University of Calcutta

87/1, College Street, Kolkata-700 073

Date Corrigendum – 2

Date: 18/03/2019

Organisation Chain :	**UNIVERSITY OF CALCUTTA**
Tender ID :	**2019_CU_222894_1**
Tender Ref No :	**ET/Adm/CBT/UCAC/18-19**

Times Seclude of the Tender:

Sl. No.	Items	Publishing Date (s)
1	Date of uploading of N.I.T. & Tender documents (online) from this end	**07/03/19 ; 06:00 PM**
2	Documents downloading, starting date (online)	**07/03/19 ; 06:00 PM**
3	Pre Bid Meeting Date (online)	**11/03/19 ; 12:00 PM (Ground Floor, Asutosh Building, *Secretary ROOM*, C.U.)**
4	Bid submission, starting date (online)	**12/03/19 ; 11:00 AM**
5	Bid submission, closing date (online)	**27/03/19 ; 06:00 PM**
6	Bid opening date for technical proposal (online)	**29/03/19 ; 12:10 PM**
7	Date of uploading of the list of technically qualified bidder (online)	**To be communicated later**
8	Date and place for the opening of financial proposal (online)	**To be communicated later**
9	Date of uploading of the list of bidders along with the approved rate	**To be communicated later**

13.3.19

Secretary, UCAC, C.U

Prof. (Dr.) Jayanti Das
Secretary (Acting)
University College of Arts Commerce
University of Calcutta

University of Calcutta

87/1, College Street, Kolkata-700 073

1st Corrigendum of the Original E-Tender

E-Tender No. ET/Adm/CBT/UCAC/18-19   Date: 18/03/2019

University of Calcutta invites e-tender for Online Examination (Computer Based Test): Conduct and Processing of P.G. Entrance Examinations of University of Calcutta

- **Description of Particulars:** Online Examination (Computer Based Test): Conduct and Processing of P.G. Entrance Examinations of University of Calcutta

- **Earnest Money (EMD)** : For details please see the **Earnest Money (EMD) page No. 27**

- **Period of Contract:** 12 month from issuing of the Work Order.

- **Bid Validity Days**: 120 days

- **Name of the Concerned Department**: *Secretary*, *UCAC*, C.U

Fact Sheet:

Sl.No	Particulars	Details
1	Selection Method	Tender will be awarded to the Bidder on the basis highest score based on the QCBS Evaluation Method & financial evaluation.

Table of Contents

1. Request for Proposal

Tenders are invited from eligible, reputed and qualified IT Firms with sound technical and financial capabilities for implementation and maintenance of Computer Based System for conducting P.G. entrance examination of University of Calcutta as detailed out in the Scope of Work of this RFP Document. This invitation to bid is open to all Bidders meeting the pre-qualification criteria as mentioned in this RFP Document.

2.1. Background Information

Basic Information

a) University of Calcutta invites responses ("Proposals") to this Request for Proposals ("RFP") from Companies / Agencies ("Bidders") for selection of "Service Provider".

b) 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.

c) 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.

2.2. Project Background

University of Calcutta intends to implement a system that will manage the P.G. entrance examination process. The system shall mainly comprise of the following activities:

- Preparation of centres for Computer based exam
- Conduct of Computer Based Examination and evaluation
- Setting-up of Help desk
- Preparation/compilation of Result
- Tentative number of candidate may be 20,000 to 30,000. However this is not minimum number payment will be made on actual basis.

2.3. Key Information

About University of Calcutta

- Total number of candidate to be assessed in CBT will be approximately 20,000 to 30,000. However this is not minimum number payment will be made on actual basis.
- Tentative date of the examination – to be declared later
- Exam will be conducted in multiple shift

2. Scope of Work

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

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

Note – Following shall be made available by University of Calcutta:

- Soft copy of Candidates Application Master Data base having Roll No, Centre No., Shift, Photographs, Signature and address.
- Question Paper/s for the conduct of examination.

