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## 1. Critical Information

Bidders are advised to study the RFP document carefully before submitting their techno-commercial proposals in response to the RFP Notice.

Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

### 1.1. Critical Information regarding the Bidding

S. N	Information	Details
1.	RFP Number	COMFED-02-2019
2.	Date of Publication of RFP	05/03/2019
3.	Last date for submission of Bid	26/03/2019, 5:00 PM
4.	Opening of Pre-Qualification-cum-Technical Bid	27/03/2019, 11:00 AM
5.	Opening of Price Bid	To be intimated later
6.	Contact Person for queries	The Asst. General Manager (P&A) Bihar State Co-operative Milk Federation Limited (COMFED) PO. BV College; Patna – 800 014 Bihar, INDIA
7.	Addressee and Address at which proposal in response to RFP notice is to be submitted:	Managing Director Bihar State Co-operative Milk Federation Limited (COMFED) PO. BV College; Patna – 800 014 Bihar, INDIA
8.	RFP Document Fee (non-refundable)	INR 5,000 (Rupees Five Thousand only) in the favour of Bihar State Co-operative Milk Federation Limited (COMFED) payable at

		PATNA
9.	EMD (refundable)	INR 4,00,000 (Rupees Four Lakh only) in the favour of Bihar State Co-operative Milk Federation Limited (COMFED) payable at PATNA

## 2. Introduction

### 2.1. Existing Examination Process

COMFED does all recruitments in different category thru OMR based examinations, or Viva-Voce, or personal interview with eligibility tests across India time to time depending on various vacancy requirements. The Question Papers for theory and Practical examinations are provided by COMFED own department and examinations gets conducted across various test centres in India. The OMR based Answer Sheets received from various centres in sealed packets are sent to central HR department of COMFED for evaluation. Once evaluated, merit list of those candidates posted online on the COMFED portal and marks are uploaded.

Then the final result is published by the HR Department, COMFED.

## 3. About Bihar State Co-operative Milk Federation Limited (COMFED)

Bidders/ firms may view and study this limited tender document containing the detailed terms & conditions from the website [www.sudha.coop](http://www.sudha.coop) The bids are to be submitted as per procedure given in this document.

Joint Venture or consortium or sub –contracting is not allowed for the scope of work mentioned in the RFP.

## 4. Information of the RFP

Bihar State Co-operative Milk Federation Limited (COMFED) invites Bids from Software Development Companies or firms or agencies (“Bidders”) for the System Study, Designing, Development / Customize and Services Support of Online

Examination System for All India Recruitment Drive for a period of three year in various categories as below.

Categories :i)Different post in Accounts/Procurement/Marketing/DT/Engg./V.O etc as

per COMFED manual/Comfed Management

ii)Currently Jr.Technician (ITI passed student) in five stream

The response of RFP must be received not later than time, date and venue mentioned on the cover page. Bids that are received after the deadline WILL NOT be considered in this procurement process.

## **5. Terms of Reference**

### **5.1. Objective**

COMFED proposes to identify Bidder(s) who shall provide end to end computer based online examinations for various recruitment drive with Multiple Choice based Question Paper.

The activities under the proposed system are broadly divided into 3 categories, such as, Pre-Examination phase activities, Examination phase activities and Post-Examination activities

The prime focus to the COMFED is to ensure:

- i) Integrity of the examination
- ii) Maintain secrecy till the result are declared
- iii) Transparency
- iv) Impartiality and accountability throughout the whole process of the examination
- v) Improve the evaluation process

In achieve these objectives, the COMFED:

- a) Prescribes various post of COMFED for which recruitment is required.
- b) Prescribes syllabus for various examination.
- c) Prescribes Term and Condition for conduct of examination.

**There shall be approximately 70000 to80000 candidates may appear in overall recruitment drive for a period of one year.**

## **5.2. Software Design, Development, Deployment and Maintenance**

1. The selected bidder will have the sole responsibility to design, develop/customise, implement and maintain, web based software and provide online services, for all activities related to the examination process and deploy the same at Bidder's Server/ Data Centre as per Cert-In and Government of India / MeITy Approved Guidelines issued from time to time.
2. In addition to above, the selected bidder will deploy technically qualified experienced adequate manpower to manage the entire command centre of COMFED along with necessary hardware and software.

## **5.3. Infrastructure Services and Support**

1. The selected bidder will deploy technically qualified, experienced, adequate manpower to manage the examination process at each exam centre. There should be at-least one technical person directly from the Bidder Organisation managing LAN (server) and one person as Centre In-charge at the Examination centre.
2. The selected bidder has to identify the examination centres at the locations decided by /in consultation with COMFED. There should be minimum one examination centre with sufficient nodes in each Tier 1 and Tier 2 categories of cities within India
3. The selected bidder will obtain necessary connectivity, provide the same to Examination centres across the country, and manage them. Bidder will be responsible for establishing Examination Centres in all locations with necessary IT Infrastructure and Manpower e.g., computer hardware/software, Firewall, Anti Virus Software, Examination Superintendents, IT Support staff, Invigilators, Peons, Security etc to conduct of the Computer Based examination. Cyber Café will not be accepted for Examination Centre.
4. Initial contract of the project will be for 3 years, which may be extended further two years on mutually agreed term.

## **6. Scope of Work**

### **6.1. General Terms:**

- (i) The Service Provider shall take care of complete Security management processes comprising of Physical Security Information Security, Server

Security, and Network Security, validation and verification of identity, Attendance.

- (ii) The Service Provider shall ensure that each Exam Centre has the required Hardware, Software, LAN connectivity for conducting Examination.
- (iii) The Service Provider shall provide complete manpower support to handle the entire Examination process.
- (iv) The Service Provider shall ensure UPS and Generator facility at Exam Centre for un-interrupted power.
- (v) The Service Provider shall arrange for drinking water and separate toilet facilities both for Boys and Girls
- (vi) The Service Provider shall provide facility to candidates for practice test through internet. The practice test should be a kind of a replica of the main examination.

## **6.2. Infrastructure & facilities at test centres:**

6.2.1 Bidder shall be responsible to provide complete Infrastructure including hardware, software & networking etc., including:

- a) Preparation of examination centre with hardware, software, server, internet and LAN connectivity etc.
- b) The bidder will have to keep at least one buffer center of around 100 terminals with necessary exigent arrangements where the exam is held, which could be used in case of any eventuality. This would be decided in consultation with COMFED.
- c) Each center should have at least 10% buffer terminals.
- d) The hardware, software provided should match with the test application requirements.
- e) Fool proof data security and data transfer, right to access to data base server should not be with anyone locally at exam centre.
- f) BIDDER shall provide manuals for secured conduct of examination and exception handling/ emergency procedures to COMFED.
- g) Detailed Audit of infrastructure such as Desktop/LAN/Basic Amenities etc.
- h) Providing Backup Server along with each primary server at each location with all software loaded and kept ready for use in case such requirement arises.

