Devi Ahilya Vishwavidyalaya, Indore

Short Tender Document
(Tender No :DAVI/Tender no 82/CET-2017)

For CET-2017 Online Examination (Computer Based Test):
Conduct and Processing of Entrance Examination of Devi Ahilya vishwavidyalaya,Indore

Tenders are invited from eligible, reputed and qualified IT Firms with sound technical and financial capabilities for implementation and maintenance of Computer Based Online Examination for Admission Test CET-2017, DAVV, Indore as detailed out in the Scope of Work of this RFP Document. This invitation to bid is open to all Bidders meeting the pre-qualification criteria as mentioned in this RFP Document.

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<tr>
<th>SN</th>
<th>DESCRIPTION</th>
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<tr>
<td>1</td>
<td>Opening of Tender Document</td>
<td>12/05/2017 5:30pm</td>
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<td>2</td>
<td>Last date for purchase of tender</td>
<td>26/05/2017 5:30pm</td>
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<td>3</td>
<td>Last date for submission of tender</td>
<td>27/05/2017 3:30pm</td>
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<td>4</td>
<td>Opening of mandatory submission forms</td>
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<td>5</td>
<td>Opening of Financial bid</td>
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Note :Any change in the tender document will not be published in any news paper. It will be published only on http://www.mpeproc.gov.in and university web portal www.dauniv.ac.in

Registrar
Short Tender Document

For CET-2017 Online Examination (Computer Based Test):
Conduct and Processing of Entrance Examination of Devi Ahilya Vishwavidyalaya, Indore

CET-2017
(Common Entrance Test)

Devi Ahilya Vishwavidyalaya, Indore

RNT Marg, Indore (M.P.) 452 001

Phone No.0731-2527532, Tele Fax: 91-731-2761358

Website: www.dauniv.ac.in

Tender No: DAVI/Tender no 82/CET-2017
1. **Request for Proposal**

Tenders are invited from eligible, reputed and qualified IT Firms with sound technical and financial capabilities for implementation and maintenance of Computer Based Online Examination for Admission Test CET-2017, DAVV, Indore as detailed out in the Scope of Work of this RFP Document. This invitation to bid is open to all Bidders meeting the pre-qualification criteria as mentioned in this RFP Document.

### Background Information

**Basic Information**
a) CET-2017, DAVV, Indore invites responses (“Proposals”) to this Request for Proposals (“RFP”) from Companies / Agencies (“Bidders”) for selection as “Service Provider”.

b) Proposals must be received not later than the time, date at the venue mentioned at the registered address on or before 3:30 PM of 27th May 2017. Proposals received after the deadline WILL NOT be considered.

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

d) **Tender are accepted only through www.mpeproc.gov.in**

### Project Background

CET-2017, DAVV, Indore intends to implement a system that will manage the online admission test examination process. The system shall mainly comprise of the following activities:

- Preparation of canters for Computer based exam
- Conduct of Computer Based Examination
- Setting-up of Help desk
- Preparation/compilation of Result
- Generation of multiple Merit Lists as per instruction(with different Categories)
- MIS/customized report generation
- Sending the answer sheet to the registered mail ID of the candidates after completion of the test.

### Key Information

**About CET-2017 , DAVV, Indore**

- Total number of candidate to be assessed will be 15,000-20,000 Candidates Approx.
- The online entrance test will be held at Indore, Bhopal, Jabalpur, Gwalior, Ujjain, Sagar, Satna, Rewa, Mandsaur, Khandwa, Ranchi, Patna, Chandigarh, Bangalore, Hyderabad, Raipur, Bilaspur, Allahabad, Lucknow, Kota, Vadodara, Mumbai, New Delhi, Kolkata, Kochi, Bhuvneshwar, Kolkata cities
- Exam will be conducted in two shifts a day
2. Scope of Work

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

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

Note – Following shall be made available by the CET-2017, DAVV, Indore:

• Question paper for conducting examination
• University Rules for merit list generation
• Soft Copy of Centre Master having Centre No. and Centre Details
• Question Paper authoring software
• Raw Scores and Merit List

Note - Following shall be made available to the Bidder by DAVV:

