

## Tender Notification

<b>Template Name:</b>	Two Bid Open Tender	<b>Buyer:</b>	Indian Council for Cultural Relations (ICCR)	<b>Tender Status:</b>	Authorized
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## Tender Header

<b>* Tender:</b>	Admn/2019-20/RECRUITMENTAGENCY	<b>Tender Creation Date and Time:</b>	30-08-2019 12:12
<b>Stage:</b>	Two Stages	<b>Type of Tender:</b>	Open
<b>* Email:</b>	aksharma@iccr.gov.in		

## Tender Fee Details

<b>* Line:</b>	01	<b>* Estimated Cost:</b>	0
<b>* EMD:</b>	1400000	<b>* Form Fee:</b>	2000
<b>Tender Processing Fee:</b>	2360	<b>* Region:</b>	1. HQ New Delhi
<b>* COT:</b>	1. ICCREPROC-General	<b>General Document Upload Required:</b>	Optional
<b>* Description Of Work:</b>	INVITING TENDERS FOR SELECTION OF RECRUITMENT AGENCY FOR CONDUCTING DIRECT RECRUITMENT EXAMINATIONS IN ICCR		

## Important Dates

<b>* Request of Tender Document From:</b>	30-08-2019 15:00	<b>* Issue of Tender Document From:</b>	06-09-2019 08:00
<b>* Request of Tender Document To:</b>	20-09-2019 16:58	<b>* Issue of Tender Document To:</b>	20-09-2019 16:59
<b>Bid Clarification date:</b>	05-09-2019 17:00	<b>* Tender Closing Date and Time:</b>	20-09-2019 17:00
<b>* Techno Commercial Open:</b>	23-09-2019 17:00	<b>* Cost Open:</b>	30-09-2019 16:00

**BID DOCUMENT**

**FOR**

**INVITING TENDERS FOR SELECTION OF RECRUITMENT AGENCY FOR  
CONDUCTING DIRECT RECRUITMENT EXAMINATIONS IN ICCR**

**(Through tendering process)**

**Cost of Tender Document - Rs.2000/-**

**Indian Council for Cultural Relations  
Azad Bhavan, I.P. Estate, New Delhi – 110 002**

**INDIAN COUNCIL FOR CULTURAL RELATIONS**  
**Azad Bhavan, I.P. Estate, New Delhi 110 002**

Tender No. \_\_\_\_\_

Date: \_\_\_\_\_


**Sub: INVITING TENDER FOR SELECTION OF RECRUITMET AGENCY FOR  
CONDUCTING EXAMINATION IN ICCR FOR DIRECT RECRUITMENT POSTS**

Please find enclosed the Tender document in respect of above mentioned Tender which contains the following:-

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If interested, kindly submit your offers by means of bids only through Tendering at the portal detailed in Special Instructions to Bidders for Tendering before 1700 hrs of 20/09/2019

  
( Vinay Vohra)  
Sr. Programme Director (Admn)  
Indian Council for Cultural Relations  
Azad Bhavan, I.P. Estate  
New Delhi  
Tel No. 23370831  
E-mail : [spdadmniccr@gov.in](mailto:spdadmniccr@gov.in)

## **SECTION-1**

### **DETAILED NOTICE INVITING TENDER**

On behalf of Indian Council for Cultural Relations tenders, on rupee payment basis, are invited in Single Stage Bidding and two stage Opening in two parts (Technical & Financial bids) from reputed Company/ Organization/ Academic Institution (hereafter referred as Agencies/Bidders) to provide the Infrastructure and to conduct examinations for various posts on behalf of ICCR. The **number of vacant DR posts in various grades are as under:-**

S.No.	Name of the Post/Level of 7 <sup>th</sup> Pay Commission	Total No. of Posts	General	SC	ST	OBC
1.	Programme Officer (Level 10) Pay Band PB-3 + 5400 G.P.	08	05	01	--	02
2.	Assistant Programme Officer (Level 7) Pay Band PB-2 + 4600 G.P.	10	07	01	--	02
.				--	--	--
.				--	--	--
3.	Assistant (Level 6) PB-2 + 4200 G.P.	07	05	01	--	01
4.	Sr. Stenographer PB-2 + 4200 G.P./Level 6	02	02	--	--	--
5.	Jr. Stenographer PB-2 + 2400 G.P./Level 4	02	02	--	--	--
6.	Lower Division Clerk Level 2	03	03	--	--	--
	Total DR Posts	32	24	03	--	05

(For details regarding eligibility conditions for each category of post, Recruitment Rules 2013 may be referred to at ICCR's website [www.iccr.gov.in](http://www.iccr.gov.in))



**Reservation : ICCR follows GOI/DoPT rules for reservation in various posts.**

The project information is given below:-

<b>Tender type</b>	<b>Details</b>	<b>Bid Security (EMD)</b>
Online	Conducting Computer Based Examinations as per tender Terms in one year which involves written exam for Direct Recruitment only	Rs 14 lakhs
	Date & time of Presentation	

a.	Date of advertisement/publication	30.08.2019
b.	Availability of tender document on CPP portal/ICCR website	30.08.2019
c.	Time for Clarification	05.09.2019 by 1700 Hrs
d.	Tender bids submission start date	06.09.2019 by 1000 Hrs
e.	Tender bids submission end date	20.09.2019 by 1700 Hrs
f.	Date and time for opening Technical Bids	23.09.2019 by 1600 Hrs
g.	Date and time of opening financial bids for technically qualified bidders	30.09.2019 by 1600 Hrs
h.	Validity of tender	One year

**1. Sale of Tender Document:**

- 1.1 As this Tender Document shall be following the Tendering Process, the **Bidders may download the free viewing copy of tender document from the ICCR e-Tender website: [www.tenderwizard.com/ICCREPROC](http://www.tenderwizard.com/ICCREPROC) or our Website [www.iccr.gov.in](http://www.iccr.gov.in) or CPP Portal <https://eprocure.gov.in/epublish/app> from 30.08.2019, 2019 onwards. The cost of tender document will be paid in the form of separate crossed demand draft alongwith Earnest Money, drawn on any scheduled bank in favour of Indian Council for Cultural Relations, New Delhi.**

**2. Eligibility Criteria (Pre - Qualification criteria):**

- 2.1 The Bidder should be registered at least for a period of 5 years as on 31<sup>st</sup> March 2019 under the Indian Companies Act 1956.

- 2.2 The bidder should have annual turnover of **Rs.5 Crores or more from IT & ITeS during the last 3 financial years (2016-17, 2017-18 and 2018-19). The condition of financial turnover will be relaxed for start-ups as per Rules 170 & 173 of GFR 2017. The quantum of annual turnover will be evaluated as per the criteria laid down in Clause 17.2 (Section 4 Part A)**
- 2.3 The bidder should have successfully executed Computer Based Online Exams for Government Agencies/ Departments/ Exam Conducting Bodies and should have at least 5 years experience in Computer Based Online Examination.
- 2.4 The bidder should have successfully executed at least thrice, Computer Based Online Exams for 10,000 candidates in a single exam for Government Agencies / Departments / PSU/ Exam Conducting Bodies.
- 2.5 The condition of prior turnover and prior experience will be relaxed for startups ( as defined in Department of Industrial Policy and Promotion) subject to meeting of quality and technical specifications. An entity shall be considered as a startup i) upto a period of seven years from the date of incorporation/registration, if it is incorporated as a Private limited company ( as defined in the Companies Act 2013 ) or registered as a partnership firm (registered under section 59 of the partnership Act 1932) or a limited liability partnership (under the Limited Liability Partnership Act, 2008) in India. ii) Turnover of the entity for any of the financial year since incorporation/registration has not exceeded Rs. 25 crore. iii. Entity is working towards innovation, development or improvement of products or processes or services or if it is a scalable business model with a high potential of employment generation or wealth creation. Provided that an entity formed by splitting up or reconstruction of an existing business shall not be considered a 'Startup' Explanation: An entity shall cease to be startup on completion of seven years from the date of its incorporation/registration or if its turnover for any previous year exceeds Rs. 25 crore.
- 2.6 The bidder should have developed and completely own the software for Computer Based Online Examination.
- 2.7 The bidding agency must have ISO certification and should have authorized and globally accepted software certification, Capability Maturity Model Integration (CMMI) Level-3 or above certification
- 2.8. The bidder should not have been Black Listed by any Government or PSU on the day of bidding. **An affidavit to this effect** may also be furnished by the bidder.
- 2.9 The bidder is bound to observe the "Code of Integrity" for public procurement.

**Note: Documents validating the above should be submitted as part of the tender response.**

### **3. Responsibility & Bid Submission Methodology**

- 3.1 The bidder shall be responsible for the implementation of the tender. The bidder shall also be responsible for the service obligations.
- 3.2 All documents submitted in the Bid shall be in English. In case the certificate viz experience, registration etc. is issued in any other language other than English, the Bidder shall attach an English translation of the same duly attested by the Bidder & the translation to be true copy in addition to the relevant certificate. All documents should be duly attested/ signed by the Bidder.
4. ICCR shall open and evaluate the financial bid of **technically responsive** bidders and prepare a list of such bidders as per the evaluation criteria in order of their composite scores (highest to lowest) for the purpose of ordering against this tender.
5. **Online Submission of Tender bids: Start date 06.09.2019 by 1000 Hrs to 20.09.2019 upto 1700 Hrs (closing date). Tender will not be accepted in hard copy.**

- 5.1 In case the date of submission of bid is declared to be a holiday, the date of submission of bid will get shifted automatically to next working day at the same scheduled time. Any change in bid opening date due to any other unavoidable reason will be uploaded on above mentioned website.

**6. Opening of Tender bids:** At 1600 Hrs on 23.09.2019

7. The authorized representatives of bidders can attend the Tender Opening Event (TOE) at the Conference Room, ICCR, Azad Bhavan, I.P. Estate, New Delhi. Opening Officers would be conducting Public Tender Opening Event (TOE).
8. Tender bids received after due time and date will not be accepted.
9. Incomplete, ambiguous, conditional, unsealed tender bids are liable to be rejected.
10. DG, ICCR reserves the right to accept or reject any or all tender bids without assigning any reason. This is without prejudice to any condition to accept only the lowest tender.
11. In case of any correction/addition/alteration/omission in the tender document, the tender bid shall be treated as non responsive and shall be rejected summarily.
12. All computer generated documents should be duly attested/signed by the issuing organization.
13. The queries in respect of the bid document, if any, can be sent to following officers at their Email IDs and address of this office, latest by **1700 hrs on 05.09.2019.**

ICCR Contact-1	
Name & Designation	Shri Vinay Vohra
Telephone/ FAX	23370831 [between 9:30 hrs to 18:00 hrs on working days]
E-mail ID	<a href="mailto:spdadmniccr@gov.in">spdadmniccr@gov.in</a>

## **SECTION- 2**

### **Tender Information**

1. **Type of tender:** Single Stage Bidding, Two stage opening

**Note:** The bids will be evaluated as technically responsive and financial bids of compliant bidders only shall be opened.

2. Bid Validity Period / Validity of bid Offer for acceptance by ICCR:- **180 days** from the tender opening date.
3. The tender offer shall be in two Parts, viz Technical Bid and Financial Bid which will contain one set of the following documents only:
- a) **Technical Bid** shall contain Technical with all relevant bid annexure of following, but not limited to, documents:
- i. EMD Bid Security (original)
  - ii. DD/ Banker Cheque of Tender Fee
  - iii. Certificate(s) showing fulfillment of the eligibility criteria(s) stated in Clause 2 of the Detailed NIT.
  - iv. Documents stated in clause 5 of Section-4 Part A except price schedule.
  - v. Clause by clause compliance as per clause 5 of Section-4 Part A.
  - vi. Bidder s Profile duly filled & signed.
  - vii. Near Relation Certificate in Performa duly filled & signed as per Form-IV.
  - viii. Undertaking & declaration in Performa duly filled & signed as per Section 5 part C.
  - ix. Tender/ Bid form duly filled & signed as per Section 6.
  - x. Power of Attorney in accordance with clause 9.4 of section 4 Part A and authorization for executing the power of Attorney
- b) **Financial Bid** shall contain: (i) Financial bid along with Price Schedule (**FORM-VI**) with all relevant bid annexure.

