# UNIVERSITY OF DELHI



## TENDER DOCUMENT
## FOR
## COMPUTER BASED TEST DELIVERY, ADMINISTRATION AND PROCESSING FOR DELHI UNIVERSITY ENTRANCE TEST (DUET) – 2019

## <u>Disclaimer</u>

**This Tender is not an offer by the University of Delhi, but an invitation to receive offers from vendors.**

**No contractual obligation whatsoever shall arise from the tender process unless and until a formal contract is signed and executed by duly authorized Officers of the University of Delhi with the vendor.**

**'University' means University of Delhi or Delhi University wherever mentioned in the tender document.**

**'DUET' means Delhi University Entrance Test wherever mentioned in the tender document.**

**'CBT' means Computer Based Test wherever mentioned in the tender document.**

**"Bidder" means "Vendor" wherever mentioned in the tender document.**

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# UNIVERSITY OF DELHI
## DELHI – 110007
### www.du.ac.in

**E-Procurement Tender Notice**

1. Online bids are invited under Two Bids System (Technical and Financial) from Established/Reputed Agencies based in India through E- tendering process for conduct of computer based entrance test.

2. Details of Tender

| Sr. No. | Activities | Details |
|---|---|---|
| 1. | Cost of Tender Document | NIL |
| 2. | Estimated Cost of work | INR Five Crores |
| 3. | Earnest Money Deposit (EMD) | INR 25,00,000/- (Rupees Twenty Five Lakh only) in form of DD/BG favouring The Registrar, University of Delhi, payable at Delhi |
| 4. | Publishing Date | 21/03/2019, (Thursday), 9.00 A.M. |
| 5. | Bid Submission start Date & Time | 21/03/2019, (Thursday), 10.00 A.M. |
| 6. | Pre-Bid Meeting | 02/04/2019, (Tuesday), 11.00 A.M., Dean (Examinations) Committee Room, Examination Block, Near Gate No.1, Delhi-110007 |
| 7. | Bid Submission End Date & Time | 11/04/2019, (Thursday), 3.00 P.M. |
| 8. | Tender Opening Date & Time | 12/04/2019, (Friday), 3.00 P.M. |
| 9. | Date & Time of Opening of Financial Bids | Will be intimated later to the Shortlisted bidders |
| 10. | Website for downloading RFP Document, Corrigendum, addendums etc. | http://eprocure.gov.in, www.du.ac.in |
| 11 | Performance Security Deposit | 10% of the contract value |

3. The instructions for uploading the tender / bid may be obtained from the website of Central Public Procurement (CPP) Portal i.e. http://eprocure.gov.in.

4. The details regarding the subject tender are available on the University website – www.du.ac.in. Bidders are therefore requested to visit the website regularly to keep themselves updated.

5. Only online bids will be accepted.

6. Clarifications/queries, if any, can be addressed to Joint Registrar (Proc. & Stores) on telephone no. 011-27666764 and e-mail:gb2@admin.du.ac.in.

**Joint Registrar (Proc. & Stores)**
**University of Delhi**
**Delhi-110007**

**Section I**

**Background**

## 1.1 About Delhi University

The University of Delhi (DU) is the premier central university of the country and is known for its high standards in teaching and research and attracts eminent scholars to its faculty. It was established in 1922 as a unitary, teaching and residential university by an Act of the then Central Legislative Assembly.

## 1.2 Aims & Objectives of the Tender

The University of Delhi has decided to conduct a "Computer-based Entrance Test" in 18 cities across the country. The number of cities may increase as per requirement of the University. The University intends to select a Bidder to execute the Computer Based Test (CBT), its administration, logistics, processing of results and forwarding to the University for composite declaration of results as per requirement of the University.

**Section II**

## 2.1 Scheme of DUET

- **Computer Based Test using Intranet / LAN in 18 cities**
- **Entrance test would be conducted for admission to selected undergraduate, all Postgraduate, M. Phil. and Ph. D courses.**
- **Question paper will be objective type with multiple choice questions of the duration of 2 hours**
- **Medium of the test would be English and/or Hindi wherever applicable or as per requirement of the University**
- **Tests would be conducted in three shifts on the same day as below –**
- **1st Shift – 8.00 a.m. - 10.00 am**
- **2nd Shift – 12.00 noon - 2.00 pm**
- **3rd Shift – 4.00 p.m. - 6.00 pm**

## 2.2 Scope of Work has been divided into three broad phases (End-to-end format)

- Pre-Assessment Phase
- Test Delivery Phase
- Post Test Delivery Phase

**PRE ASSESSMENT PHASE**

I.   The University will design the application for candidates to register themselves for the computer based test.

II.  The University shall deliver database of registered candidates on its portal to the Vendor.

III. The Vendor should make the provision for admit card downloadable. The candidate should be able to download and take the print of successfully filled applications.

IV.  The Vendor shall provide for
   a) Online support for students for taking mock examination
   b) Video guide for computer based test
   c) Candidate handling process by way of hosting 24x7 Helpline and student Kiosk(s)

V.   The Vendor will generate Confidential List.

VI.  The Vendor will be responsible for designing the computer based test plan and examination process in consultation with Examination Wing of University of Delhi for :
   a) Selection of Computer Based Test Centers / Venues
   b) Complete Security Management Processes (Physical and Technical for all computer based test centers, servers, Desktops, LAN etc)
   c) Candidate handling and identification process at Test Centre.
   d) Detailed Audit of Software and Hardware i.e. Server/Desktop/LAN etc. to be used at Test Centres.
   e) "Click by Click" Audit Processes
   f) Other related processes involved for conducting University of Delhi computer based test as required by its Examination Wing.

VII. To prepare and provide documentary manuals of all processes, for safe and secure Conduct of examination, to be followed along with rules for contingency and exception handling/ emergency procedures.

VIII. To provide specifications for Hardware and Software required at all stages of the computer based test at Test Centres and for Devices and systems to be used for authentication and audit trail mechanisms required for University of Delhi computer based test.

IX.  To provide consultancy, training and manpower support to handle the entire computer based test project at the Examination Wing of university of Delhi. The required Hardware(including Devices and systems to be used for authentication and audit trail mechanism required), Software, networking, for which specifications will be finalized in consultation with University of Delhi, shall be installed by agency at Examination Wing University of Delhi. The internet lease line of required bandwidth, on lease/ rental basis shall be installed by the Vendor. The Vendor should include the cost of the same in the financial bid.

X.   To provide and setup secured software for Authoring and Complete Examination Management Process at Examination Wing, University of Delhi, Delhi.
   a) Master question papers of all tests held should be available on the official website of University of Delhi, which should be accessible to anyone without requirement of any roll number etc.
   b) The question paper attempted by a candidate should be e-mailed to the candidate automatically within 48 hours after the test.

XI. To integrate Question Paper into the required Test Engine and maintaining required data security.

> a) To provide and setup secured software for Authoring and complete test management process.
> b) Question paper would be provided to the agency in MS Word or PDF format and the agency would be responsible for data entry & uploading the same on their software.
> c) Accuracy of questions and their options would be the responsibility of the agency.
> d) Post examination, the key to the question paper would be provided in MS Word or PDF format and it would be the responsibility of the agency to enter the key in the Master question paper to be displayed for candidates to see and raise objections, if any.
> e) Master question papers of all tests held should be available on the website, which should be accessible to anyone without requirement of any roll number etc.
> f) The actual question paper attempted by a candidate should be available on website and should also be emailed to the candidate automatically within 48 hours of end of exam.
> g) The format of the key required should be provided in a soft template, so that the same could be shared with the various departments. The template has to be provided by the agency.
> h) The format of the result as required by the University has to be incorporated into the software at the starting stage itself in order to ensure compatibility.

XII. To upload the question bank and release of question papers only after approval by the Delhi University officials.

XIII. To provide training/ manpower for generation of encrypted confidential data that will be used for test delivery across various centres.

XIV. To customize the software for conducting the computer based test as per the requirements of the University.

XV. To identify required secure Test Centres in various cities as per requirement of Examination Wing, University of Delhi after receiving intimation regarding city locations and approximate number of candidates and provide details in writing within a month along with details of the facilities offered at each of centre.

XVI. The location of Test centres/ venues should be easily accessible to the candidates and well connected to public transport i.e. Bus Stand etc. As far as possible it should be in a centrally located within the City limits. Centres must be accessible by differently abled candidates (PwD).

XVII. While providing computers and relevant software with necessary security systems, the bidder shall keep in view the requirements of differently abled candidates.

XVIII. Each test centre should be of minimum Capacity of 200 plus 20% buffer systems as buffer and total 120 systems for each computer based test slot/session (in exceptional circumstances it may vary).

XIX. At each test centre there should be sufficient no. of **additional switches** that can be used at the time of emergency.

XX. To ensure that test centre has the required suitable Hardware, Software, Internet and LAN connectivity for Conduct of computer based test.

XXI. To ensure 3 tier Electric power supply availability and power backup through Uninterrupted Power Supply (UPS) and Generator for at least 4 hours at each Test Centre.

XXII. Minimum one centre at each city should be PwD friendly depending upon the number of candidates.

XXIII. To ensure that sufficient numbers of Air conditioners should be available in the Test Centres and they should be working properly during the examination.

XXIV. To carry out periodic audit at Test Centres for:-
1. Hardware - Processor Speed, RAM, Network and internet connectivity, Key Boards etc.
2. Software - Operating System, Screen resolution, bandwidth for internet and LAN connectivity, Browser compatibility.
3. Working conditions of UPS and Generator.
4. Adequate Air-conditioning in Centres.

XXV. To ensure suitable drinking water and separate toilet facilities for both Male and Female, at each floor of test centre.

XXVI. To ensure availability of proper security, frisking at the test centres.

XXVII. To provide facility of mock test for candidates through website and any support required in this regard is to be provided through call centre. Providing Toll free number will be advantageous for technical consideration.

XXVIII. To ensure the functioning of computer based test delivery system by conducting adequate mock drills of actual test delivery system at all test centers before and a Final mock drill to be conducted a day before actual test on all centers at same time just like simulating the examination day. All computers including buffer computers to be used on examination day shall logged in through dummy roll numbers and report shall be submitted to the Examination Wing.

XXIX. To provide Hardware and Software required to setup University of Delhi Command Center for Monitoring, Administration and Control of all activities at all stages during computer based test.

XXX. To ensure biometric capture of candidate during examination.

XXXI. The various blocks of test centre to be used for computer based test should be within the same premises not very far from each other. The entire premises should be secure and not be accessible to unauthorised individuals. There should be a secure entry & exit gate that can be closed to prevent unauthorised entries.

XXXII. The backup server should be properly configured to ensure the redundancy in case the primary server fails.

XXXIII. To provide facility to candidates for mock test – through website and at facilitation centres.

XXXIV. Any other work decided by the Examination Wing on the basis of requirement of the individual examination.

XXXV. The Test Centre must have facilities for installing security and access control systems including signal silencers/jammers, Video surveillance etc. It would be desirable to have facilities for keeping belongings of candidates in Test Centre.

XXXVI. To open Facilitation centres to familiarise the candidates/students with Computer based test. The Vendor will provide facility for Mock Test through website and at facilitation center. These centers are expected to function for at least 10 days in advance. In each city, for every 10000 candidates there will at least be one facilitation centre. The charges for this should be included in the financial bid. No separate charges would be payable for these services.

# CONDUCT OF COMPUTER BASED TEST/ TEST DELIVERY PHASE

1. Minimum manpower deployment at each test centre must be as per the following scale. Each Test Centre of Capacity of 200 plus 20% buffer should have the minimum following personnel to be deployed by the Vendor

| Test Centre Administrator | One (1) for each Center |
|---|---|
| IT Manager | One (1) for each 200 candidates |
| Invigilators | One (1) per 20 candidates |
| Support Staff | Two (2) per 100 candidates |
| Security Guards | Two (2) per 100 candidates |
| Electrician | One (1) One for each Centre |
| Peons | Two (2) per 100 candidates |
| Health Care | One (1) Paramedic Staff for each centre with first Aid and emergency response kit with sufficient medical supplies |

*Note: Above staff should be increased proportionately on the basis of candidates allotted to that centre.*

Payment of wages, medical, statutory contributions towards ESI, EPFO or any other allowances to /in respect of the manpower engaged by the bidder would be the sole responsibility of the bidder.

2. The Conduct of entrance test of University of Delhi would be multidisciplinary / multiple subject/ multilingual as per scheme of examination. Therefore, the test delivery system should able to handle this aspects of multidisciplinary / multiple subjects/ multilingual very well.
3. To host the test and manage the test delivery process in a secure and 256 bit encrypted environment through intranet based solution at Test Centres, the computer systems and servers shall be of latest configuration and LAN must be scaled enough to handle the traffic in real time with proper backup and redundancy at each level.
4. To securely transmit, download, install and implement Question Papers received from University of Delhi. The question papers for the PwD candidates (as per the list provided by the University) shall be configured in a format to facilitate them to undertake the test. The Question Papers installation and implementation shall be as per requirement of the University of Delhi. The Question Papers will be downloaded based on scheme provided only an hour before the conduct of actual test.
5. To arrange frisking of candidates at test centre, to disallow any electronic gadgets, pen, paper (other than admit card), bag, purse (Except wallet), any ornaments etc. as per the guidelines duly mentioned on the admit card of the University of Delhi.
6. To complete registration process of the candidates to appear for test at the test centres before start of test (digital photo, bio-metric finger print etc.) and allow candidates, after proper frisking. The Vendor must engage lady staff for frisking female candidates.
7. To arrange/provide adequate displays and required instructions/ information to the

candidates appearing for test at computer based test centres.

8. To maintain step by step complete log of all candidate activities during the course of test, to enable complete audit trail of the assessment process.

9. To obtain candidate's feedback through online Feed Back Form, after the test is over.

10. Candidate's responses to a question paper should be sent back to the central server (Data center of the University), in a 256 bit encrypted format from the server of test centre after conclusion of test.

11. To transfer/export the data in encrypted format including raw score data from local server to Central server and vice versa as per the instruction of Examination Wing, University of Delhi.

12. To device and implement monitoring and supervision of Test Centres activities. Bidder would have to provide for CCTV surveillance system to monitor and capture the activity of candidates/centres. All the test halls should have CCTV surveillance cameras installed in a way that activities of each candidate is captured. CCTV camera feeds should be stored on the central server. CCTV camera should record Test Center activities from 30 minutes before to 30 minutes after the examination. The Bidder will be required to handover the CCTV camera feeds to University of Delhi for all the Computer Based Test centres within one week after the test after its proper sealing to the person authorized by the Dean (Examinations), University of Delhi.

13. To provide blank paper sheet/s to the candidates as per requirement.

14. To print candidate's response sheet at the end of the test as per requirement of Examination Wing, University of Delhi.

15. To send confidential data of examination as per instruction of Examination Wing University of Delhi.

16. To prepare Contingent plan for Candidate management/Shifting in case of any emergency.

17. To ensure security and safety of centres and server room at University of Delhi including power backup and emergency mechanism for smooth conduct of the test till the completion of process.

18. To provide for

**Examination Wing** (Reporting and Control Room)

Real Time Dashboard (with visualization graphs, data tables) for
   i. Real time registration statistics
   ii. Real time Applications Submission
   iii. Real time payment status (Completed and Failed)
   iv. Course wise applications
   v. Department wise applications

(All above information should have navigational information of State, District, City/Village and Gender, with data export feature in xls,xlsx,csv,html,pdf,word formats)

**DU admin user**

   i. Real Time dashboard
   ii. Real time information of entrance test
   iii. Test Centre wise live status
   iv. Centre wise Start and End Time of Each test
   v. Centre wise pictures of Start and End of test with date-time stamp

Real Time Report and Visualization for Admission
   i. Course Wise and Category Wise Reports
   ii. Fee Collection reports
iii. Real Time Admission Count (Unoccupied Seats *vs* Occupied Seats)

POST TEST DELIVERY PHASE

1. To calculate marks obtained by each candidate as per requirements of University of Delhi and deliver the entire result course-wise in the format desired by the University of Delhi.
2. To provide Post Test Analysis Report in the following manner:
   i) Item analysis of MCQ responses of the candidates (difficulty index and discrimination index etc.) if required by University of Delhi.
   ii) Student performance Analysis.

3. To provide documented inputs and support for handling

   - Candidate's and other queries
   - Press interaction
   - RTI queries
   - Court Cases

4. Post Computer Based Test Activity

   1. Data Export facility in desired format to be made available on the DU-Admin dashboard.
   2. The export facility for results (Course wise) over and above the required reports in both soft and hard copies must be provided to University in prescribed formats.
   3. Response Sheet to be generated for each candidate in the defined format. Due to security and confidentiality reasons entire activity of result processing and merit list generation will be carried out within the premises of University of Delhi.

   *Note: The agency shall have to carry/demonstrate complete System Test Run (STR) with test data to the University of Delhi before implementation. The agency should also be able to demonstrate click-by-click audit trail for any type of enquiry.*

5. Security/Secrecy
   a. Entire Content/material supplied by the University has to be encrypted with at least 256-bit encryption system.
   b. This should be accessible only by authorised personnel through authorised systems as per the University rule based workflow.
   c. The system must provide rules-based test centre allocation and scheduling as per with approval based workflow.
   d. The admit card generation, verification, and distribution should be based on approval workflow.
   e. The Database (DB) must also have logs of all the applicants' activities during examination.
   f. The Geo tag (Lat.-Long.) of the all the candidates must be the part of the DB
   g. The server logs (Webserver, DB server) must be retained.
   h. The candidates should be made available a browser which is safe browsing compliant.
   i. Computer Based Test System should have resuming feature in case of candidate logout/system shutdown/restart state.

j. <u>SECTION-III</u>

3.1 **GENERAL INFORMATION AND INSTRUCTIONS TO THE BIDDERS-**

**Submission of offers**
The Vender shall submit their proposal in two parts:
**(i) Technical Proposal**
**(ii) Financial Proposal**

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

3.1.2 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.

3.1.3 Prices mentioned in the financial bid should be valid for at least one year and extendable up to two years in total, if so decided by the University of Delhi. The bidder shall not subcontract the work awarded to the agency. In case of proven deficiency in service a penalty of up to 10 % of the contract value may be levied on the agency by the University as it deems fit, in addition to recovering the cost of rectifying the deficiency or getting the work done by someone else at the cost of the agency. The successful bidder will have to give an undertaking of maintaining confidentiality of the entire process of test in addition to a formal agreement or contract to be executed.

3.1.4 The bidder should enclose **EMD of ₹ 25,00,000/- (Rupees Twenty Five Lakhs only ) [Refundable]** in form of Demand Draft/FDR/irrevocable Bank Guarantee drawn in favour of **"Registrar, University of Delhi"** and payable at Delhi. The Earnest Money Deposit (EMD) must be deposited to General Branch-II, Room No.209, IInd Floor, New Administrative Block, North Campus, University of Delhi, Delhi - 110007 (Near Gate No.1) before end date/time of bid submission. The tenders without EMD (except those having exemption from depositing EMD) shall be summarily rejected.

3.1.5 **The successful bidder shall be required to deposit performance guarantee equivalent to ten (10) percent of contract value to the University before release of his EMD. The Performance Guarantee must be in the form of irrevocable Bank Guarantee/FDR of a Commercial Bank. Performance guarantee has to be valid for a period of one year and not expiring before 90 days after the completion of the contract and extendable on year-to-year basis if the contract is extended by the University.**

3.1.6 The proceeds of the performance security shall be payable to the University of Delhi as compensation for any loss(es) resulting from the failure of the Bidder to meet out its obligations under the Contract. This shall be in addition to any other action/penalty taken

by University of Delhi for failure. The Performance Security will be discharged by the University of Delhi and returned to the Bidder not later than 90 days following the date of completion of the Bidder's performance obligations. In the event of any contract amendment, the Bidder shall, within 7 days of receipt of such an amendment furnish the amendment to performance security, rendering the same valid for duration of the contract as amended for further period as stipulated.

3.1.7   The EMD of the unsuccessful bidder/s shall be returned without interest after award of contract to the successful bidder. The EMD would stand forfeited in case the bidder withdraws or amends his bid after submission of tender document.

3.1.8   Reference, information and certificates from the respective clients certifying technical, delivery and execution capability of the bidder should be signed and the contact details such as address, telephone number, email address etc. of all such clients should be mentioned. The University of Delhi may also independently seek information regarding the performance from the clients.

3.1.9   The bidder is advised to attach any additional information, which he thinks is necessary in regard to his capabilities to establish that the bidder is capable in all respects to successfully complete the envisaged work. He is however, advised not to attach superfluous information. No further information will be entertained after tender document is submitted, unless the University calls it for.

3.1.10 Incorrect or misleading information: If the bidder deliberately gives incorrect or misleading information in their tender or wrongfully creates circumstances for the acceptance of the tender, University of Delhi reserves the right to reject such a tender at any stage.

3.1.11 Even though bidder may satisfy the qualifying criteria, it is liable to disqualification if it has record of poor performance or not able to understand the scope of work etc.

3.1.12 Prospective bidders may seek clarification regarding the project and/or the requirements for pre-qualification, in writing through email till the date of pre-bid meeting.

3.1.13 As the tender is an on-line tender, the technical and financial bids should be uploaded in the CPP portal. For any clarification or query, the bidder may get in touch with - **Joint Registrar (Procurement & General), Room no.1, Ground Floor, New Administrative Building, University of Delhi – 110007. Phone – 011-27667431, 27001210.**

3.1.14 The Registrar, University of Delhi reserves right to award the work/cancel the award without assigning any reason. In case of differences, if any, the decision of the Registrar, University of Delhi shall be final. The work can be awarded to one or more agencies if need arises. The contract shall be valid for at least one year and extendable up to two years in total, if so decided by the University of Delhi.

3.1.15 The payment shall be in Indian Rupees and shall be paid only after successful completion of work without error and delays. No advance payment shall be made and the successful bidder has to sign an agreement on non-judicial stamp paper, which shall contain clause related to liquidated damages on account of delays, errors, cost and time over runs etc. In case the bidder fails to execute the contract, the University of Delhi shall be at liberty to get it done through any other agency with full cost recoverable from the bidder in addition to damages and penalty.

Bidders are neither allowed to join hands to participate in the tender nor allowed to submit multiple bids. In case found otherwise, their bid is liable to be rejected.

3.1.16 Any disputes arising out of this tender shall be subject to the jurisdiction of appropriate courts in Delhi/New Delhi only and shall be governed by the laws of India.

## 4    GENERAL CLAUSES

### 4.1    Standard of performance

The Bidder shall provide the services and carry out its other obligations under the agreement with due diligence, efficiency, economy, confidentiality and promptness. The Bidder shall adhere to professional and consulting standards recognized by international professional bodies while observing sound management and technical and engineering practices. It shall apply appropriate advanced technology and safe and effective methods during execution of this Project and shall always act in respect of any matter relating to this agreement, as faithful advisors to the University of Delhi. The Bidder shall always support and safeguard the legitimate interests of the University of Delhi, in any dealings with the third party.

The Bidder shall abide by the provisions of the applicable laws(s), related to the Information Technology, applicable in India.

The Hardware, Software and other services provided under this contract shall conform to the standards laid down in the Scope of Work and Technical Specifications and requirements. The Computer Based Test Application Software before installation will be subjected to 'Quality Assurance Test' prescribed by the University of Delhi.

The security of the system should be foolproof and shall be treated as **"not fool proof"**, where unauthorised persons being able to access/infiltrate in to the system. The system may be the application software or a process adopted by vendor/bidder.

The vender/bidder shall be liable to pay to the University of Delhi for any financial losses by way of some of system and process failure.

### 4.2    Intellectual Property Rights

No software or services covered by the contract shall be developed, sold, disposed or done by the Bidder in violation of any right whatsoever of third party, and in particular, but without prejudice to the generality of the foregoing of any patent right, trademark or similar right, or of any charge, mortgage or lien.

The Bidder shall warrant that there is no infringement of any patent or intellectual proprietary rights caused by the supply of IT Infrastructure and Software and the documents, which are subject matter of this project.

4.3. **Applicable Law**

The contract shall be interpreted in accordance with the laws of the Union of India.

Governing Law and Choice of Forum:

- The laws of India shall govern this project. Any suit, action or proceeding shall be confined to the exclusive jurisdiction of Courts at Delhi.
- Any suit/legal action filed by any third party on account of the supply made by the vendor against any item related/pertaining to this project shall be settled by the vendor at his own cost. University of Delhi will NOT be a party to the same.

4.4 **Governing Language**

The bid & contract shall be written in English language. All correspondences and other documents pertaining to the contract, which are exchanged between the parties, shall be written in the English language.

4.5. **Consortium**

No consortium will be entertained by University of Delhi. The bidder shall hold the full responsibility of the contract. Any consortium formed by the bidder at his end which was formed either to gain entry into the agreement with University of Delhi or during the project for the execution of the agreement will be at the sole risk and responsibility of the bidder and would lead to rejection of tender or termination of contract with penalty.

4.6. **Penalty Clause / Liquidated Damage**

If any of the stages specified, either not completed or not completed satisfactorily as per the approved time schedule, forming part of the contract agreement due to reasons solely and entirely attributable to the bidder and not in any way attributable to the delay on the part of University, a penalty @ 1.0% of the bid value of the delayed stage of the item, per day (subjected to maximum 10%) may be imposed and accordingly the time for the next stage be reduced by the University, to account for the delay.

If the delay adversely affects conduct of test, the security deposit and performance security will be forfeited and other legal action would be initiated as per terms and conditions of contract. The University may rescind this part of the contract and shall be free to get it done from any other agency at the risk and cost of the Bidder.

Moreover if the service providing agency does not provide any of the facilities mentioned in the tender document at Centre/s, penalty will be imposed to it on the basis of feedback received from the University officials deployed at Centre and it may up to 10% of quoting rates (per candidate rate) <u>for each deficiency</u>, after issue of a written show cause notice and considering the reply of the bidder.

Failure of computer based test process at any stage during the entire test process at any test centre, Penalty will be 100% of the Project cost and the agency will have to submit an undertaking to this effect.

4.7     **Prices**

The prices quoted for the items/services shall under no condition change during the period of agreement.

4.8     **Subcontracts**

The Bidder shall not subcontract the awarded contract or part thereof without written consent of the University of Delhi.

4.9     **Delays in the Bidder's Performance**

Conduct of the test as per timeline is the main aspect of the work and performance of the Services shall be made by Bidder in accordance with the approved time schedule as notified from time to time by the Examination Wing , University of Delhi to the bidder and will become the forming part of the Contract Agreement.

The activities involved are time bound and it is expected that no extension of time for performance of any activity/ activities will either be sought or given in this project. However, if at any time during the course of the contract, the Bidder encounters conditions impeding the timely delivery of the items and the performance of the service, the Bidder shall promptly notify to the University of Delhi in writing the fact of the delay, it is likely duration and its cause(s). The University of Delhi will evaluate the situation and in the exceptional circumstances and in the interest of work may extend the Bidder's time for execution of said item of work, But in no case extension shall be granted having adverse effect on scheduled conduct of examination. The dates declared for examinations are absolute unless changed by the University of Delhi on its own.

Delay on part of the Bidder in the performance of its delivery obligations shall render the bidder liable to the imposition of penalty unless an extension of time is agreed upon.

4.10    **Termination for Default**

Either Party may, without prejudice to any other course of action for breach of contract, by written notice of 60 days to the other party, terminate the agreement in whole or in part, if:
- The defaulting party fails to perform any or all of the obligations within the time period(s) specified in the agreement or any extension thereof granted, by the other party.
- The quality of the delivery of various tasks is not up to the satisfaction of the University of Delhi.
- The defaulting party fails to perform any other obligation under the agreement.

In the event of the University of Delhi terminating the contract in whole or in part, the University of Delhi may procure, upon such terms and in such a manner as it deems appropriate, items or services similar to those undelivered, and the Bidder shall be liable to the University of Delhi for any excess costs for such similar items or services. However, the Bidder shall continue with the performance of the contract to the extent not terminated.

The Bidder shall stop the performance of the contract from the effective date of termination and hand over all the documents, data, equipment etc. to University of Delhi for which payment has been made. The Bidder may withdraw items, for which payment has not been made. No consequential damages shall be payable to the Bidder in the event of termination.

In case of termination of contract, all Bank Drafts/ FDRs furnished by the Bidder by way of Bid Security / Performance Security shall stand forfeited.

In case of suspension/termination, the Bidder shall be liable to pay compensation for any direct loss or additional liability, if incurred due to completion of work by another agency.

### 4.11    Termination for convenience

The University of Delhi, by written notice of at least 90 days sent to the Bidder, may terminate the contract, in whole or in part thereof, at any time for its convenience. The notice of termination shall specify that termination is for the convenience of University of Delhi and also the extent to which performance of the Bidder under the contract is terminated, and the date on which such termination becomes effective.

The University of Delhi shall accept the items/services, which are completed and ready for delivery within 30 days after the Bidder's receipt of notice of termination, at the contract terms and prices.
For the remaining items/services, the University of Delhi may elect:
- To have any portion completed and delivered at the contract terms and prices; and /or
- To cancel the remainder and pay to the bidder an agreed amount for partially completed items/services and for services previously accomplished by the Bidder.

### 4.12    Termination for Insolvency

The University of Delhi may at any time terminate the contract by giving notice to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the University of Delhi.

### 4.13    Suspension

The University of Delhi may, after giving a written notice of suspension to the Bidder, and considering the representation, if any, submitted to him within a period of 15 days from receipt of such notice, suspend all payments to the Bidder, if the Bidder fails to perform any of its obligations (including the carrying out of the services) provided that such notice of suspension:
- Shall specify the nature of the failure and
- Shall direct the Bidder to remedy such failure within a specified period from the date of receipt of such notice of suspension by the Bidder.

The University of Delhi may engage some other agency for the completion of suspended work, which will be carried out at the risk, and cost of the Bidder.

4.14    **Confidentiality**

The Bidder and their personnel shall not, either during implementation or after completion of the project, disclose any proprietary or confidential information relating to the services, agreement or the or operations of University of Delhi.

University of Delhi also reciprocally agrees with the Bidder that all information concerning trade secrets, know-how, technical data, research, products, development, inventions, processes, engineering techniques, strategies, internal procedures, employees and business opportunities, its customers either present or prospective and services rendered by the Bidder to such of its customers along with the information pertaining to its businesses and the proprietary information of the Bidder described herein as "confidential information", belonging to the Bidder and which may come into the possession or custody of University of Delhi in the course of providing services by the Bidder hereunder shall not be disclosed or divulged to any third parties or make use or allow others to make use thereof either for its own benefit or for the benefit of others directly or indirectly. (subject to provisions of the law of the land).

4.15    **Force Majeure**

The term "Force Majeure" as employed herein shall mean Act of God, floods, tempest, war, civil riot, fire and Acts, Rules and Regulations of respective Government of the two parties namely University and the bidder, directly effecting the performance of the Contract.

In the event of either party being rendered unable by Force Majeure to perform any obligation required to be performed by them under this Agreement, the relative obligation of the party affected by such Force Majeure shall, upon notification to the other party be suspended for the period during which cause lasts. Time for performance of the relative obligation suspended by the Force Majeure, shall then stand extended by the period for which such clause lasts.

If deliveries are suspended by force majeure conditions lasting for more than 60 days, the purchaser (University) shall have the option of cancelling the contract in whole or part, without financial consequences to or entitlement in either party resultant upon such cancellation, which will operate as a discharge of all future obligations under the contract, but without any rights or obligations arising out of any antecedent breach.

4.16    **Resolution of Disputes**

The University of Delhi and the Bidder shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute that may arise between them under or in connection with the Contract.

If, after 20 days from the commencement of such informal negotiations, the University of Delhi and the Bidder are unable to resolve, amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanism In all matters and disputes arising there under, the sole arbitrator shall be mutually agreed upon by the parties in writing, who shall decide the claim and its decision shall be final and binding on both the parties. However, during the period of doubt, disagreement or dispute, both the

Bidder and the University of Delhi shall ensure that the Project works in a normal way. Such doubts, disputes and disagreement shall not give any reason or freedom to either the University of Delhi or the Bidder to interfere in or prevent normal functioning of the Project.

4.17 **INTERPRETATION**

In these Terms & Conditions:

a) References to laws shall mean the applicable laws of India and references in the singular shall include references in the plural and vice versa.

b) References to a particular article, paragraph, sub-paragraph or schedule shall, except where the context otherwise requires, be a reference to that article, paragraph, sub-paragraph or schedule in or to this tender.

c) The headings are inserted for convenience and are to be ignored for the purposes of construction.

d) Whenever provision is made for the giving of notice, approval or consent by any Party, unless otherwise specified such notice, approval or consent shall be in writing and the words 'notify', 'approve', and 'consent' shall be construed accordingly.

e) In case of any inconsistency between this tender and the Bid made to University of Delhi, the terms of this Tender shall prevail. In case the tender is silent on the items contained

**5. EVALUATION OF THE BIDS-**

**Technical Evaluation-**
**5.1** The technical evaluation committee may call the responsive bidders for discussion or presentation to facilitate and assess their understanding of the scope of work and its execution. However, the committee shall have sole discretion to call for discussion/presentation.

**5.2** As a first step, the Technical proposal submitted by each organization would be assessed against the evaluation criteria as mentioned in Annexure VII. Based on the criteria, each technical proposal would be assigned a score called as Technical Score **(TS)** out of 100.

**Financial Evaluation-**

**5.3** The financial bid shall be opened of only those bidders who have been found to be technically eligible as per Annexure-VII. The financial bids shall be opened in presence of representatives of technically eligible bidders, who may like to be present. The University of Delhi shall inform the date, place and time for opening of financial bid.

**Final Evaluation of Bids-**

**5.4** The final selection of the agency will be based on TECHNICAL SCORE  i.e. 60 out of 100:

1.  Standing of the agency and Financial Position
2.  Software/Solution
3.  Similar work Experience with University / State Boards / UPSC / SSC etc.
4.  The bidder must have successfully conducted at least one end to end computer based examination (including online application, admit card, content, conduct, result and merit list) having 40,000 candidates or more in single shift in minimum of 10 cities or more as on RFP publish date for a Government dept./PSU/Autonomous body under central or state government. **(Completion certificate /performance report should be attached with Annexure-I). The bidder shall submit an undertaking to handle** minimum 25,000 candidates in single shift in Delhi/NCR (Delhi NCR includes, Delhi, Noida, Ghaziabad, Greater  Noida, Faridabad, Gurugram).

5.  Security and Software Quality Certification.

**Note** – The detailed criteria is mentioned in **Annexure VII.**

**5.5** Technical Bid will be assigned a maximum of 100 points. Bidders with Technical score of 60 and above (Annexure-VII) will be eligible for the opening of the financial bid. All other financial bids will not be opened. The lowest bidder based on the price quoted for the 2,00,001 – 2,50,000 candidate strength among the technically qualified bidders shall be considered for award of work.

**Note:** Successful bidder has to sign a **Non-Disclosure Agreement** before execution of the  project on the prescribed format of University of Delhi.


## SECTION-IV, V and VI

### 6.    TECHNICAL PRE REQUISITES/CRITERIA

6.1    The bidder shall be single point of contract with University of Delhi and shall be solely responsible for the execution and delivery of the work.

6.2    The bidder should be a Public Ltd. Co./Govt./PSU/Pvt. Ltd. Co. /Proprietary/Partnership Firm/Society registered in India and having its operation for minimum three years in India.

6.3    The bidder should have successfully executed similar project(s) on all India basis, out of which at least one should be of conduct of Indian Professional / Competitive / Entrance Test in atleast 10 cities or more and should have proven capacity  to conduct test in computer based mode as per minimum required capacity mentioned in **Annexure –VII**. The documentary evidence in form of work/contract and client report must be enclosed.

   **Note:** Similar nature of work means design/development of computer based test for professional test, application processing, test delivery, evaluation and result processing.

6.4     The bidder should own the  software which can be customized as per the requirements of the University of Delhi. The bidder should have ready infrastructure in all major cities of India.  Proprietary and ownership of the software should be invariably in the name of the bidding company and not of any subsidiary or sister company.

 Software Description:

- Organization should own the complete source code of the software being used for conducting the test.
- Organization should have all the necessary processes in place for entire Software Development Life Cycle (SDLC) of the software being used for conducting the test.
- Organization should have all the necessary components of source code in place and any change required in any of the components of the software, in-house technical skill should be available to make necessary changes
- Software code should be versioned, labelled and baseline appropriately in a standard version control system within the organization
- Organization should own the test cases and regression testing code to show that they have done necessary testing for the software to scale up to conduct large assessments
- Organization should have in-house quality assurance group and a strong quality management system to do quality check of the software
- Proper security provision for source codes

6.5     The bidder should not have incurred any loss during last three years ending 31.03.2018. The bidder should submit certified copies of their company Balance Sheet and Profit and Loss Account duly audited by a certified CA for the last three financial years.

6.6     The bidder should have on his pay roll sufficient number of Technical and Administrative employees for the proper execution of the contract. The bidder should submit a list of the employees stating clearly how they would be involved in this work.

6.7     The Bidder should be registered with appropriate tax authorities such as Income Tax, Service Tax etc. and should submit valid certificates of registration with these authorities.

6.8     The bidder's Average Annual Turnover during last three years should be ₹60 crores or more in India (Attach documentary evidence such as audited Balance Sheet etc.). Turn over should be of the agency bidding and not that of the group to which company belongs. 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.

6.9     The Bidder should have infrastructure in all city centres with validated nodes/computers, appropriate technology, hardware and software, dedicated connectivity, trained proctoring staff, adequate security measures and due diligence.

6.10    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.

6.11    The bidder must have latest ISO 27001 quality certificate.

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

c) If confidential inquiry reveals facts contrary to the information provided by the bidder.

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

e) If bidder is engaged in any activity which can influence the results of test such as conduction of coaching classes etc.

f) The University of Delhi has right to cancel or modify the tender.

6.13 The technical bid shall consist of-

(i) Technical information as desired in prescribed format. (Section V)
(ii) The financial information as per Annexure-I
(iii) The details of experience of similar works as per Annexure- II, III & IV
(iv) Organizational Structure and information as per Annexure -V
(v) Technical and Administrative manpower available for this work as per Annexure VI
(vi) Break up criteria for Technical Evaluation -Annexure-VII
(vii) An Undertaking regarding blacklist as per Annexure- VIII
(viii) Physical Infrastructure such as availability of test centres, technology, hardware, software etc. as desired above.
(ix) EMD
(x) Duly signed copy of latest ISO 27001 certification with current year validity Mandatory
(xi) Duly signed copy of CMMI-3/5 certification for the Software
(xii) Tender Acceptance Letter (Annexure-X)

6.14 The agency must have at least 100 technical manpower (IT staff) employed in-house in India for conduct of test, development of software, maintenance of software, networking and date security. The employees employed should have hired/selected after exercising due diligence that includes background checks, experience verification etc.

7. **IMPORTANT INSTRUCTIONS**

7.1 The agency should be registered in India. The registered organisation should be operating in India for a minimum of three years with an objective of offering relevant IT Solutions and Services that are the subject matter of this tender.

7.2  The organisation should own the copyright of the source code of the software being used for conducting the test. The organization should be able to make changes as required in any of the components of the software.

7.3  Other IT security rules as specified by Government of India shall also apply. The organization shall comply with defined Software Development Life Cycle (SDLC) processes in the development and maintenance of the system used for conducting the test.

7.4  The organisation 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, QA Certification and Deployment into production.

7.5  The organisation must employ multiple backup systems including offline backups to securely maintain the software and its corresponding source code.

7.6  The organisation 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 test. The organization 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.

7.7  Testing should not be limited to system features and functionality. The system used to conduct the test must be tested for performance, Security, Usability, High-Availability, Business Continuity, and Disaster Recovery.

7.8  The organisation 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 test. Results of such performance tests should be made available for each major release of the system used to conduct the test.

7.9  The organisation 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 test.

7.10  The organisation should have suitable emergency management plan towards any crisis situations/redundancy of servers, nodes additional centre locations, students' data.

7.11  The bidder should be able to support the entire solution (across INDIA) on a 24 x 7 basis.

7.12  At any time before the submission of bids, University of Delhi may amend the tender by issuing an addendum by standard electronic means and shall be displayed on the University website.

7.13  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 University of Delhi.

TIME FRAME

## SCHEDULE OF ACTIVITIES

The following schedule is a broad schedule of activities, however this may be changed in consultation with the University of Delhi

| S. No. | Date | Activity | Responsibility |
|---|---|---|---|
| 1 | | PROJECT INITIATION AND FIRST KICK OFF MEETING | UNIVERSITY OF DELHI / AGENCY |
| 2 | | ONLINE REGISTRATION FORM | UNIVERSITY OF DELHI |
| 3 | | TENTATIVE LIST OF CENTRES | BIDDER/ UNIVERSITY OF DELHI |
| 4 | | (a) TEST CENTRES AUDIT | BIDDER |
| | | (a)FINAL LIST OF TEST CENTRES TO UNIVERSITY OF DELHI | BIDDER |
| 5 | | DRAFT STANDARD OPERATING PROCEDURES (SOP) MANUAL, DATA TEMPLATES AND INSTRUCTIONS FOR CANDIDATE (IFC) DOCUMENT TO UNIVERSITY OF DELHI | BIDDER |
| 6 | | ROLL NUMBERS/ADMIT CARDS AND ATTENDANCE SHEETS OF CANDIDATES | BIDDER |
| 7 | | LIST OF CANDIDATES OPTED FOR COMPUTER BASED TEST TEST TO DU | BIDDER |
| 8 | | FINAL STANDARD OPERATING PROCEDURES (SOP) MANUAL TO University of Delhi | BIDDER |
| 9 | | DRY RUN | BIDDER |
| 10 | | PRACTICE/DEMO TEST ON UNIVERSITY OF DELHI WEBSITE | BIDDER/ UNIVERSITY OF |
| 11 | | CALL CENTRE SUPPORT | BIDDER |
| 12 | | TENTATIVE LIST OF PROCTORS, TECHNICAL STAFF TO UNIVERSITY OF DELHI | BIDDER |
| 13 | | FINAL LIST OF CENTRE MANAGERS, TECHNICAL STAFF TO UNIVERSITY OF DELHI Centre Managers would be responsible for maintaining security, secrecy and discipline at each centre. | BIDDER |
| 14 | | SET UP OF TEST SERVER AT UNIVERSITY OF DELHI | BIDDER |
| 15 | | ISSUE OF I/CARDS FOR PROCTORS, TECHNICAL STAFF AND AUDITORS ETC | UNIVERSITY OF DELHI |
| 16 | | CUSTODY OF TEST CENTRES AND ALL SECURITY ARRAGEMENT | BIDDER |
| 17 | | FINAL DATA OF CANDIDATES TO BIDDER | UNIVERSITY OF DELHI |
| 18 | | FINAL AUDIT AND VISIT OF ALL CENTRES | UNIVERSITY OF DELHI |

| 19 | | MOCK TEST FOR CANDIDATES AT FACILITIATION/FAMILIARISATION CENTRES | BIDDER |
|----|--|--------------------------------------------------------------------|--------|
| 20 | | REVIEW MEETING | UNIVERSITY OF DELHI |
| 21 | | ENTRANCE TEST | BIDDER |
| 22 | | HANDING OVER OF RAW DATA TO UNIVERSITY OF DELHI | BIDDER |
| 23 | | COMPILATION OF RESULTS AND HANDING OVER FINAL DATA TO UNIVERSITY OF DELHI IN PRESCRIBED FORMAT | BIDDER |
| 24 | | SUBMISSION OF DVDs OF SURVEILLANCE TO UNIVERSITY OF DELHI | BIDDER |

## 8. EXAMINATION CENTRES REQUIREMENTS

### 8.1 Minimum Candidate System Prerequisites

**The client should be able to run safe exam browser seamlessly with minimum resolution of 1024x768 on a minimum 15" Monitor, minimum 104 keys compatible standard keyboard**

| Browser | *"The browser should be safe browsing compliant and a certificate to this effect should be enclosed with the technical bid".* |
|---------|------------------------------------------------------------------------------------------------------------------------------|

### 8.2 Minimum Examination Centre Server :

**The server and host operating system should conform to the latest security standard and**

**Equivalent suitable system as backup support – The Backup with 256 bit encryption must be provided in active mode.**

Entire premise must be under CCTV. And the recording of each session must be preserved for minimum 6 months. The copy of the CCTV recording of each session of each centre must be provided to the University within 24 hours of the examination. The provision of live feed of CCTV recording must be made available for the University to remotely monitor and proctor any/all session of any/all examination centres.

The bidder must ensure that neither server nor client/terminal/computer be on the Internet Connectivity during examination.

## 8.3    Manpower

Each Examination Centre of capacity of 200+ 20% buffer should have the minimum following personnel's to be deployed by the bidder ;

| | | | |
|---|---|---|---|
| i | Test Centre Administrator | - | 1 |
| ii | IT Manager | - | 1 |
| iii | Invigilators | - | 1 per 20 systems or per lab |
| iv | Support Staff | - | Minimum 2 per 100 candidates (Suitability needs to be justified with centers and locations |
| v | Security Guards | - | Minimum 2 per 100 candidates (Suitability needs to be justified with centers and locations) |
| vi | Peons | - | Minimum 2 per 100 candidates |
| vii | Electrician | - | 1 each per centre |

**TECHNICAL BID**

| S. NO. | CRITERIA | Give Details (with proof), specify page numbers of bid. |
|---|---|---|
| 01. | Conduct of at least one end to end computer based examination (including online application, admit card, content, conduct, result and merit list) having 40,000 candidates or more in single shift in minimum of 10 cities or more as on RFP publish date for a Government dept./PSU/Autonomous body under central or state government. **(Completion certificate /performance report should be attached with Annexure-I). The bidder shall submit an undertaking to handle** minimum 25,000 candidates in single shift in Delhi/NCR (Delhi NCR includes, Delhi, Noida, Ghaziabad, Greater Noida, Faridabad, Gurugram). | |
| 02. | List of Test Centers in pre identified cities where the Bidder has conducted similar tests with validated nodes/computers, requisite hardware/software, appropriate technology, un-bridled connectivity, trained proctoring staff etc. with minimum capacity of each center as 100 students per shift. | |
| 03. | Financial capability information | Annexure 'I' |
| 04. | Details of similar completed works during last 3 years | Annexure 'II' |
| 05. | Details of work under execution or awarded | Annexure 'III' |
| 06. | Performance/Client Report of work referred in Annexure II & III | Annexure 'IV' |
| 07. | Details of the organization structure | Annexure 'V' |
| 08. | Details of Technical and Administrative manpower to be employed for this project work | Annexure 'VI' |
| 09. | Break up criteria for Technical Evaluation | Annexure 'VII' |
| 10. | An Undertaking regarding blacklist | Annexure 'VIII' |
| 11. | Infrastructural availability for the work. | |
| 12. | Earnest Money Deposit | |
| 13. | ISO 27001 certification- Mandatory | |
| 14. | SEI CMMi Level 3 (minimum) Certification | |

Date :                                                    (Signature of the Bidder with Seal)

## FINANCIAL INFORMATION

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).

| S. No. | Details | FINANCIAL YEARS | | |
|---|---|---|---|---|
| | | **(1)** **2015-16** | **(2)** **2016-17** | **(3)** **2017-18** |
| i) | Gross annual turnover similar works | | | |
| ii) | Profit/Loss | | | |
| iii) | Financial Position : <br> a) Cash <br> b) Current Assets <br> c) Current Liabilities <br> d) Working Capital (b-c) <br> e) Current Ratio : <br> Current Assets/Current Liabilities <br> (b/c) | | | |
| | | | | |

II.    Up to date Income Tax Clearance Certificate.

III.    Certificate of financial soundness from Bankers of Bidder

IV.    Financial arrangements for carrying out the proposed work.

Note:  Attach additional sheets, if necessary.

(Signature of the Bidder with Seal)

**ANNEXURE – II**

### DETAILS OF SIMILAR WORKS EXECUTED

| Sl No | Name of work/Project & Location | Owner or sponsoring organization | Cost of work (in crores) | Date of commencement as per contract | Stipulated date of completion | Actual date of comple- tion | 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 the Bidder with Seal)

**WORKS/PROJECT UNDER EXECUTION OR AWARDED**

| Sl No | Name of work/Project & Location | Owner or sponsoring organization | Cost of work (in ₹ crores) | Date of commence ment as per contract | Stipulated date of completion | Upto date percentage progress of work | Show progress if any, and reasons thereof | Name, Designation and address /tele phone number of officer to whom reference may be made | Remarks |
|---|---|---|---|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| | | | | | | | | | |

(Signature of the Bidder with Seal)

**<u>PERFORMANCE REPORT OF WORKS REFERRED IN ANNEXURE II & III</u>**

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

1.   Name of Work/Project

2.   Agreement No.

3.   Estimated Cost

4.   Tendered Cost- NIL

5.   Date of Start

6.   Date of Completion
     (i)    Stipulated date of
            completion

     (ii)   Actual date of
            completion

7.   Amount of compensation
     levied for delayed
     completion, or any other
     damages, if any

8.   Performance reports/assessment by clients (Supported by documentary evidence, if any)

     (a)    Quality of work       Excellent/
                                  Very Good/
                                  Good/Fair
     (b)    Resourcefulness       Excellent/
                                  Very Good/
                                  Good/Fair

Date:

(Signature of the Bidder with Seal)

## STRUCTURE OF THE ORGANISATION

1.    Name and address of bidder:

2.    Telephone No./Fax No./Email address:

3.    Legal Status (Attach copies of original document defining the legal status).

    a)  An Individual/Consortium:
    b)  A Proprietary/Partnership bidder:
    c)  A Trust/Society:
    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.    Names 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 reason 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 reason 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 include above.

(Signature of the Bidder with Seal)

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

| Sl. 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 the Bidder with Seal)

**_TO BE FILLED UP BY THE BIDDER_**
**TO BE SUBMITTED ALONG WITH THE TECHNICAL BID – DULY FILLED AND SIGNED
ALONGWITH THE RELEVANT PAGE NUMBERS**

**Break up criteria for Technical Evaluation**

**1. Turn over based on Average Turn over of last three years from similar work**

_Remarks of the Bidder_

**1.  Particulars                                                     10 marks**

| | | |
|---|---|---|
| ≥ ₹ 200 Crore | - | 10 |
| ₹160- < ₹ 200 Crore | - | 08 |
| ₹ 120 -<₹160 Crore | - | 06 |
| ₹ 80 - < ₹120 Crore | - | 04 |
| ₹60 - < ₹80 Crore | `- | 02 |

**2.  Type of Organization                                   10 Marks**

| | | |
|---|---|---|
| Public Ltd./Govt. /PSU | - | 10 |
| Private Ltd. | - | 08 |
| Society | - | 06 |
| Partnership | - | 04 |
| Sole Proprietry/Single Person Co. | - | 02 |

**3.Technical Competency                                 30 marks**

(a) Technical Manpower on the roll of the company (IT Staff Strength) – 10 marks

| | | |
|---|---|---|
| ≥ 250 | - | 10 |
| 200 – < 249 | - | 08 |
| 150 – < 199 | - | 06 |
| 100 – < 149 | - | 04 |

(b) Technical Experience of the Manpower (Minimum 05 years of experience) – 10 marks

| | | |
|---|---|---|
| ≥ 100 | - | 10 |
| 75 - < 99 | - | 08 |
| 50 – < 74 | - | 06 |
| 25 – < 49 | - | 04 |

| | | |
|---|---|---|
| (c) CMMi – Level 5 certification | - | 10 marks |
| CMMi – Level 3 certification | - | 07 marks |

**4. Similar work experience with other organization  -       50 marks**
(a) Proven Infrastructure – No. of Nodes per shift (40,000 candidates or more in single shift in minimum of 10 cities or more) **- 10  marks**

| | | |
|---|---|---|
| > 55,000 | - | 10 |
| 50,000 – < 55,000 | - | 08 |
| 45,000 – < 50,000 | - | 06 |
| 40,000 – < 45,000 | - | 04 |

(b) No. of Assignments handles with more than 25,000 candidates per test in Last three years - **10 marks**

| | | |
|---|---|---|
| ≥ 10 | - | 10 |
| 05 – < 10 | - | 07 |
| < 05 | - | 04 |

(c) No. of cities covered in a single test in Last three financial years - **10 marks**

| | | |
|---|---|---|
| ≥ 20 | - | 10 |
| 10 – < 20 | - | 07 |
| < 10 | - | 04 |

(d) Management of Primary Data Centre with Secondary Data Centre - **10 marks**

Tier III DC with Secondary DC owned by the bidder – 10
Tier III DC with Secondary DC owned by others – 5

(e) Proven track record – repeat orders with any institute for consecutive years in last three years - **10 marks**

| | | |
|---|---|---|
| ≥ 05 | - | 10 |
| 03 – < 05 | - | 07 |
| 01-< 03 | - | 04 |

<u>**Signature:**</u>

<u>**Name:**</u>

<u>**Official stamp of the bidder**</u>

## Affidavit Regarding debarred/Blacklisting Status of the bidder
### (On a Stamp Paper of Rs. 100/-)

I/We, M/s ………………………………………………………….(Sole Applicant/Lead Member /Member / affiliate), (the names and addresses of the registered office) hereby certify and confirm that in the last three years (from the last date of the tender document), we or any of our promoter(s)/director(s)/ sister concerns/ subsidiaries are neither debarred/blacklisted or contemplated by Central Government/State Government/Any Autonomous Body/Central or State PSUs/Supreme Court/High Court of any State/District Court of any State from participating in Project/s, either individually or as member of Consortium nor any proceeding thereof are under process against us or any of our promoter(s)/director(s)/ sister concerns/ subsidiaries as on the ………………………………………………… (Date of Signing of Application). We further certify and confirm that there is no pending litigation/ court proceedings pertaining to blacklisting/debarment initiated against us or any of our promoter(s)/director(s)/ sister concerns/ subsidiaries by any Central Government/State Government/Central or State PSU and there is no case where the awarded work has been cancelled / suspended for reasons of non-satisfactory performance.

We further confirm that we are aware that, our Application for the instant Project would be liable for rejection in case any material misrepresentation is made or discovered at any stage of the Bidding Process or thereafter during the agreement period and the amount paid (including bank guarantee) shall stand forfeited without any further intimation.

Dated this …………………………………………… Day of ………………………… 2019

Name of the Applicant

………………………………………

Signature of the Authorized Person

……………………………………………………...

Name of the Authorized Person

……………………………………………………

## List of Cities with minimum nodes required per shift

| S. No. | Name of City | Minimum Nodes per Shift | |
|--------|--------------|-------------------------|---|
| 1. | Ahmedabad | 1000 | |
| 2. | Bangalore | 1000 | |
| 3. | Bhopal | 500 | |
| 4. | Bhubaneswar | 500 | |
| 5. | Kolkata | 2500 | |
| 6. | Chandigarh | 2000 | |
| 7. | Chennai | 1000 | |
| 8. | Delhi – NCR | 25000 | |
| 9. | Guwahati | 1500 | |
| 10. | Hyderabad | 1000 | |
| 11. | Jaipur | 500 | |
| 12. | Jammu | 500 | |
| 13. | Mumbai | 1000 | |
| 14. | Nagpur | 500 | |
| 15. | Patna | 2500 | |
| 16. | Ranchi | 1000 | |
| 17. | Trivandrum | 500 | |
| 18. | Varanasi | 3500 | |

### Tender Acceptance Letter

Reference No.:

The Registrar
University of Delhi
Delhi - 110007

Sir,

I/ We hereby submit our tender for **Computer Based Test: (DUET-2019)**

I / We have enclosed the earnest money deposit in the shape of Demand Draft/FDR/irrevocable Bank Guarantee of Rs.25,00,000/- (Rupees Twenty five lakhs only) (Refundable) in the name of Registrar, University of Delhi, payable at Delhi.

We hereby agree to all the terms and conditions, stipulated by the University of Delhi.

I/ We have noted that overwritten entries shall be deleted unless duly struck out & re-written and initialled. Tenders are duly signed (No thumb impression should be affixed).

I / We undertake to sign the contract / agreement within 15 (fifteen days) from the issue of the letter of acceptance and start the work as per instruction immediately, failing which our / my earnest money deposit may be forfeited and our / my name may be removed from the list of service providers / suppliers.

I/We agree to abide by this bid for a period of 180 (Number) days after the date fixed for bid opening or for any further period for which bid validity is extended and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

I / We agree that until a formal contract is prepared and executed, this bid together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

I / We understand that you are not bound to accept the lowest or any bid you may receive.

I / We have gone through all terms & conditions of the tender documents before submitting the same and accept the same.

NOTE: ALL TERMS & CONDITIONS SUCH AS TAXES ETC. HAVE BEEN INDICATED IN THE QUOTATION FAILING WHICH IT WILL BE PRESUMED THAT THE PRICES/RATES ARE INCLUSIVE OF ALL TAXES AND OTHER TERMS & CONDITIONS ARE ALSO AS PER YOUR REQUIREMENTS.

Yours faithfully.

Sign and Stamp of authorized person

UNIVERSITY OF DELHI

DELHI-110007
www. du.ac.in

**FINANCIAL BID**

(In Indian Rupees)

| Candidate Strength Range | Per Candidate (in figure and in words) | Taxes/ Duties in rate & % | Total Per Candidate (in figure and in words) |
|---|---|---|---|
| Up to 50000 | | | |
| 50001-100000 | | | |
| 100001-150000 | | | |
| 150001-200000 | | | |
| 200001-250000* | | | |
| 250001 and above | | | |

The rates must be quoted in Indian Rupees (INR) only.

The rates shall be inclusive of all cost as well as duties and taxes paid or payable.

The rate quoted by the bidder for the candidate strength range of 200001-250000 will be considered for award of work, lowest bidder - L1.

The rates payable shall be as per the actual no. of applicants fallen in the respective candidate strength: For instance : For 175000 candidates, rates applicable shall be as those quoted for 150001-200000 range.

Date

(Signature of the Bidder with Seal)