

ALL INDIA INSTITUTE OF MEDICAL SCIENCES, MANGALAGIRI

(An Institute of national Importance)

AIIMS under PMSSY, Ministry of Health & family Welfare, Government of India  
Temp. Office: 1<sup>st</sup> Floor, Government Siddhartha Medical College, Service Road, NH-16, Gunadala,  
VIJAYAWADA, Andhra Pradesh-

No:AIIMS/MG/Admin/TenderBid/06/LTE: 1/2019

Dt. 15-04-2019

eTender Notice LIMITED TENDER ENQUIRY

1. On behalf of Director,AIIMS, Mangalagiri, online bids are invited under Two Bids System (Technical and Financial) from Established/Reputed Agencies based in India through E- tendering process for conducting online registration and selection process for recruitment of different categories of staff in the AIIMS, MANGALAGIRI.

2. Tender Details

Sl.No	Event	Date
1	Cost of Tender document	NIL; However, the Bidders shall bear the cost of online tender registration with ITI Ltd
2	Earnest Money Deposit (EMD)	INR 1,00,000/- (Rupees One Lakh only) in form of DD/BG favoring The Deputy Director Administration, AIIMS, MANGALAGIRI, payable at VIJAYAWADA
4.	Publishing Date	15/04/2019, (Monday), 04.00 P.M.
5.	Bid Submission start Date & Time	17/04/2019, (Wednesday), 10.00 A.M.
6.	Bid Submission End Date & Time	22/04/2019, (Monday), 1.00 P.M.
7.	Tender Opening Date & Time	22/04/2019, (Monday), 4.00 P.M.
8.	Date & Time of Opening of Financial Bids	Will be intimated later to the Shortlisted bidders
9.	Website for downloading RFP Document, Corrigendum, addendums etc.	<a href="http://https://aiims.euniwizarde.com">http://https://aiims.euniwizarde.com</a> , <a href="http://aiismangalagiri.edu.in">http://aiismangalagiri.edu.in</a>

- The instructions for uploading the tender / bid may be obtained from the website of [euniwizarde.gov.in](http://euniwizarde.gov.in).
- The details regarding the subject tender are available on the AIIMS MANGALAGIRI website ie – [www.aiismangalagiri.edu.in](http://www.aiismangalagiri.edu.in). Bidders are therefore requested to visit the website regularly to keep themselves updated. The Nodal person is **Shri Sunil** Mob:8448288990
- Only online bids will be accepted.
- Clarifications/queries, if any, can be addressed to Deputy Director Admin on telephone no. 0866-2454500 and e-mail: [dda@aiismangalagiri.gov.in](mailto:dda@aiismangalagiri.gov.in)
- Bids from non-invited parties will be considered at their sole risk.

**Deputy Director Admin**  
**AIIMS, MANGALAGIRI**

## Disclaimer

This Tender is not an offer by the All India Institute of Medical Sciences, Mangalagiri but an invitation to receive offer from vendors/bidders. No contractual obligation whatsoever shall arise from the tender process unless and until a formal contract is signed and executed by duly authorized Officers of the All India Institute of Medical Sciences, Mangalagiri with the vendor/ bidder.

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# 1. About AIIMS

AIIMS Mangalagiri is one of new AIIMS established by the Ministry of Health & Family Welfare, Government of India under the Pradhan Mantri Swasthya Suraksha Yojna (PMSSY) with the aim of correcting regional imbalances in quality tertiary level healthcare in the country and attaining self-sufficiency in graduate and postgraduate medical education. PMSSY planned to set up new AIIMS like institutions in underserved areas of the country.

These Institutions are established by an Act of Parliament on the lines of the original All India Institute of Medical Sciences in Mangalagiri which imparts both undergraduate and postgraduate medical education in all its branches and related fields, along with nursing and paramedical training to bring together in one place educational facilities of the highest order for the training of personnel in all branches of health care activity.

## 2. Aims and Objectives of this Tender

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

This tender aims to achieve the end to end outsourcing of following TWO broad categories of task:

1. Preparation and conduct Computer based Test (along with Skill test, if prescribed) wherever the mode of recruitment is by examination.
2. Receipt of online application for faculty and Non-faculty posts wherever the mode of recruitment is by non-competitive examination/Deputation

This Tender establishes the fundamental requirements for Online Examination (Computer Based Test) Conduct and Processing for Various Examinations of the All India Institute of Medical Sciences (AIIMS), Mangalagiri for entering into a contractual relationship with a qualified respondent entity which is willing and able to meet the expectations of AIIMS, MANGALAGIRI. The System shall mainly comprise the following activities:-

- i) Application Designing
- ii) Online Registrations
- iii) Checking eligibility
- iv) Receiving online examination fee
- v) Online Hall ticket generation / Download of Admit cards
- vi) Question paper software owned by the vendor shall be made available to AIIMS, MANGALAGIRI who prepares for uploading
- vii) Preparation of Centers /Venues for Computer Based Examinations.
- viii) Preparation of adequate number of Question Paper sets of appropriate standards as per the guidelines and requirement of AIIMS, MANGALAGIRI
- ix) Setting-up of Help desk
- x) Conduct computer based examinations.
- xi) Preparation/Compilation of result
- xii) Provide results as per the format of AIIMS, MANGALAGIRI and share the results at the end of the day after examination process is completed
- xiii) MIS/Customized Report
- xiv) The complete work will be under the supervision of AIIMS, MANGALAGIRI and will exercise full control over the activities awarded to the agency. The Agency will ensure the adherence of the time schedule as well as meeting of hardware and technical requirements for the implementation, commissioning & successful conduct of computer based test (Online Entrance Exam).

### 3. Expected tasks to be performed

- i) Ensuring requisite Computer Lab infrastructure including power backup infrastructure, software, and adequate Security software for the smooth conduct of the examination.
- ii) By deploying technically qualified, experienced, adequate manpower to manage the entire examination process. There should be at least 2 technical persons directly from the agency managing the LAN (Local area network) and 1 person as centre head at the test centre.

- iii) To obtain connectivity and provide Examination centers across India as per the schemes of different Entrance Examination for different courses as tabulated above and manage them as per requirement.
- iv) To develop, host and manage examination web pages for different Entrance Examinations for different courses and other related links.
- v) To address the security issues- Providing security software and securing the network systems to establish a highly secured and sanitized system for the entire process.
- vi) To conduct computer based test (CBT) in a smooth and fair manner in a shortest span of time
- vii) To authenticate, evaluate the answer responses of the candidates

## 4. Online web based portal

This activity involves the development, maintenance of dedicated customized online web based page which will have the following modules:

Registration Module- Online-registration

- i) Checking eligibility in e-forms
- ii) Online payments
- iii) Query handling module- Helpdesk support-24x7
- iv) Hall ticket generation Module
- v) Result declaration Module
- vi) Reports module
- vii) All the modules to be integrated with each other.
- viii) The online Web based Portal will have the feature to be integrated with the
- ix) Online Test Delivery Portal.

## 5. Scope of work

A. Scope of work related to conduct and processing of Online Examinations of AIIMS, MANGALAGIRI.

- i) **Scheme of Examination** - Although changes are unlikely, changes if any are subject to approval of the competent authorities.
- ii) **Various Examinations** -
  - a. Computer Based Test (CBT) using Intranet/ (LAN) – in major cities of Andhra Pradesh and all over India, if required.
  - b. Questions will be of MCQ type.
  - c. Duration of examination will be: varying between one to three hours. The examination could be held in more than one shift.
  - d. Medium of examination will be English or Hindi or both depending on the category of Exams.

