



उत्तर पूर्वी क्षेत्रीय स्वास्थ्य विज्ञान संस्थान

North Eastern Indira Gandhi Regional Institute of Health and Medical Sciences

(एक स्वायत्त संस्थान, स्वास्थ्य विभाग, स्वयत्त संस्थान)

(An Autonomous Institute, under Ministry of Health and Family Welfare, Government of India)

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F. No: NEIGR/S&P/A -01/2021 -2022

Notice Inviting Tender

Online tendering through CPPP (<https://eprocure.gov.in/cppp>)

Tender Details:

Tender Enquiry No:	NEIGR/S&P/OT/E -01/2022-2023	
Tender Description:	Selection of Service Agency /Firm for conducting online Recruitment Exams, on composite all services basis	
Bid Document Downloading Start Date:	14:00 hours of 07.04.2022	
Pre-Bid Conference and Clarification Session:	16:00 hours of 14.04.2022	
Last Date and Time for Submission of Bid Document Online:	14:00 hours of 28.04.2022	
Last date and Time of Receipt of Earnest Money Deposit (Hard Copy):	Not Applicable	
Date and Time of Opening of Techno -Commercial Bids:	14:30 hours of 29.04.2022	
Cost of Earnest Money Deposit (EMD):	Refer NIT –Point no: 1	
Tentative schedule after completion of Technical Commercial Evaluation subject to inputs from respective Committee /Authority:	60 days from the date of opening of Techno – Commercial Bid	
Tentative schedule for awarding of contract including institutional requirement, justification of cost and on approval of the Competent Authority.	60 days from the date of opening of e- Price Bid /BOQ	

Bidders /Tenderers can download the tender /bid document from Central Public Procurement Portal website at www.eprocure.gov.in Bidders /Tenderers are required to submit their bid online by uploading all the relevant documents through www.eprocure.gov.in. For further details regarding tender amendment /date extension, please visit website: www.eprocure.gov.in. Tender document can also be downloaded from the Institute's website at www.neigrihms.gov.in

**Section –I
Notice Inviting Tenders (NIT)**

Online tenders, in two-bid system, are invited by Director, NEIGRIHMS, Shillong for conducting online Recruitment Exams, as per enclosed scope of work and related terms and conditions.

- a. *Bidders /Tenderers would be required to register on the Central Public Procurement Portal at www.eprocure.gov.in, using a valid Digital Signature Certificate (DSC) and valid email address to be able to participate in the bidding process. On registration with the Portal they will be provided with a user id and password by the system through which they can submit their bids online.*
 - b. *Digital Signature Certificate (DSC) may be obtained from any authorized agencies registered with the Certifying Authority (CA), through National Informatics Center (NIC) in India.*
 - c. *Bidders /Tenderers can download the bid document from Central Public Procurement Portal website at www.eprocure.gov.in Bidders /Tenderers are required to submit the bid online by scanning and uploading all the relevant documents through www.eprocure.gov.in*
 - d. *Tender document can also be downloaded from the Institute's website at www.neigrihms.gov.in For further details regarding Amendment /Addendum /Extension please visit website: www.eprocure.gov.in and www.neigrihms.gov.in*
 - e. *The technical bids will be opened online by a Committee of members duly constituted for the purpose at the time and date as specified in the tender document. All statements, documents, certificates, Affidavits, etc uploaded by the bidders will be verified and downloaded for technical evaluation and the result of technical bid evaluation will be displayed on www.eprocure.gov.in which can be seen by all bidders who participated in the tender.*
 - f. *The bidders should download the BOQ.xls from CPP Portal and filled in the blank spaces provided for mentioning the name of bidder and rates. Bidders need not modify any other text or background shown in the BOQ template or replace it with any other copy of same BOQ in .xls format. NEIGRIHMS /Central Public Procurement Portal (www.eprocure.gov.in) will accept the BOQ template only and hence the rate should not be quoted in any other place except BOQ template.*
 - g. *The Financial bid (price bid) i.e. Bill of Quantity (BOQ) of only technically qualified bidders will be opened online by a committee of members and the result will be displayed on the www.eprocure.gov.in which can be seen by all bidders who participated in the tender.*
1. Earnest Money Deposit (EMD):-
 - a. Notification No: F.9/4/2020 -PPD; dated: 12.11.2020, issued by Ministry of Finance, Department of Expenditure (Procurement Policy Division), Government of India, regarding submission of Bid Security /EMD and Performance Security Deposit.
 - b. In compliance to the above order by the Ministry, it is proposed that henceforth or till further orders, no provision regarding EMD /Bid Security will be kept in the bidding document and in lieu of EMD /Bid Security, a signed 'Bid Security Declaration' shall have to be submitted by the participating Bidders /Tenderers along with the techno –commercial bid. Bidders /Tenderers who violated the signed declaration, like withdraws or amends its tender or impairs or derogates from its tender in any respect, within the period of validity of the tender, or if it comes to a notice that the information /documents furnished in the tender is incorrect, false, misleading or forged, shall be suspended for a period of one year, from the date of finalization of its tender.
 2. Performance Security -The successful bidder shall furnish Performance Security at 3% of the contract value, valid up to sixty days after the date of completion of all contractual obligations. Performance Security may be furnished in the form of Insurance Surety Bond, Account Payee, Demand Draft, Fixed Deposit Receipt from a Commercial Bank, Bank Guarantee from a Commercial Bank or online payment in an acceptable form safeguarding the purchaser interest in all aspect
 3. Failure of the successful bidder in providing Performance Security shall make the bidder liable for cancellation of tender.
 4. A proof of ownership/partnership etc. shall be submitted along with verification of address, telephone & fax numbers.
 5. No work will be allotted to Non-tribal bidder, contractors, Suppliers, stockists, bonded warehouse, private carriage contractors, cooperative societies etc except under a valid trading license issued by the Khasi Hills Autonomous District Council, Shillong.
 6. The bidder has to submit an affidavit duly attested by the Notary Public (in original) on a non-judicial stamp paper of Rs. 10/- that the firm is not supplying /charging the same item /services at lower rates quoted in this tender to any Government /Private organization or any other institution during past one year, as per "FALL CLAUSE" adhered by Government agencies.
 7. Bidders/Tenderers have to agree to all the terms and conditions, stipulated in the tender document, in this connection including service, penalty etc.