Note- Following shall be made available by the Bidder

- Admit cards to the candidates
- Soft Copy of Centre Master having Centre No. and Centre Details
- Complete candidates' response during the examination, audit trail.
- Complete response related data of all the candidates
- Raw Scores and Merit list

3.1. Pre Examination Phase

- The Bidder is expected to draw the examination plan and design the examination processes as follows:
  - Complete Security management processes
    - Physical Security
    - Information Security
    - Server Security
    - Network Security
  - Candidate handling process
    - Mapping of candidates details with Exam Centers
    - Validation and verification of identity
    - Machine/seat allocation and handling of security parameters
    - Bulk/individualized SMS
    - Bulk/individualized emails
    - University of Calcutta care number for responding to queries
- The Bidder shall prepare and provide Standard Operating Procedure (SOP) for all processes for safe and secure conduct of examination along with rules for contingency and exception handling/ emergency procedures.
- The Bidder shall provide specifications for Hardware and Software required at all stages of the examination.
    - Exam 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 (leased line) shall be installed by the Bidder on lease/rent basis, whose cost would be covered under the commercial bid.
- The bidder shall provide a secured question paper authoring platform for secured question paper creation by University of Calcutta SMEs.
- The Question Paper authoring software should support creation question paper with multiple choice questions of various difficulty levels with multi lingual (English & Hindi) support.
- The Bidder shall securely transmit, download, install and implement Question Papers from University of Calcutta location to the examination centers.
- The Bidder shall identify required Exam Centers in the city of Kolkata or nearby 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 and Generator facility are available at each Exam Centre for un-interrupted power.
- The Bidder shall carry periodic audit at Exam Canters for
  - o Hardware, Operating System, Processor Speed, RAM, Network and internet connectivity, Key Boards etc.
  - o Software - Screen resolution, bandwidth for internet and LAN connectivity, Browser.
  - o Working condition of UPS and Generator.
- The Bidder shall ensure suitable drinking water and separate toilet facilities for both Boys and Girls at each examination center.
- The Bidder shall provide a facility to candidates for static mock link for mock test within a fortnight of signing the contract. The same facility should also be available online to be run through web server. The mock test should be a replica of the examination software.
- The Bidder shall provide help to candidates through a call center (telephone/email) ensuring service quality on a 9x6 basis.
- The Bidder shall host and manage the examination process through intranet based solution at Exam Centers.
- 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. The frisking should be body PAT frisking.
- The selected bidder shall ensure proper registration process of the candidates 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.
- Individual password shall be given to each candidate by the Bidder at the examination center after the biometric registration process.
- The Bidder shall ensure that the Signature of the candidate is taken in the attendance sheet and Verification of the signature in attendance sheet is done vis-à-vis the signature in the admit card

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

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 / Technical Support personnel – (Sufficient number to guide the examinee and to address any technical problem) (minimum 1 per center)

    iii.   Security Guards - (Suitability need to be justified with centers)

The above staff should be increased or decreased proportionately on the basis of size of the center in terms of nodes for exam.
- The Examination shall be computer based with the questions being provided onscreen on a random basis with multiple choice answers, without any manual intervention.
- Sufficient time of 10 minutes shall be allotted before the exam for providing orientation to the candidates on the structure of the exam, time limits and guidelines for answering the question papers.
- Computer based exam software should support standard features such as automatic calculation of test score, negative marking, time left, flag questions for review, navigation to unanswered questions and prompt for submission.
- On screen scientific calculator facility should be available subject to subject as directed.

Minimum Candidate System Pre-requisites

Screen Resolution	1024 X 768
Operating System	Windows XP Professional Service Pack 3 or higher or any other OS for conducting computer based examination.
Browser	Internet Explorer 7.0 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

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 100 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 one second. 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 and mirror services will need to be provided by the Bidder.