• Soft copy of Candidates Application Master Data base having Roll No, Photographs, Signature and address

Pre Examination Phase

• The Bidder should make provisions for admit card download. The candidate should be able to download and take a printout of the successfully filled applications.
• The Bidder is expected to draw the examination plan and design the examination processes as follows:
  • Complete Security management processes
    • Physical Security
    • Information Security
    • Server Security
    • Network Security
  • Candidate handling process
    • Mapping of candidates details with Exam Centers
    • Validation and verification of identity
    • Attendance handling
    • Machine/seat allocation and handling of security parameters
    • Bulk/individualized SMS
    • Bulk/individualized emails
    • Customer care number for responding to queries
  • Any other processes related to conduct of Examination.
• The Bidder shall prepare and provide Standard Operating Procedure (SOP) for all processes for safe and secure conduct of examination along with rules for contingency and exception handling/ emergency procedures.
• The Bidder shall provide specifications for Hardware and Software required for the examination.
  • Generation of Admit cards
  • Exam Centers
  • Devices and systems to be used for authentication and audit trail mechanisms required for Exam.
• The Bidder shall provide consulting, training and manpower support to handle the entire Examination. The required Hardware, Software, networking including Internet (leased line) shall be installed by the Bidder on lease/rent basis, whose cost would be covered under the commercial bid.
• The Bidder shall identify required Exam Centers in each of the cities ensuring that 10% of the systems are available as backup per shift i.e. if 100 systems are going to be used, the center shall have 110 systems available per shift.
• The Bidder shall ensure that all Exam Centers have the prescribed Hardware, Software, Internet and LAN connectivity for conducting Examination.
• The Bidder shall ensure that UPS facilities and Generator facility are available at each Exam Centre for un-interrupted power.
• The Bidder shall carry periodic audit at Exam Centers for before examination
  o Hardware, Operating System, Processor Speed, RAM, Network and internet connectivity, Key Boards etc.
  o Software - Screen resolution, bandwidth for internet and LAN connectivity, Browser.
  o Working condition of UPS and Generator.
• The Bidder shall ensure suitable drinking water and separate toilet facilities for both Boys and Girls
• The Bidder shall provide a facility to candidates for static mock link for mock test within a fortnight of signing the contract. The same facility should also be available online to be run through web server. The mock test should be a replica of the examination.
• The Bidder shall provide help to candidates through a call center (telephone/email) ensuring service quality on a 9x7 basis
• The Bidder shall host and manage the examination process through intranet based solution at Exam Centers.
• The Bidder shall securely transmit, download, install and implement Question Papers.
• The Bidder shall ensure checking of original documents and admit card of the candidates at the examination gate. Individual password shall be given to each candidate by the Bidder at the examination center after verification of the documents.
• The Bidder shall ensure that the Signature of the candidate is taken in the attendance sheet and Verification of the signature in attendance sheet is done vis-à-vis the signature in the admit card
• The Bidder shall ensure complete registration process of the candidates (digital photo, signature etc.) and allow candidates to appear for exam at Exam Centre through pre-allotted seat/machine.
• The Bidder shall arrange/provide adequate displays and provide required instructions/information to the candidates appearing for exam at Exam Centers.
• All pre-examination phase processes shall be carried out by the Bidder in consultation with CET-2017 DAVV, Indore

Examination Phase

• The Bidder shall provide adequately trained manpower as per the ratio mentioned below:

Each Exam Centre of capacity 100 (with 10 buffer) should have a minimum number of personnel, as described below, deployed by the Bidder;

  i. Exam Centre Administrator – 1 (regular employee of the Bidder)
  ii. IT Manager –1 (regular employee of the Bidder)
iii. Invigilators - 1 per 25 systems with a minimum of 2 in a room
iv. Support Staff - Minimum 1 per 100 students (Suitability need to be justified with centers) and locations
v. Security Guards - Minimum 1 per 100 students (Suitability need to be justified with centers)
vi. Peons - Minimum 2 per 100 students

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

- The Examination shall be computer based with the questions being provided onscreen on a random basis with multiple choice answers, without any manual intervention.
- Sufficient time of 15-20 minutes shall be allotted before the exam for providing orientation to the candidates on the structure of the exam, time limits and guidelines for answering the question papers.
- Computer based exam software should support standard features such as automatic calculation of test score, negative marking, time left, flag questions for review, navigation to unanswered questions and prompt for submission.