- i) The Primary and the Back up server used during examination is to be owned by the Service Provider, updated with latest security software & features.
- j) Adequate power back up at each centre including buffer DG sets in each location of exam, details of which to be shared with the COMFED before each exam, if required.
- k) Provisions for data backup and disaster recovery.
- l) Ensuring that all the terminals and the Servers including backups would be Virus free.
- m) The BIDDER would ensure proper frisking of candidates, gate management and surveillance by arranging CCTV.
- n) The BIDDER would ensure that each candidate is frisked before entry to the examination hall and no electronic device or gadget is taken inside the hall. The BIDDER would be fully responsible for any consequences including costs if any, arising out of the same.
- o) Exam Desk should be partitioned such a way that the computer screen of one candidate is not visible to others.
- p) The terminal No. at which the candidate is to take the Test/test would be allotted at random at the time of Registration.
- q) For checking impersonation the BIDDER will have to display candidates' personal details such as Roll No. & Name including photo on the screen of the terminal during the exam period.

6.2.2 Provide staff as per the requirement of COMFED. Each examination centre shall have a minimum staff as stated below.

1. Test Centre Administrator/Supervisor: 1 per centre.
2. IT Manager/assistant Supervisor : 2 per centre
3. Invigilators: 1 per 25 candidates with a minimum of 2 in each lab.
4. Technical Support Staff: 1 per 50 candidates
5. Security Guards: 1 per 50 candidates
6. Peons: 1 per 50 candidates

6.2.3 COMFED may also appoint its vigilance observers/Venue Officers to test centres along with the BIDDER's supervisors/staff.

6.2.4 In addition, the work would also include the following:



- a) Filling up of forms such as attendance sheet with the LTI and the signature of the candidate, sitting plan etc as per requirement of the COMFED would be the responsibility of the BIDDER.
- b) All personnel associated with the exam will have to certify that none of their near relation is appearing at the said examination at the appropriate time in the format prescribed by the COMFED.
- c) Computer (terminal) with adequate and appropriate configuration.
- d) The Test centres should have basic facilities e.g. tables, chairs, adequate supply of drinking water, toilets etc.
- e) During the test, access to all possible web resources for browsing, chatting etc. should be blocked from the computers of the candidate as well as any other computer peripherals such as printers. Functions like "Copy-Paste" should also be disabled.
- f) Proper security at the examination centres.
- g) At least one day before the date of online examination, the BIDDER should test and certify that the application is functioning at each centre on each node with full load. It should also certify that adequate arrangements have been made to meet exigencies like power failure, electrical system break downs, LAN or switch failing, nodes failing, test-server failing, mob, physical security challenged. BIDDER shall also submit the Emergency Management plan prior to deployment of application or kick off the online examination process.
- h) In addition to above, the BIDDER will also be responsible for supplying copies of the Admit cards to the candidates, and attendance sheet which are required for different centres. These copies are required by the invigilators to obtain the signature of the candidates during the examination.
- i) The COMFED, at its discretion, may decide to share the candidates' application database with the selected BIDDER who would be then responsible for issue of admit card and generation of attendance list etc as per the requirement of the COMFED.

### **6.3. Question bank:**

All activities relating to Question Bank would be primarily carried out ensuring complete security and confidentiality by the BIDDER as per requirement of COMFED. The BIDDER would be involved at the appropriate time as detailed below:

- a) The BIDDER will have to adhere to the Standard Operating Procedure (SOP) laid down by the COMFED for all Pre and Post exam activities.

- b) The BIDDER will have to provide the question sets of appropriate standard and composition as advised by COMFED, in adequate numbers. Such sets are required to be scientific and should be properly validated and moderated as per requirement of the COMFED. The question sets should pass the reliability test. It has to be ensured that the questions have not been directly picked up from any ready sources and generally should not have been asked in the comparative competitive examinations in the last 3-4 years. In case of multiple shifts of the same examination, the BIDDER has to ensure that the “experts” certify each set of question paper to be of similar difficulty level and composition. The COMFED keeps the liberty to cross certify the same with its own set of independent experts. The BIDDER would be responsible for any consequences arising as a result of any variation.
- c) A team of expert of Human Resources should be deployed by the BIDDER for question development and validation work. The team must comprise at least two qualified psychometricians involved in the work since beginning that is study, planning, designing, question development methodology and styles etc. Apart from this team should have adequate number of experienced question developer and evaluators.
- d) An expert psychometrician should be deployed in the Head Office of COMFED on need basis to facilitate COMFED in various Question items related operations, in case of any discrepancies arise out of the context.
- e) Following should be included in question development methodology:
  - i. Conducting Training and Practice Session for Question Writers.
  - ii. Dedicated experts for translation of questions in English to Hindi, if needed.
  - iii. Multilevel validation of each and every question.
- f) The COMFED would be at liberty to use such question sets or any other sets. In cases of such question sets being used, the BIDDER will also be responsible for making the services of the experts/moderators available in case any of the answers are challenged by the candidates. decision on assignment of a particular set to a particular shift would be of the COMFED.
- g) Uploading of Answer key for 10 days or so on COMFED website for representation by candidates, deciding on final answer key on the basis of response receives and then uploading the final answer key on the COMFED website before scoring of appeared candidates is undertaken.
- h) The software should have facility to shuffle the Questions as well as Answer options in the Question sets presented to the candidate as per requirements of the COMFED.

#### **6.4. Capturing biometric and photograph of candidates during registration**

Ensure accurate Registration of each candidate reporting for the test well before start of the Test/Exam as decided by the COMFED. At the time of Registration, candidate's photograph taken on the web -cam to be checked with the photograph brought by the candidate with original photo ID proof and his Biometric information is to be captured and stored for future use by the COMFED. A maximum ratio of 1:30 for the biometric machines is to be maintained for the candidate registration.

#### **6.5. Recording of each exam lab**

The BIDDER will have to make arrangement for continuous monitoring and recording of candidates' activities at each venue by CCTV surveillance so as to cover all the candidates in the lab for full duration of the exam. The video footage should be of good, acceptable standard and should be made available to COMFED post any exam.

#### **6.6. Conduct of the computer based exam:**

- i) In examinations involving more than 10000 candidate, the COMFED at its discretion may decide to hold two shifts on each day and if required, upto three shifts on each day.
- ii) Each exam shift shall be conducted on different question paper set.
- iii) BIDDER shall arrange the interface to upload test papers at central server and secure link to download the test paper at test centres.
- iv) BIDDER shall provide training for generation and uploading of encrypted confidential data such as question paper, answer key etc. to COMFED officials.
- v) Minimum 128 bit encryption should be applied to the data that is transmitted over the internet.
- vi) As various tests (for various posts) may be taken up for computer based examination on the same day, BIDDER shall ensure the proper allocation of question paper to the candidates at designated time. Software should automatically display question paper based on candidate's ID.

- vii) The application should auto save the responses of the candidate once responded (candidate should not have to click or perform any action during the course of the examination to save his/her responses)
- viii) There should be no human intervention for allocation of test paper.
- ix) Identification of candidates appearing for the exam shall be made through Hall ticket, photo ID and biometric capture in accordance with the standard procedure.
- x) The Examination shall be computer based with the questions being provided onscreen with multiple choice answers.
- xi) The Service Provider shall provide facility for prior multiple practice tests on the website for registered candidates to acquaint themselves with the interface and pattern before the examination date.
- xii) Computer based exam software should support standard features such as automatic calculation of test score, time left, flag questions for review, navigation to unanswered questions and prompt for submission.
- xiii) Audit trail of exam activity should be recorded and should be available to the COMFED on demand Post exam
- xiv) BIDDER shall transfer the entire data of exam immediately after completion of exam to central server.
- xv) BIDDER shall provide facility to view the question wise test details such as the question, answer marked by candidate, correct answer of the question etc. in case required by COMFED.
- xvi) BIDDER shall be responsible for designing and for developing user friendly software/application and methodology. The BIDDER shall provide proper facility to persons with disability (PwD) candidates.
- xvii) BIDDER will make arrangement at the Control room of the COMFED at its HQ for monitoring and supervising Exam activities of all the venues on monitoring console. BIDDER will be required to setup control centre including Hardware, software, networking at COMFED Head Quarter.
- xviii) BIDDER shall take all steps at all cost to prevent leakage of question papers.
- xix) BIDDER shall adhere to all necessary security compliances like encryption of question papers, encrypted communication/data transfer, password protection and accessibility by authorized officers etc.

### **6.7. Post Exam Services**

- i. The BIDDER would prepare Reports as desired and mutually agreed upon by the dept., post exam.
- ii. The BIDDER should have the capability to transmit the response sheet of the candidates to them within a period of less than 15 days of examination.
- iii. The BIDDER will arrange to keep record of the candidate attendance details of each shift of examination and complete data to be shared with the dept post conclusion of the exam.
- iv. Report generating the sitting plan of candidate.
- v. Regeneration of questions and answers of candidates as required in RTI or for any other purposes of the COMFED.
- vi. The BIDDER will also transfer the Registration details including List of Present/ appeared candidates to the COMFED within 15 days after conclusion of Test/session.
- vii. Individual candidate-wise, item-wise responses and audit trail will have to be captured and loaded into a physical storage medium and arrange to be handed over to the COMFED within 30 days after final date of exam. The data should also be uploaded to COMFED server, if required.
- viii. Score Card Preparation - Developing the scorecards of the candidates on the basis of the evaluation: BIDDER shall prepare the scorecard of each candidate as per requirements of the COMFED.
- ix. BIDDER will have to prepare the division wise result on the basis of the final Answer Key as per Rules.
- x. BIDDER will also provide log reports.
- xi. BIDDER will be also help COMFED in responding to RTI and queries related to exam for three years
- xii. The BIDDER will have to resolve any discrepancy noticed by the COMFED while processing of the result.

### **6.8. Brief Description of Work:**

6.8.1 The agreement will cover all examination relating which is as follows:

- i. Assistance in designing of advertisement
- ii. Designing of application form
- iii. Application handling
- iv. Complaint desk

- v. Admit card generation
- vi. Preparation of attendance list and biometric capture
- vii. Preparation of centers for computer based Examination
- viii. Preparation of adequate number of question paper sets of appropriate standards as per recruitment rules
- ix. Conduct of computer based examination
- x. Live videography with recording at the time of examination
- xi. Preparation/compilation of result
- xii. MIS/Customized report generation

COMFED will give above work to bidder in full /part or some additional which is required necessary during the course of time in conducting online examination.

6.8.2 Application preparation: BIDDER will assist the COMFED in the preparation and the issue of advertisement for recruitment exam for various posts from time to time.

6.8.3 BIDDER will conduct the examinations as per calendar of examinations provided by the Department each year with the tentative schedule. The entire work of processing these applications will be completed within the stipulated time schedule as per the calendar of examinations.

6.8.4 Application Handling:

- i. BIDDER shall design the Application Form to be collected from the applicants through online seeking required data/information as per the scrutiny parameters/guidelines of COMFED.
- ii. Application forms shall be collected by BIDDER through online in their website as per the requirements under intimation to Recruitment Section of the COMFED.
- iii. Helpdesk/Helpline: Begin a help desk with dedicated persons for telephonic support to applicants via dedicated number and E-mail id specifically for supporting the applicants. The helpline must be available from the notification of exam to final publishing of the result during working hours; 10:00 AM to 6PM, during office/working day.
- iv. BIDDER shall process the online application forms and prepare admit cards with the help of data available in the application form along with the signature & photograph and ID card number of the applicant.
- v. BIDDER shall generate roll numbers for the applicants and issue Admit Cards to them online.
- vi. BIDDER shall print attendance sheet with scanned image of Applicant's

photograph and signature.

- vii. BIDDER shall print the Attendance sheet, Alpha list, city wise, Roll no. wise, category wise etc. or in any other format required by COMFED.
- viii. BIDDER shall print the Centre List and other related reports.
- ix. BIDDER will print Instructions to Centre Supervisor/Invigilator/Assistant Supervisor/Central Observer.
- x. BIDDER will check original ID proof and admit card of the candidates at the examination gate with the ID proof provided at the time of application.
- xi. BIDDER will take signature of the candidate in the attendance sheet as well as on photocopy of admit card and Verification of the signature in attendance sheet vis-à-vis the signature in the admit card.
- xii. BIDDER will capture digital photo, finger print etc. of candidates and allowing of candidates to appear for exam at Exam Centre through pre-allotted seat/machine.
- xiii. BIDDER will notify to candidates from time to time over mails or SMSs.
- xiv. All the instructions for candidates shall be provided in both English and Hindi languages. The questions and answers for examinations shall also in English/Hindi.

#### 6.8.5 Question paper work:

Role of BIDDER will include:

- i. Question Banks on the basis of syllabus and difficulty level decided by COMFED for all the examination will be setup by BIDDER.
- ii. BIDDER will prepare model question paper for approval by COMFED. And then, prepare question papers independently.
- iii. BIDDER will provide questions on screen on a random basis with multiple choice answers, without any manual intervention.

#### 6.8.6 Conduct of Examination (In Multiple cities across the country as specified by COMFED or other cities as decided by COMFED).

Role of BIDDER will include:

- i. BIDDER will provide Test Center for conducting examination throughout the country (as decided by COMFED)

- ii. BIDDER will Print Center-wise, Roll No. wise, Name wise list of applicants
- iii. BIDDER will provide adequately trained manpower for the CBT examination process.
- iv. BIDDER will deploy of centre superintendent, invigilators and other staff at each Centre
- v. BIDDER will check original ID proof and admit card of the candidates at the examination gate with the ID proof provided at the time of application.
- vi. BIDDER will take signature of the candidate in the attendance sheet as well as on photocopy of admit card and Verification of the signature in attendance sheet vis-à-vis the signature in the admit card.
- vii. BIDDER will capture digital photo, finger print etc. of candidates and allowing of candidates to appear for exam at Exam Centre through pre-allotted seat/machine.
- viii. BIDDER will provide software with such functionalities as automatic calculation of test score, time left, navigation to unanswered questions and prompt for submission.
- ix. BIDDER will arrange that exam is conducted on local LAN, but data of test progress is transferred to central server. This may be used for monitoring purposes.
- x. BIDDER will maintain audit trails of all activities of candidates (click by click) during the course of examination.
- xi. BIDDER will arrange for monitoring console to monitor and supervise Exam Centre activities in real time.
- xii. BIDDER will provide data such as attendance sheet, photograph, seating plan etc. The seating plan, attendance sheet should have been approved by COMFED before the examination.

#### 6.8.7 Post Examination Activities:

- i. BIDDER will publish answer key for each of candidate by using their login ID.
- ii. BIDDER will calculate marks obtained by each candidate as per requirement rules of the COMFED and to prepare result/outcome as per the Rules and regulation of COMFED.
- iii. BIDDER will handle the candidate's responses, biometric, photograph, audit trails should be uploaded automatically from the local server to data centre in a secured manner. There should not be any trace of any data post uploads left on the exam server.



- iv. BIDDER will hand over the raw responses/data to COMFED immediately within seven days of the conclusion of exam.
- v. BIDDER will provide documented inputs and support for handling candidate queries/RTI queries or court queries at least for a period of three years.
- vi. BIDDER will Generate checklist of error records and absentees
- vii. BIDDER will generate merit list of candidates for each category as per the guidelines received from COMFED.

6.9 COMFED may assign the BIDDER the Full Examination Stage as mentioned above or any part,

## **7. General Instructions to Bidder**

- COMFED invites sealed RFP for Selection of Implementing Agency (IA) for Implementation of Online Examination System for All India Test (AIT) for recruitment in various post in COMFED. The bidder shall study, design, develop /customize, deploy, AMC, entire Facility Management Service of Command Centres of the Online Examination System for this examinations.
- There are two parts of Tender namely Pre-Qualification-*cum*-Technical bid and price bid. The bidder is required to fill out all the parts of Tender documents and place them in separate sealed envelopes which should be super scribed as (a) " Pre-Qualification-*cum*-Technical Bid- RFP NO. COMFED-02-2019 and (b) "Price Bid- RFP NO. COMFED-02-2019. These envelopes should be placed in another sealed envelope and addressed to COMFED. The envelope must show the name of the bidder, address and should be super scribed as "Selection of Implementing Agency (IA) for Implementation of Online Examination System for All India Test (AIT) Vide RFP NO. COMFED-02-2019 on the top of the envelope.
- In addition, outer envelope should indicate tender opening date.
- A non-refundable demand draft of Rs. 5,000 favour of Bihar State Co-operative Milk Federation Limited Patnappayable at Patna is to be submitted along with the Pre-Qualification-*cum*-Technical bid towards the cost of the Tender document. Besides, the EMD as indicated later at clause 8.1 (Bid Security Clause) must be enclosed along with the Technical Bid document. Technical bid document not accompanying the requisite Tender document fee

and EMD shall be considered as non-compliant, summarily rejected and will not be considered for further evaluation.

- The sealed tenders will be opened at COMFEDoffice as per the schedule mentioned above in presence of the bidders or their authorized representatives as may desire to be present.
- Technically qualified bidders will be considered as successful bidders for price bid opening.
- Bids shall be fully in accordance with the requirements of the general terms and conditions and the specifications attached hereto. Appropriate formats furnished with this specification shall be used in quoting tender prices. Incomplete, illegible, unsealed and without signature tenders will be rejected.
- All offers should be made in English and clearly type written.
- The bidder must submit all documents as asked in Annexure section.
- The bidders should furnish the following information and documents with the Technical and Price Bids.

## **8. Special Instructions to Bidder**

### **A) Pre-Qualification-cum-Technical Bid: (Annexure T1 to T6)**

- a) Copy of the Registration certificate of the firm with organization profile.
- b) Bidder should give an undertaking that they are not under a declaration of ineligibility for corrupt and fraudulent practices issued by Govt. of India or any state Government or any PSU.
- c) Self Declaration that the bidder hasn't been black listed by any Govt. /PSU agencies.
- d) Authorized signatory for the bid from the bidder.
- e) Signed copy of the RFP document as an acceptance to the terms and conditions of the tender.
- f) Service Tax Registration Certificate and PAN no. allotted by Income Tax Department with up-to-date IT, GST Registration and up-to-date clearance.
- g) Similar Past Project Experience and proofs
- h) Project Approach and Methodology, Work plan
- i) Manpower Proposed

- j) RFP document fee as a non-refundable
- k) EMD as mentioned at clause 8.1 (Bid Security Clause)

**B) Price Bid: (Please Refer Annexure))**

- (a) The bidder shall submit the Price Bid submission letter, as given in the Annex P1.
- (b) The rates quoted by the bidder, shall be exclusive of all Taxes as applicable in Bihar
- (c) Price bid should be unconditional and it should be as per the specified format.

**8.1. Bid Security (EMD):**

- (a) EMD of Rs. 4,00,000 (INR four lakhs only) shall be furnished along with the bid as bid security.
- (b) The bid security shall be only in the form of Demand Draft/Bank Gurantee drawn in favour of "Bihar State Co-operative Milk Federation Limited, Patna" payable at "Patna" drawn in any nationalized bank.
- (c) The demand draft shall be submitted along with Pre-Qualification-*cum*-Technical bid. Bids submitted without bid security shall be rejected.
- (d) The bid security shall be forfeited if a bidder withdraws its bid during the period of bid validity.
- (e) In case of a successful bidder the bid security may be forfeited if the bidder fails to accept the Work Order or fails to furnish performance security after accepting the Work/ Purchase Order.
- Modification of specifications and extension of closing date of tender if required will be made by an Addendum. Copies of Addenda will be updated on the website of COMFED([www.sudha.coop](http://www.sudha.coop)) website. This shall form a part of the tender.
  - The purchaser reserves the right to accept or reject any or all tenders without assigning any reason whatsoever. The purchaser may also alter the examination centre, examination centre capacity, number of examination etc. at the time of placing orders.
  - Bidders shall carefully examine the tender documents and the technical specification and fully inform themselves as to all the conditions and matters,

which may in any way, affect the work or the cost thereof. Should a bidder find discrepancies in or omissions from the specification or other documents, or should there be any doubt as to their meaning, he should at once notify the purchaser and obtain clarification in writing. This however does not entitle the bidder to ask for time beyond the due date fixed for receipt of tenders.

- Submitted tender forms with overwritten or erased or illegible rate or rates not shown in figures and words in English will be liable for rejection. In case of discrepancy between words and figures noted against the item of the tender and between unit rates and the total amount, the decision of the competent authority accepting the tender will be final and binding on the bidders. Corrections in the tender, if unavoidable, should be made by rewriting with date and initial of the bidder after scoring out of the wrong entries.
- Request from the bidders in respect of additions, alterations, modifications, corrections etc. of either terms or conditions or rates after opening of the tender may not be considered.

## 8.2. Clarifications & Amendment to the Tender Document

a) At any time till 10 days before the deadline for submission of bids COMFEDPatna may, for any reason, whether on own initiative or in response to a clarification requested by a prospective Bidder, modify the bidding document by amendment.

b) All amendments made in the document would be published in the website [www.sudha.coop](http://www.sudha.coop)

c) Bidders are also advised to visit the aforementioned website on regular basis for updates. COMFEDPatna also reserves the right to amend the dates mentioned in cover page for the bid process.

## 8.3. Eligibility Criteria

Sl. No.	Clause
1.	<p>The bidder should be a company registered under the Companies Act, 1956 / 2013 and should have experience in fields of organizing computer based tests (CBT) for more than 5 years.</p> <p>The bidder should have a registered office with legal presence in India.</p> <p>The relevant Registration certificate and copy of Memorandum &amp; Articles of</p>

	Association of the bidder along with relevant PO copies should be provided.
2.	Consortium or JV of legally separate entities is not allowed.  Self-Declaration to be provided.
3.	The bidder shall have satisfactorily conducted at least 10 computer-based examinations for at least 2 Government / PSU clients over the last 5 years.
4.	The bidder should have conducted computer based examinations for a minimum of 10 lakh candidates in the last 5 years.
5.	The bidder should have experience of setting bilingual question papers for at least 2 Government / PSU clients over last 5 years.  A Self-Declaration is to be submitted in this regard with customer details.
6.	The bidder should have an average annual turnover of at least Rs. 50 Crore during the last three Financial Years i.e. 2015-16, 2016-17 & 2017-18 from online examination / CBT related work.  For the same the bidder should submit audited financial statements along with separate certificate signed by a Chartered Accountant specifically mentioning turnover from online examination / CBT related work for each Financial Year.
7.	The bidder should have at least 500 numbers of employees on its payroll as on bid submission date.  An undertaking is to be submitted in this regard.
8.	The bidder should not be blacklisted by any Government Department / Central PSUs / State PSUs / State Govt. / Higher Educational Institutions / Universities as on date of bid submission.  An undertaking is to be submitted in this regard.
9.	Bidder should have a valid Goods & Service Tax (GST) registration and PAN.
10.	The Bidder should possess valid ISO 9001, ISO 27001 and CMMI level 3 or above certificate.

#### 8.4. Scoring Criteria for Technical Evaluation of Bids

Sl. No.	Description of Marking Scheme	Maximum Marks
1	Bidder's Profile	20 Marks

1.1	<b>Overall IT Staff Strength (Project Management/ Development/ Quality Assurance/ Implementation/ Operations / Data Security)</b> An undertaking is to be submitted in this regard.	<b>10 Marks</b>
	1 – 499	00
	500 – 749	05
	750– 999	08
	1000 & Above	10
1.2	<b>Software /Solution</b>	<b>10 Marks</b>
	Organization should own the source code of the application software. (Please submit Self-Declaration by Authorized Signatory as proof.)	05
	The organization should have in-house 50 technical personnel to maintain software and data used to conduct the exam and should follow well defined Software Change Management processes to manage changes in the software. (Please submit Self-Declaration by Authorized Signatory as proof.)	05
<b>2</b>	<b>Bidder's Certification</b>	<b>10 Marks</b>
2.1	<b>CMMiLevel (Organisation-Development)</b>	<b>05 Marks</b>
	CMMi Level 3 for Development	02
	CMMiLevel 5 for Development	05
2.2	<b>STQC &amp; ISO Certifications</b>	<b>05 Marks</b>
	ISO 9001 & ISO 27001 Certified	02
	STQC / CERT-In Certified CBT Software	03
<b>3</b>	<b>Bidder's Financial Turnover</b>	<b>15 Marks</b>
3.1	<b>Average Annual Turnover in INR during 2015-16, 2016-17 and 2017-18 in India from Computer Based Test / Online Examination business only. Company must be profitable and have positive Net Worth in the last 3 financial years ending 31 March 2018</b> <b>(PI submit audited financial statements &amp;CA certificate as proof)</b>	<b>15 Marks</b>
	< Rs. 100 Crore	08
	>=Rs. 100 Crore and above	15
<b>4</b>	<b>Bidder's experience in Computer Based Test (CBT) in India</b>	<b>30 Marks</b>
4.1	<b>No. of years of experience in conducting Computer Based Test (CBT) in India</b>	<b>10 Marks</b>
	Less than 5 years	00
	Less than 10 Years	05
	More than or equal to 10 Years	10
4.2	<b>Maximum No. of candidates appeared in CBT in a single shift in India during 2015-16, 2016-17 and 2017-18</b>	<b>10 Marks</b>

	<50,000 Candidates	00
	50,000 - 1,00,000 Candidates	06
	1,00,000 & above Candidates	10
4.3	<b>No. of CBT assignments completed each with more than 1,00,000 candidates in India during 2015-16, 2016-17 and 2017-18</b>	<b>10 Marks</b>
	Less than 3 assignments	0
	3 to 5 assignments	05
	More than 5 assignments	10
<b>5</b>	<b>Bidder's Infrastructure Capability</b>	<b>15 Marks</b>
5.1	<b>Primary Data Center with Secondary DC site to be managed by the bidder/ group of companies for data Security</b>	<b>15 Marks</b>
	Tier III Primary DC infrastructure with Secondary DC outsourced by the bidder	10
	Tier III Primary DC infrastructure with Secondary DC owned by the bidder	15
<b>6</b>	<b>Approach and Methodology</b>	<b>10 Marks</b>
6.1	The marks for Approach and Methodology will be given by the Committee based on the Presentation & Demonstration made by the bidder	10
<b>Total Score:</b>		<b>100</b>

### 8.5. Evaluation Criteria

(a) The bidder who has complied with the Technical eligibility & Bid Compliance (*Refer Section: 8.3*) criteria will be qualified for technical scoring; Noncompliance of any one of the criteria by the bidder is liable for rejection.

(b) The bidders who are selected based upon Technical Bid Compliance (*Refer Section: 8.3*) criteria, to make a presentation of their online examination solution as per the scope mentioned in the RFP, at their own cost. COMFED in its best interest reserves the right to reject/modify the proposed solution.

(c) The evaluation committee may invite the eligible bidders to make a presentation to the COMFED at a date, time and location notified by the COMFED. The purpose of such presentations would be to allow the bidders to present their Approach & Methodology for the Solution to the committee and the key points in their proposals.

(d) The Bidder shall be required to make a presentation on the following areas.

- Project Understanding
- Proper Approach and Methodology of Solutions

- Manpower proposed and Detailed Work Plan

(e) Depending on the evaluation methodology, each Technical Bid will be assigned a technical score out of a maximum of 100 points as per the below Technical Evaluation Table stated earlier. The Bidder has to score minimum 70 marks to qualify for further evaluation.

(f) Technically qualified bidders, the bidder with the lowest financial quote shall be considered as L1 and will be award with the work.

## **9. General Terms & Conditions of Tender**

### **9.1. Purchaser**

Bihar State Co-operative Milk Federation Limited, COMFED Building, PO. BV College; Patna – 800 014 Bihar, INDIA.

### **9.2. Performance Bank Guarantee**

The bidder shall furnish a Performance Bank Guarantee (PBG) for 10% (ten percent) of the contract price within 15 days of issue of Work Order. The PBG must be from the nationalized bank in India. This Performance Bank Guarantee (PBG) shall remain valid for 60 days beyond the entire contractual obligation. Failure of submission PBG within the specified time period may lead to cancel the Work Order

### **9.3. Award Criteria**

Out of technically qualified bidders, the bidder with the lowest financial quote shall be considered as L1 and award of the contract shall be made to the bidder with the lowest cost (L1). If the L1 bidder refuses / fails to accept the Work Order within fifteen days, the next higher responsive bidder (L2) will be proposed to accept the Work Order at the rates offered by the lowest bidder (L1) and If L1 bidder refuses / fails at any stage of contract, the whole or part of amount of work can be given to the L2 bidder at L1 rate.

### **9.4. Price**

The Bidder shall quote price in clear terms. The rates quoted shall be per record of successful work and should abide by the Format for Financial Bid described in Annexure 2. The rates quoted should be exclusive of Goods Service Tax or any other taxes/cess/duty imposed from time to time.



Prices quoted by the Bidder shall be fixed and no variation will be allowed under any circumstances. No open-ended bid shall be entertained and the same is liable to be rejected straightway.

Bids shall remain valid for the period of three year from the date of issue of order. After successful completion of three-year, agreement for further two year may be extended with mutually agreed term. The COMFED holds the rights to reject a bid valid for a period shorter than 3 year as nonresponsive, without any correspondence.

## **9.5. Submission of Bid**

### **Number of Copies of Bid**

The Bidder shall submit 1(one) hard copy of each of the Pre-Qualification-cum-Technical Bid and Price Bid. The Pre-Qualification-cum-Technical Bid comprises of three part (I,II& III) The hard copy of the Pre-Qualification-cum-Technical Bid(all three part) shall be placed in sealed envelopes clearly marking as "A. Pre-Qualification-cum-Technical Bid and Price bid shall be placed in sealed envelopes clearly marking "B. Price/Financial Bid". Both bids will be placed in a sealed outer envelope super scribed as "RFP Ref. No. COMFED-02-2019<Selection of Implementing Agency (IA) for Implementation of Online Examination System for All India Test (AIT)>"

The Bid has to be submitted in the form of printed document. The bids submitted by Telex, fax or email bids shall not be entertained.

Any condition put forth by the bidder non-conforming the bid requirements shall not be entertained at all and such bid shall be rejected.

The bid shall be submitted at the below address:

### **By Regd. Post/Speed Post/Courier/Physically -**

Managing Director, Bihar State Co-operative Milk Federation Limited; COMFED Building, PO. BV College; Patna – 800 014, Bihar.

## **9.6. Deadline for Submission of Bids**

### **Last date for Submission**

In the event of the specified date for the submission of Bids being declared a holiday for the COMFED, the Bids will be received up to the appointed time on the next working day.

### **Extension for Last date for Submission**

The COMFED may, at own discretion, extend this deadline for submission of bids by amending the bid document, in which case all rights and obligations of the COMFED and Bidders previously subject to the deadline, will thereafter be subject to the deadline as extended.

### **Late Bids**

Any bid received by the COMFED after the deadline for submission of bids prescribed by the COMFED, will be summarily rejected and returned unopened to the Bidder. The COMFED shall not be responsible for any postal delay or non-receipt / non-delivery of the documents. No further correspondence on this subject will be entertained.

### **9.7. Terms of Payment**

For the payment schedule Bidders are request to refer the below table. Payment shall be made in Indian Rupees and shall be paid only after successful completion of each examination milestones as mentioned in the table without error and delays. No advance payment shall be made to the Bidder under any circumstances.

<b>Sl. No.</b>	<b>Examination Activity</b>	<b>Stage</b>	<b>Payment to be made to the vendor in respect of a particular examination</b>
1	Next day after last date of submission of online forms by the candidates against the recruitment notice.	First	<b>5%</b> of Total cost (as per estimated No. of applicants x rate accepted by the Department)
2	6 days before the date of written examination or 15 days after announcement of release of admit card to the candidates online, whichever is later.	Second	<b>35%</b> of Total cost (based on the number of admit cards issued x rate accepted by the Department). The difference will be reconciled from 1 <sup>st</sup> stage payment after deriving the actual cost based on the number of admit cards issued i.e. the total payment at this stage including the payment at the first stage will be limited to 40% of total cost of the particular examination.
3	On receipt of Score card by the Department.	Third	<b>50%</b> of the total cost (based on the number of admit cards issued x rate accepted by the

			Department
4	**After declaration of final result or 30 days after handing over of the score card / result, whichever occurs earlier.	Final	Balance of the total cost.

a) The Bidder shall manage the entire examination process, thus raise the invoice to COMFED as per candidate per Examination sitting as per examination calendar.

b) 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-run etc.

c) In case the bidder fails to execute the contract, COMFED shall have liberty to get it done through any other agency with full cost recoverable from the bidder in addition to damages and penalty.

d) All payments shall be subject to current applicable Statutory taxes.

e) The rate quoted should be firm.

f) In case of any difference between the rates quoted in figures and words, the latter shall prevail.

## **9.8. Termination of Contract**

### **Termination for Default**

The COMFED may, without prejudice, to any other remedy for breach of contract, by written notice of default sent to the qualified Bidder, terminate the contract in whole or in part if:

- The qualified Bidder fails to deliver any or all of the obligations within the time period(s) specified in the contract or any extension thereof granted by the COMFED.
- The qualified Bidder fails to perform any other obligation(s) under the contract. However, the disputes if any may be referred to Arbitration.

### **Termination for Insolvency, Dissolution etc**

COMFED may at any time terminate the contract by giving written notice to the qualified Bidder without compensation to the qualified Bidder, if the qualified Bidder becomes bankrupt or otherwise insolvent or in case of dissolution of firm or winding up of company, provided that such termination will not prejudice or effect any right of action or remedy which has accrued thereafter to the COMFED.

### **9.9. Negotiation**

It is absolutely essential for the bidders to quote the lowest price at the time of making the offer in their own interest. COMFED, however, will have the discretion to choose to enter into any price negotiations.

### **9.10. Award of Contract**

The selection will be based on Least Cost Based method. The technically qualified bidder quoting lowest price will be awarded the work.

### **9.11. Single RFP**

In case only one bid is found to be eligible on evaluation of technical bid, COMFED reserves the right to consider the bid.

### **9.12. Billing**

The Bidder shall specify the Branch/ Location from which they will raise the bill and in whose favour payment will be released.

### **9.13. Language of Bids**

The Bids prepared by the Bidder and all correspondence and documents relating to the Bids exchanged by the Bidder and the Purchaser, shall be written in the English Language, provided that any printed literature furnished by the Bidder may be written in another language so long as it is accompanied by an English translation in which case, for purposes of interpretation of the Bid, the English translation shall govern.

### **9.14. Service Level Requirements and Penalty**

The aim of this SLR is to provide a basis for close co-operation between COMFED and the BIDDER, for services to be provided to COMFED, thereby ensuring that timely and efficient support services are available to COMFED and its end-users.

#### **9.14.1. Service Level Definition – Pre-Examination**

Depending on the criticality and severity of service levels are defined as follows:

<b>Severity of Services</b>	<b>Severity Type</b>	<b>Definition</b>
SLR-1	Critical	Develop/customization of the on-line Examination and User Requirement

		Acceptance Testing such as <b>Application Availability (high)</b> along with all the modules working flawlessly. <b>Application Availability (high) of the application should be at least 99% per day.</b>
SLR-2	Crucial	Proper Response Time of all modules. *Response time should be not above 3 to 6 Seconds.
SLR-3	High	Registration of Candidates , Admit Card Generation, Mock Test
SLR-4	Major	Setting up of Test Centres , LAN connectivity etc.
SLR-5	Reasonable	Drinking Water, Sanitation, Toilet Hygiene both for male and female candidates /staffs. Banner/ Signage shall be placed before the examination venue for easy and clear identification of center.

#### 9.14.2. Service Level Definition – Examination

Depending on the criticality and severity of service levels are defined as follows:

Severity of Services	Severity Type	Definition
SLR-1	Critical	A problem which affects more than one Examination Centres at

		the time of Examination. It may be due to failure of LAN / Central Server/ Application / Electrification /Power Management /CCTV Surveillance
SLR-2	High	Technical Manpower presence in the examination centre
SLR-3	Major	A problem/issue that affects a typical candidate's examination subject wise group e.g. Non availability/failure of any module of online examination software etc at the time of Examination.
SLR-4	Moderate	A problem which affects more than one candidate's Examination Console /module at the time of Examination.
SLR-5	Minor	Drinking Water, Sanitation, Toilet Hygiene both for male and female candidates /staffs

#### 9.14.3. Service Level Definition – Post Examination

Severity of Services	Severity Type	Definition
SLR-1	Critical	A problem that affects a typical section, such as MIS reports generation, Provisional Marks/ Certificate, other reports generation.
SLR-2	High	Delay in Data Archiving as per Schedule

SLR-3	Major	Delay in Scheduled Data Back-Up as per Schedule
SLR-4	Crucial	Issue in Data Security e.g. Data Encryption and Decryption. PKI encrypted questions
SLR-5	Major	Delay in Audit Trail of all transactions (pre-Exam, Exam, Post-Exam) as per Schedule

The downtime calculated shall not include the following:

- a) Any planned shutdown
- b) Acts of Nature
- c) Force Majeure

#### **9.15. Force Majeure Condition**

If the execution of the contract is delayed beyond the period stipulated in the consultancy as result of outbreak of hostilities, declaration of an embargo or blockade of fire, flood, acts of God, then Purchaser may allow such additional time by extending the time frame as considered to be justified by the circumstances of the case and its decision will be final. If additional time is granted by the Purchaser, the supply order shall be read and understood as if it had contained from its inception the execution date as extended.

#### **9.16. Modifications & Withdrawal**

The bid submitted may be withdrawn or resubmitted before the expiry of the last date of submission by making a request in writing to the competent authority of Purchaser to this effect. No Bidder shall be allowed to withdraw the bid after the deadline for submission of bids.

#### **9.17. Right to Reject/Accept the Tender**

The purchaser reserves the right either to reject or accept any or all tenders. The

purchaser has exclusive right to alter the quantities of materials at the time of placing the final purchase order. The type and quantity of items indicated in the tender are provisional and may change as per the actual requirement. After placing the purchase order, the purchaser may order to defer the delivery of the material. It may be clearly understood by the bidders that the purchaser need not assign any reason for the above action.

**9.18. Patent Rights etc.**

The vendor shall indemnify the purchaser against all claims, actions, suits and proceedings for the infringement or alleged infringement of any patent, design or copy write protected either in the country of origin or in India by use of any equipment supplied by the vendor claims if made on the purchaser, shall be notified to the vendor of the same and the vendor shall at his own expense either settled such dispute or conduct any litigation that may arise there from.

**9.19. Jurisdiction of High Court of Patna**

Suites, if any arising out of the contract shall be filed by either party in a court of Law to which the jurisdiction of the High Court of Bihar extends.

**9.20. Confidentiality**

- The Bidder shall not, and without the Purchaser prior written consent, disclose the contract or any provision thereof, or any specification, plan, Data, Question Bank, Question Bank sample or information furnished by or on behalf of the Purchaser in connection therewith to any person other than a person employed by the Bidder in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.
- The Bidder shall not without the Purchaser prior written consent, make use of any document or information.
- Any document other than the contract itself shall remain the property of the Purchaser and shall be returned (in all copies) to the Purchaser on completion of the Bidder's performance under the contract if so required by the Purchaser.

**9.21. Obligation to Carry out Purchaser's Instructions**

The Bidder shall also satisfy the purchaser or this inspector that adequate provision has been made to carry out his instructions fully and with prompt attitude.



**9.22. Final Authority**

The final authority for payments will be the consignee except otherwise specifically stated and if the vendor/supplier desires to appeal against any matter he shall appeal to Managing Director, Bihar State Co-operative Milk Federation Limited; COMFED Building, BVCC Complex, Patna.

**10. Annexure(s) - Bid Formats**

**10.1. Annexure1: A. Pre-Qualification-cum-Technical Bid  
PART I-General Information of Bidder**

1.	Name of the Company/Firm/Agency	
2.	Year Established	
3.	Address of Registered Office	
4.	Address of Head Quarter	
5.	Telephone No. (Business)	
6.	Fax No. (Business)	
7.	Email Address(business)	
	Website	

8.			
9.	Name of the Managing Director/CEO		
10.	PAN No		
11.	Goods Service Tax Registration. No. (Attach attested Copy)		
12.	EPF Registration No. (Attach attested Copy)		
13.	Detail of Cost of Tender	DD No Amount Bank	Date
14.	Detail of EMD	DD No Amount Bank	Date
15.	Annual turnover Audited Annual Turnover in last three years (Refer: Sec-8.3 of the RFP)	Financial Year	Annual Turnover in Rs. Crores
		2015-16	
		2016-17	
		2017-18	
16	Banker of Bidder (Attach Cetified copy of statement of account for the three year)		

## Annexure1

### A. Pre-Qualification-cum-Technical Bid

#### PART II -ELIGIBILITY CRITERIA FOR THE BIDDER

The firm/ company (manpower service provider) should fulfill the following eligibility criteria to participate in the tender process:.

SI No	Eligibility Criteria	Y/N	Supporting Documents to be selected along with Technical Bid
1.	<p>The bidder should be a company registered under the Companies Act, 1956 / 2013 and should have experience in fields of organizing computerbased tests (CBT) for more than 5 years.</p> <p>The bidder should have a registered office with legal presence in India.</p> <p>The relevant Registration certificate and copy of Memorandum &amp; Articles of Association of the bidder along with relevant PO copies should be provided.</p>		
2.	<p>Consortium or JV of legally separate entities is not allowed.</p> <p>Self-Declaration to be provided.</p>		
3.	<p>The bidder shall have satisfactorily conducted at least 10 computer-based examinations for at least 2 Government / PSU clients over the last 5 years.</p>		
4.	<p>The bidder should have conducted computer based examinations for a minimum of 10 lakh candidates in the last 5 years.</p>		
5.	<p>The bidder should have experience of setting bilingual question papers for at least 2 Government / PSU clients over last 5 years.</p>		

	A Self-Declaration is to be submitted in this regard with customer details.		
6.	<p>The bidder should have an average annual turnover of at least Rs. 50 Crore during the last three Financial Years i.e. 2015-16, 2016-17 &amp; 2017-18 from online examination / CBT related work.</p> <p>For the same the bidder should submit audited financial statements along with separate certificate signed by a Chartered Accountant specifically mentioning turnover from online examination / CBT related work for each Financial Year.</p>		
7.	<p>The bidder should have at least 500 numbers of employees on its payroll as on bid submission date.</p> <p>An undertaking is to be submitted in this regard.</p>		
8.	<p>The bidder should not be blacklisted by any Government Department / Central PSUs / State PSUs / State Govt. / Higher Educational Institutions / Universities as on date of bid submission.</p> <p>An undertaking is to be submitted in this regard.</p>		
9.	Bidder should have a valid Goods & Service Tax (GST) registration and PAN.		
10.	The Bidder should possess valid ISO 9001, ISO 27001 and CMMI level 3 or above certificate.		

## Annexure1

### A. Pre-Qualification-cum-Technical Bid

#### PART III-TECHNICAL EVALUATION FOR THE BIDDER

The firm/ company (manpower service provider) should fill the following technical Qualifications to participate in the tender process: On the basis of information/documents submitted by bidder in following table, marks for technical evaluation will be calculated.

SI. No.	Description of Marking Scheme	Fill in appropriate place./tick in the row	Supporting Documents to be selected along with Technical Bid
<b>1</b>	<b>Bidder's Profile</b>		
1.1	<b>Overall IT Staff Strength (Project Management / Development / Quality Assurance/ Implementation / Operations / Data Security)</b> An undertaking is to be submitted in this regard.		
	1 – 499		
	500 – 749		
	750 – 999		
	1000 & Above		
1.2	<b>Software /Solution</b>		
	Organization should own the source code of the application software. (Please submit Self-Declaration by Authorized Signatory as proof.)		
	The organization should have in-house 50 technical personnel to maintain software and data used to conduct the exam and should follow well defined Software Change Management processes to manage changes in the software. (Please submit Self-Declaration by Authorized Signatory as proof.)		
<b>2</b>	<b>Bidder's Certification</b>		
2.1	<b>CMMi Level (Organisation-Development)</b>		
	CMMi Level 3 for Development		
	CMMi Level 5 for Development		
2.2	<b>STQC &amp; ISO Certifications</b>		
	ISO 9001 & ISO 27001 Certified		
	STQC / CERT-In Certified CBT Software		

<b>3</b>	<b>Bidder's Financial Turnover</b>		
3.1	<b>Average Annual Turnover in INR during 2015-16, 2016-17 and 2017-18 in India from Computer Based Test / Online Examination business only. Company must be profitable and have positive Net Worth in the last 3 financial years ending 31 March 2018 (PI submit audited financial statements &amp; CA certificate as proof)</b>		
	< Rs. 100 Crore		
	>=Rs. 100 Crore and above		
<b>4</b>	<b>Bidder's experience in Computer Based Test (CBT) in India</b>		
4.1	<b>No. of years of experience in conducting Computer Based Test (CBT) in India</b>		
	Less than 5 years		
	Less than 10 Years		
	More than or equal to 10 Years		
4.2	<b>Maximum No. of candidates appeared in CBT in a single shift in India during 2015-16, 2016-17 and 2017-18</b>		
	<50,000 Candidates		
	50,000 - 1,00,000 Candidates		
	1,00,000 & above Candidates		
4.3	<b>No. of CBT assignments completed each with more than 1,00,000 candidates in India during 2015-16, 2016-17 and 2017-18</b>		
	Less than 3 assignments		
	3 to 5 assignments		
	More than 5 assignments		
<b>5</b>	<b>Bidder's Infrastructure Capability</b>		
5.1	<b>Primary Data Center with Secondary DC site to be managed by the bidder/ group of companies for data Security</b>		
	Tier III Primary DC infrastructure with Secondary DC outsourced by the bidder		
	Tier III Primary DC infrastructure with Secondary DC owned by the bidder		

**Annexure2**  
**BPRICE BID FOR THE BIDDER**

(This annexure must be kept in a separate sealed cover)

To:  
Managing Director,  
COMFED,  
Patna

Sub/ Ref: Submission of Financial Bid for Conducting of Online Examination

**Ref: RFP No.: COMFED-02-2019 Dated 05.03.2019**

Having examined the RFP Document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to “Conducting of Online Examination of per advertised post . To meet such requirements and to provide services as set out in the RFP document, we hereby submit our quotation, summarizing our commercial proposal as under:

For Question Paper Based Examination

<b>Rate per candidate per advertised post (in figures (INR)) excluding GST</b>	<b>Rate per candidate per advertised post (in words)</b>

“Rate per candidate” in above table means candidates against whom the admit cards are issued for the examinations. The Prices mentioned above are inclusive of all duties, levies, freight, insurance and discount or any other charges whatsoever.

Price shall remain fixed for a period of three years, extendable by two more year in case of satisfactory performance from the Date of Notification of the award. It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/ firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

(Signature)

(In the capacity of).....

Duly authorized to sign the Bid Response for and on behalf of: (Name and Address of Company)

Seal/Stamp of bidder