- The Bidder shall arrange/provide adequate displays and required instructions/ information to the candidates appearing for test at Examination Centers.
- While exam will be conducted on local LAN, data of test progress should be transferred to central server every 15 minutes for monitoring purposes. Bidder should provide reports to University of Calcutta 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 distribute blank paper sheet/s supplied by the University to the candidates as per requirement.
- The Bidder shall have a contingency plan for Student management/Shifting in case of any emergency.
- Bidder should have capabilities of CCTV surveillance system to monitor and capture the activity of candidates /centers. All the exam halls should have CCTV surveillance cameras installed in a way that activities each candidate is captured. CCTV camera feeds should be stored locally on the central server.
- CCTV camera should record Exam Center activities from 30 minute before to 30 minutes after the examination.
- The Bidder shall monitor and supervise Exam Centre activities on monitoring console to be installed by the Bidder in University of Calcutta office at <<Kolkata City>>. The data should be real time data generated from each Exam Centre during the examination.
- At the end of the exam, transfer/export of candidate response and audit trails shall be done by the Bidder on secured channel from local server to Central server of the Bidder within 4 Hour from each exam center. Other data such as attendance sheet, finger print, seating plan etc. (if any) should be sent to University of Calcutta within 7 days of conclusion of each exam shift.

3.3. Post Examination Phase

- The Bidder shall calculate marks obtained by each candidate as per requirement of the University of Calcutta.
- The candidate's responses, biometric, audit rails should be uploaded automatically from the local server to Bidder's data center in a secured manner. There should not be any traces of any data pertaining to candidate whatsoever post uploads left on the exam server.
- The Bidder should be able to hand over the raw responses/data to University of Calcutta immediately (same day) after the candidate's response upload from local exam server. The software should have capability to take the answer key post examination.
- The Bidder shall ensure Generation of Merit list based on the rules/validation shared by University of Calcutta.

- The Bidder shall provide documented inputs and support for handling
  - o Candidates queries
  - o RTI queries
  - o Court Cases

  Note:
  1. The Bidder will have to carry/ demonstrate complete System Test Run (STR) with test data to University of Calcutta before implementation the software. The Bidder should also be able to demonstrate click by click audit trail for any type of enquiry.

- **Test Data Archiving:** The Bidder shall archive the examination data for future references after specified time, as per requirement of University of Calcutta.

- **MIS generation/ customized reports**: The Bidder shall provide adequate information to the Examination section as per the requirement of University of Calcutta.

3. Essential Technical Pre-requisite
3.1 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 should participate as a single entity, no consortium or group companies will be allowed.
3) The bidder shall be single point of contact with University of Calcutta and shall be solely responsible for the execution and delivery of the work. The Bidder will provide examination delivery software.
4) The average turnover of the bidder should be minimum 20 cores after tax in each of during last 3 consecutive financial years. The turnover should be of the bidder and not of the group companies or consortium. The turnover refers to a company and not the composite turnover of its subsidiaries/sister concerns etc. for 2015-16, 2016–17 and 2017-18.
5) The bidder's Average Annual Turnover during last three financial years should be Rs. 20 crores or more in India from Computer Based Examination (Attach documentary evidence such as audited Balance Sheet etc.).

6) The bidder should not have incurred any loss during last three years up to financial year ending 31 March 2018. The bidder should submit certified copies of their company Balance Sheet and Profit and Loss Account duly audited for the last three financial years.

7) The Bidder should be registered with appropriate tax authorities such as Income Tax, GST and should submit valid certificates of registration with these authorities.

8) 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 40,000 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)

9) Any experience as a consortium partner will not be considered.

10) The bidder/ group companies must have primary data center with DR site infrastructure for data Security. Both the Data Centers should be located in India in different seismic zones. The data center must be Tier III and ISO certified. Data Center should be certified as per the Government of India Guidelines. The infrastructure of the bidder must be Cert – in certified as per Govt. of India guidelines.

11) The bidder must be able to conduct computer based examination in multidisciplinary / multiple subjects as well.

12) The bidder must have authorized and globally accepted software certifications i.e. ISO-27001, ISO 20000, ISO 9001 and SEI CMMi Level 3.

13) The Bidder should have infrastructure in all the major cities across India with validated nodes/computers, appropriate technology, hardware and software, dedicated connectivity, trained proctoring staff, adequate security measures and due diligence etc.

14) 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 in Services will be given preference.

15) The bidder must show and submit suitable emergency management plan during any crisis situations/ redundancy of servers, switches, nodes additional center locations, students' data.

16) The bidder should not have been blacklisted by central / state government departments / undertakings.

4. Assessment Platform Level

1) The proposed software must be in-house developed by the bidder and the bidder mustown the complete source code of the software being used for conducting the Computer based exam. They must have the copyright of the source code and all its components. 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 University of Calcutta 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) on a 9 x 7 basis with a maximum response time of one hour.

5) The system should support question randomization with option shuffling ensuring that no two question papers are alike.

6) At any time before the submission of bids, University of Calcutta 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 The Examination Section, University of Calcutta. University of Calcutta has right to cancel or modify the tender.

7) 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. Record of poor performance such as abandoning work, not properly completing the contract or financial failures/weaknesses.

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.

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

5. Scoring Model

Sr. No.	Criteria	Score
5.1	**Bidder's profile**	**10**
5.1.1	**Legal Structure**	**5**
	Partnership /Proprietary	1
	Private Limited	3
	Limited Company	5
5.1.2	**Overall regular staff strength (Project Management/ Development/ Quality Assurance /Implementation/ Operations)**	**5**
	=100 - 500	1
	>500 - 1000	3
	>1000	5
5.2	**Bidder's Certification**	**20**
5.2.1	**CMMi level Development / STQC Certificate**	**10**
	STQC Certificate	1
	CMMi level 3 Development	2
	CMMi level 4 Development	5
	CMMi level 5 Development	10
	CMMi level Service / ISO 20000 Certification	**10**
5.2.2	ISO 20000 Certification	1
	CMMi level 3 Service	2
	CMMi level 4 Service	5
	CMMi level 5 Service	10
5.3	**Bidder's Financial Capability**	**15**
5.3.1	Average annual turnover from examination service for the period 2015-16,2016-2017, 2017 – 2018	**15**
	More than 20 CR and Less than 50 Crore INR	5
	More than 50 CR and Less than 100 Crore INR	10
	More than 100 Crore INR	15
5.4	**Bidder's experience in CBT**	**10**
5.4.1	**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**
	10,000 - 20,000 Candidates	2
	> 20,000 – 50,000 Candidates	5
	> 50,000 Candidate	10
5.5	**Bidder's infrastructure capability**	**25**
5.5.1	**Owned Node / Partnership with agreement (available 24X7 with minimum 250 nodes in each center) Capability across India (Proof to be submitted)**	**10**
	Partnership	**Owned**

	<=20,000	1	2
	> 20,000 – 50,000	2	5
	> 50,000	3	10
5.5.2	**Primary Data Centre with Secondary DC site to be managed by the bidder/ group of companies 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
5.6	**Bidder's Presentation and Demonstration**		**20**
5.6.1	**Cert-in Certified Solution**		**8**
5.6.2	**Presentation and Demonstration**		**12**

6. Evaluation of Bids

6.1 Technical Evaluation

1   Detailed technical evaluation shall be carried out along with other conditions in the tender document to determine the substantial responsiveness of each tender. For this clause, the substantially responsive bid is one that conforms to all the eligibility and terms and condition of the tender without any material deviation.

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

3   The bidder should propose a solution for the optional items shown in the financial bid of the Tender Documents as per suitable process. The solution quality of the optional items would also be considered for evaluating the technical bid.

6.2 Financial 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.

The Financial Bids shall be opened in the presence of representatives of technically eligible Bidders, who may like to be present. University of Calcutta shall inform the date, place and time for opening of the Financial Bid.

