requirement of the SVSU
- The candidate's responses, biometric, audit rails should be uploaded automatically from the local server to Bidder's data centre 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 SVSU 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 ensure Generation of Merit list based on the rules/validation shared by SVSU.
- The Bidder shall provide documented inputs and support for handling
 - I. Candidates queries
 - II. RTI queries
 - III. Court Cases

Note:

1. The Bidder will have to carry/ demonstrate complete System Test Run (STR) with test data to OJEE before implementation the software. The Bidder 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 for future references after specified time, as per requirement of SVSU.
- **MIS generation/customized reports:** The Bidder shall provide adequate information to the SVSU as per the requirement of SVSU .

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.

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, SVSU 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, SVSU 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 SVSU 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 SVSU, 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 SVSU 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 SVSU 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.

Force Majeure

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

Proprietary Rights

All rights, title and interests in and to the Services Environment and any other material used by the bidder in the provision of the Services shall exclusively belong to the 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 SVSU shall not be entitled to claim any rights therein. All rights, title and interests in SVSU Data shall always remain with SVSU. SVSU agrees that the bidder shall have the right to list SVSU in its marketing material and use SVSU logo with respect to such listing and for reference purposes. SVSU acknowledges that the provision of the Services hereunder by the selected bidder shall be on a non-exclusive basis and the 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.

EVALUATION CRITERIA

Technical Evaluation-

1. Detailed technical evaluation shall be carried out and 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 technical evaluation committee, if desire, may call the responsive tenderers for discussion or presentation to facilitate and assess their understanding of the scope of work and its execution. However, the committee shall have sole discretion to call for discussion/presentation.
3. The University may also independently seek information regarding the performance from the clients and visit referred customers' consortium partner in India/Abroad at bidder cost.

Financial Evaluation

1. The financial bid shall be opened of only those tenderers who have been found to be technically eligible. The financial bids shall be opened in presence of representatives of technically eligible tenderers, who may like to be present. The university shall inform the date, place and time for opening of financial bid.

2. Evaluation and Comparison of Bids-

The committee shall evaluate in detail and compare the substantially responsive bids and comparison of bids shall be on the price of the services offered.;

EVALUATION CRITERIA:

S. No		Technical Criteria	Parameters & Scale	Marks
1	Standing of the agency and Financial Position	The bidder should have a minimum cumulative Annual Turnover of at least Rs. 10 Crore (2015-16, 2016-17 and 2017-18) from like services.	Cumulative Annual Turnover from like Online/ Computer based exam services	
			=10 Crore and <25 Crore	5 Marks
			>=25 Crore and <50 Crore	12 Marks
			>=50 Crore	20 Marks
			Cumulative Annual Turnover	
			>=20 Crore and <50 Crore	5 Marks
			>=50 Crore and <75 Crore	10 Marks
			>=100 Crore	15 Marks
2	Similar work experience with organization	The bidder shall have satisfactorily conducted computer-based examinations for at least 5 Government Department / Central PSUs / State PSUs / State Govt. / Higher Educational Institutions / Universities etc. in last 3 years	Number of Clients for which computer-based examinations were conducted, (if the Client is same and different Projects/Posts have been undertaken for that client, it will be counted as different client)	
			=5 and <7	5 Marks
			>=7 and <10	10 Marks
			>=10	15 Marks
3	Proven test capability (including Manpower and machine) to handle large volume	The bidder should have minimum 150 employees (Administrative personnel) on payroll to look after examination work & activities	For number of Administrative personnel	
			150-300 employees	5 Marks
			300-400 employees	10 Marks
			500 and above employees	15 Marks
4	Security and Software Quality Certification	STQC	ISO 27001	5 Marks
			ISO 20001	2 Marks
			ISO 9001	3 Marks
		<u>CMM level organization</u>	Level 3 for s/w development	2 Marks
			Level 5 for s/w development	3 Marks
		Max Marks		10 Marks

5	Software/Solution	Presentation to Technical Evaluation Committee on Technical Solution and methodology		5 Marks
6	Experience in conducting online exams		1-5 years	2 Marks
			5-10 years	3 Marks
			>10 years	5 Marks

PAYMENT TERMS

- (i) The payment shall be in Indian Rupees and shall be paid on financial terms and conditions finally negotiated with successful agency, without error and delays.
- (ii) The EMD of successful tenderer will be kept till the installation of the items and no interest is payable thereon.
- (iii) The successful firm shall have to submit a performance Guarantee (PG) of an amount equal to the 5% of the total ordered value to the firm in the form of account payee bank draft issued by a nationalized bank in favour of Haryana Vishwakarma Skill University, payable at Gurugram with in 06 days (six days) from the date of issue of work order /letter of Acceptance (LOA). The performance security will be refunded only after 180 days from the successful installation of the items/ execution of the work. The performance security deposit shall be forfeited in case any terms and conditions of the agreement etc. to be signed at the time before the release of the purchase order to the successful bidder is infringed or the bidder fails to complete the supply the order in time.
- (iv) 100% Payment for the supply/ work against the purchase order shall be made after the successful supply and installation/ completion of the work report.
- (v) Payment shall be released on receipt of the original bills in triplicate complete in all respect.
- (vi) In case non delivery of items on stipulated time/ errors the vendors shall also liable to be penalized as per the below mentioned Penalty clause:

Penalty Clause:

- (A) Financial Penalties for deficiencies in services/supplies during the period of the tender and its subsequent extensions:

1. For any delay in the supply of deliverable service, partial execution will not be considered as delivery in full unless specified in the work order.
2. The names of the defaulting parties will be put up on the SVSU website.
3. The successful bidder shall bear all the cost/expenses of the litigation if any, due to deficiencies related to on-line examination conduction and processing and data/report management.