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8. Bidders/tenderer undertake to execute the agreement within 15 (fifteen) days from the issue of the letter of acceptance /award.
9. Bidders/Tenderers need to scan and upload the required documents like Goods and Service Tax (GST) registration, PAN Number/Card, other valid document regarding the existence and registration of the firm along with the Techno-commercial bid including copies of Past Performance /Experience, License essential for carrying out the activities under reference, license and any other documents in support of carrying out the activities under reference from Competent Authority.
10. At any time prior to the date of submission of bid, Director, NEIGRIHMS may, for any reason, whether at his own initiatives or in response to a clarification from a prospective bidder, modify the bidding documents by an amendment. All prospective bidders /tenderer who have received the bidding document will be notified of the amendment in writing and the amendment shall be binding on them. In order to provide reasonable time to take the amendment into account in preparing the bid. Director, NEIGRIHMS may at his discretion, extends the date and time for submission of bids.
11. Bidders shall abide to the Public Procurement Order No: 1, 2 & 3, issued vide Notification No: F.No.6/18/2019 –PPO; dated: 23.07.2020 /24.07.2020, by Ministry of Finance, Department of Expenditure (Public Procurement Division), New Delhi and with amendment /modification from time to time.
12. The agency shall not use the name of the NEIGRIHMS, Shillong in business dealing with other persons or traders.
13. NEIGRIHMS reserves all rights to make any changes in terms and conditions of the tender and also to reject any or all bids without assigning any reason thereof.
14. At the time of awarding the contract, the purchaser reserves the right to increase or decrease the number of candidates up to twenty five (25) per cent, the quantity and services mentioned without any change in the unit price and other terms & conditions quoted by the tenderer.
15. The tendered rates and the validity of bids shall be for a minimum period of 365 days from the date, as the tender are finalized /awarded.
16. Settlement of disputes – Director, NEIGRIHMS or his authorized representative shall be the authority in all disputes and decision will be binding on all concerned. The parties agree that the courts situated in Shillong, Meghalaya shall have the exclusive jurisdiction for any future dispute arising out of the contract.

Section: II
General Conditions of Contract (GCC)

NEIGRIHMS is planning to conduct online Recruitment Exam on composite /all services basis. This activity need to be carried out in the various parts of the North Eastern India and outside Northeast. The project needs to be completed on turnkey basis for conduct of examination and sharing the written examination results with the NEIGRIHMS after completing the admission process.