Minimum Candidate System Pre-requisites

<table>
<thead>
<tr>
<th>Screen Resolution</th>
<th>1024 X 768</th>
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</thead>
<tbody>
<tr>
<td>Operating System</td>
<td>Windows 7.0 and above</td>
</tr>
<tr>
<td>Browser</td>
<td>Internet Explorer 7.0 or above as supported by above Operating Systems</td>
</tr>
</tbody>
</table>

Minimum Exam Centre Server Prerequisites

<table>
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<tr>
<th>Processor</th>
<th>CPU Speed: 1.5 GHz or above.</th>
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<tbody>
<tr>
<td>RAM</td>
<td>4GB or higher</td>
</tr>
<tr>
<td>Screen resolution</td>
<td>1024 X 768</td>
</tr>
<tr>
<td>Operating system</td>
<td>Compatible for candidates systems as clients, must meet the performance criteria</td>
</tr>
<tr>
<td>Performance Criteria</td>
<td>Response time for question/page loading must be less than one second. All responses to be acted upon in real time.</td>
</tr>
</tbody>
</table>

Required number of servers for a center must be provided by the Bidder for assured performance. Additional equivalent and suitable servers for backup and mirror services will need to be provided by the Bidder.

- The Bidder shall complete registration process of the candidates before start of examination and after that allow candidates to appear for test at Examination Centers.
- The Bidder shall arrange/provide adequate displays and required instructions/ information to the candidates appearing for test at Examination Centers.
- While exam will be conducted on local LAN, data of test progress should be transferred to central server every 15 minutes for monitoring purposes. Bidder should provide reports to CET-2017, DAVV, Indore to view the test progress.
• The Bidder shall maintain audit trails of all activities of the candidate (click by click) during the course of the examination.
• The Bidder shall obtain candidate’s feedback through online Feedback Form, after the examination is over.
• The Bidder shall provide blank paper sheet/s to the candidates as per requirement.
• The Bidder shall have a contingency plan for Student management/Shifting in case of any emergency.
• The Bidder shall monitor and supervise Exam Centre activities on monitoring console to be installed by the Bidder in CET-2017, DAVV, Indore. The data should be real time data generated from each Exam Centre during the examination.
• At the end of the exam, transfer/export of candidate response and audit trails shall be done by the Bidder on secured channel from local server to Central server of the Bidder within 8 Hour from each exam center. Other data such as attendance sheet, photograph, seating plan etc. (if any) should be sent to CET-2017, DAVV, Indore should handed over to the university authorized observer.

Post Examination Phase

• The Bidder shall calculate marks obtained by each candidate as per requirement of the CET-2017, DAVV, Indore.
• The candidate’s responses, photograph, audit rails should be uploaded automatically from the local server to Bidder’s data center in a secured manner. There should not be any traces of any data pertaining to candidate whatsoever post uploads left on the exam server.
• The Bidder should be able to hand over the raw responses/data to CET-2017, DAVV, Indore immediately (same day) after the candidate’s response upload from local exam server. The software should have capability to take the answer key post examination.
• The Bidder shall ensure Generation of Merit list based on the rules/validation shared by CET-2017, DAVV, Indore.
• The Bidder shall provide documented inputs and support for handling
  o Candidates queries
  o RTI queries
  o Court Cases

NOTE:
1. The Bidder will have to carry/ demonstrate complete System Test Run (STR) with test data to the CET-2017, DAVV, Indore before implementation the software. The Bidder should also be able to demonstrate click by click audit trail for any type of enquiry.
2. The Bidder should also be able to demonstrate Application server logs to capture all errors, warnings and exceptions that are generated in applications along with the time at which they occurred.

• Test Data Archiving: The Bidder shall archive the result and other examination data for future references after specified time, as per requirement of CET-2017, DAVV, Indore.
• MIS generation/ customized reports: The Bidder shall provide adequate information to the Recruitment Wing as per the requirement of CET-2017, DAVV, Indore.
### 3. Essential Technical Pre-requisite

1) The bidder should be a company/ firm registered (minimum 5 years old) in India. The registered bidder should be operating in India for a minimum of 3 years with an objective of offering relevant Computer Based Examination Services that are the subject matter of this tender.

2) The bidder shall be single point of contact with CET-2017, DAVV, Indore and shall be solely responsible for the execution and delivery of the work. The Bidder will provide examination delivery software.

3) The average turnover of the bidder should be Fifty Lakhs with profit after tax in each of during last 3 financial years. The turnover should be of the bidder and not of the group companies or consortium. The turnover refers to a company and not the composite turnover of its subsidiaries/sister concerns etc. Last three financial years.

4) The bidder’s Average Annual Turnover during last three financial years should be Rs 50 lac or more in India.

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

6) The bidder must have successfully executed 3 similar projects (conduct of CBT) in all India basis, out of which at least one project should be Conduct of Computer based Examination with capability of 5,000 or more candidates. The documentary evidence in form of work order/contract and performance report must be enclosed on the client’s letterhead. (Bidder’s past achievement in this regard shall be considered for technical evaluation)

7) The bidder shall ensure the maximum security of processes, infrastructure, servers, networks etc. as per the plan drawn in consultation with CET-2017 DAVV, Indore.

8) Should have designed GOI compliant CERT-IN certified IT security portal for such applications

9) The proposed software should be in-house developed by the bidder and the bidder must own the complete source code of the software being used for conducting the Computer based exam. They must have the copyright of the source code and all its components.
   a) The bidder should have all the necessary components and dependency of source code of computer based examination system in place so that any change required in any of the components of the software can be undertaken by their in-house technical team. Required skills should be made available to make necessary configuration changes. The major/minor configuration changes in software requested by CET-2017 DAVV, Indore must be met immediately. The bidder should have at least regular 25 or more technical employees employed in-house in India for Conduct of exam, development of software, maintenance of software, networking and data security.
   b) Different versions of Software code should be managed appropriately in a standard version control system within the organization.
   c) Software code should have multiple backup systems in place so that anytime source code can be recovered in case of any disaster.
   d) The bidder should own the test cases and regression testing code to produce, to prove that they have done necessary testing of the software to scale up to conduct large scale assessments. Testing should not be limited to system features and functionality. The system used to conduct the exam must be tested for Performance, Security, Usability, High-Availability, Business Continuity, and Disaster-Recovery.
e) The bidder should design a highly secure system and conduct security tests to verify that there are no vulnerabilities that can make the system susceptible to attacks. Comprehensive testing of source code, software binaries and the infrastructure must be carried out.

f) The bidder should have in-house quality assurance group and a strong quality management system to do quality check of the software.

g) Proper security provision for source codes shall be maintained.

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

11) The bidder must use appropriate (SSL Layer) encryption for Question paper transfer.

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

13) The bidder must have authorized and globally accepted software certifications i.e. ISO or appropriate certification.

14) The Bidder should be able to provide infrastructure in all the major cities in India.

15) The contract shall be on “End to End outsource basis” and the bidder should have all relevant facilities and logistics available to execute the work.

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

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

18) The bidder should be able to support the entire solution (across INDIA) on a 9 x 7 basis with a maximum response time of one hour.

19) At any time before the submission of bids, CET-2017 DAVV, Indore may amend the tender by issuing an addendum in writing or by standard electronic means. If the amendment is substantial, Bidder(s) shall be given reasonable time to make amendment or to submit revised bid and the deadline for submission of bids will be extended if required by the CET-2017 DAVV, Examination Section, CET-2017 DAVV, Indore. The CET-2017 DAVV, Indore has right to cancel or modify the tender.

20) Even though bidders may satisfy the above requirements, they may be disqualified if they have:

a) Made misleading or false representation or facts or deliberately suppressed the information to be provided in the forms, statements and enclosures of this document. Record of poor performance such as abandoning work, not properly completing the contract or financial failures/weaknesses.

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

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

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

**Technical Evaluation**

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

2. The evaluation committee may call the responsive bidder(s) who comply with all terms and conditions of the tender for discussion and presentation to facilitate and assess their understanding of the scope of work and its execution. The bidder should give a detailed presentation on how their technology is best suited for CET-2017 DAVV, Indore. However, the committee shall have sole discretion to call for discussion/presentation.