6.3 Evaluation and Comparison of Bids

65 % weight age will be awarded for Technical Evaluation and 35 % weight age will be awarded for Financial Evaluation

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

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

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

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

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

F_n = Normalized commercial score for the Bidder under consideration

F_b = Absolute financial quote for the Bidder under consideration

F_{min} = Minimum absolute financial quote

Composite Score (S) = $T_s * 0.65 + F_n * 0.35$

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

7. 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 labeling, 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 a robust quality management processes that are followed to test and certify the system used to conduct the exam. The bidder should maintain documented test cases and maintain evidence of successful test execution covering all test cases. Rigorous testing must be done for major as well as minor and patch releases.
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, <mark>University of Calcutta</mark> 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 <mark>University of Calcutta</mark>.

8. 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 name and signature of bidder's authorized person should appear on each page of the application. All pages of the tender document shall be numbered and submitted as a package along with forwarding letter on bidder's letter head.

The bidder should enclose bid security (EMD) of <mark>University of Calcutta</mark> in form of Demand Draft drawn in a favor of <mark>to be filled by University of Calcutta</mark>.The tenders without EMD shall be summarily rejected. No exemption for EMD will be entertained. The successful bidder shall be required to deposit performance security in form of bank guarantee valid for a year, equal to ten percent (10%) of contract value within 15 days from the date of the award of the work. The EMD of the unsuccessful bidders shall be returned without interest after award of work to the successful bidder. The EMD of the successful bidder shall be returned only after the signing of the contract along with performance security deposit. The EMD stands forfeited in case the bidder withdraws or amends his bid after submission of tender document.

Reference, information and certificates from the respective clients certifying technical, delivery and execution capability of the bidder should be signed and the contact numbers of all such clients should be mentioned. <mark>University of Calcutta</mark> 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 University of Calcutta calls it for.

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

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

All disputes arising shall be subject to the jurisdiction of appropriate court of Kolkata City alone and shall be governed by the law of India. University of Calcutta reserves right to award the work/cancel the award without assigning any reason. In case of differences, if any, the decision of University of Calcutta shall be final. The work can be awarded to one or more agencies, if need arises.

The payment shall be in Indian Rupees and shall be paid only after successful completion of work. The successful bidder has to sign an agreement on non-judicial stamp paper which shall contain clauses related to liquidated damages on account of delays, errors, cost and time over runs etc.

Bidders are neither allowed to join hands to participate in the tender 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 Kolkata City 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, University of Calcutta has the right to cancel or modify the tender.

The technical bid shall consist of –
- Technical information as desired in prescribed format.
- The financial information as per Annexure –I
- The details of 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 fees.

9. Appointment of Successful Bidder
9.1 Award Criteria

University of Calcutta 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.

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

University of Calcutta 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 University of Calcutta action.

9.3 Notification of Award

Prior to the expiration of the validity period, University of Calcutta 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, University of Calcutta 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, University of Calcutta 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.

9.4 Performance Guarantee

University of Calcutta will require the selected bidder to provide an irrevocable, unconditional Performance Bank Guarantee within 15 days from the Notification of award, for a value equivalent to 10% of the total cost. The Performance Guarantee should be valid for a period of 36 months. The Performance Guarantee shall be kept valid till completion of the project and Warranty period. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The 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, University of Calcutta at its discretion may cancel the order placed on the selected bidder without giving any notice. University of Calcutta shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or University of Calcutta incurs any loss due to Vendors negligence in carrying out the project implementation as per the agreed terms & conditions.

9.5 Signing of Contract

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

9.6 Penalty

The bidder shall re-conduct assessment at no additional cost to University of Calcutta if Deficiency in Services (failure to conduct and complete the assessment on the scheduled date due to any technical

issues such as network issues, server issues, power issues) are for reasons solely and entirely attributable to the bidder that has been proved.