Offers should be based in Two e-Bid Systems:-

- I. Technical and Commercial bid
- II. Financial bid (BOQ)

Qualification Criteria:

- Average Annual financial turnover during the last 3 years, ending 31st March of the previous financial year, should be at least Rs 18, 20,232.00
- Experience of having successfully completed similar works of conducting Online Examination during the last 7 years ending last day of month previous to the one in which applications are invited should be either of the following: -
 - a. Three similar completed contract of conducting Online Examination for not less than 4800 candidates
 - or*
 - b. Two similar completed contract of conducting Online Examination for not less than 6000 candidates
 - or*
 - c. One similar completed contract of conducting Online Examination for not less than 9600 candidates

1.1 Scope of the work

- Test centre allocation
- Online hall ticket generation
- Question paper software owned by the vendor shall be made available to NEIGRIHMS who prepares the questions for uploading.
- Provide results as per the format provided by NEIGRIHMS and share the results at the end of the day after examination process is completed.
- The test for all the candidates to be scheduled at the same time .List of test centres to be provided along with the number of systems at each location to be mentioned with details of configuration
- The complete project will be under the supervision of NEIGRIHMS. NEIGRIHMS 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.

The above computer based examination has to be conducted by the Agency on a turn-key basis and is required to perform the following tasks:

- Ensuring requisite infrastructure, software, adequate software and Security software for the smooth conduct of the examination
- By deploying technically qualified, experienced, adequate e 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.
- To obtain connectivity and provide test centers across North East India and other states and manage them
- To develop, host and manage examination webpage and other related links.
- 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.
- To conduct computer based test in a smooth and fair manner in a shortest span of time
- The agency who can conduct in shortest span of time and having expertise in handling similar work environment especially in north east India will be preferred.
- To authenticate, evaluate the answer responses of the candidates
- To provide the database, results, and reports as per the requirement of NEIGRIHMS

- No copy of data would be retained by Agency after proper handover with checking of data to designated authority of NEIGRIHMS

NEIGRIHMS Online Examination Management System

1.2.1 Helpdesk/Helpline: Begin a help desk with dedicated persons for telephonic support to applicants via dedicated number and E -mail id specifically for supporting the applicants.

Test Scheduling: Computer based test to be scheduled on the same day for approximately 12000 applicants in all over North East India. The examination will be at different Centres in NE India and other states.

Hall Ticket Generation: Generate Hall Ticket which can be downloaded about 20 days before the date of test.

Computer based secure testing: CBT will be conducted at the same time slot in all over the centres allocated in NE India.

Result Processing: Processing of answer responses within a given time frame. Evaluation and the result with final data in suitable format based on the accumulated database of students and their answer scripts.

Section: III
Special Instruction to Tenderers (SIT)

2.0: ONLINE WEB BASED PORTAL

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

- Query handling module- Helpdesk support -8hrs/day six days/week
- Hall ticket generation Module
- Result declaration Module
- Reports module
- All the modules to be integrated with each other.
- The online Web based Portal will have the feature to be integrated with the Online Test Delivery Portal.

The module wise specific details as given below

2.1: Online Communication /Information

Online communication /information will eliminate the manual intervention and increase the speed of the entire process. System will have inbuilt validation system to validate the entered data. Candidates can login into the system by using registration /login number & password to download the Hall Ticket. System will process the result thereafter instantly and store the results for further use.

The Online communication /information should have the following features:

- Pop ups for the message alerts, instructions etc
- Validation of email id filled by the candidate
- Provision to send individual common or customized messages through email or SMS to the candidates as required (either individual /group/s)

2.2 Query Handling Module

The online database module should have the following features:

- The important and modified information to be made available into the form of FAQs (Frequently asked questions)
- Activation of a dedicate e mail id for handling the queries of the students and to be responded on day to day basis (for all working days)
- Toll free Number for attending queries 8 hours for 6 days.

2.3: Hall ticket generation Module

- The hall ticket generation module will retrieve the required information from data base. This module offers the following features and facilities to effectively carry out important pre-exam activities.
- Generation of personalized Hall Ticket Containing the ARN and allotted examination centre details of the applicants and make it available for downloading and printing on the website.

2.4: Reports Module

The reports module will generate different type of reports in spread sheet (Excel) format as per the requirement of NEIGRIHMS offering searching applicant /student by name, mobile, geographical location, ARN details, fathers name, date of birth etc.

2.5: Result Declaration Module

This module should offer the following features and facilities to effectively carry out the post examination activities.

- The result of the candidate to be linked with the main data base.
- Uploading and display of examination results
- Generation of social category wise , merit list and cut-off list
- Generation of Reservation category wise eligibility for final admission

2.6: Question bank module

- 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. Passwords will be given 10 -45 minutes for downloading of question papers and another password 15 minutes before the start of examination, in all the centers.(i.e. altogether 60 minutes)
- 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.
- There should be provision for conducting the MOCK Test for all candidates.

2.7 Delivery of Question Paper

- The candidates can open the question only at scheduled time after due authentication.
- The question paper to be downloaded only on the RAM of the servers.

2.8: Establishment of the Server and software- Test Delivery Centres

This activity involves the setting of server for the control, delivery of the entire online test.

The server should have the following features:

- The physically secure and located each test centres
- Well protected from any threats through firewall
- Instant connectivity
- Minimum server configuration must include parallel on-line backup server such that the backup server continues to function normally in the event the first server fails.

2.9: Establishment of Test Centres

- This activity involves the activation of test centres at pre-decided (to be provided by the agency after discussion with NEIGRIHMS) locations to conduct the computer based test. The test has to be conducted in 1 day. The test centre and the test centre server should have the following features
- Hardware facilities at each centre to be identical with respect to the configuration of computer terminals. Centres with less than 100 computers will not be considered.
- Internet connectivity
- Proper power backup
- Security with respect to the data and infrastructure
- Administrative arrangements
- Internet explorer 7.0 or above as supported

2.10: Test Administration

This activity involves the administration of the test at each test centre. This involves the following activities

- Invigilation and verification
- Verification of the candidate identity with the Hall ticket
- Identity check with photo ID card (Govt. of India approved) to avoid impersonation.
- Bio metric capture of the candidate
- Video recording/CCTV at each centre
- Signature of the candidate in the attendance sheet
- Verification of the signature in the attendance sheet vis-à-vis the signature in the admit card
- Allotment of computer terminal to the candidate on successful verification
- Candidate can start the terminal with specific user ID and password
- No books, mobile phones etc will be allowed inside the centre
- Attendance sheets containing the photographs and signatures at each centre

Note: The test centre Head along with at least 1 technical person per LAN (Server) should be from the agency for each test centre.

2.11: Test publishing

This involves defining the process and design how the test paper will appear to the candidate.

This includes the following steps/features:

- The language is in English only
- Test paper will be displayed on the submission of the USER ID and password by the candidate
- First window will explain the instructions for the test
- Main question paper will start at fixed time
- 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.

2.12: Publicity for conduct of examination (To be managed by NEIGRIHMS)

The publishing of advertisement/notices (in Newspapers etc) and information regarding the Conduct of Examination shall be done by NEIGRIHMS in consultation with agency

2.13: Evaluation of the bids: Technical Evaluation

Detailed technical evaluation shall be carried out as per the details provided in the conditions to determine substantial responsiveness of each of the component. For this clause substantial responsive bid is one that confirms to all the eligibility and terms and conditions without any material deviation. The technical evaluation committee will call the responsive bidders for discussion or presentation to facilitate and assess their understanding of the scope of work and its execution.

2.14: The commercially compliant bidders shall be considered for technical presentation before the Committee constituted by the competent authority, for final technical evaluation of bidders.

Evaluation and Comparison of Bids

Sl. No.	Particulars
1.	Software Solution:
1.1	Organization should own the copyright of the source code of the software being used for conducting the exam. No sub-contracting to third party is allowed.
1.2	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
1.3	Capability to upload question paper after the encryption is done at the client location
2.	Manpower capability:
	Organization should have minimum 100 manpower on its rolls in India
3.	Single Shift Capability i. Conduct of a minimum of 6000 candidates in India

SECTION: IV
General Conditions of Contract (GCC)

- 3.1: The bidder shall be single point of contract with NEIGRIHMS and shall be solely responsible for the execution and delivery of the work.
- 3.2: The bidder should be a company/ Society registered in India and having its operation for minimum 3 years in India. MSE and Start up will be eligible for relaxation in turnover, as per Government of India notification
- 3.3: Similar nature of work means software design /development of computer based test for professional examination for government /educational institution/ autonomous organisation /Universities /Deemed Universities /Public Sector Undertaking online application processing, test delivery, evaluation and result processing in a stipulated time frame.
- 3.4: The bidder should have software developed themselves which can be customized as per the requirement of NEIGRIHMS. The bidder should have ready infrastructure.
- 3.5: The bidder should have certified copies of their company balance sheet and profit and loss account duly audited for the last financial years.
- 3.6: In view of COVID-19 circumstances, Standard Operation Procedures (SOPs) to be maintained by the agency as issued by the Central/State Government from time to time.
- 3.7: The bidder should be registered with appropriate tax authorities such as income tax, service tax etc and should submit valid certificates of registration with these authorities.
- 3.8: The bidder should have infrastructure in all the prominent centres with validated nodes/computers, appropriate technology, hardware and software , dedicated connectivity , trained proctoring staff, adequate security measures and due diligence. To ensure uninterrupted power supply.
- 3.9: The contract shall be on “end-to -end” basis and the bidder should have facilities and logistics available with them to execute the work awarded if shortlisted.
- 3.10: The bidder will have to showcase their software solution to NEIGRIHMS at any given point of time if NEIGRIHMS feels necessary.
- 3.11: Even though the bidders may satisfy the above requirements, they may be disqualified if they have –
- A. Made misleading or false representation or facts or deliberately suppressed the information to be provided in the forms, statements and enclosures of this document.
- B. Record of poor performance such as abandoning work, not properly completing the contract or financial failures /Weaknesses.
- C. If confidential inquiry reveals facts contrary to the information provided by the bidder
- D. If confidential enquiry reveals unsatisfactory performance in any of the selection criteria
- E. If bidder is engaged in any activity which can influence the conduct of professional exam such as conducting coaching classes etc.

NEIGRIHMS has the right to cancel or modify the tender. Also cancel/reject any bid without any assigning any reason.

3.12 The technical bid shall consists of –

- Technical information as desired in the prescribed format.
- Financial information as per annexure
- The details of experience of similar works as per annexure
- Organizational structure and information as per annexure
- Technical and administrative manpower available for this work as per annexure.
- Physical infrastructure such as availability of test centres, technology, hardware, software etc as desired by NEIGRIHMS scope of work

- 3.13: The agency must have at least 100 technical employees employed in-house in India, development of software, maintenance of software, networking and data security. The employees should have been recruited after exercising due diligence that include background checks, experience verification etc.
- 3.14: The Bidder shall provide the services and carry out its other obligations under the agreement with due diligence, efficiency, economy, confidentiality, promptness and techniques. The Bidder shall adhere to professional, engineering and consulting standards recognized by international professional bodies while observing sound management, technical and engineering practices. It shall apply appropriate advanced technology and safe and effective methods during execution of this Project and shall always act in respect of any matter relating to this agreement. The Bidder shall always support and safeguard the legitimate interests of the Institute, in any dealings with the third party. The Bidder shall abide by the provisions of the legislation(s), related to the Information Technology, prevalent in this country. The Hardware, Software and other services provided under this contract shall conform to the standards laid down in the Scope of Work and Technical Specifications and requirements. The Online Examination Application Software before installation will be subjected to 'Quality Assurance Test'. The security of the system should be foolproof and shall be treated as "not foolproof", where unauthorized persons being able to access/infiltrate in to the system. The system may be the application software or a process adopted by vendor/bidder. The vender/bidder shall be liable to pay to the Institute for any financial losses by way of some of system and process failure.
- 3.15: No software or services covered by the contract shall be developed, sold, disposed or done by the Bidder in violation of any right whatsoever of third party, and in particular, but without prejudice to the generality of the foregoing of any patent right, trademark or similar right, or of any charge, mortgage or lien. The Bidder shall warrant that there is no infringement of any patent or intellectual proprietary rights caused by the supply of IT Infrastructure and Software and the documents, which are subject matter of this project.
- 3.16: All correspondences and other documents pertaining to the contract, which are exchanged between the parties, shall be written in the English /Hindi language.
- 3.17: No consortium will be entertained by NEIGRIHMS. The bidder shall hold the full responsibility of the contract. Any consortium formed by the bidder at his end which was formed either to gain entry into the agreement with NEIGRIHMS or during the project for the execution of the agreement will be at the sole risk and responsibility of the bidder and would lead to rejection of tender or termination of contract with penalty.
- 3.18: If any of the stages specified, either not completed or not completed satisfactorily as per the approved time schedule, forming part of the contract agreement due to reasons solely and entirely attributable to the bidder and not in any way attributable to the delay on the part of NEIGRIHMS, a penalty @ 0.5% of the bid value (subjected to maximum 10%) may be imposed and accordingly the time for the next stage be reduced by the NEIGRIHMS, to account for the delay. If the delay adversely affects conduct of examination the performance security will be forfeited and other legal action would be initiated as per terms and conditions of contract. NEIGRIHMS may rescind this part of the contract and shall be free to get it done from any other agency at the risk and cost of the Bidder. If the service providing agency does not provide all the facilities and required numbers of invigilators in labs as well as other facilities mentioned in the tender document at Centre/s, the penalty will be imposed to it on the basis of feedback received from the Faculty/representative of NEIGRIHMS deployed at Examination Centre and it may up to 10% of quoting rates (per candidate rate) for each or all deficiencies.
- 3.19: The prices quoted for the items/services shall under no condition change during the period of agreement.
- 3.20: The Bidder and their personnel shall not, either during implementation or after completion of the project, disclose any proprietary or confidential information relating to the services, agreement or the NEIGRIHMS business or operations without the prior consent. NEIGRIHMS also reciprocally agrees with the Bidder that all information concerning trade secrets, know-how, technical data, research, products, development, inventions, processes, engineering techniques, strategies, internal procedures, employees and business opportunities, its customers either present or prospective and services rendered by the Bidder to such of its customers along with the information pertaining to its businesses and the proprietary information of the Bidder described herein as "confidential information", belonging to the Bidder and which may come into the possession or custody of NEIGRIHMS in the course of providing services by the Bidder hereunder shall not be disclosed or divulged to any third parties or make use or allow others to make use thereof either for its own benefit or for the benefit of others directly or indirectly. (Subject to provisions of the law of the land).

3.21: Notwithstanding anything contained in the Bid Document, the agency shall not be liable for imposition of any such sanction so long the delay and/or failure of the agency in fulfilling its obligations under the contract is the result of an event of Force Majeure. For purposes of this clause, Force Majeure means an event beyond the control of the agency and not involving the agency's fault or negligence and which is not foreseeable and not brought about at the instance of , the party claiming to be affected by such event and which has caused the non – performance or delay in performance. Such events may include, but are not restricted to, acts of the purchaser either in its sovereign or contractual capacity, wars or revolutions, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes excluding by its employees , lockouts excluding by its management, and freight embargoes. If a Force Majeure situation arises, the agency shall promptly notify the purchaser in writing of such conditions and the cause thereof within twenty one days of occurrence of such event. Unless otherwise directed by the purchaser in writing, the agency shall continue to perform its obligations under the contract as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. If the performance in whole or in part or any obligation under this contract is prevented or delayed by any reason of Force Majeure for a period exceeding sixty days, either party may at its option terminate the contract without any financial repercussion on either side. In case due to a Force Majeure event the purchaser is unable to fulfil its contractual commitment and responsibility, the purchaser will notify the agency accordingly and subsequent actions taken on similar lines described in above sub-paragraphs.

3.22: The Bidder shall inspect the cities/sites of operation and shall satisfy himself of the cities/site conditions and availability of required resources and shall apprise himself of the procedure for engagement of agencies and shall collect any other information that may be required before submitting the bid. Claims and objections due to ignorance about site conditions shall not be considered after the submission of bid.

SECTION: V
Special Conditions of Contract (SCC)

Important Instructions:

- 4.1: The agency should be registered in India. The registered agency should be operating in India for a minimum of 3 years with an objective of offering relevant IT solutions and Service that are subject matter of bid document.
- 4.2: The agency should own the source code of the software being used for conducting the exam. The organization should be able to make changes as required in any of the components of the software.
- 4.3: The organization should comply with the defined software development cycle processes in the development and maintenance of the system used for conducting the exam.
- 4.4: The agency 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, testing, QA certification and deployment into production.
- 4.5: The agency must employ multiple backup systems including offline backups to securely maintain the software and its corresponding source code.
- 4.6: The agency should have an in-house quality assurance and product testing professionals with a robust quality management processes that are followed to test and certify the system used to conduct the exam. The organization should maintain documented test cases and maintain evidence of successful test execution covering all test cases. Rigorous testing must be done for major as well as minor and patch releases.
- 4.7: 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.
- 4.8: The agency 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. Results of such performance test should be made available for each major release of the system used to conduct the exam.
- 4.9: The agency 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 exam.
- 4.10: Suitable emergency management plan toward any crisis situations for server management, node management, additional locations, student/applicant data. In case of failure of the system leading to failure of the examination, the whole examination will be conducted again with cost of the second examination to be borne by the agency concerned.
- 4.11: The bidder should be able to support the entire solution (across India) on a 24 x 7 basis with a maximum response time of 6 hrs.
- 4.12: At any time before the submission of bids, NEIGRIHMS may amend the bid document 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.
- 4.13: If the amendment is substantial, Bidder(s) shall be given reasonable time to make amendment or to submit revised bid and the deadline for submission of bids will be extended by NEIGRIHMS.