## SECTION-3

### Scope of Work

#### 3. Introduction to the Project.

##### 3.1. Overview:

Indian Council for Cultural Relations, under the administrative and financial control of Ministry of External Affairs, was formally set up in 1950, with the primary objective of establishing, reviving and strengthening cultural relations and mutual understanding between India and other countries, the aims as enunciated in the Memorandum of Association are:-

- a) To participate in the formulation and implementation of policies and programmes relating to India's cultural relations with other countries
- b) To foster and strengthen cultural relations and mutual understanding between India and other countries.
- c) To establish and develop relations with national and international organizations in the field of culture.

#### 4. SCOPE OF WORK

The scope of work covers receipt of applications online, scrutiny of applications, collection of application fee and deposit in ICCR account, generation of Roll numbers and issue of admit cards to candidates, Question Bank software for reshuffling and making question sets, conducting of computer based test and providing the result of the test etc. The Scope of Work would also include providing of infrastructure (Man-Machine) and **hiring of examination venue for conducting of various examinations in online mode, based on the examination schedule as communicated by ICCR from time to time.**

ICCR will use IT Infrastructure owned and managed by the agencies. The agencies should provide the details of hardware/ software systems setup, IT tools used, databases used, Operating systems used, CCTV/Camera setup details, seating capacity per Centre, spare capacity as stand by, own proctoring staff or third party, access control systems etc. which can be offered for the purpose. The agencies would be required to meet the pre-requisites and be in a position to provide all the stated infrastructure.

- 4.1 Development of web- application for online registration by candidates after notification. The web- application should be thoroughly tested and validated before going online and should also facilitate:
  - 4.1.1 Online payment of application fees to the designated ICCR Account.
  - 4.1.2 Facility for applicants to download and print (online) the form filled in by the applicant in standard formats.
  - 4.1.3 Automated e-mails/SMS to every registered applicant on successful registration, receipt of application fee (online) and uploading of Admit cards.
  - 4.1.4 Registration process involving uploading of photographs and scanned signatures/documents.
  - 4.1.5 Provision of an administrative login to be provided to ICCR authority for checking and authentication of successfully registered applicants.
  - 4.1.6 Rejection of invalid applications.
  - 4.1.7 Maintaining a master data base of all applicants registered for use at any time during the examination process.
  - 4.1.8 Transfer of the entire data (soft copy) to ICCR authority after the whole process is completed.

**4.2 Designing and development of a suitable IT platform for enabling a computer-based examination (with multiple choice questions) in 04 different cities in India in **Delhi, Mumbai, Kolkata and Bengaluru** (questions and answer key to be provided by ICCR).**

- 4.2.1 Designing and developing on line computer based test tools. Test tools are to be developed in consultation with ICCR representatives and finalizing the same once approved by the authority.
- 4.2.2 Fixing the Test Centres with sufficient computers and relevant software with necessary security systems.
- 4.2.3 Provision for conducting Computer based Test-3 mock tests by the registered applicant
- 4.2.4 Evaluation of the answers as per the pre-set criteria prescribed by ICCR.
- 4.2.5 Developing the scoreboards/ merit list of the candidates on the basis of the evaluation
- 4.2.6 Providing the data base of the candidates, applied/attended/their scores.
- 4.2.7 Providing the soft copy of the answers of the candidates in the form CD/pen-drive.
- 4.2.8 Bidder has to ensure that the examination is not online only and conducted in CBT mode so that it is not affected by internet issues.

**4.3 Prerequisites:**

**4.3.1 Procedural and Legal requirements:**

- 4.3.1.1 **The agency shall enter into an MoU with ICCR for abiding by all guidelines rules/ regulations for conducting examinations.**
- 4.3.1.2. Bidder must have Headquarters in Delhi or branch offices in other metro cities.
- 4.3.1.3. Bidder must have sufficient technical expertise and few marks should be given on total technical manpower engaged with vendor.
- 4.3.1.4 Bidder should preferably have its own data Centre in India and it must not host the application in a third party centre.
- 4.3.1.5 Bidder should have a defined and documented process for obtaining and controlling access to Data Centre.
- 4.3.1.6 Bidder should have a comprehensive Business Continuity Plan/ Disaster Recovery Plan and practice in place which should be specified in the proposal.
- 4.3.1.7. Bidder has to establish a help desk centre in the office of ICCR to assist the applicant to fill the form and online payment query under the guidance of ICCR.

**4.3.2. Location Requirements:**

The institution/ Exam centre should be well connected with public transport and located at feasible distance from the nearest bus stand/ railway station/ metro station.

**4.3.3 Technical:**

- 4.3.3.1. Bidder shall mention the details and configuration of software technology and development devices like server firewalls UTM antivirus software, server software in the bid.
- 4.3.3.2 Seating capacity of computer lab in a centre should be made available depending on the number of candidates in the Centre.
- 4.3.3.3 The agencies should have at least 2 Servers in each examination Centre.

4.3.3.4 The agencies should have sufficient (10% buffer i.e. 10 per 100 systems as buffer per shift) standby machines to take care in case break down of PCs. The agencies should have printing facilities for taking out prints.

4.3.3.5 Should have proper access control systems in the Examination centre with CCTVs and Cameras to discourage unfair practices.

4.3.3.6 All the workstations and servers should be on LAN supporting IPv4. Exam Centres should have the necessary connectivity to download the question papers and upload the marks.

4.3.3.7 Exam delivery workstation should be locked down and the candidate should not have access to the local file system or the internet during examination.

4.3.3.8 The testing engine should be capable of supporting randomization of test items for additional security.

4.3.3.9 Agency should own the complete source code of the software application to be used for conducting the exam and in-house technical skills should be available to make any changes, if required.

4.3.3.10 Minimum Server Configuration (for Exam Centre):

Processor: Dual Core, CPU Speed: 1.5 GHz or above.

RAM: 4 GB or above.

Screen Resolution: 1024 X 768.

Operating system: Microsoft Windows Server 2003 Enterprise, Edition Service Pack 2, Windows 7 or above

Browser: Internet Explorer 7.0 or above as supported by above Operating systems.

Browser setting: Pop-up blocker disabled, Paste operations via script enabled, under Settings 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 2.0 Framework, Microsoft Office Excel 2003 or above OR Open Office Calc 2.4 or above.

4.3.3.11 To host the test and manage the test delivery process, Computer systems and servers shall be of latest configuration and LAN must be scaled enough to handle the traffic in real time with proper backup and redundancy at each level.

4.3.3.12 Software should have provision for replication of data and backup facility.

4.3.3.13 Periodic audit from Cert-in empanelled agencies.

4.3.3.14 Software should be hosted on secured data centre with ISO 27001:2013 and 20000-1:2011 certified.

4.3.3.15 Data (at rest and in transition) of the software should be encrypted with suitable encryption and PKI technology at cloud.

4.3.3.16 Two factor authentication may be followed for all user accounts.

4.3.3.17 Provision for grievance escalation through SMS and mail alerts should be available in the Portal.

4.3.3.18 The online software should comply with GIGW guidelines.

#### **4.3.4 General requirements:**

4.3.4.1 The LAN set up shall be virus free and fire-walled. The terminals and the servers including the backups shall also be virus free.

- 4.3.4.2 Agency should ensure actual software testing before the exam conducted live at each site.
- 4.3.4.3 Biometric Support for candidate Authentication and Authorization.
- 4.3.4.4 Webcam
- 4.3.4.5 Printer
- 4.3.4.7 Power Backup for servers and each candidate - UPS and Generator Set.
- 4.3.4.8 Firewalls/UTM.
- 4.3.4.9 Antivirus Solutions.
- 4.3.4.10 Facility for having suitable drinking water and separate toilet facilities both for Boys and Girls.
- 4.3.4.11 Facility to ensure foolproof data security, data transfer and physical security inside.
- 4.3.4.12 Ample parking space.

#### **4.3.5 Manpower:**

Minimum manpower deployment at each examination centre must as per following requirement:

Each Exam centre of capacity of 100+10 buffer should have the minimum following personnel to be deployed by the agency:

Test Centre Administrator : 1(one) for each centre

IT Manager : 1 for each 200 candidates.

**Invigilators : 2 per 20 systems**

Support staff including Technical staff : 2 per 100 candidates.

Security Guards : 2 per 100 students.

Peons : 2 per 100 students.

Above staff should be increased proportionately on the basis of candidates allotted to a particular centre.

**Further, ICCR will depute one Observer in each Test Centre (Delhi, Mumbai, Kolkata and Bengaluru who will be auditing the Centres before/after/during the Examination and Agency Test Centre Administrator should work in close coordination with him. Observer's (ICCR representative) certificate on the Test Centre and conduct of the Exam will be treated as final.**

#### **4.3.6 Exam centre criteria:**

##### **PRE-EXAMINATION PHASE:**

Examination Centre set-up and deployment of staff for the examination:

- 4.3.6.1-Test Centre Administrator shall act as Examination Superintendent (ES). The ES shall depute the examination staff based on the guidelines provided by ICCR. The Lab where the Examination Centre is established shall be sealed in front of the Examination Superintendent, once the examination data is deployed in the computer lab. The lab shall remain under the charge of ES till the Examination cycle including submission of answer files to ICCR, is complete.
- 4.3.6.2 The examination shall be conducted by implementing the examination application software approved by ICCR.
- 4.3.6.3 The Examination Centre is required to set up by the Agency one day prior to the date of examination for due auditing by the Examination Observer and to submit his report. Shortcomings, if any in arrangements, will be intimated by the Examination Observer to the Agency/ Test Centre Administrator for due corrective steps.



- 4.3.6.4 The Agency has to arrange for the amenities essential to conduct the Examination at its Premises, which is based on the allocation of the number of candidates at a particular Centre. These basic amenities are, drinking water, seating arrangement, parking, washrooms etc.
- 4.3.6.5 The Examination Observer may remain available at the Examination Centre for the full day or part of the day.
- 4.3.6.6 The Examination Centre and its staff is expected to not only act in a cordial manner with all the candidates as well as personnel deputed by the ICCR for Examination Observer duty but also to provide all possible support and cooperation for effective and efficient conduct of Examination.
- 4.3.6.7 Each candidate appearing for the examination is required to sign the reporting sheet.
- 4.3.6.8 Display the batch schedule and instructions on the notice board of the institution at the reception area as well as outside the computer lab (examination hall).
- 4.3.6.9 Only those candidates, whose names appear in the list of candidates supplied by ICCR be allowed to appear for Examinations at the Test Centre.

#### **DURING THE EXAMINATION CYCLE:**

- 4.3.6.10 All the candidates must be thoroughly frisked before they are allowed to enter the examination hall.
- 4.3.6.11 Hall Discipline:
  - Candidates shall be admitted to the Examination hall only 30 minutes before the commencement of Examination and shall leave latest by 10 minutes after the Examination is over.
  - No candidate will be permitted to enter the Examination hall after 15 minutes of the commencement of the Examination and be allowed to leave the hall for before 30 minutes after the commencement of Examination.
  - Before the commencement of the Examination, it is essential and mandatory for all candidates to give the Bio-metric attendance.
- 4.3.6.12 The Bio-metric attendance is mandatory and to be marked in respect of all the candidates present. The number of present candidates must reconcile with the candidates who have taken examination.
- 4.3.6.13 Unfair means: The ES has to ensure that the unfair means detected during the course of examination are properly recorded and the report sent to ICCR as per procedure laid down by ICCR.
- 4.3.6.14 Miscellaneous/general arrangements:
  - Examination Superintendent should be careful about making arrangements for toilets for the use of candidates.
  - Allow the Examination Observers/Members of Surprise Visit Team appointed by ICCR to inspect the records and the examination halls/rooms, after ensuring that the visiting team is having proper authority letter from the competent authority.
- 4.3.6.15 Answer file upload and backup: The uploading of answer file and backup procedure as laid out by ICCR must be followed. Any problems/errors should be reported to ICCR control centre.

#### **POST EXAMINATION PHASE:**

After conducting the exam and uploading the candidate responses successfully from all the examination centers, Agency will ensure that candidate responses are stored safely in more than one data centers in encrypted manner and hash value of the response of each candidate is stored in safe repository located in Data Center, safely. Apart from this, the Agency will also ensure that audit trail and logs are properly maintained at different levels. The

Agency will be required to submit a certificate in this regard to ICCR within 24 hours of exam completion. Following are the post exam activities after providing certificate to ICCR:

- 4.3.6.16 If exams are conducted on fixed question pattern, Agency will be decrypting the Answer key (as uploaded on Examination Server along with question paper) using private key of appropriate authority of ICCR.
- 4.3.6.17 Agency will submit Candidate s Biometric Details and CCTV Camera recordings to ICCR and obtain written receipt of same.
- 4.3.6.18 After obtaining written approval along with minimum qualifying marks in respect of all categories from ICCR, Agency will prepare the merit list and submit to ICCR.
- 4.3.6.19 Marks obtained by the candidates, in PDF format will be required to be sent to candidates on their registered email address, if so directed by ICCR.
- 4.3.6.20 SMS alerts on marks obtained will also be sent to candidate's mobile number.

**Surveillance System:**

- 4.3.6.21 All the exam halls should have CCTV surveillance cameras installed in a way that activities of each candidate are captured.
- 4.3.6.22 At least 2 CCTV cameras should be installed diagonally in an exam center having seating capacity of 50 Candidates. After that 2 additional CCTV Cameras will be required for each additional 50 Candidates.
- 4.3.6.23 CCTV camera feeds should be stored locally on the central server at atleast 10 FPS and 1080 P Resolution.
- 4.3.6.24 CCTV camera should record Exam Center activities from 30 minute before to 30 minutes after the examination is over.
- 4.3.6.25 Agency will be required to store CCTV camera feeds with necessary metadata in data center server for all the Computer Based Exam within 24 hours after the examination.
- 4.3.6.26 Exam delivery workstation should be locked down and the candidate should not have access to the local file system or the internet during examination.
- 4.3.6.27 The testing engine should be capable of supporting randomization of test items for additional security.

**4.4 ACCREDITATION OF EXAM CENTERS:**

Agency will identify exam centre infrastructure before bidding and accredit the same after ensuring necessary arrangement that exists as per standards defined in the tender. It must be clearly defined and ensure availability of exam center on all the dates as per schedule of Computer Based Exam for full day and comply with all the standards set for Exam Centres in the tender. Agency will also visit each of such accredited centers and plan to ensure necessary updation to meet defined standards.

**4.5 COMPUTER BASED EXAM APPLICATION CUSTOMIZATION:**

Computer Based Exam Application will be a set of following two software systems. Agency will be required to customize, develop and integrate these softwares and web portal.

**4.5.1 Computer Based Exam Software**

Computer Based Exam software would be a critical part of proposed solution by Agency. As per requirements of ICCR mentioned in the tender and identified by Agency during system study, Agency will customize Exam Software.

**4.5.2 Web Portal for Application Receiving**

All the candidates and citizens will interact with ICCR using this web portal. The agency should make all the provisions for Candidate Registration, Candidate Profiling, Application Receiving for examination of ICCR and Online Payment services on the Portal.

#### **4.6 WEB PORTAL SERVICES:**

A comprehensive Application Receiving web portal will be developed to connect Exam candidate with ICCR for all the services. The portal will allow all the candidates to register, apply, make payment, download test admit cards, etc. Thus the quality and a comprehensive set of features will facilitate the candidates substantially. Agency will be required to consolidate all the expectations of stakeholders and develop a robust framework Application Receiving portal. This framework will first be approved by ICCR and then the portal designing, development, content aggregation, etc. activities will be performed by Agency.

The Portal should be developed on a robust content management framework having comprehensive set of security, compatibility and scalability features. Following are the key components (but not limited to) of the Application receiving portal:

Web portal will provide detailed information of ICCR Exams. This will include Computer Based Exam framework, Syllabus, References, exam manual, eligibility, procedures, etc. These static pages should be designed beautifully and user friendly manner.

ICCR will provide all the detail of up-coming exams, schedules, rules, eligibility clauses, procedures, etc. Agency will be required to publish same on the web-portal in user friendly and structured manner. Eligibility criteria for all the exams should be recorded in structured format, so that the candidates can browse through various exams as per their qualification or eligibility credentials.

##### **4.6.1 Candidate Registration and Online Payment**

In order to appear in Exam, candidates will be required to register themselves on the portal. Hence, the Portal should provide a dedicated section for candidate registration. System should provide necessary integration interface for payment gateway service. Selection of Payment Gateway service provider will be done by Agency in consultation of ICCR. All fee collected from candidates online will be deposited in the designated bank account of ICCR. Agency will be responsible to integrate selected payment gateway with the portal. ICCR will publish exam notices online on the web portal, where candidates will be able to obtain all the exam details, submit their application online along with electronic payment. In order to achieve this ability, system should have following modules and features:

##### **4.6.1.1 Candidate Registration:**

Candidates will provide their basic detail like personal detail, educational qualification, experience, area of interest, etc. to register themselves get regular updates and apply online for exams. Candidate registration will also create profile of candidate on the portal, so that for next exam if any, candidates do not have to upload their credential and detail again. During registration, the system should also verify mobile number by sending one time password. Login detail should only be provided on e-mail to the candidates. Only registered candidates will be able to apply for ICCR Exams after making online payment. After registration, candidates will be able to log-in into the portal and apply for scheduled exams, see the status of their applications, get notices and intimations from the Agency and respond, update their profile contents, etc.

##### **4.6.1.2 Application Receiving:**

Applications will be received online from the candidates. Only registered candidates will be able to apply for exams. Following are requirements for Application Receiving module:

1. The system should have provision for designing online application submission form by adding or removing form fields along with necessary validations.
2. The system should have provision for defining field sets for various kinds of exams. The system should also have predefined web form templates that can be applied on web forms.

3. Once the form fields are defined and web form template selected, the system should render web based application form for testing.
4. The system should have provision for automated publication of web form on the Web Portal after successful testing.
5. Web form designing process should be menu driven, so that ICCR employees having technical abilities can also design it on the basis of rules sets defined for the exam.
6. In case of some specific requirement that cannot be configured through menus and field properties, the system should also have provision for bespoke development.
7. Online Application form fields should be linked with candidate profiles, so that the fields can be auto-filled for registered candidates.
8. System should provide necessary integration interface for payment gateway service. Selection of Payment Gateway service provider will be done by ICCR separately. Agency will be responsible to integrate selected payment gateway with the portal. Application submission process will be completed only after making the exam fee payment successfully.
9. Once, the online application form filled and submitted by the candidate, the system should generate a PDF document of the form. Candidates may be required to print this form for ready reference.
10. Immediately after application submission, the system should automatically create hash value of application form content and store it in secured repository with time stamping.
11. System should also maintain logs for each alteration after first submission of application.

#### **4.6.1.3 Concurrent Updates**

System should provide concurrent updates to all the registered candidates with respect to various exams, notices, publications, test admit card generation, result declaration, etc. These updates will be provided on email and SMS after necessary consultation/approval from ICCR. SMS Gateway services will be arranged by Agency at its own cost.

#### **4.6.1.4 Grievance Handling**

The portal should have a provision of grievance handling mechanism. The Agency should address all the queries or complaints received from the registered candidates during pre-examination phase in a time bound manner. Further, all the complaints received during post-examination phase would be handled by ICCR and the Agency should assist ICCR in this regard. Grievance handling system should work on ticketing mechanism, where for each valid query or complaint, a ticket will be raised and reference number will be given to the candidates. There should be fixed time and escalation mechanism for different categories of complaints and queries. All the tickets should be recorded as closed in time limit fixed for same. The grievance handling system should work in closed integration with help desk support system and same system should be used for handling complaints and queries recorded from help desk call centre.

#### **4.6.1.5 Mock Test**

The portal should provide three Mock Test facility for the registered candidates, so that they can understand Computer Based Exam pattern, exam screen interfaces, typing test interface, etc. This will also enable them to prepare strategy for taking computer based exam. Mock Test interface should be exactly same as the candidates would see in exam Centres. Before beginning the mock test, the candidates should be provided dummy Hall Ticket Number to log in the mock test interface. At the end of test, a dummy score card should be also be shown to the candidates. This will allow them to have end to end feeling of taking Computer Based Exam. There should be no limit on the number of attempt for the mock test i.e. a candidate may appear in mock test as many as number of time he/she wants to. Thus, the purpose of mock test is to make the candidates familiar with actual

exam interface that they are going to see in exam centers and remove fear of unknown which new candidates might have before taking Computer Based Exam.

#### **4.6.1.6 Feedback Collection**

The Portal should have very user friendly interface for collection of feedbacks, especially for the candidates who have appeared once in the Exam. The feedback may be collected under various categories like Portal Services, Exam Centers, Computer Based Exam, exam patterns, etc. Agency should make provision for taking each and every feedback in to account. The feedbacks will directly be accessible for ICCR to take corrective actions.

### **4.7. COMPUTER BASED EXAM SOFTWARE**

Exam software will be at core of Computer Based Exam System, which will be working on distributed architecture. Exam software will be loaded on central server and will get connected with Exam Center Servers (Laptop Servers) before atleast 1 or 2 hours of exams to download all the detail required to conduct exam in exam center offline. Once the details are downloaded, Exam Center Server will conduct exam on Local Area Network of exam center.

#### **4.7.1 Exam Centre Software**

1. Exam Centre software should have capability for conducting exam without having real time connectivity with central server.
2. Exam Centre Software should have seamless integration with central server.
3. The examination software should provide real time audit report of candidates while taking the examination. This is mandatory to tackle candidate complaint, if any, during the course of examination.
4. The examination software should be capable of generating attendance (present & absent).
5. The software should be capable of providing detailed analysis for various examination activities.
6. The examination software should have the capability of real time syncing the candidate response with the local examination server. During the examination, the candidate s response data should be shown on the candidate screen for his update.
7. The software should be able to create various reports without manual intervention, which may be required by ICCR. The module should have report formats like Score report, Section-wise score report, Data Report, Response Report, Absentees Report, Feedback Report, Attendance Report, Question Paper Report, RTI Report, Drive Summary Report, Incident Register, Drive Manager Audit Report, Candidate Question Paper PDF, Group-wise score report, Observer Feedback Report, Result Validation Report.
8. The examination software should have the capability of transferring the encrypted question bank from ICCR to the exam center via Data Center.
9. The examination software should support various Question types e.g. Multiple Choice.
10. The examination software should have the candidates marks uploaded to Data Center in encrypted format.
11. The examination software should have the provision to close the response window for the candidates after the scheduled examination time is over and the responded answers will be automatically submitted for evaluation.

#### **4.7.2 Candidate Interface**

1. The software should be capable of hard closing the running applications and disabling all the USB ports on the candidate machine.
2. The solution should have bi-lingual capability. The examination software should be capable of supporting question papers in both Hindi and English.

3. The examination software should be designed, keeping the colour blind candidates in mind.
4. The candidate should be able to view Instruction Sheet and Profile Information at any given point during the course of examination.
5. The candidate should be able to view Question Paper summary during the course of examination e.g. answered and un-answered questions and time left of exam duration.
6. The examination software should ask for candidate s concurrence on hardware provided to him/her before the start of exam. Without this, the exam should not start.
7. The examination software should have Zoom capability. The software should be capable of providing zoom to specific screen/content, if required.
8. The candidate's photo, provided by the candidate during online registration, should appear on the examination console throughout the examination for invigilators to verify.
9. The candidate's roll number and photograph should be displayed on every system even before the candidate enters the examination room. This would help candidates in locating their seats. Also, it would ensure that no two candidates exchange seats.
10. Calculator feature should be available for the candidates with provision disabling same from central server.
11. The candidate should be given time to go through the instructions before the start of exam. During this time, the software should strictly restrict candidates from starting the exam.
12. The examination software must provide the option of capturing detailed feedback by candidates and observers, if they desire so. This would help in identifying the pros and cons of computer based examination.

#### **4.7.3 Exam Monitoring Tool:**

Agency should provide a monitoring tool which should provide update on pre, during and post examination activities:

1. This monitoring tool should be in sync with almost real time examination process happening at the test centers.
2. The monitoring tool should display the number of mapped candidates, present/ absent candidates at every test center.
3. The monitoring tool should provide a track of candidate registration at every test center.
4. The monitoring tool should clearly indicate that for how many candidates, login screen (displaying Roll No. and Candidate photograph) has already been opened by the invigilator.
5. The monitoring tool must indicate the number of candidate for whom the examination has got delayed.
6. The monitoring tool must keep a track on the number of candidates and observers who have submitted their feedback on the end to end computer based examination process.
7. The monitoring tool should be capable of proving a complete dashboard. All the reports should be downloadable in prescribed format i.e. Excel / PDF formats.

#### **4.7.4 QUESTION PAPER UPLOADING FOR FIXED QUESTION EXAM:**

The requisite number of questions will be prepared by the Agency in consultation with ICCR and submitted in exam engine software in encrypted manner. The format of Question Bank would be in Word/Excel Format only. Accordingly, the agency should make its software/server compatible to the aforesaid Format.



Following will be the activities of Agency in this regard:

1. Agency will provide Question Authoring Tool (QAT) that can be shared online using secured channel and MCQs can be authorized remotely or locally.
2. QAT should have provision to export PKI (Public Key Infrastructure) encrypted question set to be uploaded in Exam Application.
3. Exam Software should have provision for decrypting PKI encrypted question sets 1 hour before the exam using digital signatures of ICCR.
4. Exam Software should also have provision for integration with question bank. Agency will provide necessary support for importing the question bank in the exam software.
5. On receipt of the questions from the Question Bank, the Exam Software should prepare four (4) different sets by using the same questions by way of randomized shuffling of the questions.

#### **4.8 OPERATIONAL ACCEPTANCE TEST:**

- 4.8.1      Functionality: Test that the functional requirements specified for the system are actually met. All functions must be tested when user provides inputs with correct and incorrect inputs and testing of formats.
- 4.8.2      Unit Test: Each module or component should be fully tested independently before integration.
- 4.8.3      System Test: All specified functionality should be tested. This testing verifies the program's functionality and performance with respect to the requirements for the software.  
  
All system functions, including those that are accessed through menus, should be tested. Security-Attempt to break the password, Time-out facility on dormant menu/screen etc. shall be tested.
- 4.8.4      Stress Test: Finding errors that will show themselves under certain combinations of events or data values. Heavy repeating of certain actions or inputs.
- 4.8.5      Reliability Testing: Testing the system for prolonged use at varying levels, or, possibly, constant value at peak level
- 4.8.6      Performance Testing: Testing to probe the system against prescribed timing should be tested.
- 4.8.7      Audit Trail: Tracking critical transactions and Logging all critical errors should be tested.
- 4.8.8      Multi-User Capability: Test that the application system can support several users, sessions and prescribed load.
- 4.8.9      Volume Test: Test to submit the system to large volumes of data
- 4.8.10     System Integration Test: System would be tested with respect to integration, testing all the integration requirements between various modules and sub-modules
- 4.8.11     Graphical User Interface (GUI) Test: The system will be tested for GUI which will include, but will not be limited to, Menus, Message Boxes, Keyboard Interface, Cursor Management, Visual Design, etc.
- 4.8.12     User Acceptance Tests (UAT): ICCR will form different user groups which shall be headed by the Examination Observer of ICCR for the UAT. These user groups would test the application for the functionality, reliability and all other related tests prior to the actual conduction of the examination. Once the user groups are completely satisfied with the application, Agency should take a formal sign off from the Examination Observer appointed by ICCR for acceptance of each module. Based on the sign off and user group feedback, ICCR would issue UAT certification to the Agency for that particular module/sub-module.

**SECTION-4 Part A**  
**GENERAL INSTRUCTIONS TO BIDDERS (GIB)**

1. **Eligibility Conditions:-** As per Clause 2 of Section-1 (DNIT)

2. **Cost of Bidding**

The bidders shall bear all costs associated with the preparation and submission of the bid. ICCR in no case will be responsible for these costs regardless of the conduct or outcome of the bidding process.

3. **Bid Document**

- 3.1 Bid document includes
- a. Detailed Notice Inviting Tender
  - b. Instruction to bidders
  - c. General (Commercial) condition of the contract
  - d. Special conditions of contract if any
  - e. Schedule of requirement and Financial Bid
  - f. Services to be provided (Scope of work)
  - g. Bid Forms as per Section 6 (Form i & ii)
  - h. EMD Form
  - i. Performance Security Bond Form
  - j. Letter of authorization to attend bid opening.
  - k. Documents in the support of eligibility condition as per clause I above.
  - l. Certificate/ undertaking of non-participation of near/ close relative of ICCR employee.
- 3.2 The bidder is expected to examine all instructions, forms, terms and specifications in the Bid Documents. Failure to furnish all the information required as per Bid Documents or submission of the bids not substantially responsive to the Bid Documents in every respect will be at the bidder's risk and may result in rejection of the Bid.
- 3.3 A prospective bidder requiring any clarification on the Bid document shall notify ICCR online. ICCR shall respond online to any request for the clarification of bid document, which it receives not later than **21 days** prior to the date of opening of Tender.
- 3.4 Any clarification issued by ICCR in response to query raised by prospective bidders shall form an integral part of bid documents and it may amount to an amendment of relevant clauses of the bid documents.

**4. AMENDMENT TO BID DOCUMENT**

(i) At any time, prior to the date of submission of bid, ICCR may, for any reason whether at its own initiative or in response to a clarification required by a prospective bidder, modify the bid documents by amendments.

(ii) The amendments shall be notified online to all prospective bidders on the above website(<http://iccr.gov.in>) for Bid Document and these amendments will be binding on them.

**5. DOCUMENTS COMPRISING THE BID**

The bid prepared by the bidder shall comprise the following components:

- a. Documentary evidence established in accordance with clause 2 of Section1 that the bidder is eligible to bid and is qualified to perform the contract if his bid is accepted.
- b. EMD furnished in accordance with clause 8.1.
- c. Bid Form and price schedule completed in accordance with clause 6 & 7.



- d. Partnership Deed or proprietorship deed or Articles/Memorandum of Association as the case maybe.
- e. The bidder shall furnish the particulars of his past performance with PSUs/ Government agencies as per clause 2 of Section-I
- f. Non-participation of any close relative as per clause 12 in Section 5 Part-A in bid forms
- g. A clause by clause compliance as per clause 9.3.
- h. Copies of registration along with PAN No/ EPF/ESI/Service Tax authorities.
- i. The audited balance sheets for three financial years (2015-16, 2016-17 and 2017-18).

## 6. BID FORM

The bidder shall complete the Bid Form as per Form(s) of Section 6 and the appropriate price schedule of Section 7 furnished in the bid document covering the services to be rendered.

## 7. PRICE BID

- (i) A bid submitted with an adjustable price quotation will be treated as non-responsive and rejected.
- (ii) Discount or extra charge, if any, mentioned by the bidders shall not be considered unless these are specifically indicated in the price schedule.

## 8. EARNEST MONEY DEPOSIT (EMD)

8.1 Pursuant to clause 5 (b), the bidder shall furnish, as part of his bid, a bid security for an amount of Demand Draft by a Scheduled Bank in India & payable to "**Indian Council for Cultural Relations, New Delhi**" or in form of Bank guarantee issued by a Scheduled Bank in India as per Performa in Form III of Section 6 in favour of Indian Council for Cultural Relations, New Delhi and should be valid for a period of **180 Days from date of opening of tender. Micro, Small and Medium Enterprises (MSMEs) are exempt from the requirement of furnishing the bid security.** (The Government of India has enacted the Micro, Small and Medium Enterprises Development (MSMED) Act, 2006 in terms of which the definition of micro, small and medium enterprises is as under:-

- A micro enterprise is an enterprise where investment in plant and machinery does not exceed Rs. 25 lakh.
- A small enterprise is an enterprise where the investment in Plant and Machinery is more than Rs. 5 crores but not exceeding Rs. 10 crores.
- Enterprises engaged in providing or rendering of services and whose investment in equipment (original cost excluding land and building and furniture, fittings and other items not directly related to The service rendered or as may be notified under MSMED Act, 2006 are specified below.
- A Micro Enterprise is an Enterprise where the investment in equipment does not exceed Rs. 10 lakhs
- A small enterprise is an enterprise where the investment in equipment is more than Rs. 10 lakh but does not exceed Rs. 2 crore

- A medium enterprise is an enterprise where the investment in equipment is more than Rs. 2 crore but does not exceed Rs. 5 crore.
- 8.2 The bid security is required to protect the ICCR against the risk of bidder's conduct, which would warrant the security's forfeiture, pursuant to Para 8.7.
- 8.3 The bid security shall be in the form of Bank Guarantee, issued by a Scheduled Bank in India in favour of the ICCR, valid for a period of 180 days from the date of tender opening.
- 8.4 A bid not secured in accordance with Para 8.1 & 8.2 shall be rejected by the ICCR as non-responsive at the bid opening stage and returned to the bidder without opening financial bid.
- 8.5 The bid security of the unsuccessful bidder will be discharged/returned as promptly as possible but not later than 30 days after the expiry of the period of the bid validity prescribed by the ICCR, pursuant to clause 22.
- 8.6 The successful bidder's bid security will be discharged upon the bidder's acceptance of the Letter of Intent satisfactorily in accordance with clause 18 and furnishing the performance security
- 8.7 The bid security may be forfeited:
- a. If the bidder withdraws his bid during the period of bid validity specified by the bidder in the Bid form, OR
  - b. In the case of successful bidder, if the bidder's
    - i) Fails to sign the contract in accordance with clause 20 Of "INSTRUCTION TO BIDDERS" UNDER Section 4 part A **OR**
    - ii) Fails to furnish Performance Security in accordance with clause 2 Of " General Conditions of Contract Section 5 part A **OR**
    - iii) Fails or refuses to honor his own quoted price for any number of years or part thereof
  - c. In both the above cases i.e. 8.7 (a) & (b), the bidder will not be eligible to participate in the tender for one year from the date of issue of Letter of intent. The bidder will not approach the court against the decision of ICCR in this regard.

## 9. FORMAT AND SIGNING OF BID

9.1 The bidder shall submit his bid complying all eligibility conditions, other terms and conditions of tender document to be read along with the clarifications and amendments issued in this respect. All the documents must be authenticated by the authorized person. The letter of authorization shall be indicated by written power-of-attorney accompanying the bid.

**Note:-** ICCR may ask the bidder(s) to supply, besides original bid, additional copy of bids as required by him.

9.2 The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder in which case such corrections shall be signed by the person or persons signing the bid. All pages of the original bid, except for un-amended printed literatures, shall be digitally signed by the person or persons signing the bid.

