

NOTICE INVITING TENDER (NIT)
FOR THE CONDUCT OF COMPUTER BASED
IISER APTITUDE TEST (IAT) FOR THREE YEARS
(2020 - 22)



ORGANIZING INSTITUTE - IAT 2020

INDIAN INSTITUTE OF SCIENCE EDUCATION AND
RESEARCH THIRUVANANTHAPURAM (IISER-TVM)
THIRUVANANTHAPURAM-695551
KERALA, INDIA.



PREAMBLE

Indian Institute of Science Education and Research (IISERs) are institutions of National Importance established through acts of parliament to promote quality education and research in science and related areas. Over the years, IISERs have created a world class educational platform that is dynamically sustained through quality teaching and internationally acclaimed research with excellent infrastructure and the best available minds. The IISERs jointly administer the conduct of IISERs Aptitude Test (IAT) that serve as the entrance examination for admissions to various undergraduate programmes in various basic sciences, engineering and other disciplines at IISERs leading to a Bachelor-Master Dual, Bachelor's, or Integrated Master's in Sciences, Engineering, Humanities etc.

The operations related to IAT are managed by the Organizing IISER, which is one among the seven zonal IISERs. The Organizing Institute (OI) is responsible for the end-to-end processes and coordination amongst the administering institutes. The OI for IAT 2020 is Indian Institute of Science Education and Research Thiruvananthapuram (IISER-TVM). The O.I for IAT 2021 & IAT 2022 will be decided later and those institutes will be responsible for the conduct of examination in 2021 & 2022.

Disclaimer

This Tender is not an offer by the Indian Institute of Science Education and Research Thiruvananthapuram or other IISERs but an invitation to receive offer from service providers. The tender is for conducting Computer Based Test (CBT) for a period of three years i.e. 2020, 2021 & 2022 on behalf of the concerned institutes. IISER-TVM is the Organizing Institute (O.I) for conducting IISER Aptitude Test (IAT) for the year 2020 and the O.I for the subsequent years will be notified accordingly. While pattern, modalities and operations may remain the same during these three years, there could be minor changes in specific no. of candidates, no. of sessions that the Test to be conducted, date of examination, no. of examination centres etc.. The continuation of service for the subsequent years viz.. 2021 & 2022 will be subject to satisfactory performance of the service provider and the approval of the concerned organizing institute(s) and IISERs Admission Board (IAB).

No contractual obligation whatsoever shall arise from the tender process unless and until a formal contract is signed and executed by duly authorized officials of Joint Admissions Committee (JAC) or an official of concerned IISER with the service provider.



Detailed Notice Inviting Tender



एस. हरिहरकृष्णन / S. HARIHARAKRISHNAN
उप कुलसचिव / Deputy Registrar
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(Handwritten Signature)

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1. Fact Sheet

S. No	Particulars	Details
1	Tender ID	IISER(T)/Acad/057/2019-2020
2	Tender date	16.10.2019
3	Selection Method	Tender will be awarded to the Bidder with the highest score based on the QCBS Evaluation Method
4	RFP issued by	Indian Institute of Science Education and Research Thiruvananthapuram
5	Availability of RFP	RFP can be downloaded from: - https://eprocure.gov.in/epublish/app - https://www.iisertvm.ac.in
6	EMD	Mode of payment of EMD is as under: EMD for Rs.25,00,000/- (Rupees Twenty-Five Lakhs) has to be paid in the form of bank transfer (SBI-Collect) only. For details logon to https://www.onlinesbi.com/prelogin/icollecthome.htm . The Technical Bid must accompany details of EMD payment done through SBI Fee Collect. No interest shall be paid on earnest money deposited. OR EMD for Rs.25,00,000/- (Rupees Twenty-Five Lakhs) can also be paid in the form of Bank Guarantee and the same must be enclosed with the technical bid.
7	Performance Bank Guarantee(PBG)	PBG for 10% of Contract value has to be submitted for a period of one year by the successful bidder within 15 days from the acceptance of offer.
8	Nodal Officer for correspondence and Clarification	Deputy Registrar (Academics), IISER-TVM , Maruthamala (P.O), Vithura, Thiruvananthapuram-695551
9	Last date for Pre-bid queries	23.10.2019
10	Pre-Bid meeting Schedules	25.10.2019
11	Last date of bid submission	30.10.2019 @ 14:30 HRS
12	Opening of Technical bid	30.10.2019 @ 15:00 HRS
13	Presentation & Demonstration only by technically qualified bidders	5.11.2019 @ 15:00 HRS
14	Opening of Financial bid of technically eligible bidders	Will be intimated later to technically qualified bidders only.

