

UNIVERSITY OF DELHI



**E-TENDER DOCUMENT FOR
APPOINTMENT OF AGENCY FOR CONDUCTING COMPUTER BASED TEST RECRUITMENT
TEST FOR SELECTION OF NON-TEACHING STAFF IN UNIVERSITY OF DELHI**

DEFINITIONS

- A. The terms **“University”** or **“DU”** wherever used shall mean **“University of Delhi”**
- B. The term **“Bidder”** or **“Tenderer”** shall mean and include **the person, firm or a body corporate, which is submitting the tender.**
- C. The term **“service provider”** or selected **“Solution and Service Provider (S&SP)”** or **“successful bidder”** shall mean and include **the agency, firm or a body corporate which is submitting the tender and is finalized for provision of the services/work specified in this tender.**
- D. **‘CBT’ means Computer Based Test wherever mentioned in the tender document.**
- E. **“Bidder” means “Vendor” wherever mentioned in the tender document.**

DISCLAIMER

This tender is not an offer by the University of Delhi but an invitation to receive ‘Quotation’ from various agencies conducting online registration and selection process for recruitment. No contractual obligation whatsoever shall arise from the process unless and until the formal contract is signed and executed by the University of Delhi with the shortlisted appointed agency.

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 conducting online registration and selection process for recruitment of different categories of staff in the University of Delhi.

2. Details of Tender

Sr. No.	Activities	Details
1.	Cost of Tender Document	NIL
2.	Estimated Cost of work	INR 4.0 Crores (Rupees Four Crores only)
3.	Earnest Money Deposit (EMD)	INR 20,00,000/- (Rupees Twenty 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	01/04/2019 (Monday), 3.00 P.M. Room No.210, IInd Floor, New Administrative Block, 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	INR 40,00,000/- (Rupees Forty Lakh only)

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

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1. Introduction

1.1 About the University

The University of Delhi (DU) is a 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. The University has now grown into one of the largest universities in India. A capable non-teaching staff forms the administrative backbone of the University.

1.2 Aims & Objectives of the Tender

The University of Delhi has decided to recruit staff under different categories through an all-India Test. To carry out the end-to-end selection process, the University of Delhi intends to invite online tender from established and reputed service provider who has extensive prior experience in providing similar services to Government, educational institutions and private organizations. The service provider should be proficient in developing a technology platform to design an online application form with validation controls, keep the form active for a decided period in their data centres with 24x7 uptime, receive application forms along with integration of the receipt of application with a payment gateway, exclude ineligible applications, answer queries, issue hall tickets/admit cards, prepare content and conduct CBT tests in selected centers in major multiple cities in India (as decided by the University of Delhi), process the results and forward to the University for composite declaration of results as per requirement of the University. The service provider should also have the capacity to conduct, evaluate and process the result, in a secure manner, for papers in descriptive mode also. The service provider may also be required to conduct skill test in the form of typing/stenography test.

2. Scope of Work

The agency selected for assignment would be required to undertake the process of recruitment and selection in end to end format for about 700 non-teaching posts of the Group B and C level (Ministerial and Technical) spread over 30-40 categories. The examinations for certain groups of posts can be conducted on one day and all the examinations can be conducted on 8-10 distinct days.

The service provider shall also be required to take up recruitment process for 3-4 categories of the posts which have already been advertised and for which the pre-examination activity has already been completed, including Group A level posts (ministerial and technical).

The service provider shall also be required to conduct examination for ‘Limited Departmental Examination’ for internal candidates for 4-5 categories of posts.

The project shall also include preparation of approximately 40 or more sets of question papers, in addition to other activities associated with conduct of examination for recruitment. Each set of question paper would include Paper I, which would be MCQ based and Paper II, which would be descriptive. The question papers would be required to be designed in accordance with the syllabus prescribed for that post as per the notified scheme of examination. The details of scheme of examination is specified in Para 2.1. Section-B.II.(xix).

2.1. Details of the Scope of Work/Services to be rendered by the Service Provider

The selected Solution and Service Provider (S&SP) shall be responsible for end-to-end examination management and undertake the below mentioned (but not limited to these) activities. The selected S& SP shall take necessary precaution to safeguard system data from all vulnerabilities/threats and maintain absolute confidentiality and secrecy of all information related to people, process, question bank and data during all the three phases i.e. pre – examination, conducting examination and post examination. The selected S&SP shall deploy one project manager who would be responsible for communicating the progress of work on the examination, team management, issue management, etc.

The entire process, expected to be carried out by the successful bidder in end to end format is divided into three broad phases:

- A. Pre-examination phase
- B. Examination phase
- C. Post-examination phase

A. Pre-examination phase

Printing the advertisements for Public notice on the Recruitment in at least four newspapers, one of which should be in vernacular language and also in Employment News (DAVP rates applicable)

The selected bidder is expected to draw the examination plan and implement the design of the examination processes as required by University of Delhi. Broadly, the requirements will be 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

Attendance and biometric (photograph and finger prints/ thumb impression) handling
Machine/seat allocation and handling of security parameters

Any other processes related to conduct of Examination

The selected bidder shall prepare and provide Standard Operating Procedure (SOP) for all processes for safe and secure conduct of examination along with rules for contingency and exception handling/ emergency procedures.

The selected bidder shall provide specifications for Hardware and Software required at all stages of the examination at:

- Examination Centers
- Devices and systems to be used for authentication and audit trail mechanisms required for Exam.

I. Online Registration of Candidates

- (i) Design, configuration, customization and deployment of e-Forms on official / given website to enable online registration of candidates / applicants. Server of IT company shall be used, however the Central IT Infrastructure including server(s) shall be kept at DU. The electrical power and air-conditioning load of the servers will have to be specified by the service provider at the time of finalization of the project.
- (ii) The registration process for different posts shall be required to be designed in accordance with the eligibility criteria for the specific post.
- (iii) Configure system validations and facility to capture applicant data through online mode including online payment.
- (iv) Online Help / FAQs, with integrated query handling capability (Complete Helpdesk/Grievance Management System) to respond to the relevant queries pertaining to online application received from the applicants on phone/e-mail before closing date.
- (v) Integration of candidate registration module with University's banker to enable receipt of examination fee through the said Bank payment gateway (with Online Payment Monitoring System)
- (vi) The application shall be certified as "Safe to Host" by any CERT-in empaneled agency at least 30 days prior to the scheduled date of examination. Cost of CERT-in certification will be borne by the bidder.
- (vii) Applicants can apply online only and will be required to upload scan copy of all relevant documents (as specified in advertisement of different categories of the posts) including candidate's photo, signature, finger prints/ thumb impression, etc.
- (viii) Generation of fee receipt and filled up application form and intimation of successful registration to the candidates through email and SMS immediately.
- (ix) Provision for updating of application status based on successful fee receipt from candidates.
- (x) Disable application form after expiry of the scheduled application submission date.

- (xi) System generated “Candidate Registration Report” detailing day-wise registration, gender/caste categorization, state/city wise, fee confirmation details and valid candidates enrolled for the online assessment examination, etc.
- (xii) Scrutiny of application forms on basis of age, marks and various criteria laid down in advertisement.
- (xiii) Rejection of invalid applications: The main checks shall include qualification, age, payment verification, submission of caste certificate, submission of medical report in case of persons with disability, submission of documents for relaxation in age or eligibility condition, etc.
- (xiv) Maintaining a master database of all applicants registered for use at any time during the registration/selection process. However, the data must be encrypted (minimum 256 bit AES).