9.7   Time Frame

The successful bidder would be required to make the system up and operational within a period of <mark>30 Days</mark> from the date of signing of Contract or a period deem fit by the CU Authority.

9.8   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.

9.9   Processing Norms

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

9.10   Payment Schedules

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

9.11   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, University of Calcutta 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, University of Calcutta 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 University of Calcutta 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 University of Calcutta, 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 University of Calcutta in relation to any matter concerning the Project;

_ "fraudulent practice" means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;

_ "coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person s participation or action in the Selection Process;

_ "undesirable practice" means (i) establishing contact with any person connected with or employed or engaged by University of Calcutta 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.

9.12   Force Majeure

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or University of Calcutta 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 University of Calcutta shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity, confidentiality survive termination of the contract. However, University of Calcutta shall make payment for all the services rendered by the bidder till such date of termination of contract.

9.13   Proprietary Rights

All rights, title and interests in and to the Services Environment and any other material used by the bidder in the provision of the Services shall exclusively belong to the bidder or its licensors ("Bidder Proprietary Material"). Any and all Intellectual Property Rights with respect to the Services and the selected bidder Proprietary Material and all modifications, improvements, enhancements, or derivative works made thereto, shall always belong to the selected bidder or its licensors and University of Calcutta shall not be entitled to claim any rights therein. All rights, title and interests in University of Calcutta Data shall always remain with University of Calcutta. University of Calcutta agrees that the bidder shall have the right to list University of Calcutta in its marketing material and use University of Calcutta logo with respect to such listing and for reference purposes. University of Calcutta acknowledges that the provision of the Services hereunder by the selected bidder shall be on a non-exclusive basis and the bidder shall be free at all times to provide the services or perform obligations same or similar to the Services and obligations envisaged hereunder to any of its other clients, either existing or future, and nothing herein shall preclude Bidder from providing such services or performing such obligations to its other clients.

9.14   Limitation of Liability

Neither party shall be liable to the other party for any special, indirect, incidental, exemplary, punitive or consequential losses or damages or loss of profit, loss of 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 University of Calcutta for the Service that gives rise to such liability. The limitation on any Party's liability herein shall not apply to (i) liability for damages, resulting from the willful misconduct and (ii) breach of the use terms in respect of bidder's application system. The bidder shall not be held liable for any delay or failure in its obligations, if and to the extent such delay or failure has resulted from a delay or failure by or on behalf of University of Calcutta to perform any of University of Calcutta's obligations. In such event, Bidder shall be (a) allowed additional time as may be required to perform its obligations, and (b) entitled to charge University of Calcutta for additional costs incurred, if any, as may be mutually agreed upon between the Parties.

10. NO. OF EXAMINATIONS (TENTATIVE) & NO. OF CANDIDATES (TENTATIVE)

PROGRAMME	TOTAL NO. OF EXAM (TENTATIVE)	TOTAL NO. OF CANDIDATES (TENTATIVE)
M.TECH.	16	1800 - 2200
M.Sc. / B.TECH.	21	12000 - 15000
M.COM.	01	2500 - 3500
M.A.	23	11000 - 15000
JOURNALISM & EDUCATION	02	1500 - 2500

ANNEXURE- I

FINANCIAL INFORMATION

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).

S.No.	Details	(1) 2017-18	(4) 2016-17	(5) 2015-16
i)	Gross annual turnover similar works.			
ii)	Profit/Loss			
iii)	Financial Position: • Cash • Current Assets • Current Liabilities • Working Capital (b-c) • Current Ratio: Current Assets/Current Liabilities (b/c)			

• Up to date Income Tax Clearance Certificate.
Note: Attach additional sheets, if necessary.

(Signature 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	Remarks
1	2	3	4	5	6	7	8	9	10

(Signature of Bidder)

ANNEXURE – III
<u>STRUCTURE OF THE ORGANIZATION</u>

1. Name and address of Bidder:
2. Telephone No./Fax No./Email address:
3. Legal status (Attach copies of original document defining the legal statues).
   - a) An Individual :
   - b) A Proprietary/Partnership bidder :
   - c) A Trust :
   - d) A Limited Company or Corporation :
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 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.