9.3 A clause-by-clause compliance of services to be provided shall be given for all the clauses stipulated in Section 1 to 7 of the tender document. In case of deviation a statement of deviation shall be given separately.

### 9.4 Power of Attorney

- (a) The power of Attorney should be submitted and executed on the non-judicial stamp paper of appropriate value as prevailing in the concerned states(s) and the same be attested by a Notary public or registered before Sub-registrar of the state(s) concerned.

- (b) The power of Attorney be executed by a person who has been authorized by the Board of Directors of the bidder in this regard, on behalf of the Company/ institution/ Body corporate.
- (c) In case of the bidder being a firm, the said Power of Attorney should be executed by all the partner(s) in favour of the said Attorney.
- (d) Attestation of the specimen signatures of authorized signatory by the Company's/ firm's bankers shall be furnished. Name, designation, Phone number, mobile number, email address and postal address of the authorized signatory shall be provided.

#### **10. SUBMISSION OF BIDS (SEALING AND MARKING OF BIDS)**

10.1 The online bid should be submitted as per Clause 3 Section 2 of tender information.

10.1.1 The bids are called under Single Stage Bidding & in Two Parts.

#### **11. SUBMISSION OF BIDS:**

11.1 Bids must be submitted by the bidders on or before the specified date & time indicated in Clause 5 of Section-I i.e. DNIT.

11.2 The ICCR may, at its discretion, extend this deadline for the submission of bids by amending the Bid Documents in accordance with clause 6 in which case all rights and obligations of the **ICCR** and bidders previously subject to the deadline will thereafter be subjected to the extended deadline.

11.3 Not more than one independent and complete offer shall be permitted from the bidder.

#### **11. Late Bids:**

No bid shall be accepted after the specified deadline for submission of bids prescribed by the **ICCR**.

#### **13. Modification and Withdrawal of Bids:**

13.1 The bidder may modify, revise or withdraw his bid after submission prior to deadline prescribed for submission of bid.

13.2 The bidder's modification, revision or withdrawal shall have to be online and digitally authenticated (in case of e-tendering) as per clause 10.

13.3 Subject to clause 15, no bid shall be modified subsequent to the deadline for submission of bids.

#### **BID OPENING AND EVALUATION:**

#### **14. Opening of Bids by ICCR**

14.1 The ICCR shall open bids in the presence of the authorized representatives of bidders or physically present (in case of Tenders as well as manual bidding process) who chose to attend, at time & date specified in Clause 6 of D NIT(Section-1) on due date. The bidder's representatives, who are present, shall sign in an attendance register. Authority letter to this effect shall be submitted by the authorized representatives of bidders before they are allowed to participate in bid opening (A Format is prescribed in section 5 part C).

14.2 A maximum of two representatives of any bidder shall be authorized and permitted to attend the bid opening.

14.3 Name of envelopes to be opened & information to be read out by Bid Opening Committee

In Single stage bidding & two envelopes system; the bids will be opened in 2 stages i.e. the Technical Bid shall be opened on the date of tender opening given in NIT. The financial bid will not be opened on the Date of opening of Technical Bids in this case & sealed financial bids will be retained in e-tender system.

Thereafter the CET will evaluate Technical bids & the report of CET will be approved by competent authority.

The financial bids of those bidders who are approved to be technically compliant by the competent authority, will be opened by Tender Opening Committee (TOC) in front of technically eligible bidders/ authorized representatives by sending them a suitable notice.

14.4 The date fixed for opening of bids, if subsequently declared as holiday by the ICCR, the revised date of schedule will be notified. However, in absence of such notification, the bids will be opened on next working day, time and venue remaining unaltered.

#### **15. Clarification on Bids:**

15.1 **To assist in the examination, evaluation and comparison of bids, the ICCR may, at its discretion ask the bidder for the clarification of its bid. The request for the clarification and the response shall be online. However, no post bid clarification at the initiative of the bidder shall be entertained.**

15.2 If any of the documents, required to be submitted along with the Technical Bid is found wanting, the offer is liable to be rejected at that stage. However the **ICCR** at its discretion may call for any clarification regarding the bid document within a stipulated time period. In case of non compliance to such queries, the bid will be outrightly rejected without entertaining further correspondence in this regard.

#### **16. Preliminary Evaluation:**

16.1 ICCR shall evaluate the bids to determine whether they are complete, whether any computational errors have been made, whether required documents have been furnished, whether the documents have been properly signed and whether the bids are generally in order.

16.2 Prior to detailed evaluation, ICCR will determine the substantial responsiveness of each bid for the purpose of fulfilment of all these clauses. A substantially responsive bid is one, which confirms to all the terms and conditions of bid documents without material deviation. The ICCR determination of bid's responsiveness shall be based on the contents of the bid itself without recourse to extrinsic evidence. A bid determined as substantially non responsive will be rejected by ICCR and shall not subsequent to the opening be made responsive by the bidder by correction of the non-conformity.

16.3 ICCR may waive any minor infirmity or non-conformity or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.

#### **17. EVALUATION:**

- a. ICCR will constitute a Proposal Evaluation Committee that will include a representative from NIC (above scientist E-level) to evaluate the responses of the bidders.
- b. The bids will be examined for timely submission and attachment of the cost of the document and earnest money deposit. Bids which are submitted late, not accompanied by cost of Tender document and earnest money deposit of the required amount will be summarily rejected.
- c. Subsequently, the bids will be examined for fulfilment of eligibility criteria as given above. Bids which do not fulfil the eligibility criteria will not be considered for further evaluation.
- d. Bids which fulfill the eligibility criteria will be examined for fulfilment of technical specifications and will be awarded scores. Only those bids with a score of 70 and above marks with regard to the technical specification will be eligible for opening of Financial Bids.
- e. The representatives of the firms which fulfill technical specification will be invited for opening of Financial Bids.
- f. After the opening of Financial Bids, the bids would be evaluated in full for final scores.
- g. The technical evaluation criteria would be as per the table given below and each bidder would be assigned marks as per the criteria listed in TECHNICAL EVALUATION Criteria table below at 17.3 (page 24)

- h. The commercial scores would be normalized on a scale of 100, with lowest score being normalized to 100 and the rest being awarded on a pro-rata basis. Such normalized scores would be considered for the purpose of Quality and Cost Based Selection (QCBS) based evaluation, explained in section below.
- i. The successful bidders who qualify for opening of Financial Bids will be evaluated and will be ranked based on the combined evaluation of Technical and Financial bids. The weightage for the Technical Bid would be 70% and financial bid would be 30%.
- j. ICCR may waive any minor infirmity or irregularity in a Tender offer, which does not constitute a material deviation. This shall be binding on all vendors and ICCR reserves the right of such waivers. The Proposal Evaluation Committee reserves the right to reject any or all proposals.
- k. The decision of the Proposal Evaluation Committee in the evaluation of responses to the Tender shall be final. No correspondence will be entertained outside the evaluation process of the Committee.

For the purpose of Final Evaluation, evaluation committee will evaluate each of the bidder's response on the basis of **technical and financial** parameters. The weightage for the technical and financial parameters will be in the ratio of 70:30. For comparison of the combined Technical and Price Score of all bidders, following formula will be used:

Quality and cost based selection (QCBS). The individual bidder's commercial scores (Fn) are normalized as per the formula below:

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

$F_n$  = Normalized commercial score for the bidder under consideration

$F_b$  = Absolute financial quote for the bidder under consideration

$F_{min}$  = Minimum absolute financial quote

$T_s$  = Technical Score

Composite Score (S) =  $T_s * 0.7 + F_n * 0.3$

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

#### **17.1. TECHNICAL EVALUATION:**

- 17.1.1 Technical Bids shall be opened only of the bidders who qualify pre-qualification criteria and had submitted all the documents and details in prescribed format up to satisfaction level of Bid Evaluation Committee.
- 17.1.2 Intimation will be given to all the bidders before opening of Technical Bid.
- 17.1.3 The committee, one member of viz will be a representative of NIC (above scientist E-level) will evaluate. Technical Bid on the ground of scope of services mentioned in TENDER.
- 17.1.4 The committee may seek further clarification, if required, from the bidders for the purpose of technical evaluation.
- 17.1.5 If a Technical Bid is determined as not substantially responsive, ICCR will reject it and in such a case Financial Bid will not be opened.
- 17.1.6 **The committee may invite each of qualified bidders to make a presentation at a date, time and location decided by ICCR. The purpose of such presentations would be to allow the Bidders to present their proposed solutions to the committee and the key points in their Bids.**
- 17.1.7 Solution, strategies, offerings and compliances presented in the form of Technical Bid will become essential part of Services Agreement to be signed with the successful bidder

**17.2 Technical Evaluation Criteria:**

The technical proposal will be evaluated using the following criteria:

Sl.No.	Evaluation Criteria for assessing Technical Capability	Maximum
<b>1</b>	<b>Bidders experience in Computer Based Test/Exam</b>	<b>20</b>
	Above 8 Years	20
	6 - 8 Years	10
	Less than 6 Years	5
<b>2</b>	<b>Average Annual Turnover from IT &amp; ITeS during the last 3 FYs</b>	<b>20</b>
	Rs. 5 Crores & above	20
	Rs. 3 Crores to Rs. 5 Crores	10
	Less than Rs.3 Crores	5
<b>3</b>	<b>Average Annual Turnover from Online Examination Services during the last 3 FYs</b>	<b>10</b>
	5 Crores & above	10
	3 - 5 Crores	5
	Less than 3 Crores	3
<b>4</b>	<b>The bidder should have experience of conducting Computer Based Online Tests/ Exams (Project= Work Order/ PO/ Completion Certificate/ Agreement)</b>	<b>10</b>
	Above 20 Projects	10
	15 - 20 Projects	5
	Less than 15 Projects	3
<b>5</b>	<b>Certifications</b>	<b>20</b>
	ISO 27001 and SEI CMMi Level 3 certification	10
	ISO 27001, ISO 20000, ISO 9001:2008 and SEI CMMi Level 5	20
<b>6</b>	<b>The bidder in last 5 years should have cumulatively conducted computer based Online exams</b>	<b>10</b>
	Above 10,00,000 candidates	10
	8,00,000 - 10,00,000 candidates	5
	Less than 8,00,000 candidates	3
<b>7</b>	<b>The bidders experience of handling candidates in single session</b>	<b>10</b>
	Above 20,000 candidates	10
	15,000 - 20,000 candidates	5
	Less than 15,000 candidates	3

Note: Experience of Sister Concern / Group / Parent Company of bidder will not be considered unless they are 100% subsidiary of the Bidder for which adequate documentary proof has to be attached.



### **17.3 Financial Evaluation:**

- 17.3.1 The Financial Bids will be opened within 10 days of evaluation of Technical Bids by Financial Evaluation Committee constituted by ICCR, in the presence of Bidders representatives (Maximum two for each bidder) who choose to present during opening. The Bidder's representatives who will present shall sign a register evidencing their attendance. It is not mandatory for bidders to attend the bid opening.
- 17.3.2 The Financial Bid of only technically qualified bidders will be opened. Those technically qualified bidders shall be termed as Substantially Responsive. The decision of the ICCR in this regard shall be final.
- 17.3.3 The Financial Bids will be opened and compared (after the technical evaluation is completed) for those Bidders whose Technical Bids reach the minimum threshold standards (i.e. 70 marks).
- 17.3.4 As stated above the contract will be awarded on the basis of highest Composite score (H1).
- 17.3.5 ICCR reserves the right not to award the contract to the lowest bidder without assigning any reasons thereof.**

### **18. AWARD OF CONTRACT**

ICCR shall consider placement of letter of intent to those bidders whose offers have been found technically and financially acceptable within 10 days of evaluation of Financial Bids. The bidder shall, within 10 days of receipt of letter of Intent, give his acceptance along with performance security in conformity with Form III of Section 6 of the bid document. The ICCR reserves the right to counter offer price(s) against price(s) quoted by any bidder.