TENDER ENQUIRY NO: NEIGR/S&P/OT/E-01/2022 - 2023

Exam Centres Requirements:

5.1: Minimum Candidate System Prerequisites

Processor	CPU Speed: 2.0 Ghz or above
RAM	4 GB or above
Screen Resolution	1024 x 768
Operating System	Windows 7 professional or higher version
Browser	IE 7 or higher
Browser Settings	IE Java Script enabled
	Pop-up blocker disabled
	Paste operations via script enabled
Other Software	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 disable .Net 2.0 Framework, Microsoft Office Professional 2003 or above or Open Office Calc 2.4 or above

Note: The above configuration may vary depending on the actual requirement for conducting the exams

Candidate System RAM should be minimum 4GB and HDD should be minimum 500 GB

5.2: Minimum Exam Centre Server Prerequisites

Processor	CPU Speed : 3.0 GHz or above
RAM	16 GB or higher
HDD	1 TB or Higher
Screen resolution	1024 x 768
Operating System	Microsoft Windows Server 2012 Enterprise Edition R2 Windows 7 professional or higher
Browser	Latest version of Internet Explorer, Google Chrome and Mozilla Firefox

Note: The above configuration may vary depending on the actual requirement for conducting the exams

Equivalent suitable system as backup support

5.3: Manpower

Each Exam Centre should have the minimum following personnel's to be deployed by the agency;

- i. Test Centre Administrator : 1
- ii. IT Manager : 1
- iii. Invigilators : 2 per 20 systems or per lab.
- iv. Support Staff : Minimum 5 per 100 Students
- v. Security Guards : Minimum 2 per 100 Students
- vi. Peons : Minimum 2 per 100 Students

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

Technical Bid

Sl. No.	Criteria	Give Details (with proof)
1.	Conduct of at least one Indian Professional Competitive Examination on CBT mode in Multiple cities as well as capacity of minimum 6000 candidates in a single shift.	Related work order
2.	List of test centres in prominent cities where the Agency has conducted similar tests with validated nodes/computers, requisite hardware/software, appropriate technology, un-bridled connectivity, trained proctoring staff etc.	Related work order
3.	Financial capability information and turnover	Annexure "A"
4.	Details of similar projects completed works during last three years	Annexure "B"
5.	Details of work under execution or completed	Annexure "C"
6.	Performance/Client Report of work referred in Annexure B & C	Annexure "D"
7.	Structural details of the organization.	Annexure "E"
8.	Details of technical and Administration manpower to be employed for this project work	Annexure "F"

Annexure -A

Annual Turnover Statement

The Annual Turnover of M/s _____ for the past three years and concurrent commitment for the current financial years are given below and certified that the statement is true and correct

Sl. No.	Year	Turnover in Lakhs (Rs)
1.	200 – 200	-
2.	200 – 200	-
3.	200 – 200	-

Total - Rs. _____ lakhs.

.....
Average Turn Over per annum - Rs. _____ lakhs.

Concurrent Committee

Sl. No.	Contract Ref.	Purchaser	Total Contract Value	Outstanding Value	Estimated delay in completion date

Dated:
Seal:

Signature of Auditor / Chartered Accountant
(Name in Capital)

Annexure -B**Details of similar contract /project executed during last 3 years**

Sl. No.	Name of Project & Location	Cost of Project	Name, Designation and Address/ telephone number of officer to whom reference may be made	Remarks
1	2	3	4	5

(Signature of Bidder)

Annexure -C

Contract /Project under Execution or Completed

SN	Name of Project & Location	Cost of Project	Name, Designation and Address/ telephone number of officer to whom reference may be made	Remarks
1	2	3	4	5

(Signature of Bidder)

Annexure –D

Performance Report of Contract /Project referred in Annexure B & C

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

1. Name of Project And Location:
2. Agreement No:
3. Estimated Cost:
4. Tendered Cost:
5. Performance Reports/ assessment by clients
 - a) Quality of Work Excellent/ Very Good/ Good / Fair
 - b) Resourcefulness Excellent/ Very Good/ Good/ Fair

Date:

(Seal of Organization)