Non-supply/Risk Purchase

If Bidder fails to execute within the stipulated period, the Tender inviting authority is at liberty to make alternative purchase of item/ items/services for which orders have been placed and the supplier will be imposed penalty apart from forfeiture of Performance Guarantee. The excess expenditure over and above contracted prices incurred by the Tender inviting authority in making such purchases from any other sources or in the open market or from any other money due and will become due to the default supplier/service provider and in the event of such amount being insufficient, the balance will be recovered personally from the supplier or his pending bills, if any.

Agreement:

The successful bidder shall sign an agreement immediately after the acceptance of the tender for timely execution of the purchase order, period of contract and other terms and conditions.

Validity Period of Agreement:

The contract period will be for a period of 1 Year which may be extended for another one year with the prior approval of appropriate authority.

Note: The tentative timing of Online Examination is 3rd Week of June 2019



SHRI VISHWAKARMA SKILL UNIVERSITY

(A State Skill University, setup by an Act of Legislature in 2016)

The bidder shall submit the following :

Sr No	Marked as	Content of envelope
1	RFP Document	RFP Document duly signed on each page
2	Technical bid/proposal	One Original Hard Copy and softcopy of: a) Technical Bid/ Proposal in the prescribed format. b) No Deviation Certificate in prescribed format c) Total Responsibility Declaration Certificate in prescribed format. d) Bid fee and EDM demand draft as prescribed
3	Financial bid/proposal	Only softcopy on e-Portal www.etenders.hry.nic.in .

PROFORMA FOR TECHNICAL BID**Bidder Information**

S.No.	Particulars	To be filled in by the tenderer
1	Name of the Agency	
2	Details of EMD amount	
3	Date of establishment of the agency	
4	Detailed office address of the Agency with Office Telephone Number, Fax Number and Mobile Number and name of the contact person	
5.	Whether the firm is registered under company act, partnership or proprietorship. (Copies of all certificates of registration to be enclosed)	
6	PAN/TAN Number(copy to be enclosed)	
7	Sales Tax/VAT Registration Number (copy to be enclosed)	
8	Attested copies of the return for last month/quarter as the case may be submitted towards central and state sales tax/ VAT/ service tax if applicable (copy to be enclosed)	
9	Attested copies of IT returns for the last three years filled by bidder	
10	Whether the firm is blacklisted by any Government Department or any criminal case registered against the firm or its owner/ partners anywhere in India. (If no, an affidavit is to be attached in this regard.)	
11	Attested copy of Audited accounts turn over details for the last three years	
12	Experience in dealing with Govt. Departments attach copies of supply orders placed on the agency	
13	Whether bid document of all pages of the terms and conditions duly signed, in token of acceptance of the same, is attached.	
14	Whether agency profile is attached?	

Place :

Signature of the Bidders

Date:

Office Seal

PROFORMA FOR FINANCIAL BID

Name of the Firm :

Quotation for Tender ID _____

S.No.	Description of work	Name of courses	Charges per student basis exclusive taxes applicable
1.	Providing services for Online Examination (Computer Based Test): Conduct and Processing of Entrance Examinations of various courses of Shri Vishwakarma Skill University Details as per scope of work	As per Scope of Work	

1. We agree to supply the above mentioned items in accordance with technical specification on charges per student basis exclusive taxes within _____ days of the issue of supply order.
2. We also confirm that the normal commercial warrantee/guarantee shall apply to the supplied items.
3. We also agree and abide with the terms and conditions stipulated in the bid document.

(Signature/Seal of the Bidder)

DETAILS OF SIMILAR COMPLETED WORK DURING LAST 03 YEARS

Sl. No	Name of Work/ Project & Location	Cost of Work (in Lakhs /Crores)	Date Of commencement as per contract	Stipulated date of completion	Actual date of completion	Litigation/ Arbitration pending in progress with details	Name, Designation and Address/ telephone number of Office to whom reference may be made	Remarks
1.	2	3	4	5	6	7	8	9

(Signature of Bidder)

PERFORMANCE REPORT OF WORKS REFERRED

(Furnish this information for each individual work from the employer for whom the work was executed)

1. Name of Work/ Project And Location
2. Agreement No.
3. Estimated Cost
4. Tendered Cost
5. Date of Start
6. Date of Completion
 - (i) Stipulated date of completion
 - (ii) Actual date of completion
7. Amount of compensation levied for delayed completion, or any other damages, if any
8. Performance reports/assessment by clients (Supported by documentary evidence, if any)
 - (a) Quality of work Excellent/
Very Good/ Good/Fair
 - (b) Resourcefulness Excellent/
Very Good Good/Fair

Date:

(Seal of Organization)

Annexure 5

DETAILS OF TECHNICAL AND ADMINISTRATIVE PERSONNEL TO BE EMPLOYED FOR THE WORK

Sl. No.	Designation	Total number of employees in that category	Number of employees available for this work	Name	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	9

(Signature of Bidder)

No Deviation Certificate Format

This is to certify that our offer is exactly in line with your tender enquiry (including amendments) no. _____ dated _____. This is to expressly certify that our offer contains no deviation either Technical or Financial in either direct or indirect form.

(Authorized Signatory)

Signature:

Name:

Designation:

Address:

Seal:

Date:

Total Responsibility Certificate Format

This is to certify that I/We undertake the total responsibility to complete the process of conducting the online test along with declaration of results within the stipulated time frame as per the provisions of RFP.

(Authorized Signatory)

Signature:

Name:

Designation:

Address:

Seal:

Date: