



भारतीय प्रौद्योगिकी संस्थान गुवाहाटी
Indian Institute of Technology Guwahati

OFFICE OF THE DEAN OF
INDUSTRIAL INTERACTIONS AND
SPECIAL INITIATIVES

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NIQ Ref. No.: IITG/IISI/23-24/RFP/02

• To

• Date : 22.02.2024

All interested vendors

SUBJECT: NOTICE INVITING FOR REQUEST FOR PROPOSAL FROM SERVICE PROVIDERS FOR CONDUCT OF
COMPUTER BASED EXAMS

Dear Sir/ Madam,

The Director, Indian Institute of Technology Guwahati, invites Request for Proposal from service providers for conduct of Computer Based Exams

Please note -

- (i) Tender document is inclusive in nature and contains all the necessary information.
- (ii) The Tender document is available in Central Public Procurement Portal as well as our website given below.
https://www.iitg.ac.in/iitg_tenders_all
- (iii) Bids must be submitted through CPP Portal only
- (iv) The bid documents are not transferable and the seal and signature of the authorized official of firms must appear on all the papers and envelopes submitted.

(This is a retender of our previously cancelled RFP bearing NIQ ref No.: IITG/IISI/23-24/RFP/01 dtd 02.02.2024 and tender ID 2024_IITG_793525_1)

Thanking you.

Yours Sincerely,

सहायक प्रमुख, औद्योगिक सहभागिता एवं विशेष पहल
Assistant Registrar, Industrial Interactions & Special Initiatives
भारतीय प्रौद्योगिकी संस्थान गुवाहाटी
Indian Institute of Technology Guwahati
गुवाहाटी, असम 781039
Guwahati, Assam 781039

Tender Document

For Conduct of Computer Based Exams

1. Fact Sheet

S. No	Particulars	Details
1	Tender date	22-02-2024
2	Availability of RFP	Central Procurement Portal
3	Selection Method	Tender will be awarded to the Bidder with the highest score based on the quality and cost based selection (QCBS) Evaluation Method
4	RFP issued by	IIT Guwahati, Assam
5	Earnest Money Deposit (EMD)	Earnest Money Deposit of Rs. 50,000 only. Demand Draft/ Bank guarantee in favor of Registrar, IIT Guwahati payable at Guwahati or to be paid via NEFT/ RTGS to IIT Guwahati's account. Please send the demand draft to the following address, "The Registrar, IIT Guwahati (Office of II&SI), Assam 781039". The bids processing will start on 01.03.2024. The EMD should reach IIT Guwahati latest by 07.03.2024. The bids without EMD submission will not be considered at any stage of bids processing after 07.03.2024. Exemption is applicable to eligible vendors of Micro, small and medium enterprises (MSME). The respective Gol rules shall be applicable.
6	Performance Bank Guarantee (PBG)	Bank Guarantee as per the details given in the RFP (Format in Annexure H)
7	Tender document fee	A fee of Rs 2,000 in the form of demand draft in favor of Registrar IIT Guwahati. Please send the demand draft to the following address, "The Registrar, IIT Guwahati (Office of II&SI), Assam 781039". The bids processing will start on 01.03.2024. The Tender Fee should reach IIT Guwahati latest by 07.03.2024. The bids without Tender Fee submission will not be considered at any stage of bids processing after 07.03.2024.
8	For Correspondence and Clarification through mail	ppromotest@gmail.com
9	Last date of bid submission	Proposals must be submitted no later than 29.02.2024 before 4.30 pm.
10	Opening of Technical bid	01. 03. 2024, 4.30 pm.
11	Opening of Financial bid	To be communicated later.
12	Bid validity days	60 days after closing date of bid submission.

2. Request for Proposal

Tenders are invited from eligible, reputed and qualified IT Firms with sound technical and financial capabilities for conducting computer-based tests as detailed out in the Scope of Work of this Request for Proposals (RFP) Document. This invitation to bid is open to all Bidders meeting the pre-qualification criteria as mentioned in this RFP Document for selection of "Service Provider". Proposals must be received not later than the time, date at the venue mentioned in the Fact Sheet. Proposals received after the deadline will not be considered in this procurement process.

Interested bidders are advised to study the RFP document carefully. Submission of response shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

2.1 General Information

The tender is a "Two Bid" document. The technical bid should contain all the relevant information and desired enclosures in the prescribed format along with Earnest Money Deposit (EMD). The financial bid should contain only commercials. In case, any bidder encloses the financial bid within the technical bid, the same shall be rejected summarily.

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

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

The bidder should enclose bid security (EMD) of IIT Guwahati in form of Demand Draft drawn in a favor of Registrar, IIT Guwahati. The tenders without EMD shall be summarily rejected. No exemption for EMD will be entertained. The successful bidder shall be required to deposit performance security in form of bank guarantee valid for one year, equal to five percent (5%) of exam value within 15 days from the date of signing of the agreement. The EMD of the unsuccessful bidders shall be returned without interest after award of work to the successful bidder. The EMD of the successful bidder shall be returned only after the signing of the contract along with performance security deposit.

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

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

Even though bidder may satisfy the qualifying criteria, they are liable for disqualification if they have a record of poor performance or not able to understand the scope of work etc. Prospective bidders may seek clarification regarding the project and/ or the requirements for prequalification, in writing through mail within a reasonable time.

The tender document has to be submitted along with a fee of Rs 2,000 in the form of demand draft in favor of Registrar IIT Guwahati. There is no exemption from payment of tender document fees and tenders without requisite fees shall not be accepted. The technical and financial documents should be submitted separately. The technical bid shall be opened within a day after the deadline of submission.

The bidders shall be responsible for all the costs incurred in connection with their participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by the procuring entity to facilitate the evaluation process, and in negotiating a definitive Service Agreement and all such activities related to the bid process. This RFP does not commit procuring entity to award a contract or to engage in negotiations with the bidder concerned. Further, no reimbursable cost may be incurred in anticipation of an award of the contract for implementation of the project.

This RFP is not an offer and is issued with no commercial obligation on the part of the Institute/ Procuring entity. Institute/ Procuring entity reserves the right to withdraw the RFP and change any part thereof at any stage. Institute/ Procuring entity also reserves the right to disqualify any bidder, should it be felt necessary at any stage.

No proposal may be withdrawn in the interval between the deadline for submission of the proposal and the expiry of the validity period as specified in this RFP.

Institute/Procuring Entity reserves the right to accept any bid and/or annul the Bidding process and reject bids at any time prior to the final award of Contract, without incurring any liability to the bidders concerned and without any obligation to inform the bidders concerned regarding the reasons of said action of Institute/Procuring Entity.

Institute/Procuring Entity reserves the right to negotiate the terms and conditions of the commercial bid with the selected bidder seeking a revision in the bid thus submitted.

All disputes arising shall be subject to the jurisdiction of appropriate court of Guwahati alone and shall be governed by the law of India. IIT Guwahati reserves right to award the work/cancel the award without assigning any reason. In case of differences, regarding right to award the work, if any, the decision of IIT Guwahati shall be final.

The payment shall be in Indian Rupees and shall be paid only after successful completion of work. The successful bidder has to sign an agreement on non-judicial stamp paper.

Bidders are neither allowed to join hands to participate in the tender nor allowed to submit multiple bids.

Any such act will make the bid liable for rejection.

Any disputes arising out of this tender will be subject to the courts in Guwahati only

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

In such cases, IIT Guwahati has the right to reject the bid.

The technical bid shall consist of -

- Technical information as desired in prescribed format.
- The financial information as per Annexure -I
- The details of experience of similar works as per Annexure - II
- Organizational Structure and information as per Annexure III
- Technical and Administrative manpower available for this work as per Annexure IV
- Physical Infrastructure such as availability of Exam Centers, technology, hardware, software etc. as desired and scope of work under Section 3.
- EMD and tender fee

2.2 Project Background

IIT Guwahati intends to conduct computer based examination of a total number of around 15500 candidates. Out of these, 9000 candidates will appear in *Shift 1*, and 6500 candidates will appear in *Shift 2*. The system shall mainly comprise of the following activities:

- Preparation of centres for Computer based test.
- Arrange for vetting of centres by the IITG officials.
- Fixing of exam dates with mutual agreement
- Conduct of mock tests regarding Computer based test
- Non-Aadhaar based biometric (thumb impression) and digital photo registration and verification of candidates during examination (one time for a session and comparison of both for confirmation).
- Providing the recorded biometric and digital photo data of the candidates and verification at later stages of admission process.
- Conduct of Computer Based Examination
- Submission of centre wise detail report after the examination
- Release of provisional answer keys/candidates response sheet immediately after the examination
- Display of final answer key and preparing final result based on final answer key
- Compilation of response data in the desired format for result generation
- Customized report generation

2.3. About IIT Guwahati

Indian Institute of Technology Guwahati, the sixth member of the IIT fraternity, was established in 1994. The academic programme of IIT Guwahati commenced in 1995. At present the Institute has eleven departments and five inter-disciplinary academic centres covering all the major engineering, science and humanities disciplines.

Within a short period of time, IIT Guwahati has been able to build up world class infrastructure for carrying out advanced research and has been equipped with state-of-the-art scientific and engineering instruments. Besides its laurels in teaching and research, IIT Guwahati has been able to fulfil the aspirations of people of the North East region to a great extent since its inception in 1994.

IIT Guwahati is the only academic institution in India that occupied a place among the top 100 world universities – under 50 years of age – ranked by the London-based Times Higher Education (THE) in the year 2014 and continues to maintain its superior position even today in various International Rankings. IIT Guwahati gained rank 32 globally in the 'Research Citations per Faculty' category and overall 364 rank in the QS World University Rankings 2024 released recently. IIT Guwahati has retained the 7th position among the best engineering institutions of the country in the 'India Rankings 2023' declared by the National Institutional Ranking Framework (NIRF) of the Union Ministry of Education. IIT Guwahati has been also ranked 2nd in the 'Swachhata Ranking' conducted by the Govt. of India. IIT Guwahati has been ranked as the top-ranked University in 2019 for IT developers by Hacker Rank in the Asia-Pacific region. Also, IIT Guwahati ranks 6th globally in Sustainable Development Goal 7 (Affordable and clean energy) of the Times Higher Education Impact Rankings 2023.