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

**Financial Evaluation**

_The Financial Bid of those Bidders who have been found to be technically eligible will be opened. The Financial bids of ineligible bidders will not be opened._

The Financial Bids shall be opened in the presence of representatives of technically eligible Bidders, who may like to be present. CET-2017 DAVV, Indore shall inform the date, place and time for opening of the Financial Bid.

5. **Important Instructions**

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

2. The Bidder should have an in-house quality assurance and product testing team with a robust quality management processes that are followed to test and certify the system used to conduct the exam.

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

4. The Bidder should design a high-performance system and conduct performance tests to verify successful achievement of high concurrency, fast response time, and long-stress duration required of the system used to conduct the exam.

5. The Bidder should design a highly secure system and conduct security tests to verify that there are no vulnerabilities that can make the system susceptible to attacks.

6. Suitable emergency management plans towards any crisis situations/redundancy should be maintained by the Bidder.

7. At any time before the submission of bids, CET-2017 DAVV, Indore may amend the tender by issuing an addendum in writing or by standard electronic means. The addendum shall be sent to all bidders and will be binding on them. Bidders shall acknowledge receipt of all amendments.

8. If the amendment is substantial, Bidder(s) shall be given reasonable time to make amendment or to submit revised bid and the deadline for submission of bids will be extended by CET-2017 DAVV, Indore.
6. General Information

The tender is a "Two Bid' document. The technical bid should contain all the relevant information and desired enclosures in the prescribed format along with Rs.3,00,000/- ( Three lakhs Rs.) Earnest Money Deposit (EMD). The financial bid should contain only commercials. In case, any bidder encloses the financial bid within the technical bid, the same shall be rejected summarily.

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

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

The bidder should enclose bid security (EMD) of CET-2017 DAVV, Indore in form of Demand Draft drawn in a favor of Registrar, DAVV, Indore. The tenders without EMD shall be summarily rejected. No exemption for EMD will be entertained. The successful bidder shall be required to deposit performance security in form of bank guarantee valid for three months, equal to ten percent (10%) of contract value within 15 days from the date of the award of the work. The EMD of the unsuccessful bidders shall be returned without interest after award of work to the successful bidder. The EMD of the successful bidder shall be returned only after the signing of the contract along with performance security deposit. The EMD stands forfeited in case the bidder withdraws or amends his bid after submission of tender document.

Reference, information and certificates from the respective clients certifying technical, delivery and execution capability of the bidder should be signed and the contact numbers of all such clients should be mentioned. The CET-2017 DAVV, Indore may also independently seek information regarding the performance from the clients.

The Bidder is advised to attach any additional information, which they think is necessary in regard to their capabilities to establish that the bidder is capable in all respects to successfully complete the envisaged work. They are however, advised not to attach superfluous information. No further information will be entertained after tender document is submitted, unless the CET-2017 DAVV, Indore calls it for.

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

Prospective bidders may seek clarification regarding the project and/ or the requirements for prequalification, in writing through mail within a reasonable time.
The tender document can also be downloaded from CET-2017 DAVV, Indore web site (www.dauniv.ac.in) and can be submitted online at www.mpeproc.gov.in (Only online bid will be acceptable).

All disputes arising shall be subject to the jurisdiction of appropriate court CET-2017 DAVV, Indore, MP (India) alone and shall be governed by the law of India. The DAVV, Indore reserves right to award the work/cancel the award without assigning any reason. In case of differences, if any, the decision of the Vice chancellor, DAVV, Indore shall be final. The work can be awarded to one or more agencies, if need arises. Initially the contract will be for this entrance test only.

The payment shall be in Indian Rupees and shall be paid only after successful completion of work without error and delays. The successful bidder has to sign an agreement on non-judicial stamp paper which shall contain clauses related to liquidated damages on account of delays, errors, cost and time over runs etc. In case the bidder fails to execute the contract, the CET-2017 DAVV, Indore shall have liberty to get it done through any other agency with full cost recoverable from the bidder in addition to damages and penalty.