II. Examination Centre Management and Examination Schedule

- (i) Arrangement and preparation of test-centers as per the requirement of the examination at least 21 calendar days prior to the scheduled date of the examination, to ensure that the center is notified to a candidate at least 21 calendar days prior to conduct of Examination through email and SMS.
- (ii) Availability of sufficient number of Examination Centers across the Country to ensure conduct of examination in a Single Session covering all candidates.
- (iii) Distance between screens of two candidates taking the examination should be at least 2 feet (front and both sides) and wooden/hard board partitions to be installed on three sides of computer system in such a manner that a candidate cannot see other candidates’ computer system. Cardboard, transparent material and thermacol (polystyrene) are strictly prohibited in partitions.
- (iv) Ensure Examination Centre verification using Capacity Estimation Process. Ensure availability of requisite number of seats at a particular center along with buffer capacity and other logistic arrangement i.e. Power backup, DG set, water arrangement, security, sufficient toilets & first aid facility, etc.
- (v) Ensure availability of at least 2 additional Network / LAN switch at each Examination Centre with Internet connectivity with speed of 10MBPS 1:1 from at least 2 ISPs for redundancy.
- (vi) Arrangement of adequate power backup arrangement (online UPS) / DG set/s in each Examination Centre for uninterrupted power supply.
- (vii) Deployment of administrative human resources (details given in 13.3) like Examination Supervisors, Invigilators, Security, peon and other supporting staff including required technical staff at each Examination Centre to ensure successful completion of the examination. University at on its own discretion may deploy one Observer/Flying squad at each Examination Centre to oversee the overall examination process.

- (viii) Thorough checking of all nodes, network equipment, electrification, CCTV Cameras, Biometric Device & Web Camera at Registration Desk (for capturing fingerprints, photograph & signature of bona fide candidates), QR Code Scanner and other active passive devices as per the test-center worthiness assessment plan at each Examination Centre location to be done at least 05 calendar days prior to the scheduled date of examination.
- (ix) Preparation of Examination Centre allocation sheet: Examination Centre checklist with the details of each Examination Centre (seating capacity, number of nodes and other required facility) to be prepared and submitted to the University at least 15 calendar days prior to the scheduled date of examination.
- (x) Selection, finalization, registration and mapping of Examination Centre in system along with the contact details / address of the Examination Centre, after due auditing of the Examination Centre in terms of:
- Hardware –Operating System, Processor Speed, RAM, Network and connectivity on intranet.
 - Software – Screen resolution, bandwidth for intranet connectivity.
 - Working conditions of UPS, Generator, Air Conditioners.
- (xi) Each Centre should satisfy the following:
- Each center should have a minimum capacity of 150. Further each center should have additional buffer systems per shift to the tune of 20%, i.e., 30 additional systems for centers with a capacity of 150.
 - Each center should have facilities to cater to the needs of candidates belonging to PwD category.
 - Besides having adequate hardware, software, LAN connectivity and adequate air-conditioning for labs for the Test, each center should have CCTV surveillance, with recording facilities, complying with the following:
 - * All the examination halls should have CCTV surveillance cameras/IP cameras installed in a way that activities of each candidate are captured and recorded for subsequent viewing. Bidder should make provision for showing live examination feed for the selected centres.
 - * One CCTV surveillance camera/IP camera should be installed for each additional 10 candidates.
 - * CCTV surveillance camera/IP camera feed should be stored locally on the central server
 - * CCTV surveillance cameras/IP cameras should record Examination Centre activities.

- (xii) The Centers must be setup in the capital city of the state, or in a city that is centrally located and is well connected. The Examination Centre should be within 15 kms. range from the respective Railway Station/Bus Terminals/Public transportation system of the city/state.

III. Admission Card Generation

- (i) Randomization of candidate data and randomized generation of examination roll number.
- (ii) Allocation of candidates in various Examination Centers to be system based on the pre-defined parameters as agreed with the University.
- (iii) Generation of Admission Card in system.
- (iv) Randomized allotment of seats to candidates to appear in online test is to be done at the point of biometrics & capturing of data of candidates on the day of examination.
- (v) System generated “Examination-Roll List” detailing Examination Centre wise allocation of the Candidates.
- (vi) Facility to send PDF / non-editable version of the Admission Card with QR Code (containing Registration No. / Date / Location / Time / Address / Instructions etc. to candidate’s registered email ID at least 21 calendar days prior to the scheduled Date of Examination). Alternately, the provision for downloading the admit card could also be made.
- (vii) Generate unique Login ID, Password in system, SMS, and e-mail notification to the candidates on registered mobile number at least 21 calendar days prior to the scheduled date of examination.

IV. Centralized Help Desk support services:

- (i) Set-up a centralized help desk during the registration of applications process at least 15 calendar days prior to the scheduled date of examination. A minimum of 04 executives are required for the help desk. The help desk will be active for 24 hours a day. During normal office working hours from 9 AM to 5.30 PM, University shall provide landline number to the help desk for attending to queries of the candidates. During odd hours the agency may respond on a mobile number (provided by S&SP) which could be operated by their executive team from any place. Such numbers will be notified in the advertisement to be issued for registration of applications.
- (ii) To provide telephonic / email support to the candidates and guide them in taking print out of the Admission Cards, other Examination/ Examination Centre related queries etc.
- (iii) Provide daily call-log details and intimate University team via email and online MIS.
- (iv) Escalate/intimate University’s team, whenever any candidate reports non-receipt of Admission Card / incomplete information provided to the candidate etc. and take requisite action as per instructions from the University.

V. Establishment of Confidential Examination Control Unit (ECU)

- (i) Deployment of sufficient number of technical experts at the designated confidential Examination Control Unit to be allocated by University to facilitate in question paper uploading, configuration in system, test server set-up, console monitoring etc. Necessary IT infrastructure would be provided by the agency.
- (ii) Configuration and readiness of the server at ECU to ensure smooth conduct of the entire examination process including encryption of question papers, uploading of question papers, result processing etc.
- (iii) Set-up examination console at ECU for monitoring the entire examination from ECU by the confidential team deployed by University
- (iv) To establish central command system at University & any place as per needs of University of Delhi.

VI. Environment Check at Examination Centre and Conduct of Mock Drills/Mock Tests

- (i) Checking environment based on Examination Centre readiness checklist, and ensure readiness of individual Examination Centre.
- (ii) Verify working condition of the available / allocated node / terminals to undertake the test with the required configurations, system scanning, operating system / web browser compatibility assessment etc.
- (iii) Verification of network configuration and internet bandwidth/LAN connectivity availability check.
- (iv) Conduct 02 mock tests (dry run) at least 05 calendar days prior to each of the scheduled dates of examination, under intimation to the University.
- (v) Conduct final mock test (dry run) at least 02 calendar days prior to the scheduled dates of examination, under intimation to the University.
- (vi) Certification of the nodes eligible for conducting the computer based test and sealing of the Examination Centre after conducting final mock test.
- (vii) Getting examination centres in compliance with test requirements including installation of CCTV cameras at examination centres (one CCTV camera per ten candidates) installed in such a manner that it covers the faces of all candidates with continuous recording throughout the examination process which is to be handed over to University after completion of examination. CCTV cameras to be placed in all the corridors of examination centre and hand videography to be carried out at all the places of CBT throughout the examination process. Frisking of candidates who are to take the test as per law. All invigilation staff and trained security guards as per needs of the University will be provided by the S&SP.

B. Examination Phase:

I. Examination Centre Administration to Conduct Examination

- (i) To arrange, test and set-up at least one (01) Biometric Device and one (01) Web Camera to capture finger print, thumb impression, QR Code Scanner and photograph for each set of 30 candidates before the examination session. The bidder shall capture photograph & signature of the examinees and reconcile (match) it with the photograph and signature given in the application. Further, the bidder shall also capture finger print and thumb impression of the candidates and match the finger print and thumb impression at the time of skill test/joining, if need for such a verification arise at the time of counselling/joining.
- (ii) Final inspection / testing of the servers installed at all Examination Centres and Connectivity at least 01 day prior to the commencement of examination.
- (iii) Ensure availability of the roll sheet and attendance sheet in all the Examination Centres along with the list of candidates who would undertake examination in the designated Examination Centre.
- (iv) Candidate identification, admission card authenticity check and verification of candidates at the Examination Centre entrance gate at least 90 minutes prior to the commencement of the examination.
- (v) Cancellation of registration in case of any discrepancy in consultation with the University.
- (vi) Allocation of seats and allotment of terminals to all eligible candidates should be completed at least 25 minutes prior to commencement of examination. Sufficient time of 15-20 minutes shall be allotted to orient the candidates on the structure of examination, time limits and guidelines for answering the question paper after they are seated.
- (vii) Assigning login credentials to the candidates to undertake the test.
- (viii) Circulate attendance sheet in all the Examination Centres and capture signature of all the candidates on the attendance sheet during conduct of the examination.
- (ix) Once the candidates' signatures are captured, the S&SP shall submit the signed attendance sheet to the University.
- (x) Provision to allot new Desktop/Terminal to candidate in case of failure of any Node and assist them to undertake the examination with minimum delay.
- (xi) Examination Centre administration and frisking of candidates [including handheld metal detectors] throughout the examination period. Working mobile jammers to be installed and CCTV camera recording during entire examination process at examination centres, with the cameras installed in such a manner that they cover faces of all candidates with continuous recording throughout the examination process which is to be handed over to the UNIVERSITY after completion of examination frisking of candidates who are to take the test as per law.

II. Test Delivery and Monitoring

Test will be delivered only over the intranet at the Examination Centre and the candidates will access the test through a computer. The delivery should only be on distributed model (i.e. through local intranet based servers) and centralized internet delivery model will not be accepted.

- (i) Ensure readiness of the server available both at Examination Centre and Examination Control Unit (ECU) along with availability of the required internet bandwidth / connectivity and necessary power backup at Examination Centre to ensure smooth conduct of the entire examination process.
- (ii) Download the list of participants who are going to take the test at the designated Examination Centres.
- (iii) Forward question papers for downloading at Examination Centres from ECU through 256 bit AES + RSA Encrypted data transfer to various Nodes.
- (iv) Application shall have the facility to push various questions based on the request received from the candidates appearing in the examination.
- (v) Application shall provide secured access to the participants / candidates based on the provided login ID / Password to allow the candidates to login to the application and undertake the online assessment examination.
- (vi) Application shall have the provision to display same question in jumbled manner to various candidates with various options configured for the questions (questions and option choices to be jumbled ensuring that no two candidates have the same question and option choices at a time).
- (vii) Application shall display only one question on the screen at a time with various options.
- (viii) Application shall have the facility for navigation between various questions, ability to navigate to other sections before completing a section or no scroll back, as per needs of the University.
- (ix) Application shall have secured storage for answers to questions by candidate.
- (x) Application shall have the facility for instant display of attempted questions anytime during the examination and provision for different colour coding for attempted, not attempted, mark for review or no scroll back of questions as per needs of the University which will be intimated at the time of examination. Availability of colour blind feature at the time of CBT, so that colour-blind people can take the test, if needed.
- (xi) Application shall have the ability to trace candidates' requested questions from Examination Centre and maintain system audit trail.
- (xii) Application shall have the facility to generate monitoring log / system click by click audit trail on the server for every candidate with his/her IP and complete traceability of any single candidate's node.
- (xiii) The online assessment examination shall stop automatically after expiry of the scheduled examination duration.

- (xiv) Uploading of responses along with audit trail to ECU from the test server after completion of the examination.
- (xv) Scheduling Backup Server to take continuous backup from Main Server at each Examination Centre and availability of continuous Back-Up and restoration facility for Business Continuity Planning / Disaster Recovery purpose.
- (xvi) Restart / Resume the Test (in case of node / power / network / application failure etc.).
- (xvii) In case of machine, power or network failure, software should be able to retrieve candidates' attempted questions and responses entered by the candidate fully along with creation of incident report and system audit trail (downtime details, additional time taken by the candidate etc.).
- (xviii) Acknowledgement of examination progress to ECU from Examination Centre Superintendent / Technical team.

(xix) Scheme of Examination

- Scheme of examination is available on the website of the University at the link: http://web.du.ac.in/14032017_schemeofexam.pdf
- CBT shall be conducted for the posts detailed under scope of work and Annexure-X.
- There shall be two papers, for almost all of the categories of posts, as specified in the scheme of examination available on the website. The two papers shall be conducted on the same day with a break of 1 hour 30 minutes.
- Paper I will be MCQ based and Paper II will be descriptive. Paper II shall be conducted for all the candidates, but scripts of only those candidates would be evaluated who pass Paper I. Both the papers would be bilingual.
- MCQ based paper would be computer based test.

Manner of conduct of Descriptive paper (Paper II)

- For the descriptive test (Paper II), the question paper would be telecast on the systems at the Examination Centres to be made accessible to the respective candidates through the Login ID/Password allotted to them at the respective examination centre through the intranet. However, the response by the candidates would be recorded by them on answer scripts duly printed and provided to the candidates for the purpose by the service provider, with authentication mark to ensure that no external stationary is used.
- Cost for conduct and evaluation of both the papers should be included in the financial bid.

III. Collect feedback / grievances from candidates

Provision to download / save / burn the participants list at all the examination centres, biometric details, candidates responses, system audit trail in DVD (single session disc / non-writable DVD, which cannot be overwritten in future) at the Examination Centre as well as at the ECU after completion of the examination. Submit three sets of DVDs (single session disc / non-writable DVD, which cannot be overwritten in future), in signed & sealed envelope to the University on the date of examination.

C. Post-examination Phase:

I. Candidate's Response Evaluation and Result publication

- (i) Uploading the Answer key within 48 hours after the conclusion of the respective examination on the official website of the University of Delhi for candidates' objections/comments. Compilation of all objections, if any, received from the candidates and disposal of the same in consultation with the University authorities must be completed within 10 calendar days of such uploading.
- (ii) To print candidate response sheet at the end of the test as per requirement of the University of Delhi.
- (iii) To send Question Paper attempted by the candidates along with the candidates' response sheet and the respective answer key through e-mail to the candidate within 72 hours after the conclusion of respective examination.
- (iv) Define cut off criteria and conduct Result Equalization Exercise / Percentile based evaluation of candidates with the help of an expert in the field appointed by the bidder, if so required and directed by the University.
- (v) Question-wise detailed evaluation of the candidate's responses, in accordance with the scheme of examination prescribed by the University.
- (vi) Apply scoring rules and cut-off to arrive at final merit list in accordance with the scheme of examination for the post specified by the University.
- (vii) Generation of result (category and gender wise or in any format as required by the University) and category-wise merit list based on the rules defined by the University.
- (viii) Submit three sets of DVDs (single session disc / non-re-writable DVD, which cannot be overwritten in future), in signed & sealed envelope to the University containing Result / Merit list. The result shall also be required to be given in hard form.
- (ix) Assist the University in conducting the skill test in the form of typing or stenography test, if required.
- (x) Assist the University team to prepare and publish category-wise merit list on University website / given website, after the collation of the result of the skill test, wherever required.
- (xi) Hand over to representatives of the University audit trails of all candidates & video recording of entire examination process within 48 hrs. of completion of examination and keep a back up copy of the same so as to provide information as & when required by the University.
- (xii) The successful agency should ensure that the data at rest and at all travel points should be encrypted (minimum 256 bit AES). The data under reference is:
 - Question paper and candidate's data from data centre to local examination server.
 - Question paper and candidate's data from local examination server to candidate's computer system.
 - Candidate's response based on candidate's computer system.
 - Candidate's response from candidate's computer system to local examination server.
 - Data travelling from local examination server to data centre.

II. MIS Reports and other support activities

- (i) Analysis of the candidate results and provision for generation of various MIS reports:
 - Category-wise / Gender-wise / Location-wise / Examination Centre-wise
 - Other reports as desired by the University
- (ii) Analyse the test pattern and answering pattern and submit reports on the answering pattern and feedback on question patterns / difficulty level.
- (iii) Preparation and submission of incident reports (if any).
- (iv) The service provider shall be responsible for RTI, Court Case(s) and /or third party dispute(s) if any and provide support to the University team in responding to such Court case(s), RTI and other related matters.
- (v) All the documents, records and information shall be the property of University of Delhi and the service provider shall provide the same as and when required by the Registrar or his authorized representative. After the closure of the contract the entire documents, records and information shall be handed over to the Registrar or his authorized representative before submitting the bill.

3. Technical and Qualifying Criteria

3.1 Nature of the bidder

The bidder should be a Public Ltd. Co. / Govt. Company/ Public Sector Undertaking/ Private Ltd. Co./Society registered in India/Trust registered in India / Partnership / Single Person Co. / Sole Proprietorship firm, and in operation for a minimum five years in India and offering relevant Computer Based Entrance Examination Services that are the subject matter of this tender.

3.2 Type of Bidding

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) and the **financial bid** should contain only commercial information. In case, any bidder encloses the financial bid within technical bid, the same shall be rejected summarily.

3.3 Average Annual Turnover of the bidder

The bidder’s average annual turnover during last three years should be INR 60 crores or more in India i.e. for financial years 2015-16, 2016-17 and 2017-18. Turnover should be of the agency bidding/company and not that of the group to which company belongs or of its subsidiaries/ sister concern(s). Copy of Chartered Accountant Certificate along with duly certified audit report, Balance Sheet and Profit & Loss Account for the last three years viz. 2015-16, 2016-17 and 2017-18 is to be uploaded with the Technical Bid. The bidder should not have incurred any loss during last three years ending 31.03.2018.

3.4. Experience

The bidder must have a minimum experience of three years in conduct of all India computer based test for recruitment or any other similar contracts in Central /State Government/ PSU organization including question paper development. Bidder should have demonstrated ability to construct large question banks for national level government examination and should have developed at least 10000 validated questions in 03 years as on RFP publish date for computer based examination.

The bidder must 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 at least 20 cities or more in at least 10 major states and should have proven capacity to conduct test in computer based mode as per minimum required capacity mentioned in **Annexure –VIII**.

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 must have executed at least Three (03) end-to-end computer based test with minimum of 01 lakh registered candidates in an examination cycle for any Government dept./PSU/Autonomous body under central or state government. **(Completion certificate /performance report should be attached).**

The bidder must have conducted examination at more than 100 locations at multiple centres with equal to or more than 15 unique question papers for single customer. **(Completion certificate /performance report should be attached).**

The documentary evidence in form of work/contract and client report must be enclosed as mentioned in **Annexure –IV**.

Note: Similar nature of work means design/development of computer based test for professional test conducted towards recruitment of Human Resource, application processing, test delivery, evaluation and result processing.

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

3.6. **Software**

The bidder should own the software, which can be customized as per the requirements of the University of Delhi and should handover the code along with all documentation to University of Delhi, if required for audit trail purposes. The bidder should have ready infrastructure in all major cities of India.

Software Ownership:

- Bidder must own the complete source code of the software being used for conducting the test which shall be atleast CMMI level 3 certified.
- Bidder must have all the necessary processes in place for entire Software Development Life Cycle (SDLC) of the software being used for conducting the test.
- Bidder must 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 base lined appropriately in a standard version control system within the organization.
- Bidder must 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.

- Bidder must have in-house quality assurance group and a strong quality management system to do quality check of the software.
- Proper security provision for source code.
- Software Load Testing Report must be submitted.
- The proposed software should be Govt. of India compliant CERT-IN certified for IT security.
 - The bidder must use 256 bit encryption for Question paper storage and transfer.
 - The system should support question randomization with option shuffling ensuring that no two question papers are alike.
 - The bidder should provide web application to monitor, from the control centre at University of Delhi, the pre-examination, during examination and post examination activities for all the centres.
 -

3.7. Undertaking for not having been de-barred/blacklisted.

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 we or any of our promoter(s)/director(s) are neither de-barred/blacklisted by Central Government/State Government/PSU/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) as on the (Date of Signing of Application). We further certify and confirm that there is no pending litigation against any Central Government/State Government/PSU in last three years.

If, it is subsequently established or found that the bidding firm has given any false information or facts or has suppressed facts or manipulated the documents etc. the earnest money deposit or the performance deposit, as the case may be, will be forfeited and no excuse/grievances what so ever will be entertained thereafter.

3.8 Details of employees/staff of the bidder

The bidder should have on its pay roll sufficient number of technical and administrative employees preferably more than 200 out of which at least 100 should be technical staff (IT Staff) other than data entry operator and technical attendants for conduct of test, development of software, maintenance of software, networking and data security. Out of the total strength of technical staff, at least 25 must have a minimum experience of 5 years. The employees should have been

hired/selected after exercising due diligence that includes background checks, experience verification etc. The bidder should submit a list of the employees stating clearly how they would be involved in this work. The service provider should ensure that none of its employees should be an applicant in the recruitment process under reference. An undertaking to this effect should be submitted on the bidder's letterhead.

- 3.9 The Bidder should be registered with appropriate tax authorities such as Income Tax, GST etc. and should submit valid certificates of registration with these authorities.
- 3.10 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.
- 3.11 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.

3.12 **ISO Certification**

The service provider must be in possession of valid ISO 9001:2015 & ISO 27001:2013 certificate for examination services and the same should be submitted along with the technical offer.

3.13 **Details and Annexures of the bid**

A. Technical bid

- (i) Details as sought in Annexure-I
- (ii) Undertaking Regarding de-barred/Blacklisting Status of Bidder as per Annexure II (A) and Undertaking regarding employees of bidder as per Annexure II (B).
- (iii) The financial information as per Annexure III.
- (iv) Details of Similar Work Executed as per Annexure IV.
- (v) Works/Project under execution or awarded as per Annexure V.
- (vi) Performance report of works executed as per Annexure VI.
- (vii) Technical and Administrative personnel to be deployed as per Annexure VII.
- (viii) Physical Infrastructure such as availability of Examination Centres, technology, hardware, software etc. as per Annexure VIII.
- (ix) Points claimed by the bidder as per Annexure IX along with proof of the claimed.
- (x) Scanned copy of the Earnest Money Deposit.
- (xi) Duly signed copy of ISO 9001:2015 & ISO 27001:2013 certification.
- (xii) Duly signed copy of CMMI-3 or above certification for the Software.

B. Financial bid

The financial bid should be filled in the format prescribed as per Annexure-XI.

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.

4. Terms and Conditions

- 4.1 Conditional Bids shall not be accepted.
- 4.2 The period of contract arrangement shall be for one year from the date of contract commencement as decided by the University of Delhi. The University may terminate the contract at any given time if any serious lapse in performance is noticed during the course of contract.
- 4.3 The rates to be approved in the tender shall be valid for the whole of the period of the contract and no enhancement in rates will be allowed for any reason whatsoever, during the contract period.
- 4.3 Tender should be for “All Inclusive Basis” (Pre, Post and Online Examination activities as mentioned in tender). Rates should include handling charges & other incidental charges etc.
- 4.4 Once the tender is accepted and the contract is finalized, the contractor will be expected to keep in touch with the University for further orders throughout the period of the contract and comply promptly.
- 4.5 The tender is liable to be disqualified in case of any one or more of the following:
 - (a) Non- submission in accordance with terms and conditions of the Tender Form.
 - (b) During validity of the quotation period the tenderer increases his quoted prices.
 - (c) The Tenderer qualifies the Tender with his own conditions.
 - (d) Receipt of incomplete form including rate schedule.
 - (e) Receipt after due date and time.
 - (f) Not accompanied by Earnest Money Deposit in the form of pay Order/Demand Draft/Bank Guarantee.
 - (g) Information submitted in Technical Offer is found to be incorrect or false any time either during the processing of the contract (no matter at what stage) or during the tenure of the contract.
 - (h) Awardee of the contract qualifies the letter of acceptance of the contract with his own conditions.
 - (i) The bidder is found to be in arrears or default with regard to payment of dues to any concerned local Government agencies.

- (j) Multiple bids being submitted by one party or of common interest are found in two or more tenderers, the parties are liable to be disqualified.
- (k) While processing the tender documents, if it comes to the knowledge of the University that some of the bidders have formed a cartel resulting in delay/holding up the processing of tender, the tenderers involved in cartel are liable to be disqualified for this contract as well as for a further period of two years.
- (l) The bidder is found to have negative net worth on the basis of the audited Balance Sheet /Profit &Loss a/c in any year during the last three years submitted with the tender.
- (m) Made misleading or false representation of facts or deliberately suppressed the information to be provided in the forms, statements and enclosures of this document.
- (n) Record of poor performance such as abandoning work, not properly completing the contract or financial failures/weaknesses.
- (o) If confidential inquiry reveals facts contrary to the information provided by the bidder.
- (p) If confidential inquiry reveals unsatisfactory performance in any of the selection criteria.
- (q) If bidder is engaged in any activity which can influence the results of test such as conduction of coaching classes etc.

Note: The list given above is indicative and not exhaustive, decision of the University in this respect shall be binding and no representation shall be entertained in this respect.

5. Instruction to Bidders

- 5.1 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, Regression Testing, QA Certification and Deployment into production.
- 5.2 The bidder must employ multiple backup systems including offline backups to securely maintain the software and its corresponding source code.
- 5.3 The bidder should have an in-house quality assurance and product testing team with robust quality management processes that are followed to test and certify the system used to conduct the test. 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.
- 5.3 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.
- 5.4 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 test. Results of such performance tests should be made available for each major release of the system used to conduct the test.

- 5.5 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 test.
- 5.6 The bidder should have suitable emergency management plan towards any crisis situations/redundancy of servers, nodes additional centre locations, students' data.
- 5.7 The bidder should be able to support the entire solution (across INDIA) on a 24 x 7 basis.
- 5.8 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.
- 5.9 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 the University of Delhi.

5.10 **Standard of performance**

The Bidder shall provide the services and carry out its other obligations under the agreement with due diligence, efficiency, economy, confidentiality, promptness and techniques. 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. The Bidder shall always support and safeguard the legitimate interests of the University in any dealings with the third party. The security of the system should be foolproof and shall be treated as “**not foolproof**”, where unauthorized person(s) is/are able to access/infiltrate/hack in to the system. The system may be the application software or a process adopted by bidder. The bidder shall be liable to pay to the University for any financial losses by way of some of system and process failure.

5.11 **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 property rights caused by the supply of IT Infrastructure and Software and the documents, which are subject matter of this project.

6. Evaluation of Bids

6.1 Technical Evaluation-

- 6.1.1 Detailed technical evaluation shall be carried out by the Technical Evaluation Committee pursuant to sections 3 & 4 and other conditions in the tender document to determine the substantial responsiveness of each tender. For this clause, the substantially responsive bid is one that conforms to all the eligibility and terms and condition of the tender without any material deviation.
- 6.1.2 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.

6.2 Financial Evaluation-

The financial bid of only those bidders who have been found to be technically eligible as enumerated in **Annexure IX shall be opened**. 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. However, the University reserves the right to reject all/any of the tenders, and the decision of the university in this regard shall be final and binding.

6.3 Final Evaluation of Bids-

6.3.1 The final selection of the service provider for opening of the Financial Bids will be based on Technical Score based on the following broad criteria (Annexure IX):

Tenderers may please note that evaluation of the tenders shall necessarily take into account:

- (a) Financial standing (having positive net worth) through Annual Report, Balance Sheet & Profit and Loss Account of last three years.
- (b) Software/Solution.
- (c) Experience and performance on similar or any other contracts during past 03 years.
- (d) Proven Test Capability to organize, conduct and manage online entrance tests and selection process for recruitment (including personnel and machine) in Govt./PSU's/Banks or any other reputed Limited Company on all India basis or for specific territory of State .
- (e) Security and Software Quality Certification
- (f) Any breach of contract committed by the tenderer.

It would be University's sole discretion whether to consider such bidders for award of the contract.

- 6.3.2 Technical Bid will be assigned a maximum of 100 points. Bidders with technical score of 60 **and above** will be eligible for the opening of the financial bid, with a minimum of 20 marks in Section 04 of Annexure IX. All other financial bids will not be opened.

The lowest bidder shall be calculated in the following manner:

L1 shall be determined on the basis of the rates quoted by the bidder in Table-1 for the candidates range of 200001-250000 in the Financial Bid (Annexure-XI) .

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

7. Earnest Money Deposit

- 7.1 The Earnest Money Deposit (EMD) of INR 20,00,000 (Rupees Twenty Lakhs only) in the form of Account Payee Demand Draft / irrevocable Bank Guarantee issued by a Nationalized/Commercial Bank in favour of "The Registrar, University of Delhi", payable at Delhi.
- 7.2 Bids without the earnest money deposit shall be summarily rejected.
- 7.3 The earnest money is liable to be forfeited if at any time after receiving tenders, it is noticed by the University that the tenderer is not earnest in as much as they have withdrawn their offer or sought amendment of their terms quoted which are not acceptable to the University or failed to furnish the performance guarantee as required by the University or is not responding to communication of the University in time for clarifications of some of the relevant terms and conditions of the quotations etc.
- 7.4 The earnest money deposited will be refunded to all unsuccessful tenderers as soon as a decision is taken on the tender or soon after the expiry of the validity period whichever is earlier.
- 7.5 The decision of the University on this issue will be final and binding on the tenderer.
- 7.6 In the case of unsuccessful bidders, the Earnest Money Deposited will be refunded without any interest.

8. Performance Security Deposit

- 8.1 The successful tenderer will have to make a Security Deposit of INR 40,00,000/- (Indian Rupees Forty Lakh) in the form of irrevocable Bank Guarantee/FDR of any Nationalised/Commercial Bank which should be valid for 12 months from the date of award of work order and should be drawn in favour of “The Registrar, University of Delhi” payable at Delhi.
- 8.2 In case of termination of the contract for any reason the Security Deposit shall stand forfeited, either wholly or partly and the tenderer (s) shall have no claim whatsoever against the University in consequence of such termination of the contract.
- 8.3 In the event, the bidder gives up the work before expiry of the contract, or is unable to service the contract for whatsoever reason, the Security Deposit shall stand forfeited/invoked.
- 8.4 No interest shall be payable on the Security Deposit.
- 8.5 The University shall also be entitled to make recoveries from the tenderer’s bills, Security Deposit or from any other amount due to him, against any over payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.