3. Scope of Work

Below are the details of the examinations to be conducted.

S. No	Work	No of Days	No of Shifts	Tentative Candidate count	Locations to be covered	Tentative month of exam
1	Computer Based Tests (CBT)	1	2	9000* (Shift 1) 6500* (Shift 2)	27 cities (all over India) please refer Table I	March 2024

* tentative count; it may vary

Table I. List of Cities for the examination to be conducted

S. No.	Name of City	S. No.	Name of City
1	Ahmedabad	15	Kolkata
2	Ambala	16	Lucknow
3	Bangalore	17	Meerut
4	Bhopal	18	Mumbai
5	Bhubaneshwar	19	New Delhi
6	Chandigarh	20	Patna
7	Chennai	21	Port Blair
8	Dehradun	22	Raipur
9	Dimapur	23	Ranchi
10	Gangtok	24	Shillong
11	Guwahati	25	Shimla
12	Hyderabad	26	Thiruvananthapuram
13	Jaipur	27	Vijayawada
14	Jammu	--	--

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

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

IIT Guwahati will provide necessary registration details of the candidates to the bidder. The bidder then needs to carry out the examination as per the following scope of work.

3.1. Pre-Examination Phase

- The Bidder is expected to draw the examination plan and design the examination processes as follows:

- o Complete Security management processes
 - Physical Security
 - Information Security
 - Server Security
 - Network Security
- o Candidate handling process
 - Mapping of candidates details with Exam Centers
 - Validation and verification of identity
 - Frisking of candidates using handheld metal detectors (HHMD)
 - Attendance and biometric (photograph and thumb impression) handling
 - Machine/seat allocation and handling of security parameters
- Any other processes related to the conduct of examination including vetting activities, preparation of pre-examination mock test and practice modules for potential candidates to be hosted 24/7 on operational servers for the conduct of practice sessions from a fortnight after the selection of the bidder.
- The selected 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 selected bidder shall ensure that the software used for examination is updated to work on the computer systems with latest configuration of the processor and memory technology (for example core i7 processors and LCD screen preferably of 768 X 1366 resolution).
- The selected bidder shall provide specifications for Hardware and Software required at all stages of the examination.
 - Exam Centers
 - 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 connectivity for the servers shall be installed by the Bidder on lease/rent basis in the exam centers, whose cost would be covered under the commercial bid.
- The service provider shall alone be fully responsible for safety and security and insurance or life insurance of their personnel who is working on the operation and maintenance works.
- The selected bidder, as per the requirements and directives from IIT Guwahati, shall setup systems at the required Exam Centers ensuring that at least 10% overall is available as backup per session.
- The directives of the central and state governments regarding Standard Operating Procedure (SOP) during pandemic-like situations must be complied with. Further, if any center falls within the containment zone, then the service provider should immediately arrange an alternate test center to accommodate the candidates. The service provider is responsible for communicating this change to the candidates well in advance, providing clear and timely information regarding the relocation of the test center.
- The bidder shall provide secured content authoring platform for creation of question paper(s) in a secured environment.
- 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 centers.
- The Bidder shall identify required Exam Centers across India in 27 cities (Table I) ensuring that 10% of the systems are available as backup per shift i.e., **if 100** systems are going to be

used, the center shall have 110 systems available per shift. Bidder's having owned infrastructure will be given preference.

- The Bidder shall ensure that all Exam Centers have the prescribed Hardware, Software, Internet, and LAN connectivity for conducting Examination.
- The Bidder shall ensure that UPS facilities or Generator facility are available at each Exam Centre for un-interrupted power.
- The Bidder shall carry periodic audit at Exam Centers for
 - Hardware, Operating System, Processor Speed, RAM, Network and Internet Connectivity, Keyboards etc.
 - Software - Screen resolution, bandwidth for internet and LAN connectivity, Browser.
 - Working condition of UPS or Generator.
- The Bidder shall ensure suitable drinking water and separate toilet facilities for both male and female candidates at each examination center.
- The Bidder shall provide a facility to candidates for static mock link for mock test within a fortnight of signing the contract. The same facility should also be available online to be run through web server. The mock test should be a replica of the examination software.
- The Bidder shall host and manage the examination process through intranet based solution at Exam Centers.
- The selected bidder shall securely install and implement Question Papers authoring software with facility to create questions in English and Hindi as deemed necessary for the examination.
- 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 centers. Separate frisking facilities for female candidates. Only female staff will frisk the female candidates. Frisking must be done by handheld metal detectors (HHMD).
- The selected bidder shall ensure complete biometric registration process of the candidates (digital photo, fingerprint etc.) and allow candidates to appear for exam at Exam Centre through randomly allotted seat/machine. The biometrics taken at this stage shall be used later for authentication purposes during interview or joining of selected/shortlisted candidates.
- Individual password shall be given to each candidate by the Bidder at the examination center after the biometric registration process.
- The Bidder shall ensure that the Signature of the candidate is taken in the attendance sheet and Verification of the signature in attendance sheet is done vis-a-vis the signature in the admit card
- The Bidder shall arrange/provide adequate displays and provide required instructions/ information to the candidates appearing for exam at Exam Centers.
- All pre-examination phase processes shall be carried out by the Bidder in consultation with IIT Guwahati.

Test Centers: The service provider will help IITG in identifying the test centers in each of the cities (Table I) where examinations will be held. Each of the identified centers will be vetted and certified by authorized IIT personnel and the service provider. One test location may have one or more test centers. The offices of service providers must not be considered for test centers. Internal training facilities or other infrastructures specially for conducting computer based examinations may be used. If any pandemic situation persists, necessary arrangements as stipulated by central and state governments are to be adhered to in an appropriate manner in congruence with IITG.

3.2. 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 center)
- iii. Invigilators - 1 per 30 nodes (minimum of 2 in a room) (with a minimum educational qualification of graduation)
- iv. Support Staff - Minimum 1 per 100 candidates (Suitability need to be justified with centers) and locations.
- v. Security Guards - Minimum 1 per 50 candidates (Suitability need to be justified with centers)
- vi. Unskilled support staff - Minimum 2 per 100 candidates

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

The bidder has to provide frisking of candidates using hand held metal detectors (HHMD) etc. IN ALL CENTERS. Necessary arrangement (booths) and female staff members are to be arranged for frisking of female candidates.

The bidder has to ensure exclusivity of the examination hall to this exam on the day of the exam and no other examination will be conducted simultaneously in the same hall. The above staff should be increased proportionately on the basis of size of the center in terms of nodes for exam. In addition, service provider should provide a City Head for each of the cities of examination. The names of the officials mentioned above must be provided to IITG at least 2 weeks before the commencement of the examination.

- The Examination shall be computer based with the questions in English/Hindi being provided onscreen on a random basis with multiple choice answers, without any manual intervention.
- Sufficient time of 15-20 minutes shall be allotted before the exam for providing orientation to the candidates on the structure of the exam, time limits and guidelines for answering the question papers.
- Computer based exam software should support standard features such as shuffling of questions and multiple choice of answers, automatic calculation of test score, negative marking, time left, flag questions for review, navigation to unanswered questions and prompt for submission.
- Computer based exam software should support standard features such as display of details of candidates, detailed instructions upon login, start and closure of the examination at the scheduled times, virtual numeric scientific keypad, virtual scientific calculator, time left, flagging questions for review, marking/unmarking of questions, display of status of questions with different colors and symbols, switching between sections, switching between the languages, provision for change of font size, navigation to unanswered questions and prompt for submission.

Minimum Candidate System Pre-requisites

Screen Resolution	Preferably 768 X 1366
Operating System	Microsoft Windows or Comparable operating System, windows 8 or better with appropriate Service Pack

Browser	Internet Explorer 11.0 or above as supported by above Operating Systems
Browser settings	Java Script enabled Pop-up blocker disabled Under 'Settings' of 'Temporary Internet Files', set 'Check for newer versions of stored pages' to 'Every visit to the page' Proxy disabled (Direct Internet) USB disabled; Keyboard disabled during exam after login
RAM	2 GB or more
UPS and power generator	UPS: 0.25 KVA per client node DG GENSET: suitable capacity depending upon number of nodes

Minimum Exam Centre Server Prerequisites

Processor	CPU Speed: 1.5 GHz or above.
RAM	4GB or higher
Screen resolution	1024 X 768
Operating system	Compatible for candidates' systems as clients, must meet the performance criteria
Performance Criteria	Must support at least 250 clients without any perceivable degradation in performance. All mouse/key clicks are to be recorded for each client with time stamp for audit purposes. Response time for question/page loading must be less than 1 seconds. All responses to be acted upon in real time.

Required number of servers for a center must be provided by the Bidder for assured performance. Additional equivalent and suitable servers for backup 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 Centers.
- While exam will be conducted on local LAN, data of test progress should be transferred to central server every 5 minutes for monitoring purposes. Bidder should provide reports to IIT Guwahati 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 stationery such as blank paper sheets (a booklet of 40 numbers of single sided pages (back to back – 20 nos.) of A5 size) to the candidates as per requirement.
- 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.
- CCTV camera should record Exam Center activities from 30 minute before to 30 minutes after the examination. The bidder will be required to handover the CCTV camera footage (records) to IIT Guwahati for all the Computer Based Exam within 10 days 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 IIT Guwahati office at Guwahati. The data should be real time data generated from

each Exam Centre during the examination.

- At the end of the exam, transfer/export of candidate response and audit trails shall be done by the Bidder on secured channel from local server to Central server of the Bidder within 4 Hour from each exam center. Other data such as soft/hard copy of all candidates' details, biometric attendance with photos of the candidates, attendance sheets, fingerprint, seating plan etc. (if any) should be sent to IIT Guwahati within 03 days of conclusion of each exam shift. CCTV footage should be handed over to IITG within 10 days.

Infrastructure:

- The selected bidder will ensure that there is no loss of response related data for any candidate, or any other data related to the examination either from the client systems or from the main and backup servers.
- The selected bidder shall complete biometric and/or iris and digital photo or any other identification process as may be stipulated for registration of the candidates before the start of examinations (digital photo and biometric fingerprint and/or iris etc.) and allowing the candidates to appear for the examination at the Centers.
- The service provider will arrange for the necessary servers to conduct the examination at each test center. One main server and one backup server will be available for every 250 candidates at a test center.
- The service provider has to ensure that the server room/enclosure is air conditioned.
- The service provider has to ensure that the UPS unit(s) in the exam center are housed in a well-ventilated environment under conducive temperature. A technical audit of the UPS unit(s), performed not more than 15 days prior to the examination day and a wellness certificate, confirming the readiness of the unit(s), must be produced one day prior to the exam day, to IITG Representative(s).
- The service provider must have the requisite MOUs/work orders with the colleges and those who will arrange for client systems necessary for the conduct of examination at each test center. There should be at least 10% reserve pool of client systems of the total number of registered candidates in a session at each test center.
- There must be adequate (2 feet) spacing between two adjacent seats. Service provider should arrange for partitions of appropriate size between adjacent seats.
- At the test center, main server, backup server and client systems would be provided with a functional UPS or generator set. Uninterrupted power should be made available for the period of each session and for 30 minutes prior to and after each session on the day of examination.
- The selected bidder will ensure that the event (click) based log (audit trail) for every candidate will be generated and saved on the servers. The audit trail for every candidate will be provided at the end of session in the format agreed upon.
- The selected bidder will ensure that the click-based activity of every candidate will be saved on servers. This means that the answer responses for each question at that click time will be saved/updated. The question clicks by candidates without a response is also recorded in the database. The final response data in a format specified by IITG should be uploaded to the server in the "Master Control Room" and should also be copied in a pen drive within 30 minutes of the completion of each session of examination. The pen drive will be handed over to the IRs.
- The selected bidder shall monitor and supervise Exam Centre activities on monitoring console to be installed by the selected bidder in IITG at least one week before the examination. The data should be real time data generated from each Exam Centre during the examination.
- The server shall have the capability to start the examination for all candidates, monitor the status of each candidate (whether logged in, examination started, idle/active, disconnected, submitted, etc.), award additional time for candidates based on the instruction of the IRs, and close the examination. The server MUST maintain an audit trail of every operation. All server-side audit trails shall be handed over to the IR at the end of the examination.

- The selected bidder must make arrangements to conduct mock tests at each center and verify with the mapping of the registered applicants at the center. The Mock test will be conducted using old or dummy question papers. The Mock tests should be performed a day before the exam day to simulate the environment of the examination day and test the center's readiness.
- The selected bidder must conduct mock tests a day before each exam day in addition to any unscheduled mocks conducted prior to this. No other examinations should be scheduled on mock day at the Center. The selected bidder also must make arrangements to upload the results of one of the mock tests conducted onto the server so that IITG can make observations of the results from the Master Control Facility.
- The selected bidder shall have a contingency plan for candidate management/shifting in case of any emergency.
- At the end of the exam, transfer/export of candidate response and audit trails shall be done immediately by the selected bidder on a secured channel from local server to Central server of the selected bidder. Other data such as attendance sheet, fingerprint and/or iris, photograph, seating plan etc. (if any) should be sent to IITG within 3 days of conclusion of the examination.
- The selected bidder shall provide software to simulate the computer based examination environment so that interested applicants can practice at home.
- The bidder must ensure presence of alternate centers in case of any eventuality (this should include transportation)

Note – Following shall be made available by IITG:

- Question paper(s) for online practice purposes to be hosted on a 24/7 operational web server.
- Question paper(s) for mock examinations to be held at specified centers on specified dates (center and dates to be decided by IITG).
- Question paper for the conduct of examination.

Note- Following shall be made available by the selected bidder

- Master Copy of Centre details
- Complete candidates' responses during the examination, audit trails, digital photographs and biometric data
- Audit trails and responses including time stamps of mock test conducted on the previous day of the examination.
- The bidder should ensure that all exam related data from the center is handed over to the IITG or its representative immediately after the conclusion of the examination as per the mentioned timelines.
- CCTV footage (records) of all centers

3.3. Post Examination Phase

- The Bidder shall calculate marks obtained by each candidate as per requirement of the IIT Guwahati.
- The candidate's responses, biometric, audit trails should be uploaded automatically from the local server to Bidder's data center in a secured manner. There should not be any traces of any data pertaining to candidate whatsoever post uploads left on the exam server.
- The Bidder should be able to hand over the raw responses/data to IIT Guwahati 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 data also need to be uploaded to a server

at the Master Control Facility of the service provider. After confirmation of proper transfer of data to the server, the IT manager of service provider in presence of Institute Representatives from IITs should demonstrate complete automatic deletion of the responses and audit trails in the hard disc of the main and backup server.

- The selected bidder should send responses of each of the candidates to IITG after the examinations. The selected bidder shall provide biometric and/or iris data of all the candidates captured during examination, in the desired format, for verification/authentication purposes during subsequent stages.
- The bidder shall upload the answer keys of all the series of question papers for candidates' responses for three days.
- The bidder should provide the recorded responses of all the candidates in an appropriate form.
- The bidder should resolve all the complaints of candidates related to the viewing of recorded responses after the examination.
- The bidder shall calculate marks obtained by each candidate as per requirement of the IIT Guwahati.
- The bidder shall ensure generation of Merit list based on the rules/validation shared by IIT Guwahati.
- The bidder shall provide documented inputs and support for handling
 - Candidates' queries
 - RTI queries
 - Court Cases

Note:

1. The bidder will have to carry/ demonstrate complete System Test Run (STR) with test data to IIT Guwahati before implementation the software. The Bidder should also be able to demonstrate click by click audit trail for any type of enquiry.
 2. The selected bidder should also be able to demonstrate Application server logs to capture all errors, warnings and exceptions that are generated in applications along with the time at which they occurred.
- **Test Data Archiving:** The bidder shall archive the examination data (excluding CCTV footage) for future references after specified time, as per requirement of IIT Guwahati. CCTV footage will be handed over to the client within 10 days once assessment is over and this need not be retained by the bidder. The remaining examination related data like answers, results, logs etc. will be retained by bidder as long as contract is valid.
 - **Customized reports:** The Bidder shall provide adequate information to IIT Guwahati as per the requirement.

4. Essential Technical Pre-requisite

4.1. Organizational Level

- 1) The bidder should be a company/ firm registered (minimum 10 years old) in India. The registered bidder should be operating in India for a minimum of 5 years with an objective of offering relevant Computer Based Examination Services that are the subject matter of this tender.
- 2) The bidder shall not be from a country sharing land border with India and if the bidder is from a country sharing land border with India the bidder should have been registered with the competent authority as per orders of DIPP OM No. F. No. 6/18/2019-PPD dated 23rd July 2020, and MoCI Order No. P- 45021/112/2020-PP (BE II) (E-43780) dated 24th August 2020.
- 3) Only 'Class-I local suppliers' and 'Class-II local suppliers', as defined under DIPP, MoCI Order No. P-45021/2/2017-PP (BE II) dated 16th September 2020 and other subsequent orders issued therein,

shall be eligible to bid in this tender. Declaration for Class-I / Class-II local suppliers should be submitted in the prescribed proforma format from statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content.

- 4) The bidder should participate as a single entity, no consortium or group companies will be allowed.
- 5) The bidder shall be single point of contact with IIT Guwahati and shall be solely responsible for the execution and delivery of the work. The Bidder will provide examination delivery software.
- 6) The average financial annual turnover of the bidder should be minimum 40 crores in each of the last three (3) consecutive financial years. The turnover should be of the bidder and not of the group companies or consortium. The turnover refers to a company and not the composite turnover of its subsidiaries/sister concerns etc. for 2020-21, 2021-22 and 2022-23.
- 7) The bidder's Average Annual Turnover during last three financial years should be Rs. 50 crores or more in India from Computer Based Examination (Attach documentary evidence such as audited Balance Sheet etc.).
- 8) The bidder should not have incurred any loss during last three years up to financial year ending 31 March 2023. The bidder should submit certified copies of their company Balance Sheet and Profit and Loss Account duly audited for the last three financial years.
- 9) The Bidder should be registered with appropriate tax authorities such as Income Tax, GST and should submit valid certificates of registration with these authorities.
- 10) The bidder must have successfully executed 5 similar projects (conduct of CBT) in all India basis, out of which at least one project should be Conduct of Computer based Examination with capability of 15,000 or more candidates appeared in single shift. The documentary evidence in form of work order/contract and performance report must be enclosed on the client's letterhead. (Bidder's past achievement in this regard shall be considered for technical evaluation)
- 11) Any experience as a consortium partner will not be considered.
- 12) The bidder/ group companies must have primary data center with DR (disaster recovery) site infrastructure for data security. Both the Data Centers should be located in India in different seismic zones. The data center must be Tier 111 and ISO certified. Data Center should be certified as per the Government of India Guidelines. The infrastructure of the bidder must be certified as per Govt. of India guidelines.
- 13) The bidder must be able to conduct computer based examination in multidisciplinary/ multiple subjects as well.
- 14) The bidder must have authorized and globally accepted certifications i.e., ISO-27001, ISO 20000, ISO 9001 and SEI CMMi Level 3 for the last 5 years. Necessary document proof should be submitted.
- 15) The Bidder should have infrastructure in the cities listed in Table I with validated nodes/computers, appropriate technology, hardware and software, dedicated connectivity, trained proctoring staff, adequate security measures and due diligence etc. Necessary document proof should be submitted.
- 16) The contract shall be on "End to End outsource basis" and the bidder should have all relevant facilities and logistics available to execute the work. Bidders having CMMI Certificate will be given preference.
- 17) The bidder must show and submit suitable emergency management plan during any crisis situations/ redundancy of servers, switches, nodes additional center locations, students' data.
- 18) The bidder should not have blacklisted by central / state government departments / undertakings as on the bid submission date.

The proof attached should be indexed and page numbers of the attached proof should be clearly mentioned in the Technical Bid format.

4.2. Assessment Platform Level

- 1) The proposed software must be in-house developed by the bidder and the bidder must own the

complete source code of the software being used for conducting the Computer based exam. Bidders having CMMI certificate in Development will be given preference.

- a) The bidder should have all the necessary components and dependency of source code of computer based examination system in place so that any change required in any of the components of the software can be undertaken by their in-house technical team. Required skills should be made available to make necessary configuration changes. The major/minor configuration changes in software requested by IIT Guwahati must be met immediately. The bidder should have at least regular 500 or more technical employees employed in-house in India for Conduct of exam, development of software, maintenance of software, networking and data security. The proof of ESI/PF registration or self-declaration shall be submitted.
 - b) Different versions of Software code should be managed appropriately in a standard version control system within the organization.
 - c) Software code should have multiple backup systems in place so that anytime source code can be recovered in case of any disaster.
 - d) The bidder should own the test cases and regression testing code to produce, to prove that they have done necessary testing of the software to scale up to conduct large scale assessments. Testing should not be limited to system features and functionality. The system used to conduct the exam must be tested for Performance, Security, Usability, High- Availability, Business Continuity, and Disaster-Recovery.
 - e) The bidder should design a highly secure system and conduct security tests to verify that there are no vulnerabilities that can make the system susceptible to attacks. Comprehensive testing of source code, software binaries and the infrastructure must be carried out. Results of such security tests should be made available for each major release of the system used to conduct the exam.
 - f) The bidder should have in-house quality assurance group and a strong quality management system to do quality check of the software.
 - g) Proper security provision for source codes shall be maintained.
- 2) The proposed software should be Govt. of India compliant CERT-IN certified for IT security.
 - 3) The bidder must use 256-bit encryption for Question paper transfer.
 - 4) The bidder should be able to support the entire solution (across INDIA) and response in a reasonable timeframe.
 - 5) The system should support question randomization with option shuffling ensuring that no two question papers are alike.
 - 6) The system should support question randomization with shuffling option ensuring that no two question papers are alike as per the instruction of IIT Guwahati.
 - 7) The final question paper would be password protected by IIT Guwahati and IIT Guwahati will never share the password.
 - 8) The bidder should provide a web application to monitor, from the control center at IIT Guwahati, the pre-examination, during examination and post examination activities for all the centers in India.
 - 9) At any time before the submission of bids, IIT Guwahati may amend the tender by issuing an addendum in writing or by standard electronic means. If the amendment is substantial, Bidder(s) shall be given reasonable time to make amendment or to submit revised bid and the deadline for submission of bids will be extended if required by IIT Guwahati. IIT Guwahati has right to cancel or modify the tender without assigning any reason and at any time.
 - 10) Even though bidders may satisfy the above requirements, they may be disqualified if they have:
 - a) Made misleading or false representation or facts or deliberately suppressed the information to be provided in the forms, statements and enclosures of this document.
 - b) If confidential inquiry reveals facts contrary to the information provided by the bidder.

- c) If confidential inquiry reveals unsatisfactory performance in any of the selection criteria.

4.3. TECHNICAL DETAIL WITH OPERATIONAL CAPABILITY:

- 1) All annexures as required have been furnished?
- 2) Whether vendor can conduct following types of exams?
 - i. Computer based testing
 - ii. Offline (paper/pen) testing
- 3) Say Yes/No to each of the types supported. If under development and not available immediately, mention expected timeline of availability.
 - i. Multiple choice questions
 - ii. Multiple select questions
 - iii. Option for negative marking
 - iv. Fill in the blanks –
 - v. Numerical type - exact value or a range of values
 - vi. Alphanumeric type - exact value or a set of values
- 4) Rough pads (blank paper booklet) consisting of 40 A5 size sheets given to candidates are of 75 g/m² or better?
- 5) Does the technical proposal have the following? Say Yes/No for each of the following.
 - 5.1 Question Paper Authoring Software
 - i. Whether supports Numerical Answer Type questions for which the answer may be either a signed integer or a real number up to 10 digits?
 - ii. The same software version used for Question paper authoring will be used during examination.
 - iii. Whether the software allows for creating multiple versions of a question paper by jumbling the questions and the choices for each question?
 - 5.2 Whether the software allows for encryption and password protection of the question papers following appropriate standards?
 - 5.3 Whether bidder has provided the certificate of confidentiality with regards to content of all the question papers.
 - 5.4 Whether bidder has ensured strict confidentiality by its staff with regard to the content of all the question papers.
 - 5.5 Whether bidder can set up a model test facility for testing with dummy question papers?
 - 5.6 Do you have a foolproof method to encrypt the bundle of question papers?
 - 5.7 Whether a scientific virtual calculator is available and built into the software?
 - 5.8 Whether the copyright for the source code of the virtual calculator rests with the bidder/w hether the calculator is in-house product?
 - 5.9 Software to conduct as well as to centrally monitor the status during the exam across all centres.
 - 5.10 Software for post examination operations that includes:
 - i.a consolidated mark sheet of all candidates
 - ii. detailed response sheet for every candidate the audit logs of every candidate analytics and basic statistics on the responses obtained
- 6) Please mention if the following have been included in the proposal.
 - 6.1 The number of nodes per city (listed in Table I) for conduct of exam.
 - 6.2 Whether minimum hardware / operating software requirements for the candidate system have been met?
 - 6.3 Whether minimum hardware / software requirements for the Examination Centre servers, namely main and back-up server, have been met?
 - 6.4 The availability of adequate number of technical personnel for each centre.
 - 6.5 Qualified personnel, who are currently studying in college should not be considered for invigilation.
 - 6.6 Input on the process followed by the vendor for qualifying an exam center.

- 7) Test center and Exam processes
- 7.1 Whether bidder will provide one TA (support staff) for every 100 candidates and minimum two TAs (support staff) in a test center?
 - 7.2 Whether bidder will provide 1 adequately trained Network Maintenance Engineer at each Center - per 250 candidates?
 - 7.3 Whether bidder has provided training to the Invigilators (Every test center will have one invigilator for every 30 candidates and a minimum of 2 Invigilators. For every hundred candidates there will be 1 additional Invigilator and a maximum of 3 roving Invigilators.)
 - 7.4 Whether a senior faculty member / senior staff member of the ITF/ regular staff of the selected bidder will be a Venue Head (VH)?
 - 7.5 Whether two technical staff members are provided by the college / ITF?
 - 7.6 Whether a reserve node pool of least 10% of total number of registered candidates is available?
 - 7.7 Adequate spacing (of at least 2 ft.) between two adjacent seats should be provided.
 - 7.8 Whether exam software with ability to magnify/zoom content on the screen is available?
 - 7.9 Whether arrangements for PwD candidates can be made?
 - 7.10 Whether scribe (with maximum qualification of Class XI from Science stream with Maths as one of the subject and having computer Literacy) for PwD candidates who would request for such services, will be arranged?
 - 7.11 Whether a separate examination room for PwD candidates with Scribe is available.
 - 7.12 Lighting, ventilation & comfortable temperature must be ensured within the exam hall.
 - 7.13 Whether the necessary security of the test center will be ensured: minimum one security guard per 100 candidates?
 - 7.14 Whether a functional local area network, uninterrupted power supply (UPS unit) and a power backup generator will be available at each test center?
 - 7.15 Whether systems and network equipment at each are provided with a functional UPS.
 - 7.16 Whether an uninterrupted power can be made available for the period of each paper and for 30 minutes prior to and after each paper on the day of examination?
 - 7.17 Whether clean and well maintained toilets, refreshment centre within the premises, a waiting room for accompanying people, adequate parking facility within the premises are available?
 - 7.18 Whether arrangements will be made for mock tests at the centre – one day prior to the date of examination?
 - 7.19 No other examination should be conducted on the Mock test day and after the mock test and before the scheduled examination.
 - 7.20 IITG will have the final say in re-allocation of candidates if the arrangement is found to be unsuitable during the mock test.
 - 7.21 Whether the online examination software by the bidder supports the following two modes of loading the Question Packs.
 - i. Locally at the server via a CD / Pen drive collected from Institute Representatives (IRs)
 - ii. Over the network from Master Control Room?
 - 7.22 Whether authoring software allows encrypted and password protected content to be generated which can be loaded on to a CD / a pen drive?
 - 7.23 Whether the confidentiality and protection of the
 - 7.24 QP content both at the Maser Control Room and during transfer over a network will be maintained?
- 8) Candidate requirements during the exam:
- 8.1 Ensure required instruction / information to the candidates appearing for exam at test centers and Display of instructions to candidates upon login.
 - 8.2 Ensure announcement of instructions to the candidates, candidate identity verification, and attendance recording for all candidates.
 - 8.3 Seeking concurrence of the candidate having read the instructions before start of examination.
 - 8.4 Ensuring start and closure of the examination at scheduled time (candidates must not be

- able to start their examination even if they login before the scheduled time).
- 8.5 Display of remaining time available and clock showing the standard time.
 - 8.6 Display of candidate details on the screen (including a photograph if available) during the examination.
 - 8.7 Viewing the complete question paper or a section in case of sectional papers.
 - 8.8 Marking/unmarking a question (answered or unanswered) for review.
 - 8.9 Display status of questions.
 - 8.10 Switching between sections in the question paper (if applicable).
 - 8.11 Provision of Data tables and its display.
 - 8.12 Provision of virtual scientific calculator.
 - 8.13 Candidates should not be able to exit at any time before the actual end of the examination.
 - 8.14 Provision of a software to simulate the online examination environment so that interested applicants can practice at home by using old question papers loaded on the website.
- 9) Zero Loss of Data as entered by the candidate.
 - 10) Generation of event and mouse-click based log (audit trails).
 - 11) Saving of response: After the examination, ensuring data upload to a server at the Master Control Facility and external hard disk/USB pen-drive storage.
 - 12) Security in terms of network / sensitized systems: Computers administering the examinations should not be able to connect or access any other machine or network other than the one on which the examination is being conducted.
 - 13) Capability of server to monitor the examination:
The server should have the capability to start, control, and monitor the examination for all candidates.
 - 14) Ensuring one or more Master Control Facilities accessible for monitoring by IITG. Bidder must ensure Master control facility with at least 2 technical personnel.
 - 15) Ensuring post examination operations as described in Section 3.3
 - 16) Preparation of the Standard operational protocols and availability of standard process manuals.

5. Evaluation of the Bids

Evaluation of bids will be carried as Quality and Cost Based Selection (QCBS)

5.1 Technical Bid evaluation

Technical Bid evaluation will be done in two stages:

Stage I:

In the 1st stage, each point given in the Technical Bid (**Annexure-A & Annexure-B**) will be evaluated. Bidders who have complied all the conditions stipulated in the **Annexure – A & Annexure-B** alone will be qualified for stage –II evaluation.

Stage-II:

In the 2nd stage, the Technical Specifications offered by the bidders will be evaluated by the Committee for the parameters mentioned in the **Table – II & III** and terms and conditions of this tender and marks will be given as per the parameters mentioned in the table **Table-II & III**. Only those bidders who have fully complied with Bidder Eligibility Criteria, Technical Specification and Table II & III will be considered for Opening of Financial Bid.

Table-II

Sr. No.	Criteria	Score
1.1	Overall regular staff strength (Project Management/ Development/ Quality Assurance/Implementation/ Operations)	10
	>500 - 1000	2
	>1000 - 1500	5
	>1500	10
1.2	Bidder's Certification for the last 5 years	20
1.2.1	CMMi (Capability Maturity Model integration) level Development	10
	CMMi level 3 Development	2
	CMMi level 4 Development	5
	CMMi level 5 Development	10
	CMMi level Service	10
1.2.2	CMMi level 3 Service	2
	CMMi level 4 Service	5
	CMMi level 5 Service	10
1.3	Bidder's Financial Capability	15
1.3.1	Average annual turnover from examination service for the period 2020-21, 2021-22, 2022-23	
	More than 50 CR and Less than 75 Crore INR	5
	More than 75 CR and Less than 100 Crore INR	10
	More than 100 Crore INR	15
1.4	Bidder's experience in CBT	20
1.4.1	Maximum no of candidates appeared in computer-based examination in single shift completed in India in last three financial years (as on date of bid submission)	10
	5,000 - 50,000 Candidates	5
	> 50,000 Candidates	10

1.4.2	No of Assignments/shifts in computer-based examination (with more than 10000 candidates) completed in India in the last five year (as on date of bid submission)	10
	1 - 10 assignments	2
	11 - 20 assignments	5
	> 20 assignments	10
1.5	Bidder's infrastructure capability	25
1.5.1	Owned Node (available 24X7 with minimum 250 nodes in each center) Capability across India (Proof to be submitted)	10
	<=10000	2
	10001 to 50000	5
	> 50000	10
1.5.2	Primary Data Center with Secondary DC site to be managed by the bidder for data Security	15
	Tier III DC infrastructure with Secondary DC outsourced by the bidder/ group of companies	5
	Tier III DC infrastructure with Secondary DC owned by the bidder/ group of companies	10
	Tier III DC infrastructure with Secondary DC owned by the bidder/ group of companies with Cert-in Certified infrastructure	15

Any tender documents without these shall be invalid and rejected.

Table III

2	Software/ Solution Approach and Methodology	10
2.1	<p>The vendor will be required to give a demonstration for their client and server software for online examination using the previous year paper. They will also be required to make a presentation on their capabilities to conduct the online examination as per the conditions specified in this document. Presentation/demonstration (online/offline) will be maximum for 30 minutes and must be confined to the following areas.</p> <p>(i) Company information (ii) Technical capability including disaster recovery plan/readiness. (iii) Planning for execution of the exam</p> <p>Presentation & Demonstration: The marks for Approach and Methodology will be given by the Committee based on the presentation made by the bidder on the same</p>	10

Total Technical Score (T_s) (Table II and Table III): 100

The stage II will be evaluated for 100 marks as per the Scoring Model provided above. The firms with less than 80 marks in the technical evaluation stage II will be rejected. The technical bid of bidders who have scored 80 marks and more alone will be qualified for opening of financial bid.

80% weightage will be awarded for Technical Evaluation (technical documents and presentation cum demonstration) and 20% weightage will be awarded for Financial Evaluation.

5.2 Financial Bid evaluation

The Financial Bid of those Bidders who have been found to be technically eligible will be opened. The Financial bids of ineligible bidders will not be opened. Financial Bid with the lowest quoted amount (L1) will be assigned a financial score of 100 and other bids will be assigned scores that are inversely proportional to their quoted amount.

A standard BOQ format has been provided in Annexure-C with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. Bidders are required to download the BOQ file, open it and complete the detail with their respective financial quotes and other details (such as name of the bidder). If the BOQ file is found to be modified by the bidder, the bid will be rejected.

The commercial scores would be normalized on a scale of 100, with lowest score being normalized to 100 and the rest being awarded on a pro-rata basis. Such normalized scores would be considered for the purpose of QCBS based evaluation, explained in section below.

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

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

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

F_n = Normalized commercial score for the Bidder under consideration
 F_{min} = Minimum absolute financial quote
 F_b = Absolute financial quote for the Bidder under consideration

$$\text{Composite Score (S)} = T_s * 0.80 + F_n * 0.20$$

T_s = Technical score

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

6. Important Instructions

1. The Bidder should follow defined Software Change Management processes to manage changes in the software. Such a process would include Change Request Management, Impact Analysis, Change Approval, Change Implementation, Version Control, Version labelling, Testing, OA Certification and Deployment into production.
2. The Bidder must employ multiple backup systems including offline backups to securely maintain the software and its corresponding source code.
3. The Bidder should have an in-house quality assurance and product testing team with robust quality management processes that are followed to test and certify the system used to conduct the exam. The bidder should maintain documented test cases and maintain evidence of successful test execution covering all test cases. Rigorous testing must be done for major as well as minor and patch releases.
4. Testing should not be limited to system features and functionality. The system used to conduct the exam must be tested for Performance, Security, Usability, High-Availability, Business Continuity, and Disaster-Recovery.
5. The Bidder should design a high-performance system and conduct performance tests to verify successful achievement of high concurrency, fast response time, and long-stress duration required of the system used to conduct the exam. Results of such performance tests should be made available for each major release of the system used to conduct the exam.
6. The Bidder should design a highly secure system and conduct security tests to verify that there are no vulnerabilities that can make the system susceptible to attacks. Comprehensive testing of source code, software binaries, and the infrastructure must be carried out. Results of such security tests should be made available for each major release of the system used to conduct the exam.
7. Suitable emergency management plans towards any crisis situations/redundancy of servers, nodes additional center locations, students' data etc. should be maintained by the Bidder.
8. The Bidder should be able to support the entire solution (across INDIA) on a 24 x 7 basis with a maximum response *time* of 3 hours.
9. At any time before the submission of bids, IIT Guwahati may amend the tender by issuing an addendum in writing or by standard electronic means. The addendum shall be sent to all bidders and will be binding on them. Bidders shall acknowledge receipt of all amendments.
10. If the amendment is substantial, Bidder(s) shall be given reasonable time to make amendment or to submit revised bid and the deadline for submission of bids will be extended by IIT Guwahati.
11. Enquiry during the course of evaluation not allowed: No enquiry shall be made by the bidder(s) during the course of evaluation of the tender till final decision is conveyed to the successful bidder(s). However, the Purchase Committee or its authorized representative (IIT Guwahati) can make any enquiry/seek clarification from the bidders. In such a situation, the agency shall extend full co-operation. The bidders may also be asked to arrange demonstration, in a short period notice, as such the bidders have to be ready for the same.

7. Appointment of Successful Bidder

7.1. Award Criteria

IIT Guwahati will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bid as per the process outlined above. The selected bidder shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other Agency/Contractor without the prior written consent of this Institute.

7.2. Right to Accept Any Proposal and To Reject Any or All Proposal(s)

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

7.3. Notification of Award

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

The notification of award will constitute the formation of the contract. Upon the successful bidders furnishing of Performance Bank Guarantee, IIT Guwahati will notify each unsuccessful bidder and return their EMD. The EMD of successful bidder shall be returned only after furnishing of Performance Bank Guarantee and signing of Contract.

7.4. Performance Guarantee

IIT Guwahati will require the selected bidder to provide an irrevocable, unconditional Performance Bank Guarantee within 15 days from signing the Agreement on mutual terms and condition, for a value equivalent to 5% of the exam value. The Performance Guarantee should be valid for a period of 12 months. The Performance Guarantee shall be kept valid till completion of the project and warranty period. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, IIT Guwahati at its discretion may cancel the order placed on the selected bidder without giving any notice. IIT Guwahati shall invoke the performance guarantee in case the selected vendor fails to discharge their contractual obligations during the period or IIT Guwahati incurs any loss due to Vendors negligence in carrying out the project implementation as per the agreed terms & conditions.

7.5. Signing of Contract and Period of Agreement

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

- i. The agreement shall be valid for the duration of one year from the date of issue of first work order.
- ii. Agreement may be signed with the institute on a non-judicial stamp paper of appropriate value.

The award of contract shall be initially for a period of one year and may be extended up to three years, on a year-to-year renewal basis on satisfactory performance on same terms and conditions. It may also be noted that the performance will be evaluated by IIT Guwahati for the issue of the work order.

7.6. Penalty

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

7.7. Time Frame

The successful bidder would be required to make the system up and operational within a period of 15 Days from the date of signing of Contract.

7.8. Information security and data privacy

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

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

7.9. Processing Norms

IIT Guwahati and the bidder acknowledge and agree that the provision of Services under this Agreement may require the bidder to interact with the IIT Guwahati and suppliers of IIT Guwahati relating to the Services as special agent for and on behalf of the IIT Guwahati and/or to process transactions, in accordance with the general or special guidelines, norms and instructions - ".Processing Norms") provided and / or validated and / or accepted by IIT Guwahati and agreed by the Parties. Candidate data including but not limited to Personal Data, images of the candidate shall belong to the IIT Guwahati, with the bidder being a data processor for the IIT Guwahati. The bidder shall be entitled to rely on and act in accordance with any such Processing Norms agreed by the parties and the bidder shall incur no liability for claims, loss or damages arising as a result of the bidder's compliance with the Processing Norms. IIT Guwahati agrees to indemnify, defend and hold the bidder and its affiliates, their officers and employees involved in the Services, harmless from any and all claims, actions or proceedings and damages, liabilities, costs and expenses, including but not limited to reasonable attorney's fees and expenses, incurred or suffered by the

bidder arising out of or resulting from the bidder' compliance with Processing Norms.

It is agreed between the parties that the IIT Guwahati shall represent and front end any investigation, enquiry or any similar actions by any agency, regulator or authority being owner of such outsourced activity and the bidder will provide whatever reasonable support that may be necessary for the purpose of facilitating any such requirement of the regulator or investigation agencies. IIT Guwahati shall indemnify and keep the bidder indemnified for any loss, damages, claims, penalties, cost and expenses including but not limited to reasonable attorney's fees, in the event the bidder is exposed to any such investigation, enquiry or any similar proceedings.

7.10. No Advance Payment will be made for the supply

The payment to the selected Service Provider shall be made in Indian rupees and shall be paid only after the successful completion of the entire work without any delays or errors. No advance payment shall be made. Total payment will be done within 45 (forty five) days after the receipt of the final reports on completion of the project. This has to be done as per the amount quoted by the selected bidder in financial bid.

7.11. Fraudulent and Corrupt Practices

The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, IIT Guwahati 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, IIT Guwahati 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 IIT Guwahati, 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 IIT Guwahati, 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 IIT Guwahati 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 persons participation or action in the Selection Process;

_ “undesirable practice” means (i) establishing contact with any person connected with or employed or engaged by IIT Guwahati with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and

_ “restrictive practice” means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

7.12. Force Majeure

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or IIT Guwahati 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 IIT Guwahati shall not be liable for delay in performing his /her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 15 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity, confidentiality survive termination of the contract. However, IIT Guwahati shall make payment for all the services rendered by the bidder till such date of termination of contract.

7.13. Limitation of Liability

Neither party shall be liable to the other party for any special, indirect, incidental, exemplary, punitive or consequential losses or damages or loss of profit, loss of data, loss of revenue or operational losses whether in contract, tort or other theories of law, even if such party has been advised of the possibility of such damages.

The total aggregate liability of either party under this Agreement shall not exceed the exam value paid to bidder by IIT Guwahati for the Service that gives rise to such liability.

The limitation on any Party's liability herein shall not apply to (i) liability for damages, resulting from the willful misconduct and (ii) breach of the use terms in respect of bidder's application system, (iii) indemnification obligations, (iv) the bidders' gross negligence.

7.14. Representations and Warranties

By submitting a proposal, the bidder represents and warrants to the Institute that:

- i. The bidder is duly organized and validly existing under the laws of its jurisdiction.
- ii. The bidder has the full right and authority to submit this proposal and to enter into any resulting contract.
- iii. The submission of the proposal and any resulting contract does not and will not violate any law or contractual obligation to which the bidder is subject.
- iv. The information provided in the proposal is accurate and complete to the best of the bidder's knowledge.
- v. The bidder has the financial and technical capacity to undertake the requirements outlined in this RFP.
- vi. The bidder will comply with all applicable laws and regulations in the performance of any resulting contract. This representation and warranty shall survive the submission of the proposal and remain in effect until the completion of any resulting contract.

7.15. Confidential Information

Each Party (the "Receiving Party") acknowledges and agrees to maintain the confidentiality of Confidential Information (as hereafter defined) provided by the other Party (the "Disclosing Party") hereunder. The Receiving Party shall not disclose or disseminate the Disclosing Party's Confidential Information to any person other than those employees, agents, contractors, subcontractors and licensees of the Receiving Party, or its affiliates, who have a need to know it in order to assist the Receiving Party in performing its obligations, or to permit the Receiving Party to exercise its rights under this Contract. In addition, the Receiving Party (i) shall take all such steps to prevent unauthorized access to the Disclosing Party's Confidential Information, as it takes to protect its own confidential or proprietary information of a similar nature, which steps shall in no event be less than a reasonable standard of care, (ii) shall not use the Disclosing Party's Confidential Information, or authorize other persons or entities to use the Disclosing Party's Confidential Information, for any purposes other than in connection with performing its obligations or exercising its rights hereunder, and (iii) shall require all persons and entities who are provided access to the Disclosing Party's Confidential Information, to execute confidentiality or non-disclosure Contracts containing provisions substantially similar to those set forth in this Clause. The provisions of this Clause respecting Confidential Information shall not apply to the extent, but only to the extent, that such Confidential Information is: (a) already known to the Receiving Party free of any restriction at the time it is obtained from the Disclosing Party, (b) subsequently learned from an independent third party free of any restriction and without breach of this provision; (c) is or becomes publicly available through no wrongful act of the Receiving Party or any third party; (d) is independently developed by the Receiving Party without reference to or use of any Confidential Information of the Disclosing Party; or (e) is required to be disclosed pursuant to an applicable law, rule, regulation, government requirement or court order, or the rules of any stock exchange.

Upon the Disclosing Party's written request at any time, or following the completion or termination of this Contract, the Receiving Party shall promptly return to the Disclosing Party, or destroy, all Confidential Information of the Disclosing Party provided under or in connection with this Contract, including all copies, portions and summaries thereof.

7.16. Termination for Material Breach

In the event a Party materially breaches its obligations under this Agreement, the non-defaulting aggrieved Party may terminate this Agreement upon giving a one month's written notice for curing the Material Breach to the other Party. In case the Material Breach continues, after the notice period, Institute or Bidder, as the case may be will have the option to terminate the Agreement. Termination of this Agreement will be without

prejudice to any other rights and remedies that a non-defaulting may have under this Agreement or at law or in equity. Any notice served pursuant to this clause shall give reasonable details of the Material Breach.

7.17. Termination for Insolvency

The Institute may terminate the contract at any time by giving notice to the selected service provider if the selected service provider becomes bankrupt, insolvent, or if a receiver is appointed over the bidder's assets by a court, or in a similar proceeding, or in the case of the cessation of the bidder's business. In this event, termination will be without compensation to the selected service provider, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to the Institute.

7.18. Governing Law and Dispute Resolution

This Contract shall be governed by and interpreted in accordance with the laws of India. All disputes or differences whatsoever arising between the Parties, out of or in relation to the construction, meaning and operation or effect of this Contract or breach thereof, shall be settled amicably. If, however, the Parties are not able to resolve such dispute or difference amicably, the same shall be referred for Arbitration to a sole Arbitrator to be mutually agreed upon and failing such Contract to an Arbitration tribunal consisting of three arbitrators. Each Party will nominate an arbitrator and these two arbitrators by mutual Contract will appoint the third arbitrator to constitute the Arbitration tribunal. The Arbitration proceedings shall be governed by the provisions of the Arbitration and Conciliation Act 1996. The Arbitration proceedings will be carried out at Guwahati and the award made in pursuance thereof shall be binding on the Parties.

7.19. Venue Allocation

Bidder shall submit list of exam venues based on the cities listed in Table I wherein IIT Guwahati wants to schedule the examination. IIT Guwahati shall select the venues from the list of venues submitted by Bidder. Bidder shall further allocate Candidates to the venues selected by the IIT Guwahati.

ANNEXURE-A

PROFORMA FOR TECHNICAL COMPLIANCE SHEET - 1

S. No.	I. BIDDER ELIGIBILITY CRITERIA	Compliance (Yes/No)	Reference Page No.
1	The bidder shall not be from a country sharing land border with India and if the bidder is from a country sharing land border with India the bidder should have been registered with the competent authority as per orders of DIPP OM No. F. No. 6/18/2019-PPD dated 23rd July 2020, and MoCI Order No. P-45021/112/2020-PP (BE II) (E-43780) dated 24th August 2020. A declaration shall be submitted with the bid as per format given in Annexure – D .		
2	Only 'Class-I local suppliers' and 'Class-II local suppliers', as defined under DIPP, MoCI Order No. P-45021/2/2017-PP (BE II) dated 16 th September 2020 and other subsequent orders issued therein, shall be eligible to bid in this tender. Declaration for Class-I / Class-II local suppliers should be submitted in the prescribed proforma format from statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content as per Annexure – E .		
3	Neither the tender participating firm nor any of its partner has been blacklisted / debarred /involved / convicted in any criminal case / economic offence nor any criminal case / economic offence is pending against firm or any partner of the Firm before any Court of Law / Police. A self-declaration format given in Annexure – F .		
4	The bidder should be registered in India. The registered bidder should be operating for a minimum of 5 years with an objective of offering relevant Computer Based Entrance Examination Services that are the subject matter of this tender.		
5	The bidder should be a Partnership/ Proprietary / Private Limited / Limited Company. Consortium firms will not be considered. No subletting will be allowed for any of the components of the task. (Necessary document proof should be submitted).		
6	The bidder shall be single point of contact with IITG and shall be solely responsible for the execution and delivery of the work.		
7	The financial turnover of the bidder should be minimum 40 crores in each of the last 3 consecutive financial years i.e. 2020-21, 2021-22 and 2022-23. The turnover should be of the bidder and not of the group companies or consortium. The turnover refers to a company and not the composite turnover of its subsidiaries/sister concerns etc. for the last three years. (Financial statements/certificates issued by Chartered Accountant should be submitted as a proof)		
8	The bidder's Average Annual Turnover during the last three financial years i.e. 2020-21, 2021-22 and 2022-23 should be Rs 50 crores or more in India from Computer Based Examination. (Attach documentary evidence such as audited Balance Sheet etc. issued by Chartered Accountant)		
9	The bidder should not have incurred any loss during the last three years up to financial year ending 31 March 2023. The bidder should submit certified copies of their company Balance Sheet and Profit and Loss Account duly		

	audited for the last three financial years.		
10	The Bidder should be registered with appropriate tax authorities such as GST, PAN etc. and should submit valid certificates of registration with these authorities.		
11	The bidder must have successfully executed 5 similar projects (conduct of CBT) in all India basis, out of which at least one project should be Conduct of Computer based Examination with capability of at least 15,000 candidates in a single shift. The documentary evidence in form of work order/contract and performance report must be enclosed on the client's letterhead. Bidder's past achievement in this regard shall be considered for technical evaluation.		
12	Any experience as a consortium partner will not be considered.		
13	The bidder must have a primary data center with a DR (disaster recovery) site infrastructure for data Security. Both the Data Centers should be located in India in different seismic zones. The data center must be Tier III and ISO certified. Data Center should be certified as per the Government of India Guidelines. The infrastructure of the bidder must be CERT – IN certified as per Govt. of India guidelines.		
14	The bidder must be able to conduct computer-based examinations in subjects in English and Hindi. The bidder should submit the declaration as per Annexure – G .		
15	The bidder must have authorized and globally accepted software certifications i.e. ISO-27001, ISO 20000, ISO 9001 and SEI CMMi Level 3.		
16	The Bidder should have infrastructure in all the cities listed in Table I with validated nodes/computers, appropriate technology, hardware and software, dedicated connectivity, trained proctoring staff, adequate security measures and due diligence etc.		
17	The bidder must show and submit suitable emergency management plan during any crisis situations/ redundancy of servers, switches, nodes, additional centre locations, and students' data.		
18	The bidder should have experience in conducting national level examination simultaneously in a single shift in the 27 cities listed in Table I.		

Note: Necessary proof of documents to be produced for the above criteria. Each page of the bid is required to be signed digitally and bear the official seal of the Bidders.

** Reference page number is mandatory and should be mentioned in the technical compliance*

**SIGNATURE OF BIDDER ALONG
WITH SEAL OF THE COMPANY
WITH DATE**

ANNEXURE-B

PROFORMA FOR TECHNICAL COMPLIANCE SHEET-2

II. Technical Detail with operational capability			
S. No.	Item	Compliance (Yes/No)	Reference Page No.
1	All annexures as required have been furnished?		
2	Whether vendor can conduct Computer based testing exams?		
3	Say Yes/No to each of the types supported. If under development and not available immediately, mention expected timeline of availability. Multiple choice questions Multiple select questions Option for negative marking Fill in the blanks – Numerical type - exact value or a range of values Alphanumeric type - exact value or a set of values		
4	Rough pads (blank paper booklet) consisting of 40 A5 size sheets given to candidates are of 75 g/m ² or better?		
5	Does the technical proposal have the following? Say Yes/No for each of the following. 5.1 Question Paper Authoring Software i. Whether supports Numerical Answer Type questions for which the answer may be either a signed integer or a real number up to 10 digits? ii. The same software version used for Question paper authoring will be used during examination. iii. Whether the software allows for creating multiple versions of a question paper by jumbling the questions and the choices for each question? 5.2 Whether the software allows for encryption and password protection of the question papers following appropriate standards? 5.3 Whether bidder has provided the certificate of confidentiality with regards to content of all the question papers. 5.4 Whether bidder has ensured strict confidentiality by its staff with regard to the content of all the question papers. 5.5 Whether bidder can set up a model test facility for testing with dummy question papers? 5.6 Do you have a foolproof method to encrypt the bundle of question papers? 5.7 Whether a scientific virtual calculator is available and built into the software? 5.8 Whether the copyright for the source code of the virtual calculator rests with the bidder / Whether the calculator is in-house product? 5.9 Software to conduct as well as to centrally monitor the status during the exam across all centres. 5.10 Software for post examination operations that includes: i. a consolidated mark sheet of all candidates ii. detailed response sheet for every candidate the audit logs of every candidate analytics and basic statistics on the responses obtained		

6	<p>Please mention if the following have been included in the proposal.</p> <p>6.1 The number of nodes per city (as per Table I) for conduct of exam.</p> <p>6.2 Whether minimum hardware / operating software requirements for the candidate system have been met?</p> <p>6.3 Whether minimum hardware / software requirements for the Examination Centre servers, namely main and back-up server, have been met?</p> <p>6.4 The availability of adequate number of technical personnel for each centre.</p> <p>6.5 Qualified personnel, who are currently studying in college should not be considered for invigilation.</p> <p>6.6 Input on the process followed by the vendor for qualifying an exam center.</p>		
7	<p>Test center and Exam processes</p> <p>7.1 Whether bidder will provide one TA (support staff) for every 100 candidates and minimum two TAs (support staff) in a test center?</p> <p>7.2 Whether bidder will provide 1 adequately trained Network Maintenance Engineer at each Center - per 250 candidates?</p> <p>7.3 Whether bidder has provided training to the Invigilators (Every test center will have one invigilator for every 30 candidates and a minimum of 2 Invigilators. For every hundred candidates there will be 1 additional Invigilator and a maximum of 3 roving Invigilators.)</p> <p>7.4 Whether a senior faculty member / senior staff member of the ITF will be a Venue Head (VH)?</p> <p>7.5 Whether two technical staff members are provided by the college / ITF?</p> <p>7.6 Whether a reserve node pool of least 10% of total number of registered candidates is available?</p> <p>7.7 Adequate spacing (of at least 2 ft.) between two adjacent seats should be provided.</p> <p>7.8 Whether exam software with ability to magnify/zoom content on the screen is available?</p> <p>7.9 Whether arrangements for PwD candidates can be made?</p> <p>7.10 Whether scribe (with maximum qualification of Class XI from Science stream with Maths as one of the subject and having computer Literacy) for PwD candidates who would request for such services, will be arranged?</p> <p>7.11 Whether a separate examination room for PwD candidates with Scribe is available.</p> <p>7.12 Lighting, ventilation & comfortable temperature must be ensured within the exam hall.</p> <p>7.13 Whether the necessary security of the test center will be ensured: minimum one security guard per 100 candidates?</p> <p>7.14 Whether a functional local area network, uninterrupted power supply (UPS unit) and a power backup generator will be available at each test center?</p> <p>7.15 Whether systems and network equipment at each are provided with a functional UPS.</p> <p>7.16 Whether an uninterrupted power can be made available for the period of each paper and for 30 minutes prior to and after each paper on the day of examination?</p> <p>7.17 Whether clean and well maintained toilets, refreshment centre within the premises, a waiting room for accompanying people, adequate parking facility within the premises are available?</p> <p>7.18 Whether arrangements will be made for mock tests at the centre – one day prior to the date of examination?</p> <p>7.19 No other examination should be conducted on the Mock test</p>		

	<p>day and after the mock test and before the scheduled examination.</p> <p>7.20 IITG will have the final say in re- allocation of candidates if the arrangement is found to be unsuitable during the mock test.</p> <p>7.21 Whether the online examination software by the bidder supports the following two modes of loading the Question Packs.</p> <ol style="list-style-type: none"> i. Locally at the server via a CD / Pen drive collected from Institute Representatives (IRs) ii. Over the network from Master Control Room? <p>7.22 Whether authoring software allows encrypted and password protected content to be generated which can be loaded on to a CD / a pen drive?</p> <p>7.23 Whether the confidentiality and protection of the QP content both at the Master Control Room and during transfer over a network will be maintained?</p>		
8	<p>Candidate requirements during the exam:</p> <p>8.1 Ensure required instruction / information to the candidates appearing for exam at test centers and Display of instructions to candidates upon login.</p> <p>8.2 Ensure announcement of instructions to the candidates, candidate identity verification, and attendance recording for all candidates.</p> <p>8.3 Seeking concurrence of the candidate having read the instructions before start of examination.</p> <p>8.4 Ensuring start and closure of the examination at scheduled time (candidates must not be able to start their examination even if they login before the scheduled time).</p> <p>8.5 Display of remaining time available and clock showing the standard time.</p> <p>8.6 Display of candidate details on the screen (including a photograph if available) during the examination.</p> <p>8.7 Viewing the complete question paper or a section in case of sectional papers.</p> <p>8.8 Marking/unmarking a question (answered or unanswered) for review.</p> <p>8.9 Display status of questions.</p> <p>8.10 Switching between sections in the question paper (if applicable).</p> <p>8.11 Provision of Data tables and its display.</p> <p>8.12 Provision of virtual scientific calculator.</p> <p>8.13 Candidates should not be able to exit at any time before the actual end of the examination.</p> <p>8.14 Provision of a software to simulate the online examination environment so that interested applicants can practice at home by using old question papers loaded on the website.</p>		
9	Zero Loss of Data as entered by the candidate.		
10	Generation of event and mouse-click based log (audit trails).		
11	Saving of response: After the examination, ensuring data upload to a server at the Master Control Facility and external hard disk/USB pen-drive storage.		