- B. Scope of work related to applications for faculty/non faculty positions in AIIMS Mangalagiri:
- a. Design of Online application, online payment and provision of link
  - b. Provision of compiled applications along with enclosures and summarized data sheet for necessary action by AIIMS Mangalagiri.

### iii) Schedule of Examinations/Application receipt -

Examination Name	Tentative month of Examination
Various Recruitment Examinations	FY 2019-20, starting from May 2019

### iv) Advertisement

The publishing of advertisement/ notices (in newspapers etc) and information regarding the conduct of examinations has been done by AIIMS, MANGALAGIRI. Future advertisements in FY 201920 shall be done in consultation with Agency.

### v) Deliverables

The deliverable of the project is the successful Conduct and processing of various examinations of the Institute in online mode (Computer Based Test with skill test) & provision for application module for online receipt and scrutiny of applications of faculty/non-faculty wherever the mode of recruitment is by other than CBT.

With regards to CBT, the bidder will be responsible for setting up and maintenance of command center at Examination Section, AIIMS, MANGALAGIRI with adequate and technically qualified manpower to successfully execute and monitor the following main categories of deliverables as given below:

#### **For CBT**

1.	PRE EXAMINATION WORK
2.	CONDUCT OF ONLINE EXAMINATION
3	POST EXAMINATION WORK

### **PRE EXAMINATION WORK**

- i) The Service Provider should design the application for candidates to register themselves for the online examination after payment of requisite fees either online or offline. The software system/web portal so designed for registration/filling of

application forms should have necessary checks related to age limits, category, age relaxations etc. as per the conditions of recruitment to a particular post as may be specified by AIIMS, MANGALAGIRI.

- ii) The candidate should be able to download and take the print of successfully filled applications.
- iii) The Service Provider should make the provision for downloading of admit card.
- iv) Designing the online examination plan and examination process under consultation with Examination Section of AIIMS, MANGALAGIRI for:
  - e. Selection and booking of online Examination Centers / Venues.
  - f. Complete Security Management Processes (Physical and Technical for all online examination centers, servers, Desktops, LAN etc.)
  - g. Candidate handling & identification process at Examination Centre.
  - h. Detailed Audit of Software and Hardware i.e. Server/Desktop/LAN etc. to be used at Examination Centers.
  - i. Other related processes involved for conducting AIIMS online exams as required by the Examination Section.
- v) To prepare and provide documentary manuals of all processes, for safe and secure Conduct of examination, to be followed along with rules for contingency and exception handling/ emergency procedures.
- vi) To provide specifications for Hardware and Software required at all stages of the AIIMS MANGALAGIRI online exams at online Examination Centers and for Devices and systems to be used for authentication and audit trail mechanisms required for AIIMS, MANGALAGIRI online exams.
- vii) To provide consultancy, training and manpower support to handle the entire AIIMS, MANGALAGIRI online exams project at the Examination Section. The required Software shall be installed by agency at Examination Section, AIIMS, MANGALAGIRI.
- viii) To provide and setup secured software for Authoring and Complete Examination Management Process at Examination Section, AIIMS, MANGALAGIRI
- ix) To provide training/ manpower for generation of encrypted confidential data (Question paper) that will be used for test delivery across various centers.
- x) To provide Online Examination (CBT) delivery software as per customization of AIIMS, MANGALAGIRI

- xi) To identify and book the required number of secured Test Centers in various cities as per requirement of Examination Section, AIIMS, MANGALAGIRI after receiving intimation regarding city locations and approximate number of candidates and provide details of the venue viz consent of the Venue in-charge, capacity per shift, details of the contact person etc. in writing within a month along with details of the facilities offered at each of center.
- xii) The location of examination centers/ venues should be easily accessible to the candidates and well connected to public transport. As far as possible it should be in a centrally located within the City limits. Centers must be accessible by differently abled candidates.
- xiii) While providing computers and relevant software with necessary security systems, the bidder shall keep in view the requirements of differently abled candidates.
- xiv) Each exam center should be of minimum capacity of 160+20% buffer i.e. 32 per 160 systems as buffer and total 192 systems for each online examination slot/session (in exceptional circumstances it may vary).
- xv) At each examination center there should be sufficient no. of additional switches that can be used at the time of emergency.
- xvi) To ensure that Test Centre has the required suitable Hardware, Software, Internet and LAN connectivity for Conduct of AIIMS online exams.
- xvii) To ensure 3 tier Electric power supply availability and power backup through Uninterrupted Power Supply (UPS) and Generator for atleast 4 hours at each Test Centre.
- xviii) Minimum one center at each city should be PH friendly.
- xix) To ensure that proper ventilation should be available in the examination hall and ACs/fans should be working properly during the examination.
- xx) To carry out periodic audit at Test Centers for :-
  - a. Hardware - Processor Speed, RAM, Network and internet connectivity, Key Boards etc.
  - b. Software - Operating System, Screen resolution, bandwidth for internet and LAN connectivity, Browser compatibility.
  - c. Working conditions of UPS and Generator.
  - d. Adequate ventilation.

- xxi) To ensure suitable drinking water and separate toilet facilities for Boys and Girls, at each floor of examination center.
- xxii) To ensure availability of proper security, frisking at the examination centers
- xxiii) To provide facility of mock test for candidates through website and any support required in this regard is to be provided through call center.
- xxiv) The Bidder shall provide help-line to candidates through a call center (telephone/email) from 9:00 AM to 06:00 PM on working days ensuring service quality from the date of provision of online link.
- xxv) To ensure the functioning of Online Test delivery system by conducting adequate mock drills of actual test delivery system at all examination centers before and a Final mock drill to be conducted a day before actual examination on all centers at same time just like simulating the examination day. All computers including buffer computers to be used on examination day shall logged in through dummy roll numbers and report shall be submitted to the Examination Section.
- xxvi) To provide Hardware and Software required to setup AIIMS, MANGALAGIRI Command Center for Monitoring, Administration and Control of all activities at all stages during Online Exam.
- xxvii) The various blocks of Exam center to be used for online examination should be within the same premises not very far from each other. The entire premises should be secure and not be accessible to unauthorized individuals. There should be a secure entry & exit gate that can be closed to prevent unauthorized entries.
- xxviii) The backup server should be properly configured to ensure the redundancy in case the primary server fails.
- xxix) The Examination Centre must have facilities for installing security and access control systems including signal silencers/jammers.
  - a. To ensure that sufficient no. of Jammers is supplied to block inward and outward communication from Mobile phone / Spy Camera/ Wi-Fi & Bluetooth devices etc. in the examination centre i.e. CDMA / GSM /2G / 3G / 4G / Spy Camera / Wi-Fi / Bluetooth etc.

**Isolated Signal bandwidth to jammed:**

1. 851-894 Mhz
2. 925-965 Mhz
3. 1800-1990 Mhz
4. 3G: 2100-2170 Mhz
5. Wi-Fi/Bluetooth: 2345-2400 Mhz
6. 4G: 725-770 Mhz

- b. The installation of jammers should be made at least one day in advance from the scheduled date of examination and or in such a way that the Jammers are required to be functional for 1½ hours before the scheduled time of commencement of the examination and ½ hour after the completion of the examination.
  - c. To obtain permission from local authorities if necessary.
  - d. To organize and provide required manpower to install and manage the Jamming Devices at the Centres.
  - e. To provide uninterrupted service of Jammers along with back-up solution/ buffer stock and ensure proper working of Jammers during the conduct of examination at each examination centre.
  - f. During the period of examination, Jammer facility shall not be interrupted due to any technical fault/power failure etc. and the Agency shall take due care of proper functioning of Jammers with adequate power backup during the conduct of online examination.
  - g. To install industry standard Mobile / Cell Phone (including spy- Camera) Jammers at the Examination Centre.
  - h. To ensure up-gradation of jammer service to include additional spectrum or technologies during contract period at no extra cost.
  - i. To block the required band widths / signals without fail.
- xxx) It would be desirable to have facilities for keeping belongings of candidates in Examination Centre.
- xxxii) To prepare the content for the examination based on the syllabus and scheme of examination shared by AIIMS, MANGALAGIRI.
- xxxiii) The bidder should have sufficient number of SMEs for content creation. If required, the bidder should identify the required SMEs prior to the contract signing.
- xxxiiii) To ensure complete security of the content created by the bidder.

## CONDUCT OF ONLINE EXAMINATION

- i) Minimum manpower deployment at each examination center:-Each Exam Centre of capacity of 200 systems including buffer should have the minimum following personnel's to be deployed by the agency

Test Centre Administrator	1 (One for each center)
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IT Manager	1 for each 200 candidates Invigilators
Invigilators	2 per 20 candidates
Support Staff	2 per 100 candidates
Security Guards	2 per 100 candidates
Electrician	1 (One for each center)
Peons	2 per 100 candidates

Note:

- a. Above staff should be increased proportionately on the basis of candidates allotted to that center.
  - b. All the staff engaged in any capacity with the conduct of the online examination shall give an undertaking that neither he/she nor his/her relatives are appearing in the examination.
  - c. Payment of wages, medical, statutory contributions towards ESI, EPFO or any other allowances to / in respect of the personnel engaged by the bidder would be the sole responsibility of the bidder.
- ii) The Conduct of examination would be multidisciplinary / multiple subject/ multilingual as per scheme of examination. Hence the test delivery system should be able to handle this aspect of multidisciplinary / multiple subjects/ multilingual very well.
  - iii) To host the exam and manage the test delivery process through intranet based solution at Examination Centers, the computer systems and servers shall be of latest configuration and LAN must be scaled enough to handle the traffic in real time with proper backup and redundancy at each level.
  - iv) To host the test and manage the test delivery process through intranet based solution at Examination Centers. The computer systems and servers shall be of latest configuration and LAN must be scaled enough to handle the traffic in real time with proper backup and redundancy at each level. There must be active-active server for each server in use in online examination at each examination centre.
  - v) To arrange/provide adequate displays and provide required instructions/information to the candidates appearing for test at online examination Centers.

- vi) To arrange frisking of candidates at examination center by hand held metal detector as well as by hand, to disallow any electronic gadgets, pen, paper (other than admit card), bag, purse (Except wallet), any ornaments etc. as per the guidelines of the AIIMS, MANGALAGIRI.
- vii) To complete registration process of the candidates before start of examination (digital photo, bio-metric finger print etc.) and after that allow candidates to appear for test at Examination Centers. To arrange/provide adequate displays and required instructions/ information to the Candidates appearing for test at Online Examination Centers.
- viii) Question papers with Bilingual display on screen will have to be provided as per the requirement of AIIMS, MANGALAGIRI.
- ix) To maintain step by step complete log of all candidate activities during the course of examination, to enable complete audit ability of the assessment process.
- x) Delivery of Question Paper:
  - a. The candidate can open the question only at scheduled time after due authentication.
  - b. The question paper to be downloaded only on the RAM of the servers.
- xi) Question Bank Module:
  - a. An expert team will prepare a blue print of question paper consisting of MCQs with single best response. The encrypted question paper should be password protected set by the authority before uploading. Password will be given 2 hours before the start of the examination
  - b. Workflow facility for reviewers to review the question and approve/reject. Send it back to author to incorporate change. Provide user the feature to create verification and sealing of rule templates, ensure that the same question does not get repeated in the same question paper.
  - c. There should be provision for conducting the MOCK Test for those candidates who are going to make a request for it.
- xii) To obtain candidate's feedback through online Feed Back Form, after examination is over.
- xiii) Candidate responses to a question paper should be sent back to the central server (Data center) from the server of an exam center within half an hour from the conclusion of examination.

xiv) (To devise and setup system for monitoring and supervision of Examination Centre activities (Centre level/ Candidate's level) at designated office.

xv) To transfer/export the data in encrypted format including raw score data from local server to Central server and vice versa as per the instruction of Examination section, AIIMS, MANGALAGIRI.

xvi) To provide blank paper sheet/s for rough work and ball point pen to the candidates as per requirement.

xvii) To provide softcopy of candidates response sheets at the end of the test as per requirement of AIIMS, MANGALAGIRI.

xviii) To send post examination confidential data of examination as per instruction of Examination Section, AIIMS, MANGALAGIRI.

xix) Contingency plan for Student management/Shifting in case of any emergency.

xx) Test Publishing

- a. This involves defining the process and design how the test paper will appear to the candidate.
- b. This includes the following steps/features: The language is in English only.
- c. Test paper will be displayed on the submission of the USER ID and password by the candidate.
- d. First window will explain the instructions for the test
- e. Main question paper will start at fixed time
- f. The digital clock along with the photograph will be fixed on the screen and the test will close automatically on completion of the test timing.

## POST EXAMINATION WORK

- i) To calculate marks obtained by each candidate as per requirement of Examination Section, AIIMS, MANGALAGIRI
- ii) To provide Post Examination Analytics Report in the following manner:
  - a. Item analysis of MCQ responses of the candidates (difficulty index and discrimination index etc.)
  - b. Student performance Analysis.
- iii) To provide Hardware and Software required for Biometric verification of candidates at various stages starting from conduct of examination to final selection of the candidates.

- iv) No copy of the data would be retained by Agency after proper handover with checking of data to designated authority.
- v) To provide documented inputs and support for handling - Students queries and review of objections raised by students regarding questions and answer key.
- vi) Result Declaration Module – This module should offer the following features and facilities to effectively carry out the post examination activities:
  - a. The result of the candidate to be linked with the main data base.
  - b. The candidate may able to see his/her mark by entering the credentials (User Name & Password)
  - c. Uploading and display of examination results
  - d. Generation of social category wise , merit list and cut-off list
  - e. Generation of Reservation category wise eligibility for final admission
  - f. To provide the database, results and reports as per the requirement of AIIMS, MANGALAGIRI
- vii) To carry out other works related to post processing of responses & other confidential data and providing data as required by the Examination Section, AIIMS, MANGALAGIRI, such as:
  - a. Press interaction
  - b. RTI queries
  - c. Court Cases

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

### **Broad tasks related to online application module for faculty/non faculty recruitment wherever there is no CBT**

- i. Designing an online interactive application/ offline model which can subsequently be uploaded online and link to be provided between 1<sup>st</sup> and 15<sup>th</sup> May 2019, as of now and in future recruitments, as and when specified. The module should be able to attach scanned documents. The module should be able to *prima facie* screen in-eligible candidates on the basis of age, reservation category, and essential qualifications
- ii. Online fee payment module
- iii. Report generation

iv. All other tasks related to receipt and evaluation of applications wherever CBT is not the mode of recruitment.

## 6. Eligibility Criteria / Pre-requisite for Bidders

- i) The bidder should be a company/ firm in India and operating in India for a minimum period of five years as on date of tender application. One of the objectives of the concern should be that is should be offering relevant IT Solutions and Services that are the subject matter of this tender. The pre-requisites are given in the technical bid document.
- ii) The bidder shall be single point of contact with AIIMS Mangalagiri and shall be solely responsible for the execution and delivery of the work. No Consortium of companies is allowed. The Service Provider will provide examination delivery software.
- iii) The documentary evidence confirming satisfactory performance along with number of candidates examined, must be enclosed on the clients letterhead.
- iv) The bidder should own / have on lease both primary Data Centre with Secondary Data Centre site for data security. Both the Data centers should be located in India in different seismic zones. The data center must be tier III and ISO 27001 certified Data Centre as per the Government of India guidelines. The infrastructure of the bidder must be Cert-in- certified. Data centre on lease can also be permitted subject to the condition that the data centre is having the above mentioned certification. Documentary evidence along with copy of agreement before bidder & data centre to be provided.
- v) The bidder should have successfully developed and administered Question papers having atleast 10000 questions (in total) for Govt. departments/PSUs/Autonomous Bodies/Exam. Conducting bodies. The bidder must provide self-certificate in this regard.
- vi) The bidder must have experience in developing question banks for Computer Based Examinations held in multiple shifts.
- vii) The bidder must have atleast 15-20 subject experts on their panel to develop Multiple Choice Questions. The bidder must provide self-certificate. However, with the approval of competent authority, AIIMS reserves the right to provide question papers.

- viii) The Service Provider shall ensure the maximum security of processes, infrastructure, servers, networks etc. as per the plan drawn in consultation with AIIMS, MANGALAGIRI
- ix) The bidder should have provisions of 256 bits encryption for data transfer and the system to decrypt the data at examination center.
- x) The bidder must have own source code or copyright/license of application software for deployment and commercial use for other organizations.
- xi) The bidder firm would be summarily rejected in case of any conditional bid offering.
- xii) Self-certification mentioning that the system is full proof and there has been no infiltration in the system in last one year.
- xiii) The security of the examination software should be certified from 'Cert-In' empanelled vendor.
- xiv) Must be able to conduct online examination in multidisciplinary / multiple subjects as well.
- xv) All activities relating to Question Banks/Question papers would be primarily carried out ensuring complete security and confidentiality by the bidder as per requirement of AIIMS Mangalagiri.
- xvi) The bidder should have sufficient number of Technical and Administrative employees on its pay roll for the proper execution of the contract. The bidder should submit list of the employees stating clearly how these would be involved in this work.
- xvii) 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.
- xviii) The Bidder should have infrastructure in all the major cities with validated nodes/computers, appropriate technology, hardware and software, dedicated connectivity, trained proctoring staff, adequate security measures and due diligence etc.
- xix) 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.
- xx) The agency should not have been blacklisted by central / state government departments /undertakings.

- xxi) The bidder should be able to support the entire solution (across INDIA) on a 24 x 7 basis with a maximum response time of one hour. During the conduct of examination, the response time should not be more than 30 min.
- xxii) At any time before the submission of bids, AIIMS, MANGALAGIRI may amend the tender by issuing an addendum in writing or by standard electronic means.
- xxiii) The bidder should not be providing same services of Conduct and Processing of Online (CBT) Examination to any Central Govt. / State Govt. /PSU etc. at lower rates as quoted in Financial Bid. Bidder has to submit an affidavit for the same.
- xxiv) 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.

## 7. Submission of Offers

The Vender shall submit their proposal in two parts:

- a. Technical Proposal
- b. Financial Proposal

## 8. Details of Annexure of the bid.

### a. Technical Bid:

- a. Details as sought in Annexure-I
- b. Undertaking Regarding de-barred/Blacklisting Status of Bidder as per Annexure II (A) and Undertaking regarding employees of bidder as per Annexure II (B).
- c. The financial information as per Annexure III.
- d. Details of Similar Work Executed as per Annexure IV A & B.
- e. Works/Project under execution or awarded as per Annexure V.
- f. Performance report of works executed as per Annexure VI.

- g. Technical and Administrative personnel to be deployed as per Annexure VII.
- h. Physical Infrastructure such as availability of Examination Centres, technology, hardware, software etc. as per Annexure VIII.
- i. Points claimed by the bidder as per Annexure IX along with proof of the claimed.
- j. Scanned copy of the Earnest Money Deposit.
- k. Duly signed copy of ISO 9001:2015 & ISO 27001:2013 certification.
- l. Duly signed copy of CMMI-3 or above certification for the Software.

## b. Financial bid:

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

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.

## 9. Terms & Conditions.

- i) Conditional Bids shall not be accepted.
- ii) The period of contract arrangement shall be for one year from the date of contract commencement as decided by the AIIMS, MANGALAGIRI. The AIIMS MANGALAGIRI may terminate the contract at any given time if any serious lapse in performance is noticed during the course of contract.
- iii) The rates to be approved in the tender shall be valid for the whole of the period of the contract and no enhancement in rates will be allowed for any reason whatsoever, during the contract period.
- iv) Tender should be for “All Inclusive Basis” (Pre, Post and Online Examination activities as mentioned in tender). Rates should include handling charges & other incidental charges etc.
- v) Once the tender is accepted and the contract is finalized, the contractor will be expected to keep in touch with the AIIMS MANGALAGIRI for further orders throughout the period of the contract and comply promptly.
- vi) The tender is liable to be disqualified in case of any one or more of the following:

- a. Non- submission in accordance with terms and conditions of the Tender Form.
- b. During validity of the quotation period the tenderer increases his quoted prices.
- c. The tenderer qualifies the Tender with his own conditions.
- d. Receipt of incomplete form including rate schedule.
- e. Receipt after due date and time.
- f. Not accompanied by Earnest Money Deposit in the form of pay Order/Demand Draft/Bank Guarantee.
- g. Information submitted in Technical Offer is found to be incorrect or false any time either during the processing of the contract (no matter at what stage) or during the tenure of the contract.
- h. Awardee of the contract qualifies the letter of acceptance of the contract with his own conditions.
- i. The bidder is found to be in arrears or default with regard to payment of dues to any concerned local Government agencies.
- j. Multiple bids being submitted by one party or of common interest are found in two or more tenderers, the parties are liable to be disqualified.
- k. While processing the tender documents, if it comes to the knowledge of the AIIMS, MANGALAGIRI that some of the bidders have formed a cartel resulting in delay/holding up the processing of tender, the tenderers involved in cartel are liable to be disqualified for this contract as well as for a further period of two years.
- l. The bidder is found to have negative net worth on the basis of the audited Balance Sheet/Profit & Loss a/c in any year during the last three years submitted with the tender.
- m. Made misleading or false representation of facts or deliberately suppressed the information to be provided in the forms, statements and enclosures of this document.
- n. Record of poor performance such as abandoning work, not properly completing the contract or financial failures/weaknesses.
- o. If confidential inquiry reveals facts contrary to the information provided by the bidder.
- p. If confidential inquiry reveals unsatisfactory performance in any of the selection criteria.
- q. If bidder is engaged in any activity which can influence the results of test such as conduction of coaching classes etc.

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

## 10. Instruction to Bidders

- i) The bidder should follow defined Software Change Management processes to manage changes in the software. Such a process would include Change Request Management, Impact Analysis, Change Approval, Change Implementation, Version Control, Version labeling, Regression Testing, QA Certification and Deployment into production.
- ii) The bidder must employ multiple backup systems including offline backups to securely maintain the software and its corresponding source code.

- iii) The bidder should have an in-house quality assurance and product testing team with robust quality management processes that are followed to test and certify the system used to conduct the test. The bidder should maintain documented test cases and maintain evidence of successful test execution covering all test cases. Rigorous testing must be done for major as well as minor and patch releases.
- iv) Testing should not be limited to system features and functionality. The system used to conduct the test must be tested for Performance, Security, Usability, High-Availability, Business Continuity, and Disaster Recovery.
- v) The bidder should design a high-performance system and conduct performance tests to verify successful achievement of high concurrency, fast response time, and long-stress duration required of the system used to conduct the test. Results of such performance tests should be made available for each major release of the system used to conduct the test.
- vi) The bidder should design a highly secure system and conduct security tests to verify that there are no vulnerabilities that can make the system susceptible to attacks. Comprehensive testing of source code, software binaries, and the infrastructure must be carried out. Results of such security tests should be made available for each major release of the system used to conduct the test.
- vii) The bidder should have suitable emergency management plan towards any crisis situations/redundancy of servers, nodes additional centre locations, students' data.
- viii) The bidder should be able to support the entire solution (across INDIA) on a 24 x 7 basis.
- ix) At any time before the submission of bids, AIIMS, MANGALAGIRI may amend the tender by issuing an addendum by standard electronic means and shall be displayed on the AIIMS, MANGALAGIRI website.
- x) If the amendment is substantial, Bidder(s) shall be given reasonable time to make amendment or to submit revised bid and the deadline for submission of bids will be extended by the AIIMS, MANGALAGIRI.
- xi) Bidders are neither allowed to join hands to participate in the tender nor allowed to submit multiple bids. In case of detection of any such instance, their bid (s) is/are liable to be rejected. Bidding through consortium is not allowed.
- xii) The Director, AIIMS Mangalagiri has the right to award the work/cancel the award without assigning any reason. In case of differences, if any, the

decision of the Director, AIIMS shall be final. The work can be awarded to one or more agencies if need arises.

## 11. Price quotation

- i) The bidder shall indicate the prices/rates as specified in the quotation format.
- ii) The bidders should quote their most competitive prices/rates and it should be noted that their quotations would not ordinarily be subject to further negotiations. Negotiations may however, be carried out as per rules and instructions on the subject at the discretion of the AIIMS, Mangalagiri.
- iii) In case of a discrepancy between the prices/rates in figures and words, the prices/rates in words will be considered correct.
- iv) The prices/rates quoted shall be firm throughout the period of the validity of the offer and subsequently during the currency of the contract and shall not be subject to any variation/revision.

## 12. Security Deposit/EMD

- i) The bidder shall be required to submit the Earnest Money Deposit (EMD) for an amount of Rs.1,00,000/- by way of demand drafts or Bank Guarantee only. The demand drafts shall be drawn in favor of “AIIMS, MANGALAGIRI”. The demand drafts or Bank Guarantee for earnest money deposit must be enclosed in the envelope containing the technical bid. The EMD of the successful bidder shall be returned after the successful submission of Bank Guarantee/ Security Deposit and for unsuccessful bidder(s) it would be returned after award of the contract. Bid(s) received without EMD will be rejected.
- v) The tenders without EMD (except those having exemption from depositing EMD) shall be summarily rejected.
- vi) The successful bidder shall be required to deposit Performance Bank Guarantee of Rs. 2 lakhs to the Institute before release of his EMD.
- vii) Earnest money will be returned to unsuccessful bidders without interest after award of contract or letting aside the tender, as the case may be.

- viii) Earnest money will be forfeited if the bidder unilaterally withdraws the offer, or unilaterally amends, impairs or rescinds the offer within the period of its validity.

## 13. Acceptance of offer

AIIMS reserves the right to accept any bid under this tender in full or in part, or to reject any bid or all bids without assigning any reason.

## 14. Standard of performance

The Bidder shall provide the services and carry out its other obligations under the agreement with due diligence, efficiency, economy, confidentiality, promptness and techniques. It shall apply appropriate advanced technology and safe and effective methods during execution of this Project and shall always act in respect of any matter relating to this agreement, as faithful advisors to the AIIMS MANGALAGIRI. The Bidder shall always support and safeguard the legitimate interests of the AIIMS MANGALAGIRI in any dealings with the third party. The security of the system should be foolproof and shall be treated as “not foolproof”, where unauthorized person(s) is/are able to access/infiltrate/hack in to the system. The system may be the application software or a process adopted by bidder. The bidder shall be liable to pay to the AIIMS MANGALAGIRI for any financial losses by way of some of system and process failure.

## 15. Intellectual Property Rights

No software or services covered by the contract shall be developed, sold, disposed or done by the Bidder in violation of any right whatsoever of third party, and in particular, but without prejudice to the generality of the foregoing of any patent right, trademark or similar right, or of any charge, mortgage or lien. The Bidder shall warrant that there is no infringement of any patent or intellectual property rights caused by the supply of IT Infrastructure and Software and the documents, which are subject matter of this project.

# 16. Evaluation of Bids

## a. **Technical Evaluation-**

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

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

## b. **Financial Evaluation-**

The financial bid of only those bidders who have been found to be technically eligible by scoring at least 60% of the marks as enumerated in Annexure IX shall be opened. The financial bids shall be opened in presence of representatives of technically eligible bidders, who may like to be present. The AIIMS MANGALAGIRI shall inform the date, place and time for opening of financial bid. However, the AIIMS MANGALAGIRI reserves the right to reject all/any of the tenders, and the decision of the AIIMS MANGALAGIRI in this regard shall be final and binding.

## c. **Final Evaluation of Bids-**

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

## Evaluation of the Bid

### Technical Bid (Scoring Model)

Sl.No		Description	Marks Allotted	Marks claimed by the bidder	Marks Obtained
1	<b>Turn-over (in INR)</b>	Organization Average Turnover for the last three years (2016-17, 2017-18, 2018-19, provisional)			
		<ul style="list-style-type: none"> <li>• Rs. 10 Crores to 50 Cr</li> <li>• Above Rs. 50 Crs</li> </ul> Organization must be profitable in last 3 financial years	5		
			10 Marks		
2	<b>Software Solution</b>	The organization should have in-house technical personnel to develop and maintain software and data used to conduct the exam and should follow well defined Software Change Management processes to manage changes in the software	5		
		Capability to upload question paper after the encryption is done at the client location	5		
		Capability to design and execute online faculty/ non-faculty application module	5		
			15 Marks		
3	<b>Work Experience</b> - Past experience of similar nature in terms of no. of assignments (conducting online	Successful CBT for Govt/Autonomous/PSU organizations other than AIIMS or JIPMER in the last three FY:	15		
		Successful CBT for AIIMS or JIPMER in the last three FY:	25		

Sl.No		Description	Marks Allotted	Marks claimed by the bidder	Marks Obtained
	examinations – LAN based CBT mode, in Exam centres all over India)				
			25 Marks		
5	<b>Shift capability</b>	Single shift capability – conduct between 15,000 to 25000 candidates	5		
		Double shift capacity – conduct of upto 30000 candidates	10		
			10 Marks		
6	<b>Test Capacity</b>	Infrastructure capacity – 15000 to 25000 nodes	5		
		Above 25,000 nodes	10		
			10Marks		
7	<b>Man-power capacity</b>	Less than 200 technical employees	5		
		Above 200 technical employees	10		
			10 Marks		
8	<b>Audit &amp; security</b>	ISO 9001:2015 & ISO 27001:2013	(5 +5) 10		
		CMMi – Level 5 (uninterrupted for atleast in last 3 years)	10		
			20Marks		

Date:

(Signature of the Bidder with Seal)

## **CRITERIA FOR OPENING OF FINANCIAL BID:**

- i) The financial bid shall be opened of only those bidders who have been found to be technically eligible i.e Bidders with Technical Bid score of 60 and above will be qualified. The financial bids shall be opened in presence of representatives of technically eligible bidders, who may likely to be present. The Institute shall inform the date, place and time for opening of financial bid.
- ii) All other Financial bids will not be opened. Earnest money Deposit submitted by the disqualified agency shall be released after opening of the financial Bid.

## **Evaluation and Comparison of Bids:**

There will be 60 % weightage for Technical Bid and 40 % for Financial Bid

### **Financial Bid Evaluation:**

The Financial bid of those bidders, who qualify in the technical bid evaluation, will only be opened. The financial scores would be normalized on a scale of 100, with lowest score being normalized to 100 and the rest being awarded on a pro-rata basis. Such normalized scores would be considered for the purpose of QCBS based evaluation, explained in section below.

### **Quality and Cost based selection (QCBS)**

The individual bidder's financial bid scores will be normalized as per the formula below:

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

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

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

**$F_{min}$** = Minimum absolute financial quote

**Composite Score (S) =  $T_s * 0.6 + F_n * 0.4$**

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

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

- i) Financial standing (having positive net worth) through Annual Report, Balance Sheet & Profit and Loss Account of last three years.
- ii) Software/Solution.
- iii) Experience and performance on similar or any other contracts during past 03 years.
- iv) Proven Test Capability to organize, conduct and manage online entrance tests and selection process for recruitment (including personnel and machine) in Govt./PSU's/Banks or any other reputed

Limited Company on all India basis or for specific territory of State .

- v) Security and Software Quality Certification
- vi) Any breach of contract committed by the tenderer.

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

- i) Technical Bid will be assigned a maximum of 100 points. Bidders with technical score of 60 **and above** will be eligible for the opening of the financial bid, with a minimum of 20 marks in Section 04 of Annexure IX. All other financial bids will not be opened.
- ii) The lowest bidder shall be calculated in the following manner:
- iii) L1 shall be determined on the basis of the rates quoted by the bidder in Table-1 for the candidates range of upto 50000; for table II it is up to 1000, as specified in the Financial Bid (Annexure-X)

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

## **17. Final Decision Making Authority**

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

## **18. Amendment of Tender /Submission of Multiple Bids**

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

Any addendum/corrigendum thus issued would be a part of the tender document and shall be uploaded on the AIIMS MANGALAGIRI Website ([www.aiismangalagiri.edu.in](http://www.aiismangalagiri.edu.in)) and <https://aiims.euniwizarde.com>.

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

## 19. Other Terms and Conditions:

### a. 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 Tender Document, AIIMS, MANGALAGIRI 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, AIIMS MANGALAGIRI 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 AIIMS, MANGALAGIRI for, inter alia, time, cost and effort of the AIIMS, MANGALAGIRI, in regard to the tender document, 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 AIIMS, MANGALAGIRI 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 AIIMS, MANGALAGIRI, 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 AIIMS, MANGALAGIRI 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 AIIMS, MANGALAGIRI 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.

**b. Force Majeure**

The term “Force Majeure” as employed herein shall mean Act of God, floods, tempest, war, riot, fire and Acts, Rules and Regulations of respective Government of the two parties namely AIIMS, MANGALAGIRI and the service provider, directly affecting the performance of the Contract.

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

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

**c. Arbitration and Settlement of Disputes**

If any dispute, difference, question or disagreement arises between the parties hereto or their respective representatives or assignees, in connection with the construction, meaning, operation, effect, interpretation or breach of the contract which parties are unable to settle mutually, the same may first be referred to conciliation through a committee as agreed to by both parties.

If the parties are not able to resolve the dispute through the committee or do not opt for conciliation through the committee, the aggrieved party may invoke the arbitration clause as provided in the contract.

In the event of any question, dispute or difference whatsoever arising between the parties

out of or in relation to the construction, interpretation, application, meaning, scope, operation, performance or effect of this tender contract or the validity or breach thereof, the matter shall be referred to the sole arbitrator agreed to by the parties. The award of the arbitrator shall be final and binding on the parties.

The arbitrator may, from time to time, with the consent of the parties, change the time for making and publishing the award. The Arbitration and Conciliation Act, 1996 and the rules made there under, as amended from time to time shall be deemed to applicable to the arbitration proceeding under this clause.

The proceedings of the arbitration shall be carried out in MANGALAGIRI which shall be subject to the jurisdiction of courts in MANGALAGIRI.

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

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

**e. Terms of Payment**

- a. The payment shall be released through RTGS (in Indian Rupees) and shall be paid only after successful completion of work without any error and/or delay.
- b. No advance payment shall be made and the successful bidder has to sign an agreement on non- judicial stamp paper which shall contain a clause related to

liquidated damages on account of delays, errors, cost and time over runs. In case the bidder fails to execute the contract, the AIIMS, MANGALAGIRI shall be at liberty to get it done through any other agency with full cost recoverable from the bidder in addition to damages and penalty.

**f. Law of Land**

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

**g. Applicable Law and Statutory Obligations regarding the workforce employed:**

The workers employed by the Service Provider to perform the contract, shall be the employees of the Service Provider and the Service Provider alone shall be liable to pay the wages/salaries and all other payments as may be due to the workers and AIIMS, MANGALAGIRI shall in no way be liable for the same. The Service Provider shall also comply with all the provisions under the laws of the land pertaining to its workers and their employment for the purpose of performing the contract and the Service Provider shall also indemnify the AIIMS, MANGALAGIRI for any claims whatsoever made by such workers against the AIIMS, MANGALAGIRI in that behalf.

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

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

**h. Consortium**

No consortium will be entertained by the AIIMS, MANGALAGIRI. The bidder shall bear the full responsibility of the contract. Any consortium formed by the bidder at his

end which was formed either to gain entry into the agreement with the AIIMS, MANGALAGIRI or during the project for the execution of the agreement will be at the sole risk and responsibility of the bidder and would lead to rejection of tender or the termination of contract with penalty.

**i. Penalty Clause / Liquidated Damage**

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

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

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

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

**j. Prices**

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

**k. Subcontracts**

The service provider shall not partly or fully subcontract the awarded contract without the prior written consent of the AIIMS, MANGALAGIRI.

**l. Delays in the Bidder's Performance**

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

**m. Termination for Default**

Either Party may, without prejudice to any other course of action for breach of contract, by written notice of 60 days to the other party, terminate the agreement in whole or in part, on account of any of the following:

- i) The defaulting party fails to perform any or all of the obligations within the time period(s) specified in the contract or any extension thereof granted, by the other party.

- ii) The quality of the delivery of various tasks by the service provider is not up to the satisfaction of the AIIMS, MANGALAGIRI, or
- iii) The defaulting party fails to perform any other obligation under the contract.

In the event of the AIIMS, MANGALAGIRI terminating the contract in whole or in part, the AIIMS, MANGALAGIRI may procure, upon such terms and in such a manner as it deems appropriate, items or services similar to those undelivered, and the service provider shall be liable to the AIIMS, MANGALAGIRI for any excess costs for such similar items or services. However, the service provider shall continue with the performance of the contract to the extent not terminated. The service provider shall stop the performance of the contract from the effective date of termination and hand over all the software, documents, data and equipment(s) due as per the terms and conditions of the contract to the AIIMS, MANGALAGIRI for which payment has already been made. The service provider may withdraw items, for which payment has not been made. No consequential damages shall be payable to the service provider in the event of termination of the contract by the AIIMS, MANGALAGIRI. In case of termination of contract, all Bank Drafts/ FDRs furnished by the service provider in its capacity as bidder in the tender process by way of Bid Security / Performance Security shall stand forfeited. In case of suspension/termination, the service provider shall be liable to pay compensation for any direct loss or additional liability, incurred due to the completion of work by another agency.

**n. Termination for Insolvency**

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

**o. Confidentiality**

The service provider and its personnel shall not, either during implementation or after completion of the project, disclose any proprietary or confidential information relating to the services, agreement or the AIIMS, MANGALAGIRI business or operations without the prior written consent of the AIIMS, MANGALAGIRI.

**p. Local Conditions**

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

**q. Responsibilities of the Bidder**

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

**r. Interpretation**

In these Terms & Conditions:

- i) References to laws shall mean the applicable laws of India and references in the singular shall include references in the plural and vice versa.
- ii) References to a particular article, paragraph, sub-paragraph or schedule shall, except where the context otherwise requires, be a reference to that article, paragraph, sub-paragraph or schedule in or to this tender.
- iii) The headings are inserted for convenience only.
- iv) Whenever provision is made for the giving of notice, approval or consent by any Party, unless otherwise specified such notice, approval or consent shall be in writing and the words 'notify', 'approve', and 'consent' shall be construed accordingly.

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

## **20. Tentative Schedule of Activities**

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

## 21. Examination Centre Requirements

### a. Minimum Candidate System Prerequisites

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

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

High Definition Web camera to be attached with minimum 2 Mega Pixels resolution.

100/1000 Mbps LAN card

### b. Minimum Examination Centre Server Prerequisites

Processor	CPU Speed: 3.0 GHz or above
RAM	16 GB or above
Screen Resolution	1024 X 768
Operating System	Microsoft Windows Server 2012 Enterprise Edition R2
Browser	Latest version of Internet Explorer, Google Chrome and Mozilla Firefox.
Browser setting	IE Java Script enabled Pop-up blocker disabled Paste Operations via script enabled User 'Setting' of 'Temporary Internet Files', set 'check for newer versions of stored pages' to 'Every visit to the page' Proxy disabled (Direct Internet)
Other Software	.Net 4.0 Framework Minimum Microsoft SQL Server 16.0 Microsoft Office Professional 2013.

**Equivalent suitable system as backup support**

**ANNEXURE – I**

**TECHNICAL BID**

Documents/Details to be submitted:

<b><u>S.No.</u></b>	<b><u>Particulars</u></b>	<b>To be filled by the Tenderer (give details with proof)</b>
1.	Name and address of bidder:	(specify attached document/s page number/s)
2.	Telephone No./Fax No./Email address:	
3.	Legal Status (Attach copies of original document defining the legal status). a) Public Ltd./Govt. /PSU: b) Pvt. Ltd: c) Private Society/Trust: d) Partnership: e) Sole Proprietorship/Single Person Co.:	
4.	Particulars of Registration with various Government bodies & Statutory Tax Authorities (attach attested photocopy)  1. Registration Number: 2. Organization/Place of registration: 3. Date of validity:	
5.	Names and titles of Directors & Officers with Designation to be concerned with this work with designation of individuals authorized to act for the organization.	
6.	Were you or your company/organisation ever required to suspend the work for a period of more than six months continuously after you commenced the works? If so, give the name of the project and reason for not completing the work.	
7.	Have you or your constituent partner(s) ever left the work awarded to you incomplete? If so, give name of the project and reason for not completing the work.	

<b><u>S.No.</u></b>	<b><u>Particulars</u></b>	<b>To be filled by the Tenderer (give details with proof)</b>
8.	Annexure II (A): Undertaking regarding Blacklisting Status of Bidder Annexure II (B): Undertaking regarding Employees of Bidder	Annexure 'II' (A&B)
9.	Financial information of the bidder	Annexure 'III'
10.	Details of similar work for other organizations Annexure 'IV'A  Details of similar completed works during last 3 years for AIIMS/JIPMER Annexure 'IV'B	Annexure 'IV'A  Annexure 'IV'B
11.	Details of work under execution or under award	Annexure 'V'
12.	Performance/Client Report of work referred in Annexure IV A and B	Annexure 'VI'
13.	Details of Technical and Administrative personnel to be employed for this project work	Annexure 'VII'
14.	<p>a. Completion certificate /performance report for successful conduct of other end to end computer based examination having 10,000 candidates or more in single shift in atleast 10 Indian cities for a Government dept./PSU/Autonomous body under central or state government, other than AIIMS and JIPMER, in the last three FY 2016-17; 2017-18; 2018-19</p> <p>b. Completion certificate /performance report for successful conduct of at least one end to end computer based examination having 10,000 candidates or more in single shift in atleast 10 Indian cities for an AIIMS/JIPMER.</p> <p>The Vendor shall attach completeion certificate/performance report of all CBTs conducted by It for AIIMS/JIPMER in the last three FY 2016-17; 2017-18; 2018-19</p>	(specify attached document/s page number/s)

15.	List of examination centres in pre-identified cities where the Bidder has conducted similar tests with validated nodes/computers, requisite hardware/software, appropriate technology, un-bridled connectivity, trained proctoring staff etc. with minimum capacity of each center as 150 or more students per shift.	
16.	Infrastructural availability for the work.	
17.	Earnest Money Deposit	
18.	ISO 9001:2015 & ISO 27001:2013	
19.	CMMI Level 3 or above Certification	
20.	Area of specialization and interest	
21.	Any other information considered necessary but not included above.	
22.	Break up criteria for Technical Evaluation	Annexure 'IX'

Date :

(Signature of the Bidder with Seal)

**Affidavit regarding De-Barred/Blacklisting Status of the bidder  
during FY 2016-17; 2017-18; 2018-19 till date  
(On Letter Head of Organization)**

I/We, M/s .....(Sole Applicant/Lead Member /Member / affiliate), (the names and addresses of the registered office) hereby certify and confirm that in the last three years we or any of our promoter(s)/director(s) are **during FY 2016-17; 2017-18; 2018-19 till date** neither de-barred/blacklisted by Central Government/State Government/PSU/Supreme Court/High Court of any State/District Court of any State from participating in Project/s, either individually or as member of Consortium nor any proceeding thereof are under process against us or any of our promoter(s)/director(s) as on the ..... (Date of Signing of Application).

We further certify and confirm that there is no pending litigation against any Central Government/State Government/PSU in last three years.

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

Dated this ..... Day of .....2018

Name of the Applicant

.....

..... Signature of the Authorized

Person

.....

..... Name of the Authorized Person

.....

**Affidavit Regarding Employees of the bidder  
(On Letter Head)**

I/We, M/s .....(Sole Applicant/Lead Member /Member / affiliate), (the names and addresses of the registered officer) hereby certify and confirm that none of our employees/staff will participate in the recruitment process under reference as an applicant for any of the categories of post so advertised/to be advertised by the INSTITUTION for recruitment.

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

Dated this ..... Day of .....2018

Name of the Applicant

.....

..... Signature of the Authorized

Person

.....

..... Name of the Authorized Person

.....