9. Final Decision Making Authority

The University reserves the right to accept or reject any bid and to annul the process and reject all bids at any time, without assigning any reason or incurring any liability to the bidders. No claim whatsoever will be entertained/paid by the University to the Bidder(s).

10. Amendment of Tender /Submission of Multiple Bids

Before the closing date and time for submission of bid, the University, at its discretion, may modify the tender document by issuing addendum/corrigendum.

Any addendum/corrigendum thus issued would be a part of the tender document and shall be uploaded on the University Website (www.du.ac.in) and CPPP (<https://eprocure.gov.in/eprocure/app>.)

Tenderer shall neither be allowed to change or modify the submitted bidding documents by any amendments nor be allowed to submit more than one tender during the validity of the tender due date including extensions period of tender due date.

11. Other Terms and Conditions:

11.1 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 Delhi 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 Delhi 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 University of Delhi for, inter alia, time, cost and effort of the University of Delhi, 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 Delhi 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 Delhi, 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 Delhi 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 Delhi 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.

11.2 Force Majeure

The term “Force Majeure” as employed herein shall mean Act of God, floods, tempest, war,-riot, fire and Acts, Rules and Regulations of respective Government of the two parties namely University and the service provider, directly affecting 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 from performing the obligation for the period during which the cause lasts. Time for performance of the relative obligation suspended by-Force Majeure, shall then stand extended by the period for which such clause lasted.

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.

11.3 Arbitration and Settlement of Disputes

- 11.3.1. If any dispute, difference, question or disagreement arises between the parties hereto or their respective representatives or assignees, in connection with the construction, meaning, operation, effect, interpretation or breach of the contract which parties are unable to settle mutually, the same may first be referred to conciliation through a committee as agreed to by both parties.
- 11.3.2. If the parties are not able to resolve the dispute through the committee or do not opt for conciliation through the committee, the aggrieved party may invoke the arbitration clause as provided in the contract.
- 11.3.3. In the event of any question, dispute or difference whatsoever arising between the parties out of or in relation to the construction, interpretation, application, meaning, scope, operation, performance or effect of this tender contract or the validity or breach thereof, the matter shall be referred to the sole arbitrator agreed to by the parties. The award of the arbitrator shall be final and binding on the parties.
- 11.3.4. The arbitrator may, from time to time, with the consent of the parties, change the time for making and publishing the award. The Arbitration and Conciliation Act, 1996 and the rules made thereunder, as amended from time to time shall be deemed to applicable to the arbitration proceeding under this clause.
The proceedings of the arbitration shall be carried out in Delhi which shall be subject to the jurisdiction of courts in Delhi.

11.4. Tax Clause as per Goods and Services Tax (GST) & Duties

- 11.4.1 Bidder should indicate GSTIN Number. (Copy of GST registration to be enclosed) and Permanent Account Number (copy of PAN to be enclosed)
- 11.4.2 Tender will be considered /accepted, if & only if the bidder has a valid GST Registration No.
- 11.4.3 Central Tax/State Tax/Integrated Tax Union Territory tax whichever applicable to be quoted in percentage (%).
- 11.4.4 Bidder to ensure correct applicability of Central Tax/State Tax/Integrated Tax/Union Territory tax based on the Inter/Intra State movement regarding of Supply of Goods and services or both.
- 11.4.5 The tax invoice for supply of Goods and Services should be raised as per the provision of GST Act & Rules.
- 11.4.6 In the event of an increase in taxes/duties after the closing date of submission of bid, the extra liability on account of the increase in-taxes/duties shall be borne by the University of Delhi.
- 11.4.7 In the event of abolition/reduction of taxes/duties after the closing date of submission of bid, the savings accruing to the bidder shall be passed on to the University of Delhi.

11.5. Terms of Payment

- 11.5.1 The payment shall be released through RTGS (in Indian Rupees) and shall be paid only after successful completion of work without any error and/or delay.
- 11.5.2 No advance payment shall be made and the successful bidder has to sign an agreement on non-judicial stamp paper which shall contain a clause related to liquidated damages on account of delays, errors, cost and time over runs. 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.

11.6. Law of Land

The tenderer shall abide by and comply with all the local as well as national laws in connection with the conduct of online examination/selection process under the contract. The University shall not be responsible for breach of law, if any, by the tenderer.

11.7. Applicable Law and Statutory Obligations regarding the workforce employed:

The workers employed by the Service Provider to perform the contract, shall be the employees of the Service Provider and the Service Provider alone shall be liable to pay the wages/salaries and all other payments as may be due to the workers and University shall in no

way be liable for the same. The Service Provider shall also comply with all the provisions under the laws of the land pertaining to its workers and their employment for the purpose of performing the contract and the Service Provider shall also indemnify the University for any claims whatsoever made by such workers against the University in that behalf.

The University shall not be responsible for death, disablement, injury, or accident to the Service Provider's employees, which may arise out of and in the course of their duties with the Service Provider. The University shall not be liable to pay any damages or compensation to the Service Provider's employees. The same are to be paid by the Service Provider as per the provisions of law.

The Service Provider shall comply with all the Central, State and Municipal Laws & Rules and shall be solely responsible for the implementation of the provisions of the various Labour Laws and Rules there under and other statutory regulations, rules that are in force.

11.8 Consortium

No consortium will be entertained by the University. The bidder shall bear 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 the University 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 the termination of contract with penalty.

11.9 Penalty Clause / Liquidated Damage

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

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

Moreover if the service provider fails to provide any of the facilities mentioned in the tender document at the examination centre/s, a penalty will be imposed on it on the basis of feedback received from the University officials deployed at centre(s), if any, or any other official deployed for the purpose at ECU which may be up to 10% of the quoted rates (rate per candidate) for each such deficiency. The imposition of penalty on the service provider shall be after due compliance with the principles of natural justice as required by law.

The service provider shall give an undertaking to the University stating that in the event of failure of online examination process at any stage during the entire period of examination at any Examination Centre, No payment will be made for part performance of the bidder and the amount of Performance Guarantee will be forfeited. The University will be at liberty to get the work done afresh from the bidder or other bidder at the quoted/approved rates.

11.10 Prices

The prices quoted for the items/services shall under no circumstance vary during the period of contract.

11.11 Subcontracts

The service provider shall not partly or fully subcontract the awarded contract without the prior written consent of the University of Delhi.

11.12 Delays in the Bidder's Performance

The Service Provider shall perform the services awarded under the contract in accordance with the approved time schedule as notified from time to time by the University to the service provider. No extension of time for performance of any activity/ activities will either be sought or given under this contract. However, if at any time during the course of the contract, the service provider encounters conditions impeding the timely delivery of the items and the performance of the service, the service provider shall promptly notify the University in writing the fact of the delay, its likely duration and the cause(s) for the delay. The University 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. However in no case extension shall be granted which will have adverse effect on scheduled conduct of examination. The dates declared for examinations remain sacrosanct unless altered by the University on its own. Delay on the part of the service provider in the performance of its delivery obligations shall subject the service provider to penalty, unless an extension of time is agreed upon by the University.

11.13 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, on account of any of the following:

- The defaulting party fails to perform any or all of the obligations within the time period(s) specified in the contract or any extension thereof granted, by the other party.
- The quality of the delivery of various tasks by the service provider is not up to the satisfaction of the University, or
- The defaulting party fails to perform any other obligation under the contract.