9. Area of specialization and Interest

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

ANNEXURE - IV

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

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
1	2	3	4	5	6	7	8	9

(Signature of Bidder)

FINANCIAL BID (BOQ)

Sr. No.	Particulars	Per Registered Candidate per examination (in figure) (In INR) (Inclusive all Taxes)	Per Registered Candidate per examination (in words) (In INR) (Inclusive all Taxes)
1.	Conduct of end to end computer based examination (M.TECH ; M.Sc/B.TECH ; M.COM ; M.A ; JURNALISM & EDUCATION)	Rate Quoted in BOQ	Rate Quoted in BOQ

N.B.:- Please provide a break up of component wise different services as far as possible so that authority can take a part to manage the budget for this time.

The rates quoted shall be exclusive of duties and taxes.

Date

(Signature of Bidder)

Earnest Money (EMD):- Intending bidders are requested to deposit Rs. 2,00,000/- (to be deposited online by each bidder) only to be deposited by the bidder concerned electronically: online – through his net banking enabled bank account, maintained at any bank or: offline – through any bank generating NEFT/RTGS Challan from the e–tendering portal. Intending bidder will get the beneficiary details from e–tender portal with the help of Digital Signature Certificate and may transfer the EMD from their respective Bank as per the Beneficiary Name & Account No., Amount, Beneficiary Bank name (ICICI Bank) & IFSC Code and e–Proc Ref No. Intending bidder who wants to transfer EMD through NEFT/RTGS must read the instruction of the Challan generated from E–Procurement site.

> *Bidders are also advised to submit EMD of their bid, at least 3 working days before the closing date for bid submission as it requires considerable time for processing of Payment for EMD.*

For availing exemption of EMD: -

1) *Bidders are requested to upload the* ==*NSIC / MSME Registered Certificate*== *for getting exemption of EMD. For that they need to select the EMD page as Yes and provide the exemption type as fixed and put the actual EMD amount in Rupees and upload the exemption document.*
2) *Bidders are requested to upload the* ==*Bank Guarantee of*== *the equivalent amount for Rs 200000/- as mentioned in EMD clause, for getting exemption of EMD. For that they need to select the EMD page as Yes and provide the exemption type as fixed and put the actual EMD amount in Rupees and upload the exemption document.*

N.B.: During evaluation, the bidders may be invited and clarification/ information or additional documents or original hard copy of any of the documents already submitted may be sought from them & if these are not produced within the stipulated time frame, their bid will be liable to rejection.

Times Seclude of the Tender: (Date Corrigendum)

Sl. No.	Items	Publishing Date (s)
1	Date of uploading of N.I.T. & Tender documents (online) from this end	07/03/19 ; 06:00 PM
2	Documents downloading, starting date (online)	07/03/19 ; 06:00 PM
3	Pre Bid Meeting Date (online)	11/03/19 ; 12:00 PM (Ground Floor, Asutosh Building, *Secretary ROOM*, C.U.)
4	Bid submission, starting date (online)	12/03/19 ; 11:00 AM
5	Bid submission, closing date (online)	27/03/19 ; 06:00 PM
6	Bid opening date for technical proposal (online)	29/03/19 ; 12:10 PM
7	Date of uploading of the list of technically qualified bidder (online)	To be communicated later
8	Date and place for the opening of financial proposal (online)	To be communicated later
9	Date of uploading of the list of bidders along with the approved rate	To be communicated later

INSTRUCTIONS TO BIDDERS

Instructions / guidelines for electronic submission of tenders have been annexed for assisting the contractors to participate in e- tendering.

I. **Registration of Bidder:** - Any bidder willing to take part in the process of e –tendering will have to be enrolled & registered with the Government e – Procurement system through logging on to **https://wbtenders.gov.in.**The bidder is to click on the link for e – Tendering site as given on the web portal.