### **19. SIGNING OF CONTRACT**

- 19.1 Signing of Agreement shall constitute the award of hiring contract on the bidder.
- 19.2 Upon the successful bidder furnishing the Performance Security in pursuant to clause 2.1 of Section 5 Part-A, the ICCR shall discharge the EMD in pursuant to clause 8.6 Section 4 Part-A.

### **20. ANNULMENT OF AWARD**

Failure on part of the successful bidder to comply with all/any requirements of the bid document shall constitute sufficient ground for the annulment of the award and forfeiture of the EMD in such event the ICCR may at its discretion award the job to any other bidders or call for new bids.

### **21. PERIOD OF VALIDITY OF BIDS**

- (i) The bid shall remain valid for 150 days after the date of opening of bids. A bid valid for a shorter period shall be rejected by ICCR as non-responsive.
- (ii) A bidder accepting the request of ICCR for an extension to the period of bid validity, in exceptional circumstances, will not be permitted to modify his bid.

### **22. ICCR's RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS.**

The ICCR reserves the right to accept or reject any bid, and to annul the bidders process and reject all bids, at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds of ICCR's action.

### **23. ICCR's RIGHT TO BAN BUSINESS DEALINGS**

ICCR reserves the right to bar the bidder from participating in future tenders/EOIs/ TENDERS of ICCR for a period of two years in case he fails to honour its bid without sufficient grounds.

#### **24. VERIFICATION OF DOCUMENTS AND CERTIFICATES**

The bidder will verify the genuineness and correctness of all documents and certificates, including experience/performance certificates, issued either by the bidder or any other firm / associate before submitting them in the bid. The onus of proving genuineness of the submitted documents would rest with the bidder.

As per requirement of the tender's conditions, if any document / paper / certificate submitted by the participant bidder is found to be false / fabricated /tampere/manipulated at any stage during bid evaluation or award of contract, then the bid security (EMD) of the bidder would be forfeited and the bidder would be disqualified from the tender. Action would also be taken for banning of business dealing with the defaulting firm. In case contract has already awarded to the bidder, then Performance Bank Guarantee (PBG) would be forfeited and the contract would be rescind / annulled and ICCR would be at liberty to procure the ordered goods and services from any other source at the risk and cost of the defaulting bidder. Action would also be taken for banning business dealing with the defaulting firm.

Note for Tender Opening Committee :To obviate any possibility of doubt and dispute and maintain veracity of the documents / papers / certificates, the documents conforming to eligibility part will be submitted by the participant bidder duly authenticated by the authorized signatory along with EMBG (bid security) of requisite amount and will be checked at the time of tender opening. The documents / papers to be submitted in respective bid part will be explicitly mentioned in clause- 3 &5 of Section-4 Part A. This bid part already signed by the authorized representative of the bidder company during bid submission) will be signed by the in charge of the tender opening team and will be kept preserved along with the bid submitted online. In case of any dispute these papers will be treated as authentic one.

#### **25. Security Clause as per latest guidelines and requirement**

Mandatory Licensing requirements with regards to security related concerns issued by the Government of India from time-to-time shall be strictly followed.



## **SECTION 4 PART B**

### **SPECIAL INSTRUCTIONS TO BIDDERS (SIB) FOR E-TENDERING**

#### **1 . Instructions**

**1.1 Tender Bidding Methodology:** Single Stage Bidding, Two stages opening using Two Envelopes.

#### **2 . Broad outline of activities from Bidders prospective:**

- 2.1 View Notice Inviting Tender (NIT) on [www.tenderwizard.com/ICCREPROC](http://www.tenderwizard.com/ICCREPROC) or our Website [www.iccr.gov.in](http://www.iccr.gov.in) or CPP Portal <https://eprocure.gov.in/epublish/app>
- 2.2 Submit Tender fee offline to ICCR
- 2.3 Download Official Copy of Tender Documents from [www.tenderwizard.com/ICCREPROC](http://www.tenderwizard.com/ICCREPROC) or our Website [www.iccr.gov.in](http://www.iccr.gov.in) or CPP Portal <https://eprocure.gov.in/epublish/app>
- 2.4 Query to ICCR(Optional)
- 2.5 View response to queries/clarifications posted by ICCR as addenda
- 2.6 Opening of Technical-Part
- 2.7 View Post-TOE Clarification posted by ICCR on [www.tenderwizard.com/ICCREPROC](http://www.tenderwizard.com/ICCREPROC) or our Website [www.iccr.gov.in](http://www.iccr.gov.in) or CPP Portal <https://eprocure.gov.in/epublish/app>
- 2.8 Respond to ICCRs Post-TOE queries
- 2.9 Opening of Financial-Part (Only for Technical Responsive Bidders)

#### **3. Submissions:**

The Bidder is requested to submit the Bid online only.

[Note: The Bidder has to upload the Scanned copy of all above said original documents as Bid Annexure during Online Bid-Submission].

## **SECTION- 5 Part A**

### **GENERAL (FINANCIAL) CONDITIONS OF CONTRACT (GFC)**

#### **1. APPLICATION**

Submission of bid against this offer shall bind the bidder for the acceptance of all the conditions specified herein or in NIT unless otherwise agreed by ICCR

#### **2. PERFORMANCE SECURITY**

- 2.1 The successful bidder shall be required to deposit an amount Equal to 5% of the contract value within 10 days of issue of letter of intent, as Performance Security.
- 2.2 Performance Security shall be submitted in the form of Bank Guarantee issued by a scheduled Bank and the proforma is provided at Form III of Section 6 of the bid document.
- 2.3 Performance Security will be discharged after completion of contractors performance obligations under the contract.
- 2.4 If the bidder fails or neglects any of his obligations under the contract it shall be lawful for ICCR to forfeit either whole or any part of Performance Security furnished by the bidder as penalty for such failure.

#### **3. EXECUTION TIME LIMIT**

The time period as stipulated in the contract or letter of intent shall be deemed to be essence of the contract.

#### **4. PAYMENT TERMS**

- a) The payment will be released for every exam or a group of exams conducted at a time as per the following milestone:
  - (i) 25% on submission of the final list of eligible candidates to ICCR.
  - (ii) 50% on successful conduct of the examination and submission of exam data to ICCR.
  - (iii) Balance on completion of the examination process and release of final merit list.
  - (iv) ICCR will reimburse taxes duties applicable only on the final services provided by the Recruitment agency
- b) In case the Bidder fails to execute or refuses to execute the contract within the stipulated time, ICCR shall have the liberty to get the work done through any other firm and penalize the agency by forfeiting the PBG.
- c) TDS will be deducted at source as per Government orders.

#### **5. Obligations and Accountability:**

The agency shall be responsible for the followings:

- a) Maintaining top confidentiality to prevent paper leaks.
- b) Any lapse/default on conducting online examination and processing result.
- c) Assisting ICCR in handling examination related RTI/legal issues.
- d) Providing the entire database of registration, examination and result in database / Excel / any other suitable format to ICCR.

#### **6. Penalty:**

If any of the task specified in the work order, either not completed or not completed satisfactorily as per the approved time schedule, forming part of the contract agreement due to reasons solely and entirely attributable to the agency and not in any way attributable to the delay on the part of ICCR, a penalty @ 1% of the order value of the particular exam, per week (subject to maximum 5% of the order value) may be imposed.

If the delay adversely affects conduct of examination, the PBG will be forfeited and legal action would be initiated as per terms and conditions of contract. ICCR may cancel the contract and shall be free to get it done from any other agency at the risk and cost of the Bidder. Additionally, in case of breach of security, a penalty @1% of the order value of the particular examination may be imposed

#### **7. TERMINATION FOR INSOLVENCY**

ICCR may also by giving written notice and without compensation to the agency terminate the contract if the bidder becomes unwilling, bankrupt or otherwise insolvent without affecting its right of action or remedy as hirer.

#### **8. FORCE MAJEURE**

If any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reason of any war, or hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions. Strikes, lockouts or act of God (Hereinafter referred to as events) provided notice of happenings, of any such eventuality is given by either party to the other within 21 days from the date of occurrence thereof, neither party shall by reason of such events be entitled to terminate this contract nor shall either party have any claim for damages against the other in respect of such non performance or delay in performance under the contract shall be resumed as soon as practicable after such an event may come to an end or cease to exist, and the decision of ICCR as to whether the supplies have been so resumed or not shall be final and conclusive, provided further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days either party may, at his option terminate the contract.

#### **9. ARBITRATION**

9.1 "In the event of any dispute or difference arising under this Agreement, the same shall be resolved amicably between the Parties (ICCR and the Bidder) after issuance of 15 days notice in writing to the other Party clearly mentioning the nature of dispute. If the dispute is not resolved within 30 days from the date of notice, the dispute shall be referred to arbitration to Delhi International Arbitration Centre (DIAC), which will appoint a sole arbitrator. The language of the arbitration proceedings shall be in English and the place of arbitration shall be New Delhi. DIAC made there under with all/any modifications or amendment thereof for the time being in force shall apply to the arbitration proceedings. The award of the sole arbitrator shall be final and binding on both the parties to the agreement.

The Agreement shall be governed and interpreted in accordance with the laws of India and Courts in Delhi shall have exclusive jurisdiction".

#### **10. SET OFF**

Any sum of money due and payable to the bidder (including security deposit refundable to him) under this contract may be appropriated by ICCR and be set off against any claim of ICCR arising out of this contract or under any other contract made by the bidder with ICCR.

11. The bidder should furnish a certificate that none of his/her near relative is working in ICCR. In case of proprietorship firm certificate will be given by the proprietor, for partnership firm certificate will be given by all the partners and in case of limited company by all the directors of the company. Any breach of these conditions by the company or firm or any other person, the tender/work will be cancelled and earnest money/security deposit will be forfeited at any stage whenever it is so noticed. ICCR will not pay any damages to the company or firm or the concerned person. The company or firm or the person will also be debarred for further participation in any tender of ICCR.

The near relatives for this purpose are defined as:

(a) Members of a Hindu Undivided Family

(b) They are husband and wife.

(c) The one is related to the other in the manner as father, mother, son(s), & son's wife (daughter in law), daughter(s) & daughter's husband (son in law), brother(s) and brother's wife, sister(s) and sister's husband (brother-in-law).

The format of the certificate is given at Form IV-A of Section 6.

## **12. Code of Integrity**

- i. The applicant and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Bidding Process. Notwithstanding anything to the contrary contained herein, the Council may reject an Application without being liable in any manner whatsoever to the Applicant if it determines that the Applicant has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the Bidding Process.
- ii. Without prejudice to the rights of the Council under Clause i hereinabove, if an Applicant is found by the Council to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Bidding Process, such Applicant shall not be eligible to participate in any tender or RFQ (Request for Quotation) issued by the Council during a period of 2 (two) years from the date such Applicant is found by the Council to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice as the case may be.
- iii. For the purposes of this Clause-i, the following terms shall have the meaning hereinafter respectively assigned to them:
  - a) **"Corrupt practice"** means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Bidding Process or (ii) save and except as permitted, engaging in any manner whatsoever, whether during the Bidding 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 advisor of the Authority in relation to any matter concerning the Project;
  - b) **"Fraudulent practice"** means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Bidding Process;
  - c) **"Coercive practice"** means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence to any person's participation or action in the Bidding Process;
  - d) **"Undesirable practice"** means (i) establishing contact with any person connected with or employed or engaged by the Authority with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bidding Process; or (ii) having a Conflict of Interest; and
  - e) **"Restrictive practice"** means forming a cartel or arriving at any understanding or arrangement among Applicants with the objective of restricting or manipulating a full and fair competition in the Bidding Process
  - f) **"Conflict of Interest"** means participation by a bidding firm or any of its affiliates that are either involved in the consultancy contract to which this procurement is linked; or if they are part of more than one bid in the procurement, or, if the bidding firm or their personnel have relationship or financial or business, or if the bidding firm or their personnel have relationship or financial or business transactions with any official of Procuring Entity with an intent to gain unfair advantage in the procurement process or the personal gain.