12	Security in terms of network / sanitized systems: Computers administering the examinations should not be able to connect or access any other machine or network other than the one on which the examination is being conducted.		
13	Capability of server to monitor the examination: The server should have the capability to start, control, and monitor the examination for all candidates.		
14	Ensuring one or more Master Control Facilities accessible for monitoring by IITG. Bidder must ensure Master control facility with at least 2 technical personnel.		
15	Ensuring post examination operations as described in Section 3.3		
16	Preparation of the Standard operational protocols and availability of standard process manuals.		

Note: Necessary proof of documents to be produced for the above criteria.

**** Reference page number is mandatory and should be mentioned in the technical compliance***

**SIGNATURE OF BIDDER ALONG
WITH SEAL OF THE COMPANY
WITH DATE**

ANNEXURE C

Conducting Computer Based Exam

PROFORMA FOR FINANCIAL BID (BoQ)

S. No.	Description	Basic Charge per candidate per shift excluding GST (in figure INR) (I)	GST per candidate per shift (in figure INR) (II)	Total charges per candidate per shift (in figure INR) (III = I + II)
1.	Exam charges per candidate per shift			

Date

(Signature and Seal of Bidder)

ANNEXURE D

(To be given on the letter head of the bidder)

Tender No.

Dated: _____

CERTIFICATE

(Bidders from India)

I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and hereby certify that I am not from such a country.

OR

(Bidders from Country which shares a land border with India)

I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and hereby certify that I am from _____ (Name of Country) and have registered with the Competent Authority. I also certify that I fulfil all the requirements in this regard and am eligible to be considered.
(Copy/ evidence of valid registration by the Competent Authority is to be attached)

Place:

Date:

Signature of the Bidder
Name & Address of the
Bidder with Office Stamp

ANNEXURE – E

FORMAT FOR AFFIDAVIT OF SELF-CERTIFICATION UNDER PUBLIC PROCUREMENT POLICY (PREFERENCE TO MAKE IN INDIA) 2017

Tender Reference No.

Name of the item / Service: Conducting Computer Based Online Exam Partners

Date: _____

I/We _____ S/o, D/o, W/o, _____
Resident of _____

hereby solemnly affirm and declare as under:

That I will agree to abide by the terms and conditions of the Public Procurement (Preference to Make in India) Policy vide Gol Order no. P-45021/2/2017-PP (B.E.-II) dated 15.06.2017 (subsequently revised vide orders dated 28.05.2018, 29.05.2019 and 04.06.2020) MOCI order No. 45021/2/2017-PP (BE II) Dt.16th September 2020 & P- 45021/102/2019-BE-II-Part(1) (E-50310) Dt.4th March 2021 and any subsequent modifications/Amendments, if any and

That the local content for all inputs which constitute the said item/service/work has been verified by me and I am responsible for the correctness of the claims made therein.

Tick (✓) and Fill the Appropriate Category	
<input type="checkbox"/>	I/We _____ [name of the supplier] hereby confirm in respect of quoted items that Local Content is equal to or more than 50% and come under “ Class-I Local Supplier ” category.
<input type="checkbox"/>	I/We _____ [name of the supplier] hereby confirm in respect of quoted items that Local Content is equal to or more than 20% but less than 50% and come under “ Class-II Local Supplier ” category.

The details of the location (s) at which the local value addition is made and the proportionate value of local content in percentage

Percentage of Local content : _____%**

Location at which value addition done : _____

For and on behalf of.....(Name of firm/entity)

Authorized signatory (To be duly authorized by the Board of Directors)

<Insert Name, Designation and Contact No.>

This letter should be on the letterhead of the quoting firm and should be signed by a competent authority.

*** Services such as transportation, insurance, installation, commissioning, and training and after sales service support like AMC/CMC cannot be claimed as local value addition*

ANNEXURE - F

(To be given on the letter head of the bidder)

Self-Declaration that the Service Provider has not been Black listed

I S/o

R/o police station District.....Director

/ partner/ sole proprietor (Strike out whichever is not applicable) of

..... (Firm or Company) do hereby declare and solemnly affirm:

- I. That the Firm has not been Blacklisted or declared insolvent by any of the Union or State Government / Organization till the bid submission date.
- II. That none of the individual / firm / Company Blacklisted or any partners or shareholder thereof has any connection directly or indirectly with or has any subsistence interest in the deponent business / firm company till the bid submission date.
- III. That neither the Firm nor any of its partner has been involved / convicted in any criminal case / economic offence nor any criminal case / economic offence is pending against firm or any partner of the Firm before any Court of Law / Police till the bid submission date.

Place:
Date:

Signature of the Tenderer
Name & Address of the
Tenderer with Office Stamp

ANNEXURE- G

Declaration

I /We hereby declare that we are able to conduct computer-based examinations in English and Hindi as deemed necessary for CBT and also abide the terms and condition of the tender No. ----- without any further cause or reason.

Place:

Date:

Signature of the Bidder
Name & Address of the
Bidder with Office Stamp

ANNEXURE- H

PERFORMANCE BANK GUARANTEE

To:

Registrar,
Indian Institute of Technology,
Guwahati- 781 039

WHEREAS (Name of Supplier) hereinafter called "the Supplier" has undertaken ,
in pursuance of Contract No:, dated: 20... to supply
(Description of Goods and Services) hereinafter called "the order".

AND WHEREAS it has been stipulated by you in the said order that the Supplier shall furnish you with a Bank Guarantee by a
recognized bank for the sum specified therein as security for compliance with the Supplier's performance obligations in
accordance with the order.

AND WHEREAS we have agreed to give the Supplier a Guarantee:

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Supplier, up to a total of
..... (Amount of the Guarantee in Words and Figures) and we undertake to pay
you, upon your first written demand declaring the Supplier to be in default under the order and without cavil or argument, any
sum or sums within the limit of (Amount of Guarantee) as aforesaid, without your needing to prove or to
show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the day of 20.....

Signature and Seal of Guarantors

.....
.....
.....

Date.....20....

Address:.....

.....
.....

All correspondence with reference to this guarantee shall be made at the following address:

Registrar,
Indian Institute of Technology,
Guwahati- 781 039, Assam.

Attention: Asst. Registrar (II&SI)

ANNEXURE-I

Financial Analysis: Details to be furnished duly supported by figures in Balance Sheet/ Profit & Loss Account for the last 3 (three) years and certified by the Chartered Accountant, as submitted by the Bidder to the Income-Tax Department (copies to be attached).

FINANCIAL INFORMATION (Total Turnover): 1

S. No	Details	2022-23	2021-22	2020-21
i)	Gross annual turnover			
ii)	Profit/Loss			
iii)	Financial Position: <ul style="list-style-type: none">• Cash• Current Assets• Current Liabilities• Working Capital (b-c)• Current Ratio: Current Assets/Current Liabilities (b/c)			

- Up to date Income Tax Clearance Certificate/Audited Balance Sheet. Note: Attach additional sheets, if necessary.

(Signature and Seal of Bidder)

FINANCIAL INFORMATION (Turnover from Computer Based Test): 2

S. No	Details	2022-23	2021-22	2020-21
i)	Gross annual turnover from Computer based test			

- Up to date Income Tax Clearance Certificate/Audited Balance Sheet.

Note: Attach additional sheets, if necessary.

(Signature and Seal of Bidder)

ANNEXURE- II

DETAILS OF SIMILAR WORKS EXECUTED

Sr. No.	Name of Work/ Project & Location	Owner of sponsoring organization	Total no of candidates	No of Candidates in single shift	Date of commencement as per contract	Actual date of completion	Litigation/ Arbitration pending in progress with details	Name, Designation and Address/telephone number of officer to whom reference may be made
1	2	3	4	5	6	7	8	9

(Signature and Seal of Bidder)

ANNEXURE – III
STRUCTURE OF THE ORGANIZATION

1. Name and address of Bidder:
2. (i) Telephone No.
(ii) WhatsApp No.
(iii) Email address:
3. Legal status (Attach copies of original document defining the legal statuses).
 - a) A Partnership bidder :
 - b) A Proprietary bidder :
 - c) A Private Limited :
 - d) A Limited Company :
4. Particulars of Registration with various Government bodies & Statutory Tax Authorities (attach attested photocopy)
 1. Registration Number :
 2. Organization/Place of registration :
 3. Date of validity :
5. Name and titles of Directors & Officers with designation to be concerned with this work with designation of individuals authorized to act for the organization.
6. Were you or your company ever required to suspend the work for a period of more than six months continuously after you commenced the works? If so, give the name of the project and reasons for not completing the work.
7. Have you or your constituent partner(s) ever left the work awarded to you incomplete? If so, give the name of the project and reasons for not completing the work.
8. Have you or your constituent partner(s) been debarred/black listed for tendering in any organization at any time? If so, give details.
(Has any of your employees been banned/debarred/arrested for involving in malpractice/illegal activities during the course of an exam that your organization has conducted)
9. Area of specialization and Interest
10. Any other information considered necessary but not included above.

(Signature and Seal of Bidder)

ANNEXURE – IV

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

Table IV.1

Category	Total number of regular employees in each category	Number available for this work	Minimum Qualification	Remarks
Technical				
Administrative				

Table IV.2

Sr. No.	Designation	Total number of employees In that category	Number 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

(Signature and Seal of Bidder)