Annexure -E

Structure of the Organisation

1. Name and Address of Bidder
2. Telephone No/Fax No/ Email Address:
3. Legal Status (Attach Copies of Organization document defining the legal status).
 - a) An Individual :
 - b) A Proprietary/ Partnership agency:
 - c) A Trust:
 - d) A Limited Company or Corporation.
4. Particular of Registration with various Government bodies & Statutory Tax Authorities
(Attach attested copy)
 1. Registration Number:
 2. Organization/ Place of Registration:
 3. Date of Validity:
5. Names and titles of Directors, Officer with Designation to be concern with this work with designation of Individuals authorized to act for the Organization.
6. Were you and your company ever required to suspend the work for a period of more than six months continuously after you concerned the work? If so, give the name of the project and Reasons for not completing the work.
7. Have you and your Constituent partner(s) ever left the work awarded to your in complete? If so, give name of the project and reasons for non completing the work
8. Have you and your constituent partner(S) been debarred/ Blacklisted for tendering in annny organization of any time? If so, give details.
9. Area of specialization and Interest.
10. Any other information considered necessary but not included above.
11. Performance Reports/ assessment by clients
 - c) Quality of work Excellent/ Very Good/ Good / Fair
 - d) Resourcefulness Excellent/ Very Good/ Good/ Fair

Annexure –F**Details of Technical and Administrative Personnel to be employed for the project**

Sl. No	Designation	Total number of Employees in that Category	Number available for this work	Name	Qualification	Professional experience and details of projects carried out	In what capacity these would be involve in this work	Remark
1	2	3	4	5	6	7	8	9

(Signature of Bidder)

Annexure -G

TENDER FORM

Date_____

To

(Complete address of the purchaser)

Ref. Your TE document No. _____ dated _____

We, the undersigned have examined the above mentioned TE document, including amendment/corrigendum No. _____, dated _____ (if any), the receipt of which is hereby confirmed. We now offer to supply and deliver _____ (Description of goods and services) in conformity with your above referred document for the sum indicated in the price bid, attached herewith and made part of this tender.

If our tender is accepted, we undertake to supply the goods and perform the services as mentioned above, in accordance with the delivery schedule specified in the List of Requirements.

We further confirm that, if our tender is accepted, we shall provide you with a performance security of required amount in an acceptable form for due performance of the contract.

We agree to keep our tender valid for acceptance as required with modification, if any or for subsequently extended period, if any, agreed to by us. We also accordingly confirm to abide by this tender up to the aforesaid period and this tender may be accepted any time before the expiry of the aforesaid period. We further confirm that, until a formal contract is executed, this tender read with your written acceptance thereof within the aforesaid period shall constitute a binding contract between us.

We further understand that you are not bound to accept the lowest or any tender you may receive against your above-referred tender enquiry.

We confirm that we do not stand deregistered/banned/blacklisted by any Government Authorities.

We confirm that we fully agree to the terms and conditions specified in above mentioned TE document, including amendment/ corrigendum if any

(Signature with date)

(Name and designation)

Duly authorised to sign tender for and on behalf of

Annexure -H

Bid Security Declaration Format

Date: _____

Tender No. _____

To (insert complete name and address of the purchaser)

I/We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

- a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
- b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or reuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed In the capacity of: : (insert signature of person whose name and capacity are shown) (insert legal capacity of person signing the Bid Securing Declaration)

Name: (insert complete name of person signing he Bid Securing Declaration)

Duly authorized to sign the bid for an on behalf of (insert complete name of Bidder)

Dated on _____ day of _____ (insert date of signing) Corporate Seal (where appropriate)

(Note: In case of a Joint Venture, the Bid Securing Declaration must be in the name of all partners to the Joint Venture that submits the bid)

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Annexure -I

PRICE SCHEDULE FORMAT

Sl. No.	Brief Description of Work /Assignment	Rate per Candidate	Agency Charges	Goods & Services Tax (GST), if any	Total Cost per Candidate
1.	Conducting Online Recruitment Exams, on composite /all services basis	Estimated number of candidates = 12000 (Refer BOQ for quoting of price)			

1. The rates shall be inclusive of all cost as well as duties and taxes paid or payable.
2. The examination will be held at different centres in North East and other states of India. The probable centres in North East India in addition to other States of India are as follows;
 - Shillong
 - Guwahati
 - Tezpur
 - Silchar
 - Jorhat
 - Dibrugarh
 - Imphal
 - Agartala
 - New Delhi
 - Kolkata
 - Jaipur

Tentative dates of the online Test: July 2022
Estimated number of Candidates: 12000 candidates

Total Tender price in Rupees:

In words:

Note: -

1. If there is a discrepancy between the unit price and total price THE UNIT PRICE shall prevail.

Signature of Agency /Tenderer: _____

Name: _____

Business Address: _____

Seal of the Agency /Tenderer; _____

Place: _____

Date: _____