## **SECTION 5 Part B**

### **SPECIAL CONDITIONS OF CONTRACT:**

1. The special conditions of contract shall supplement the Instructions to the Bidders as contained in section 4 part A and General (Financial) Conditions of the Contract as contained in section 5 and wherever there is a conflict, the provisions herein shall prevail over those in section 5 part A and General (Financial) Conditions of the contract.
2. ICCR reserves the right to disqualify such bidders who have a record of not meeting contractual obligations against earlier contract entered into with ICCR
3. Departmental examinations/Direct Recruitment examinations may be clubbed together based on the number of candidates and examinations would be conducted through the Agency. Accordingly, the software should be developed by the agency so as to enable it to conduct separate multiple examinations for different cadres on the same day and in the same venue.
4. Examination Centres would be in **Delhi, Mumbai, Bengaluru and Kokata depending on the number of available candidates.**
5. Examination agencies would be finalised on the basis of fulfilment of technical parameters specified by ICCR. The process would be done through ICCR tendering process and the same would be valid for two years (Extendable by one more year as per the performance of the agencies) from the date of first work order issued.
6. **The selected agencies would be required to furnish a Performance Bank Guarantee (PBG) to ICCR for an amount equivalent to the 5% of the estimated contract value, which will be valid for 60 days after completion of contract. The same will be refunded on successful completion of the contract period.**
7. ICCR has defined three (3) categories (refer **Section-7, FORM-VI**) of the exams that needs to be conducted and the bidders are to quote for each category of exam. The project would be awarded to the agency, which will score the highest in the evaluation matrix for each of the category.
8. Question Papers Bank for direct recruitment exams will be arranged by the agency. The software for reshuffling of questions to prepare different sets of question papers will also be supplied by the Exam Agency.
9. The bidder must be a reputed solution provider.
10. Bidder must meet the qualifying criteria as mentioned in (Section-I, para-2). The bidder should submit documentary proof in support of their claim for meeting the qualifying criteria.
11. The bidder should be the OEM of the examination software.
12. Bidder is duty bound to observe all the Laws, Rules, Regulations, Policies, Procedures and Guidelines of the Government of India as in force from time to time.
13. The rates should be quoted in Indian Rupees. All prices shall be fixed and shall not be subject to escalation of any description. The rates must be quoted as per the proforma provided (**Section-7, FORM-VI**). Statutory levies and taxes if any should be indicated therein separately.
14. ICCR reserves the right to accept or reject any bid or cancel the tender proceedings without assigning any reason whatsoever.
15. In case of any discrepancy between rates mentioned in figures and words, the later shall prevail.
16. Any attempt of negotiation, direct or indirect, on the part of the tender with the authority to whom he has submitted the tender or authority who is competent finally to accept it after he has submitted his tender or any endeavour to secure any interest for an actual or prospective bidder or to influence by any means the acceptance of a particular tender will render liable to be excluded from consideration.
17. ICCR commits to make payment for the actual number of applications received in each of the three categories of examination(s) mentioned in section 7(Form 6) and accordingly for the identified/committed Test Centres hired for the purpose.

18. Bidder should quote for each category separately for end to end examination process as one package as per the specifications. Price comparison shall be made on the individual package. Quotations not adhering to the specifications will be rejected outright.
19. Bidder should give clause-by-clause compliance for the technical specification of the solution in their technical bids. Also, the bidder has to give compliance of all the terms & conditions as mentioned in the tender document.
20. Work order will be placed to the agency on each occasion for conduction of examination either separately or few examinations clubbed together, depending on the number of candidates.
21. The agency has to provide a minimum of **20,000** seats per session of 3 hours each for the exams. However, in case the complete exam is not possible to be conducted in a single session, then the agency, in consultation with ICCR, can schedule the exams across multiple sessions spread across multiple days in succession.
22. A Control Room will be invariably established by ICCR in its HQ in New Delhi and duly manned by its employees/ officials, for monitoring and supervising the examination process during the examination. The Agency will make necessary arrangements to feed live information in respect of all the Examination Centres to this Control Room in New Delhi. The aforesaid live information should be available from 30 minutes before the start of the examination and till completion of exam related activities in the Test Centres (preferably 30 minutes after the completion of the Examination). Authorised representative of ICCR from the control room will prepare the question set through the Question Authoring software immediately before the exam. Agency will be required to deploy a resource for supporting ICCR in this process.
23. In case of any cancellation of examination/ termination of MOU due to court cases or any other unavoidable circumstances, ICCR will safeguard its own interest as well as the interest of the Agency. In such cases, the charges incurred by the Agency to the extent activities completed shall be charged and adjusted against the advance amount paid by ICCR on production of the receipts by the Agency. Balance amount of advance, if any, shall be refunded by the Agency to ICCR. However, if the cancellation of the exam/termination of the MOU is due to the failure on the part of the Examination Agency, ICCR shall not be liable for reimbursement of the cost incurred by the Agency and the entire advance amount shall be refunded to ICCR.

**SECTION- 5 PART C**  
**UNDERTAKING & DECLARATION**

For understanding the terms & condition of Tender & Spec. of work

a) Certified that:

1. I/ We ..... have read, understood and agree with all the terms and conditions, specifications included in the tender documents & offer to execute the work at the rates quoted by us in the tender form.
2. If I/ We fail to enter into the agreement & commence the work in time, the EMD/ SD deposited by us will stand forfeited to the ICCR.

b) **The bidder hereby covenants and declares that:**

1. All the information, Documents, Photo copies of the Documents/ Certificates enclosed along with the Tender offer are correct.
2. If anything is found false and/or incorrect and/or reveals any suppression of fact at any time, ICCR reserves the right to debar our tender offer/ cancel the LOA/ Purchase/ work order if issued and forfeit the EMD/ SD/ Bill amount pending with ICCR. In addition, ICCR may debar the bidder from participation in its future tenders.

Date:

Signature of Bidder  
Along with date & Seal

Place: .....

**LETTER OF AUTHORISATION FOR ATTENDING TENDER OPENING EVENT**

[On the letterhead of the Bidder company]

(To reach DDG, ICCR before Bid Opening Date)

To

Dy. Director General,

ICCR,

Azad Bhavan, IP Estate,

New Delhi-110002

Subject : Authorization for attending bid opening TOE on \_\_\_\_\_ (date) in the Tender of \_\_\_\_\_ .

Dear Sir,

Following persons are hereby authorised to attend the bid opening for the Tender mentioned above on behalf of \_\_\_\_\_ (Bidder) in order of preference given below.

Order of Preference Name

Specimen Signatures

I.

II.

Alternate/Representative

Signatures of bidder

Or

Officer authorized to sign the Bid Documents on behalf of the Bidder.

Note :

1. Maximum of two representatives will be permitted to attend the TOE. In cases where it is restricted to one, first preference will be allowed. Alternate representative will be permitted when regular representatives are not able to attend.
2. Permission for entry to the hall where bids are opened may be refused in case authorization as prescribed above is not received by ICCR prior to the Bid Opening Date.



**SECTION - 6****FORM - I****BID FORM**

Tender No.....

(Name &amp; Address of the ICCR)

Dear Sir,

Bid Reference: Bid Proposal for Providing Computer Based Online Exam services to ICCR.

**1) Addressed to: Dy. Director General, ICCR, Azad Bhavan, IP Estate, New Delhi-110002**

a	Name of the Issuing Authority	Dy. Director General
b	Address	ICCR, Azad Bhavan, IP Estate, New Delhi-110002

**2) TENDER Reference**

1	Name of Bidder			
2	Registered Office Address and Website			
3	Year of Establishment			
4	Type of Firm	Public Limited/ Private Limited/ Proprietary Partnership/ Society/ Other		
5	Name of the authorized contact person of the Bidder			
6	Telephone Number(s)			
7	E-mail Address			
8	Fax No.			
9	Mobile No.			
10	Year-wise financial turnover	2016-17	2017-18	2018-19

**3) Experience in same or similar projects completed**

S. No	Name of the Customer with address, Name of contact person and telephone numbers	Description of project	Responsibility or Role of the bidder in the project	Order Value (Rs)	Completion Date
1					
2					

(Please attach completion certificates from the concern department/company)

**4) Details of ongoing similar projects with status**

S. No	Name of the Customer with address, Name of contact person and telephone numbers	Description of project	Responsibility or Role of the bidder in the project	Order Value (Rs)	Project Status
1					
2					

**5) Support network:**

Bidder to provide details of support offices in different cities with name of contact person, address, Telephone No., Fax No./e-mail

Centre(s)	Numbers	Location(s)
Head Office		
Development Centres		
Support Centres		

- 6) The rates quoted are valid up to **180 days** from the last date of bid submission. The validity can be extended with mutual agreement.
- 7) Following documents are attached towards the proof of earnest money deposited.

S. No.	Earnest Money Deposit through	Demand Draft/ BG Number	Dated	Drawn on Bank

- 8) We agree to abide by all the conditions mentioned in this Tender Notice issued by the Tendering Authority and also the further conditions of the said Tender Notice given in the attached sheets (all the pages of which have been signed by us in token of acceptance of the terms mentioned therein). We understand that re-produced/re-word-processed formats or Bidder's own formats for the price quotations will disqualify the Bidder.
- 9) We accept payment modality as mentioned in the bid document.
- Technical Bid is duly filled and signed is enclosed in a separate envelope with this Tender form along with Terms & Conditions in token of acceptance.
- Financial Bid of this Tender Document is enclosed in a separate envelope duly signed and sealed.
- An organizational chart indicating the project Team organization as envisaged by the bidder for execution of this assignment to be given in the technical bid.
- 10) Detailed time schedule for various activities is given in the technical bid.

We believe and agree in good faith that the decision of Bid Evaluation Committee and Tendering Authority will be final and will be binding on us.

Dated:

Place:

Name of the Bidder:  
Sign & Seal

Duly authorized to sign the bid for and on behalf of .....

1. Witness.....

Address.....

Signature

Note: Please add separate pages as attachment, if required.

**PRE-QUALIFICATION FORM****FORM-II**

Bid Reference: Bid Proposal for Providing Computer Based Online Exam services to ICCR.

1. Bidders Detail:

Sr. No.	Particulars	Bidder
1	Name of the Bidder	
2	Status of Bidder	Company/Firm/ Society/PSU
3	Registration No.	
4	Registration Year	
5	Certification of Incorporation/ Registration / Others	

2. Annual Turnover Details and Parameters

Financial Year	Total Annual Turnover (in Rupees)
2016-2017	
2017-2018	
2018-2019	

S.No.	Average Annual Turnover from Online Examination Services during the last 3 FYs	Scores
1	Above 10 Crore	10
2	5 - 10 Crore	5
3	Less than 5 Crore	3

Note: Enclose copy of audited Balance Sheets and Turnover certificate.

3. Detail of 3 or more Projects of conducting Computer Based Online Exams successfully in academic entrance or recruitment domain for Government Agencies/ Govt. Departments / PSU / Exam Conducting Bodies.

No.	Project Name	Name of concerned Govt. Agency/ Govt Department/ PSU/ Exam Conducting Body	Total Project/ contract Value in Rs.	Contract Award Date and Work Completion Date	Relevant Certificates enclosed of PQ Bid
1					
2					
3					

4. Detail of completing Computer Based Online Exams having minimum 10,000 candidates appeared in single shift for any Government Agencies / Govt. Departments / PSU / Exam Conducting Bodies.