**FINANCIAL INFORMATION OF THE BIDDER**

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

S. No.	Details	FINANCIAL YEARS		
		(1) 2016-17	(2) 2017-18	(3) 2018-19 (Provisi onal)
i)	Gross annual turnover from similar works			
ii)	Profit/Loss			
iii)	Financial Position : a) Cash Current Assets b) Current Liabilities c) Working Capital (a-b) d) Current Ratio : Current Assets/Current Liabilities (b/a)			

- II. A note on financial arrangements for carrying out the proposed work.

Note: Attach additional sheets, if necessary.

(Signature of the Bidder with Seal)

**ANNEXURE – IV A and IV B**

**DETAILS OF SIMILAR WORKS EXECUTED**

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

(Signature of the Bidder with Seal)

ANNEXURE – V

**WORKS/PROJECT UNDER EXECUTION OR AWARDED**

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

(Signature of the Bidder with Seal)

**PERFORMANCE REPORT OF WORKS REFERRED IN ANNEXURE IVA and IVB**

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

**Name of Work/Project:**

1. Agreement No.:
2. Tendered cost per application:
3. Purpose of Work Project: Recruitment of Human Resource/Entrance for admission/Any other
4. Date of Start:
5. Date of Completion:
  - (i) Stipulated date of completion.
  - (ii) Actual date of completion.
6. Amount of compensation levied for delayed completion, or any other damages, if any:
7. Performance reports/assessment by clients (Supported by duly signed certificate by the concerned client(s), if any)
  - (a) Quality of work           Excellent/  
  Very Good/ Good/Fair
  - (b) Resourcefulness        Excellent/  
  Very Good/ Good/Fair
8. Number of candidates per shift:
9. Number of Question Papers prepared:
10. Number of Examination centres per shift.

Date:

(Signature of the Bidder with Seal)

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ANNEXURE – VII

**DETAILS OF TECHNICAL AND ADMINISTRATIVE PERSONNEL TO BE DEPLOYED FOR THE**  
**WORK**

<b>Sl. No.</b>	<b>Designation</b>	<b>Total number of employees in that category</b>	<b>Number available for this work</b>	<b>Name</b>	<b>Qualification</b>	<b>Professional experience and details of work carried out</b>	<b>In what capacity these would be involved in this work</b>	<b>Remarks (if any)</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>

(Signature of the Bidder with Seal)

**List of Cities with minimum nodes available per shift**

<b>S. No.</b>	<b>Name of City</b>	<b>Minimum Nodes per Shift</b>	<b>Remarks, if any</b>

**Technical Bid (Scoring Model)**

Sl.No		Description	Marks Allotted	Marks claimed by the bidder	Marks Obtained
1	<b>Turn-over (in INR)</b>	Organization Average Turnover for the last three years (2016-17, 2017-18, 2018-19, provisional)			
		<ul style="list-style-type: none"> <li>• Rs. 10 Crores to 50 Cr</li> <li>• Above Rs. 50 Crs</li> </ul> Organization must be profitable in last 3 financial years	5		
			10 Marks		
2	<b>Software Solution</b>	The organization has in-house technical personnel to develop and maintain software and data used to conduct the exam and should follow well defined Software Change Management processes to manage changes in the software	5		
		The organization has in-house capability to upload question paper after the encryption is done at the client location	5		
		The organization has in-house capability to design and execute online faculty/ non-faculty application module	5		
			15 Marks		
3	<b>Work Experience</b> - Past experience of similar nature in terms of no. of	Successful CBT for Govt/Autonomous/PSU organizations other than AIIMS or JIPMER in the last three completed FY:			
		Successful CBT for AIIMS or	15		
			25		

Sl.No		Description	Marks Allotted	Marks claimed by the bidder	Marks Obtained
	assignments (conducting online examinations – LAN based CBT mode, in Exam centres all over India)	JIPMER in the last three completed FY:			
			25 Marks		
<b>5</b>	<b>Shift capability</b>	Single shift capability – conduct between 15,000 to 25000 candidates	5		
		Double shift capacity – conduct of upto 30000 candidates	10		
			10 Marks		
<b>6</b>	<b>Test Capacity</b>	Infrastructure capacity – 15000 to 25000 nodes	5		
		Above 25,000 nodes	10		
			10Marks		
<b>7</b>	<b>Man-power capacity</b>	Less than 200 technical employees	5		
		Above 200 technical employees	10		
			10 Marks		
<b>8</b>	<b>Audit &amp; security</b>	ISO 9001:2015 & ISO 27001:2013	(5 +5) 10		
		CMMi – Level 5 (uninterrupted for atleast in last 3 years)	10		
			20Marks		

Date:

(Signature of the Bidder with Seal)

**AIIMS, MANGALAGIRI****FINANCIAL BID****Table-I . CBT process for Posts wherein pre-examination activities have not been undertaken:  
(In Indian Rupees)**

No. of Applicants cumulatively	Cost per candidate in INR	Rate of GST in percentage	GST in INR	Total in INR	Remarks, if any
Up to 50,000					
Above 50,000					

L1 shall be determined on the basis of rates quoted for UPTO 50000 applicants criterion. It is expected that the cost per candidate for above 50000 will be equal to or less than cost per candidate for upto 50000 applicants.  
A non-filled in/NIL bid shall not be considered as responsive bid.

**Table-II. For Online application module for which there is no CBT: (In Indian Rupees)**

No. of Applicants cumulatively	Cost per candidate in INR	Rate of GST in percentage	GST in INR	Total in INR	Remarks, if any
Up to 1,000					
Above 1,000					

L1 shall be determined on the basis of rates quoted for UPTO 1000 applicants criterion  
It is expected that the cost per candidate for above 1000 will be equal to or less than cost per candidate for upto 1000 applicants.  
A non-filled in/NIL bid shall not be considered as responsive bid

**Note:**

1. For operational simplicity, AIIMS would like to award the **For Online application module for which there is no CBT** to the L1 bidder for **CBT process**. In this regard, the L1 bidder in Table I shall have the first right to match the L1 bid of Table II, from amongst the successful bids. However, in case either of the L1 bidders have an objection; AIIMS shall go ahead with separate work orders, as the case is.
2. The number of candidates shall be calculated for all the posts as per advertisement and shall include cost for all the activities and procedures.
3. The rate shall be inclusive of all costs as well as GST paid or payable.
4. The rates must be quoted in Indian Rupees Only (INR)
5. The payment will be made on the basis of actual application in the concerned slab and table for which admit card is issued.
6. The element of taxes would be suitably adjusted while processing payment depending on existing rates applicable.
7. All prices/rates should be clearly written both in figures and words. Failure to do so will

make the bid liable for rejection. Bidder should ensure that there are no alteration/corrections in the prices/rates submitted by them.

8. In case of a discrepancy between the price/rates in figures and words, the price/rates quoted in words will be considered as correct.
9. Decision of competent authority, Director AIIMS, in this regard shall be final.

Date:

(Signature of the Bidder with Seal)

**Bank Details for submission of EMD:**

AIIMS Mangalagiri, Syndicate bank, SMC, Vijayawada  
Account No. 33662010020702  
IFSC: SYNB0003366

To,  
(Through email)

1. The APTECH Ltd. (Kind Attention: Shri Sridhar)
2. The GingerWebs (Kind Attention: Shri Rohit Sharma/Ankit Gour)
3. The Eklavya (Kind Attention: Mr Sameer Kamat)
4. The Educational Consultants India Limited
5. The TCS Ltd. (Kind Attention: Shri Satish)
6. The Scope Testing Services
7. The Satvat Infosol Pvt. Ltd (Mr. Shobhit)

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