II. **Digital Signature Certificate (DSC): -** Each bidder is required to obtain a class - II or class – III Digital Signature Certificate (DSC) for submission of tenders from the approved service provider.

III. **Collection of Tender documents: -** The bidder can search & download NIT & Tender documents electronically from computer once he/she logs on to the website mentioned in Clause 1, using the Digital Signature Certificate. This is the only mode of collection of Tender documents.

IV. Cost of Earnest Money (EMD)

Description of Items	Earnest Money (EMD) Quoted INR
Online Examination (Computer Based Test): Conduct and Processing of P.G. Entrance Examinations of University of Calcutta	**Rs. /-2,00,000** **(To be deposited Online)**

V. Submission of Tenders:-

a. **General process of submission: -** Tenders are to be submitted through online to the website **https://wbtenders.gov.in** in two folders at a time for each work, one is technical bid and other is financial bid, before the prescribed date and time using the digital signature certificates.

- **Technical Bid:-** Technical bid must contain scanned copies of the followings :
  - o NIT
  - o EMD
  - o Credential
  - o GST, PAN
  - o P-Tax
  - o Relevant trade license
- **Financial Bid :-** BOQ in .xls format

b. **Online bid to be submitted to https://wbtenders.gov.in portal**

VI. Statutory Cover Containing

i) NIT and corrigendum, if any (download the NIT and upload the same using digital signature).

VII. NON-STATUTORY/MY DOCUMENTS containing the following documents:

Sl.No.	Category	Sub Category	Sub-Category Description
A.	Certificates	Certificates	1. PAN Card
			2. Professional Tax Registration Certificate
			3. GST Registration Certificate
			4. Valid Trade License
			5. ISO Certificate
			6. **NSIC / MSME Registered Certificate/ Bank Guarantee for getting Exemption of EMD.**
			7 For non-registered organizations under NSIC/MSME, EMD documents are to be enclosed.
B.	Credential	75% of the total amount of work in government, autonomous organization, state universities.	

Rejection of Bid:

Tender Committee reserves the right to accept or reject any Bid and to cancel the Bidding processes & reject all Bids at any time prior to the 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 ground for Tender Committee's action.

Note: Failure of submission of any of the above mentioned documents will render the tender liable to be summarily rejected for both statutory & non statutory cover.

VIII. Financial Bid: - BOQ in INR (in excel sheet)

i) The financial bid should contain the following documents in one cover (folder) i.e. Bill of Quantities (BOQ). The contractor is to quote the rate through online in the space marked for quoting rate in the BOQ.

ii) Only downloaded copies of the above documents are to be uploaded, virus scanned & digitally signed by the contractor.

IX. Opening & Evaluation of Tender:-

Opening of Technical Bid:

i) Technical bid will be opened by the University of Calcutta Officials. Intending bidders may remain present if they so desire. Statutory Cover (folder) would be opened first & if found in order and correct Non Statutory Cover (folder) will be opened. If there is any deficiency in the Statutory & Non statutory documents the tender will summarily be rejected.

ii) Decrypted (transformed in to readable formats) documents of the non statutory cover will be downloaded & handed over to the evaluation committee.

iii) List of technically qualified bidders would be uploaded.

NB: While evaluation, the committee may invite the bidders & seek clarification/ information or additional documents or original hard copy of any of the documents already submitted & if they are not produced within the stipulated time frame, their bid will liable for rejection.

X. Opening and evaluation of Financial Bid:
Financial bid of bidders declared technically eligible by the Committee will be opened electronically from the web
portal on the prescribed date and time.

XI. Penalty for suppression / distortion of facts:

Submission of false document by bidder is strictly prohibited and will be liable for rejection of the tender.

13.3.19

Secretary, UCAC, C.U

Prof. (Dr.) Jayanti Das
Secretary (Acting)
University College of Arts Commerce
University of Calcutta