In the event of the University terminating the contract in whole or in part, the University may procure, upon such terms and in such a manner as it deems appropriate, items or services similar to those undelivered, and the service provider shall be liable to the University for any excess costs for such similar items or services. However, the service provider shall continue with the

performance of the contract to the extent not terminated. The service provider shall stop the performance of the contract from the effective date of termination and hand over all the software, documents, data and equipment(s) due as per the terms and conditions of the contract to the University for which payment has already been made. The service provider may withdraw items, for which payment has not been made. No consequential damages shall be payable to the service provider in the event of termination of the contract by the University. In case of termination of contract, all Bank Drafts/ FDRs furnished by the service provider in its capacity as bidder in the tender process by way of Bid Security / Performance Security shall stand forfeited. In case of suspension/termination, the service provider shall be liable to pay compensation for any direct loss or additional liability, incurred due to the completion of work by another agency.

11.14 Termination for Insolvency

The University may at any time terminate the contract by giving notice to the service provider, if the service provider becomes bankrupt or otherwise insolvent. In this event, the termination of the contract will be without any compensation to the service provider, 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.

11.15 Confidentiality

The service provider and its 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 University's business or operations without the prior written consent of the University.

11.16 Local Conditions

The bidders shall inspect the cities/sites of its operation and shall satisfy itself of the cities/site conditions and the availability of required resources it shall apprise itself of the procedure for engagement of agencies and shall collect any other information that may be required before submitting the bid. Any claim and/or objection on the ground of ignorance about local conditions will not be considered after the submission of bid.

11.17 Responsibilities of the Bidder

The service provider shall be responsible for the successful conduct and processing of online examination (Computer Based Online Test) as per the terms, specifications and direction of the University.

11.18 Interpretation

In these Terms & Conditions:

- References to laws shall mean the applicable laws of India and references in the singular shall include references in the plural and vice versa.
- 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.
- The headings are inserted for convenience only.
 - 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.

In case of any inconsistency between this tender and the Bid submitted to the University, the terms of this Tender shall prevail.

12. Tentative Schedule of Activities

The tentative schedule of activities shall be finalized at the time of issuing work order with the approval of the University.

13. Examination Centre Requirements

13.1 Minimum Candidate System Prerequisites

Screen Resolution	1024 X 768
Operating System	Windows 7 Professional or higher for desktops Microsoft Windows Server 2012 Enterprise Edition or higher for servers
Browser	Latest browser version of Internet Explorer, Google Chrome and Firefox as supported by above operating systems
Browser settings	IE Java Script enabled Pop-up blocker disabled Paste operations via script enabled Under 'Setting' of Temporary Internet Files', set 'Check for newer versions of stored pages' to 'Every visit to the page' Proxy disabled (Direct Internet) USB disabled

Candidate system RAM should be minimum 4 GB and Hard disk should be minimum 500 GB.

High Definition Web camera to be attached with minimum 2 Mega Pixels resolution. 100/1000 Mbps LAN card

13.2 Minimum Examination Centre Server Prerequisites

Processor	CPU Speed: 3.0 GHz or above
RAM	16 GB or above
Screen Resolution	1024 X 768
Operating System	Microsoft Windows Server 2012 Enterprise Edition R2

Browser	Latest version of Internet Explorer, Google Chrome and Mozilla Firefox.
Browser setting	IE Java Script enabled Pop-up blocker disabled Paste Operations via script enabled User 'Setting' of 'Temporary Internet Files', set 'check for newer versions of stored pages' to 'Every visit to the page' Proxy disabled (Direct Internet)
Other Software	.Net 4.0 Framework Minimum Microsoft SQL Server 16.0 Microsoft Office Professional 2013.

Equivalent suitable system as backup support

13.3 Personnel

Each Examination Centre of capacity of 150 & 30 buffer should have the minimum following personnel to be deployed by the bidder ;

- | | | | |
|-----|----------------------------------|---|--|
| i | Examination Centre Administrator | - | 1 per 30 systems/desktops |
| ii | IT Manager | - | 1 per 150-systems/desktops |
| iii | Invigilators | - | 2 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 need to be justified with centers and locations) |
| vi | Peons | - | Minimum 2 per 100 candidates |
| vii | Electrician | - | One |
- vii Deployment of following minimum number of Technical Resources to administer servers, hardware devices, networking and facility management at each of the test-centres:
- One IT technical administrator per 30 examination computers.
 - One IT technical manager per 150 examination computers.

The above staff should be increased proportionately on the basis of examination centre size in terms of nodes for test.

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

TECHNICAL BID

Documents/Details to be submitted:

<u>S.No.</u>	<u>Particulars</u>	To be filled by the Tenderer (give details with proof) (specify attached document/s page number/s)
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) Public Ltd./Govt. /PSU: b) Pvt. Ltd: c) Private Society/Trust: d) Partnership: e) Sole Proprietorship/Single Person Co.:	
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/organisation 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.	Annexure II (A): Undertaking regarding Blacklisting Status of Bidder Annexure II (B): Undertaking regarding Employees of Bidder	Annexure 'II' (A&B)
9.	Financial information of the bidder	Annexure 'III'
10.	Details of similar completed works during last 3 years	Annexure 'IV'
11.	Details of work under execution or awarded	Annexure 'V'
12.	Performance/Client Report of work referred in Annexure IV	Annexure 'VI'
13.	Details of Technical and Administrative personnel to be employed for this project work	Annexure 'VII'
14.	<p>a. Completion certificate /performance report for successful conduct of at least one end to end computer based examination having 10,000 candidates or more in single shift in Delhi/NCR region for a Government dept./PSU/Autonomous body under central or state government.</p> <p>b. Completion certificate /performance report for successful conduct of at least one end to end computer based examination having 40,000 candidates or more in single shift in minimum of 10 cities or more for a Government dept./PSU/Autonomous body under central or state government.</p> <p>c. Completion certificate /performance report for successful conduct of at least 03 end to end computer based examination with minimum of 01 lakh registered candidates in an examination cycle for any Government dept./PSU/Autonomous body under central or state government in preceding 03 years.</p> <p>d. Completion certificate /performance report for successful delivery of examination at more than 100 locations at multiple centres with equal to or more than 15 unique question papers for single customer.</p>	(specify attached document/s page number/s)

15.	List of examination centres 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 150 or more students per shift.	
16.	Infrastructural availability for the work.	
17.	Earnest Money Deposit	
18.	ISO 9001:2015 & ISO 27001:2013	
19.	CMMI Level 3 or above Certification	
20.	Area of specialization and interest	
21.	Any other information considered necessary but not included above.	
22.	Break up criteria for Technical Evaluation	Annexure 'IX'

Date :

(Signature of the Bidder with Seal)

**Affidavit Regarding De-Barred/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 we or any of our promoter(s)/director(s) are neither de-barred/blacklisted by Central Government/State Government/PSU/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) as on the (Date of Signing of Application). We further certify and confirm that there is no pending litigation against any Central Government/State Government/PSU in last three years.

We further confirm that we are aware that, our Application for the captioned 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 2018

Name of the Applicant

.....

Signature of the Authorized Person

.....

Name of the Authorized Person

.....

**Affidavit Regarding Employees 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 officer) hereby certify and confirm that none of our employees/staff will participate in the recruitment process under reference as an applicant for any of the categories of post so advertised/to be advertised by the University for recruitment.

We further confirm that we are aware that, our Application for the captioned 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 2018

Name of the Applicant

.....