Bidders are neither allowed to join hands to participate in the tender nor allowed to submit multiple bids. Any such act will make the bid liable for rejection.

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

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

In such cases, CET-2017 DAVV, Indore has the right to cancel or modify the tender.

The technical bid shall consist of –
- Technical information as desired in prescribed format.
- The financial information as per Annexure –I
- The details of experience of similar works as per Annexure – II
- Organizational Structure and information as per Annexure III
- Technical and Administrative manpower available for this work as per Annexure IV
- Physical Infrastructure such as availability of Exam Centers, technology, hardware, software etc. as desired.
- EMD and tender fees.
7. Appointment of Successful Bidder

Award Criteria
CET-2017 DAVV, Indore will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bid as per the process outlined above.

Right to Accept Any Proposal and To Reject Any or All Proposal(s)
CET-2017 DAVV, Indore reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals at any time prior to award of contract without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for CET-2017 DAVV, Indore.

Notification of Award
Prior to the expiration of the validity period, CET-2017 DAVV, Indore will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, CET-2017 DAVV, Indore may request the bidders to extend the validity period of the bid. The notification of award will be given to the successful bidder, both the parties will execute an Agreement containing mutually agreed terms and conditions which constitute the formation of the contract and shall be binding on both the parties. Upon the successful bidders furnishing of Performance Bank Guarantee, CET-2017 DAVV, Indore will notify each unsuccessful bidder and return their EMD. The EMD of successful bidder shall be returned only after furnishing of Performance Bank Guarantee and signing of Contract.

Performance Guarantee
CET-2017 DAVV, Indore will require the selected bidder to provide an irrevocable, unconditional Performance Bank Guarantee within 5 days from the Notification of award, for a value equivalent to 10% of the total cost. The Performance Guarantee should be valid for a period of 6months. The Performance Guarantee shall be kept valid till completion of the project. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project.

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

Penalty
The bidder shall re-conduct assessment at no additional cost to the Customer if Deficiency in Services (failure to conduct and complete the assessment on the scheduled date due to any technical issues such as network issues, server issues, power issues) are for reasons solely and entirely attributable to the bidder that has been proved.
**Time Frame**
The successful bidder would be required to make the system up and operational within a period of 10 Days from the date of signing of Contract.

**Information security and data privacy**
The successful bidder will be responsible for providing secure systems. The successful bidder is expected to adhere to Information Security Management procedures as per acceptable standards with best practices. The vendor shall be responsible for guarding the Systems against virus, malware, spyware and spam infections using the latest Antivirus corporate/Enterprise edition suites which include anti-malware, anti-spyware and anti-spam solution for the entire system. The vendor shall have to maintain strict privacy and confidentiality of all the data it gets access to.

**Payment Schedules**
100% of the payment will be done within 15 days after sharing the reports. This has to be done as per the amount quoted by the bidder in financial bid.

**Fraudulent and Corrupt Practices**
The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, CET-2017 DAVV, Indore shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the “Prohibited Practices”) in the Selection Process. In such an event, CET-2017 DAVV, Indore shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for, inter alia, time, cost and effort of the Authority, in regard to the RFP, including consideration and evaluation of such Bidder’s Proposal.

For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:

_ “corrupt practice” means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of CET-2017 DAVV, Indore who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOI or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of CET-2017 DAVV, Indore, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical consultant/ adviser of CET-2017 DAVV, Indore in relation to any matter concerning the Project;
“fraudulent practice” means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;

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

“undesirable practice” means (i) establishing contact with any person connected with or employed or engaged by CET-2017 DAVV, Indore with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and

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

**Force Majeure**

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or CET-2017 DAVV, Indore as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:

- Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics.
- Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos
- Terrorist attack, public unrest in work area provided either party shall within 10 days from occurrence of such a cause, notifies the other in writing of such causes.

The bidder or CET-2017 DAVV, Indore shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity, confidentiality survive termination of the contract. However, CET-2017 DAVV, Indore shall make payment for all the services rendered by Bidder till such date of termination of contract.