No.	Name of Examination	Name of concerned Govt. agency/ Govt. Department/PSU/ Exam Conducting Body	Date of Exam	Name of the cities where exam conducted (if names are more than 20, please attach separate sheet and mention page No. here)	No. of candidates appeared in Single Shift	Relevant certificates enclosed on page No. of PQ bid

5 Detail of conducting Computer Based Online Exams till the date of bid submission:

Sr. No.	Year	Number of CBT Exam Assignments Completed	Number of Candidates Participated/ appeared	Name of the Cities where exam conducted (if names are more than 20, please attach separate sheet and mention page no. here.)	Relevant Certificates enclosed on Page No. of PQ Bid
1					
2					

6. Detail of Computer Based Online Exam conducting Software:

Sr. No.	Particular	
1	Name of The Software (if Any)	
2	Platform used to develop the software	
3	Year of release of first version	
4	Name of the Customer for which the software was used first time and year	
5	Approximate Number of candidates participated in the first exam conducted on it	
6	Current Version	
7	Does the Software have Question Repository Creation Facility?	
8	Does the Software have Typing Test ability?	
9	Detail of CMMI and ISO Certification	

7. Page no of PQ Bid where necessary credentials are attached in support above declarations.

Sr. No.	Particular	
1	Does the bidder have CMMI Certification?	
2	CMMI Certification Level	

3	Name of the Agency which made assessment for CMMI Certification last time	
4	CMMI Certificate is valid from (Date)	
5	CMMI Certificate is valid till (Date)	

- 8 Detail of black listing by any Centre/State government department/agency in India with reference to PQ:

Sr. No.	Particular	Bidders Response
1	Has the Bidder been ever black listed by any Centre/State government department/agency in India during last 5 years?	Yes/No
2	If yes, please attached detail of same and mention Page no. of same in PQ Bid	

9. Undertaking of having capacity of conducting Computer Based Online Exam for 10,000 Candidates in a single shift along the list of Exam Centre and Seating Capacity is attached at Page No.....
10. Particulars of Authorization of the person signing these documents on behalf of the bidder.

S. No.	Particular	Detail
1	Detail of authorized person to sign this bid document for this project.	Name
		Company
		Designation
		Address
		Phone No.
		Mobile No.
		Email
2	Authorization given by	
3	Extent of liability covered under this Authority	

Date:

Place:

Name and Designation with Seal

## BID SECURITY FORM

No. ....

To

Dy. Director General,

ICCR,

Azad Bhavan,

IP Estate,

New Delhi-110002

PARTICULARS OF EMD

Name of Bank	
Name & Add., Tel. No. & Fax Nos./e-mail of bank branch issuing the draft	
Code of bank branch	
Amount of Draft/ Bank guarantee	
Bank draft No and date	
Valid upto (give date)	

Whereas ..... (Hereinafter called the bidder) has submitted its bid dated .....  
 For hiring of ..... Vide Tender No. .... dated ..... KNOW ALL  
 MEN by these presents that WE ..... OF having our registered office at .....  
 (Hereinafter called the Bank) are bound unto ICCR in the sum of Rs ..... for which  
 payment will and truly to be made of the ICCR, the Bank binds itself, its successors and assigns by  
 these present.

THE CONDITIONS of the obligations are:

1. If the Bidder withdraws his bid during the period of bid validity specified by the bidder on the Bid form or
  2. If the Bidder, having been notified of the acceptance of his bid by the ICCR during the period of bid validity.
- (a) **fails or refuses to execute the Contract , if required: OR**
- (b) **fails or refuses to furnish the Performance Security, in accordance with the instructions to Bidders. OR**
- (c) **fails or refuses to honour his quoted price for any number of vehicles or part thereof.**

We undertake to pay the ICCR up to the above amount upon receipt of its first written demand, without the ICCR having to substantiate its demand, provided that in its demand, ICCR will not that the amount claimed by it is due to it owing to the occurrence of any one or both of the conditions, specifying the occurred condition or conditions.

This guarantee will remain in force as specified in clause 8 Sec 4 part A of the Bid document up to 180 days and including thirty (30) days after the period of bid validity and any demand in respect thereof should reach the Bank not later than the specified date/dates.

Name & Signature of witness

Address of witness

Signature of the Bank Authority

Name

Signed in capacity of Full address of Branch

Tel No. of Branch/Fax No. of Branch/e-mail of  
Branch



## PERFORMANCE SECURITY BOND FORM

1. In consideration of Indian Council for Cultural Relations (ICCR), Azad Bhavan, IP Estate, New Delhi (here in after called the ICCR, New Delhi) having agreed to exempt (here in after called the said bidder(s) from the demand of security deposit/earnest money of Rs. .... on production of Bank Guarantee for Rs. ....

For the due fulfillment by the said bidders of the terms & conditions to be contained in an Agreement dated \_\_\_\_\_ and Tender document no. .... (herein after referred to as Agreement) in connection with the contract for supply of ..... we, (name of the bank) ..... (Here in after referred to as the Bank) at the request of (Bidder(s) do hereby undertake to pay to the ICCR, New Delhi an amount of not exceeding, against any loss or damage caused to or suffered or would be caused to or suffered by the ICCR, New Delhi by reason of any breach by the said bidder(s) of any of the terms & conditions contained in the said agreement.

2. We (name of the bank) ..... do hereby undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from the ICCR, New Delhi stating that the amount claimed is due by way of loss or damages caused to or would be caused to or suffered by the ICCR, New Delhi by reason of breach by the said bidder(s) of any of the terms & conditions contained in the said agreement or by reason of the bidder(s) failure to perform the said Agreement or breach of any terms and conditions of contract. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee where the decision of the ICCR, New Delhi in these counts shall be final and binding on the bank. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. ....
3. We undertake to pay to the ICCR, New Delhi any money so demanded not with standing any disputes raised by the bidder(s)/supplier (s) in any suit or proceeding pending before any court of tribunal relating there to our liability under the present being absolute and equivocal. The payment so made by us under this bond shall be valid discharge of our liability for payment there under and the bidder(s)/supplier(s) shall have no claim against us for making such payment
4. We (name of the bank) further agree that the guarantee herein contained shall remain in full force and valid for a period of 60 days beyond the date of completion of all contractual obligations of the supplier including warranty obligations. It shall continue to be enforceable till all the dues of the ICCR, New Delhi under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged or till ICCR, New Delhi certifies that the terms & conditions of the said agreement have been fully and properly carried out by the said bidder(s) and accordingly discharges this guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before the **expiry of 60 days**, we shall be discharged from all liabilities under this guarantee thereafter.
5. We (name of the bank) further agree with the ICCR, New Delhi that the ICCR, New Delhi shall have the fullest liberty without our consent and without affecting in any manner our obligations here under to vary and of the terms & conditions of the said agreement or to extend time of performance by the said bidder(s) from time to time or to postpone for any time to time any of the powers exercisable by the ICCR, New Delhi against the said bidder(s) and to forbear or enforce any of the terms & conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said bidder(s) or for any forbearance, and or any omission on the part of the ICCR, New Delhi or any indulgence by the ICCR, New Delhi to the said bidder(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us
6. This guarantee will not be discharged due to the change in the constitution of the Bank or the bidder(s)/supplier(s)

7. We (name of the Bank) lastly undertake not to revoke this guarantee during its currency except with the previous consent of Director General, ICCR.

This guarantee is valid from ..... to .....

Dated: .....

For .....

(Indicating the name of the bank)

N.B.: this guarantee should be issued on non-judicial stamped paper, stamped in accordance with the stamp act.

**FORM IV-A**

**(Certificate on Non Participation of near Relatives in the Tender).**

**CERTIFICATE**

I..... Son of / W /O .....

R/O .....  
hereby certify that none of my relative(s) as defined in clause 12 Section 5 part A of tender documents is/are employed in Indian Council for Cultural Relations (ICCR) unit as per details given in tender document.. In case at any stage, it is found that the information given by me is false/ incorrect, ICCR shall have the absolute right to take any action as deemed fit/ without any prior intimation to me.

**Signed .....**

For and on behalf of the Bidder Name (caps)

Position ..... Date .....

**FORM-V**

**UNDERTAKING FOR 10000 SEATS**

Bid Reference: Bid Proposal for Providing Computer Based Exam services to ICCR

Date:

To,

**Dy. Director General,**  
ICCR,  
Azad Bhavan, IP Estate,  
New Delhi-110002

Subject: Undertaking for having capacity of conducting Computer based Exam for ..... candidates in single shift.

In response to the Tender for Providing Computer Based Exam services for ICCR, I/we have successfully identified 10,000 computer based examination seats in India as per standards defined in this TENDER for Exam Centres. List of institutions/agencies who own Exam Centre Infrastructure for these seats, their location, and number of seats available with them as per defined standards, is enclosed herewith. I/we will provide copy of MOUs signed with each of these Exam Centre Infrastructure owners within 6 weeks of signing of agreement with ICCR. Format of this MOU will be designed in consultation with ICCR.

Encl: List of Exam Centre Infrastructure Owner with their location and Seating Capacity.

Name of the Bidder: -

Signature: -

Seal of the Organization: -

**SECTION- 7**

FORM-VI

**Financial Bid**

**Subject: Submission of Financial Bid for Providing Computer Based Online Exam Services.**

Having examined the Bid Document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to Provide Computer Based Exam Services to ICCR. To meet such requirements and to provide services as set out in the Bid document following is our quotation summarizing our financial proposal.

Sl. No.	Category	Approximate Quantity	Price per Unit (in Rs.) (in words)	Total Amount (in Rs.) (in words)
1	Price for Conducting Computer Based Exam as per TENDER Terms in one year from the date of award of work which involves written exam only for the following Direct Recruitment Posts: i) Programme Officer Group – A	20,000		
2	Price for Conducting Computer Based Exam as per TENDER Terms in one year from the date of award of work which involves written exam only for the following Direct Recruitment Posts: i) Assistant Programme Officer Group – B ii) Assistant Group – B	40,000		
3	Price for Conducting Computer Based Exam as per TENDER Terms in one year from the date of award of work which involves written exam and skill test for the following Direct Recruitment Posts: i) Senior Stenographer (Group B) ii) Junior Stenographer iii) LDC	40,000		

**We undertake that the costs quoted above involve all costs involved in conducting the CBOE and ICCR would not be liable for any additional payment.**

We undertake that the aforesaid prices are exclusive of all applicable taxes and duties and ICCR would reimburse taxes/duties applicable only on the final services provided by the recruitment agency.

We understand that the unit quantity data specified in the price Bid at Serial No.1,2,3 are variable. We shall not regard the volume specified as a commitment from the ICCR, as these are mentioned for bid evaluation purpose. The figures are bound to change based on various circumstances. Payment will be made by ICCR subject to actual of the number of applications received for the said examination(s).

We undertake, if our proposal is accepted, we will obtain a performance bank guarantee (PBG) issued by a nationalized bank in India, acceptable to ICCR for a sum equivalent to 5% of the estimated contract value for the due performance of the contract till the validity of the contract period.

We agree for unconditional acceptance of all the terms and conditions in the Bid document and also agree to abide by this Bid response for a period of 180 days from the date fixed for Bid opening and it shall remain binding upon us, until within this period a formal contract is prepared and executed, this Bid response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us.

We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to the ICCR is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead ICCR as to any material fact.

We agree that you are not bound to accept the lowest or any Bid response you may receive. We also agree that you reserve the right in absolute sense to reject all or any if the products/service specified in the Bid response without assigning any reason whatsoever.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/ firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

(Signature)

(In the capacity of).....

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

Address of Company) Seal/Stamp of bidder

**CERTIFICATE AS TO AUTHORISED SIGNATORIES**

I, certify that I am ..... of the ....., and that ..... who signed the  
above Bid is authorized to bind the corporation by authority of its governing body. Date:

Place:

Name and Designation with Seal