Signature of the Authorized Person

.....

Name of the Authorized Person

.....

FINANCIAL INFORMATION OF THE BIDDER

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

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

- II. Up to date Income Tax Clearance Certificate.
- III. Financial arrangements for carrying out the proposed work.

Note: Attach additional sheets, if necessary.

(Signature of the Bidder with Seal)

ANNEXURE – IV

DETAILS OF SIMILAR WORKS EXECUTED

Sl. No.	Name of work/Project & Location	Owner or sponsoring organization	Cost of work (in Rs. crores)	Date of commencement as per contract	Stipulated date of completion	Actual date of completion	Litigation/Arbitration pending in progress with details	Name, Designation and address /telephone number of officer to whom reference may be made	No. of candidates in one shift	No. of Examination centre for one shift
1	2	3	4	5	6	7	8	9	10	11

(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 commencement as per contract	Stipulated date of completion	Upto date percentage progress of work	Show progress if any, and reasons thereof	Name, Designation and address/telephone number of officer to whom reference may be made	Remarks (if any)
1	2	3	4	5	6	7	8	9	10

(Signature of the Bidder with Seal)

PERFORMANCE REPORT OF WORKS REFERRED IN ANNEXURE IV

(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. Purpose of Work Project: Recruitment of Human Resource/Entrance for admission/Any other
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 duly signed certificate by the concerned client(s), if any)
 - (a) Quality of work Excellent/
Very Good/
Good/Fair
 - (b) Resourcefulness Excellent/
Very Good/
Good/Fair
9. Number of candidates per shift:
10. Number of Question Papers prepared:
11. Number of Examination centres per shift.

Date:

(Signature of the Bidder with Seal)

ANNEXURE – VII

DETAILS OF TECHNICAL AND ADMINISTRATIVE PERSONNEL TO BE DEPLOYED 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 (if any)
1	2	3	4	5	6	7	8	9

(Signature of the Bidder with Seal)

List of Cities with minimum nodes available per shift

S. No.	Name of City	Minimum Nodes per Shift	Remarks, if any

ANNEXURE – IX

Break up criteria for Technical Evaluation

(The bidder is required to fill up and countersign the marks as per their claim/assessment)

1	Turn over based on Average Turn over of last three years - 20 marks			Score Obtained
	Turnover (in INR crores)	Marks	Marks claimed by bidder (page number of supporting document)	
	≥ 150	20		
	120 - < 150	16		
	90 - < 120	12		
	60 - < 90	08		
	Total Marks in this Section	20		
2	Technical Competency – 30 marks			
	Technical Competency	Marks	Marks claimed by bidder	
	(a) Technical Personnel on the roll of the company (IT Staff Strength)			
	300 and above	15		
	250 - 299	12		
	200 - 249	09		
	150 - 199	06		
	100 - 149	03		
	Total Marks in this sub-section	15		
	(b) Technical Experience of the Personnel (Minimum 5 Years)			
	100 and above	10		
	75 - 99	08		
	50 - 74	06		
	25 - 49	04		
	Total Marks in this sub-section	10		
	(c) CMMI – level 5 software certification	05		
	CMMI – level 4 software certification	04		
	CMMI – level 3 software certification	03		
	Total Marks in this sub-section	05		
	Total Marks in this section	30	_____	

3	Similar (CBOT) work Experience -50 marks			
	Details	Marks	Marks claimed by bidder	
	(a) Proven Infrastructure in Delhi/NCR – No. of Nodes per shift (10000 nodes)			
	15,000 and above	05		
	12,500 - 14,999	04		
	10,000 - 12,499	03		
	Total Marks in this sub-section	05	_____	
	(b) Proven Infrastructure across the country – No. of Nodes per shift (including at least 60000 nodes)			
	≥ 70,000	05		
	65,000 – 69,999	04		
	60,000 - 64,999	03		
	Total Marks in this sub-section	05	_____	
	(c) No. of Assignments handled with more than 40,000 candidate per shift in a minimum of 10 cities			
	More than 10	10		
	06 - 10	08		
	01 – 05	06		
	Total Marks in this sub-section	10	_____	
	(d) No. of cities covered in a single test in last three financial years			
	More than 50	10		
	26 – 50	08		
	25 and less	06		
	Total Marks in this sub-section	10	_____	
	(e) Management of Primary Data Centre with Secondary Data Centre			
	Tier III DC with Secondary DC owned by the bidder	05		
	Tier III DC with Secondary DC owned by others	03		
	Total Marks in this sub-section	05		_____

	(f) Proven Track record- repeat orders with any institute for consecutive years in last Three years		
	More than10	05	
	05 – 09	04	
	04 and less	03	
	Total Marks in this sub-section	05	
	(g)No. of unique question papers prepared and delivered for a single customer at more than 100 locations at multiple centres for a single project		
	More than25	10	
	16 - 24	08	
	15	06	
	Total Marks in this sub-section	10	
	Grand Total Marks Claimed by bidder		
	Note: The bidder will be required to enclose proof towards its claim along with this annexure		
	The bidder will be required to fulfil the minimum technical qualification laid down in the tender document.		

Date:

(Signature of the Bidder with Seal)

POSTS AS PER ADVERTISEMENT

The Human Resource Agency selected for assignment would be required to undertake the process of recruitment and selection in end to end format for about 700 non-teaching posts of the Group B and C level (Ministerial and technical) spread over 30-40 categories. The examinations for certain groups of posts can be conducted on one day and all the examinations can be conducted on 8-10 distinct days.

The service provider would also have to take up recruitment process for 3-4 categories of the posts which have already been advertised and pre-examination activity has already been completed, including Group A level posts(ministerial and technical).

The service provider would also have to conduct examination for Limited Departmental Examination for internal candidates for 4-5 categories of the posts.

University of DelhiFINANCIAL BID**Table-I . For Posts to be advertised:****(In Indian Rupees)**

No. of Applicants cumulatively	Cost per candidate in INR	Rate of GST in percentage	GST in INR	Total in INR	Remarks, if any
Up to 50,000					
50,001- 1,00,000					
1,00,001 - 1,50,000					
150001 - 200000					
200001 - 250000					
250001 - 300000					
Above 3,00,000					

Table-II. For already advertised or for whom pre-examination activity has been completed by the University:
(In Indian Rupees)

No. of Applicants cumulatively	Cost per candidate in INR	Rate of GST in percentage	GST in INR	Total in INR	Remarks, if any
Up to 1000					
1001-2000					
2001-3000					
3001- 4000					
4001-5000					
Above 5000					

Table-III. For conduct of Limited Departmental Examination on a single day:
(In Indian Rupees)

Activities	Cost per candidate in INR	Rate of GST in percentage	GST in INR	Total in INR	Remarks, if any
Up to 100					
Above 100					

Note:

1. The number of candidates shall be calculated for all the posts as per advertisement and shall include cost for all the activities and procedures.
2. The rate shall be inclusive of all costs as well as GST paid or payable.
3. The rates must be quoted in Indian Rupees Only (INR)
4. The payment will be made on the basis of actual application in the concerned slab and table.
5. The element of taxes would be suitably adjusted while processing payment depending on existing rates applicable.
6. L1 shall be determined on the basis of the rates quoted by the bidder in Table-1 for the candidates range of 200001 - 250000.
7. All prices/rates should be clearly written both in figures and words. Failure to do so will make the bid liable for rejection. Bidder should ensure that there are no alteration/corrections in the prices/rates submitted by them.
8. In case of a discrepancy between the price/rates in figures and words, the price/rates quoted in words will be considered as correct.

Date:

(Signature of the Bidder with Seal)