**Limitation of Liability**

Neither party shall be liable to the other party for any special, indirect, incidental, exemplary, punitive or consequential losses or damages or loss of profit, loss of goodwill, loss of revenue or operational losses whether in contract, tort or other theories of law, even if such party has been advised of the possibility of such damages. The total aggregate liability of either party under this Agreement shall not exceed the exam value paid to bidder by the Registrar, DAVV, Indore for the Service that gives rise to such liability. The limitation on any Party’s liability herein shall not apply to (i) liability for damages, resulting from the willful misconduct and (ii) breach of the Use Terms in respect of use of Bidder Application System. Bidder shall not be held liable for any delay or failure in its obligations, if and to the extent such delay or failure has resulted from a delay or failure by or on behalf of CET-2017 DAVV, Indore to perform any of DAVV, Indore obligations. In such event, Bidder shall be (a) allowed additional time as may be required to perform its obligations, and (b) entitled to charge the CET-2017 DAVV, Indore for additional costs incurred, if any, as may be mutually agreed upon between the Parties.
ANNEXURE- I

FINANCIAL INFORMATION

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

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Details</th>
<th>(1) 2015-16</th>
<th>(4) 2014-15</th>
<th>(5) 2013-14</th>
</tr>
</thead>
<tbody>
<tr>
<td>i)</td>
<td>Gross annual turnover similar works.</td>
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<td>ii)</td>
<td>Profit/Loss</td>
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<td>iii)</td>
<td>Financial Position:</td>
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<td></td>
<td>• Cash</td>
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<td></td>
<td>• Current Assets</td>
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<tr>
<td></td>
<td>• Current Liabilities</td>
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<td></td>
<td>• Working Capital</td>
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</tbody>
</table>

- Up to date Income Tax Clearance Certificate.

Note: Attach additional sheets, if necessary.

(Signature of Bidder)
### ANNEXURE- II

#### DETAILS OF SIMILAR WORKS EXECUTED

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Name of Work/ Project &amp; Location</th>
<th>Owner of sponsoring organization</th>
<th>Total no of candidates</th>
<th>No of Candidates in single shift</th>
<th>Date of commencement as per contract</th>
<th>Actual date of completion</th>
<th>Litigation/Arbitration pending in progress with details</th>
<th>Name, Designation and Address/telephone number of officer to whom reference may be made</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
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</table>

(Signature of Bidder)
ANNEXURE – III
STRUCTURE OF THE ORGANIZATION

1. Name and address of Bidder:
2. Telephone No./Fax No./Email address:
3. Legal status (Attach copies of original document defining the legal statues).
   a) An Individual :
   b) A Proprietary/Partnership bidder :
   c) A Trust :
   d) A Limited Company or Corporation :
4. Particulars of Registration with various Government bodies & Statutory Tax Authorities (attach attested photocopy)
   1. Registration Number :
   2. Organization/Place of registration :
   3. Date of validity :
5. Name and titles of Directors & Officers with designation to be concerned with this work with designation of individuals authorized to act for the organization.
6. Were you or your company ever required to suspend the work for a period of more than six months continuously after you commenced the works? If so, give the name of the project and reasons for not completing the work.
7. Have you or your constituent partner(s) ever left the work awarded to you incomplete? If so, give name of the project and reasons for not completing the work.
8. Have you or your constituent partner(s) been debarred/black listed for tendering in any organization at any time? If so, give details.
9. Area of specialization and Interest
10. Any other information considered necessary but not included above.
ANNEXURE - IV
DETAILS OF TECHNICAL AND ADMINISTRATIVE PERSONNEL TO BE EMPLOYED FOR THE WORK

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Designation</th>
<th>Total number of employees in that category</th>
<th>Number available for this work</th>
<th>Name</th>
<th>Qualification</th>
<th>Professional experience and details of work carried out</th>
<th>In what capacity these would be involved in this work</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
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<td>6</td>
<td>7</td>
<td>8</td>
<td>9</td>
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</table>

(Signature of Bidder)

FINANCIAL BID
(In Indian Rupees)

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Candidates Strength Range</th>
<th>Per Candidate (In figure)</th>
<th>Per Candidate (In words)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Conduct of end to end computer based examination</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The rates quoted shall be exclusive of duties and taxes.

Date

(Signature of Bidder)