2. Request for Proposal (RFP)

Tenders are invited from eligible, reputed and qualified CMMi Level 5 IT Firms with sound technical and financial capabilities for implementation and maintenance of Computer Based System for IISERs Aptitude Test (IAT) Examination (For three years 2020, 2021 & 2022) (in English and Hindi languages) for the organizing Institutes (IISER-TVM for 2020) as detailed out in the Scope of Work of this RFP Document. This invitation to bid is open to all Bidders meeting the pre-qualification criteria as mentioned in this RFP Document.

3. Background Information

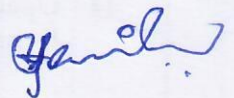
3.1 Basic Information

- I) Indian Institute of Science Education and Research Thiruvananthapuram (IISER-TVM) invites bids ("Proposals") to this Request for Proposals ("RFP") from Companies / Agencies ("Bidders") for selection of "Service Provider".
- II) The bidders are required to submit their bids in two bid system viz. a) Technical Bid and b) Financial Bid.
- III) Interested bidders are advised to study the RFP document carefully. Submission of response shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

3.2 Project Background

IISER-TVM intends to implement a system (application) that will manage the examination process for at least 30000 candidates in India requiring total number of at least 150 city centres spread across urban and semi-urban locations in India. The actual location of the nodes will be mutually agreed upon by both parties upon award of tender. The system shall mainly comprise of the following activities:

- Preparation of centres for Computer based exam
- Providing software and training for Question Paper generation in English and Hindi
- Conduct of mock tests, a platform for which should be ready by 31st January 2020 and workshops regarding online Computer Based Test(CBT)
- Aadhaar/non-Aadhaar based Biometric registration and verification of candidates during examination
- Providing the recorded biometric data of the candidates and verification at later stages of admission process
- Conduct of Computer Based Examination
- Compilation of response data in the desired format for result generation
- Customized report generation
- Counselling of candidates for Admission with the provision of payment of required fees through a dedicated Payment Gateway



3.3. Key Information

About Indian Institute of Science Education and Research Thiruvananthapuram (IISER-TVM)

Indian Institute of Science Education and Research Thiruvananthapuram, an Institute established in 2008 through a proclamation of Ministry of Human Resource Development, Government of India, to promote quality education and research in science and related areas. It is situated at Vithura, Thiruvananthapuram -695551, Kerala, India.

4 Scope of Work

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

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

4.1 Pre-Examination Phase

- i) The selected bidder is expected to draw the examination plan and implement the design of the examination processes as required by IISER-TVM. Broadly, the requirements will be as follows:
 - **Complete Security management processes**
 - Physical Security
 - Information Security
 - Server Security
 - Network Security
 - **Candidate handling process**
 - Mapping of candidates details with Exam Centres
 - Validation and verification of identity
 - Attendance and biometric (photograph and thumb impression) handling
 - Machine/seat allocation and handling of security parameters
- ii) Any other processes related to conduct of Examination including preparation of pre examination mock test and practice modules for potential candidates to be hosted on 24/7 operational servers of the bidder and conduct of practice sessions for the online examination at centres specified by IISER-TVM on an agreed upon date prior to the exam day. The bidder has to ensure seamless integration of proposed CBT solution with candidates' registration process conducted by IISER-TVM.
- iii) The selected bidder shall prepare and provide Standard Operating Procedure (SOP) for all processes for safe and secure conduct of examination along with rules for contingency and exception handling/ emergency procedures.
- iv) The selected bidder shall provide specifications for Hardware and Software required at all stages of the examination at:
 - Exam Centres
 - Devices and systems to be used for authentication and audit trail mechanisms required for Exam.
- v) The selected bidder shall provide consulting, training and manpower support to

- consultation with IISER-TVM.
- xx) The registration module should have the following requirements in the Application registration portal:
- Applicants basic details such as name, parents' details, year of passing, board, choice of center, marksheet of qualifying examination pdf or jpg uploaded and various important fields of information.
 - Integration with bank for the online collection seat acceptance fee(SAF).
 - Hall ticket generation for every candidate with duplicate copy
 - Centre allocation
 - Notifications to the candidates via email and mobile SMS
 - Candidate should be able to upload their mark sheet and category certificate after the aptitude test but before a certain deadline.
 - Three different streams for application: Aptitude test(SCB), KVPY and JEE-Advanced. Hall tickets generation should be only for the aptitude test mode
 - Help desk online support over email and chat messages
 - Various other items as per the requirement of the admission committee.
- xxi) **Test Centres:** The service provider would help IISER-TVM in identifying the test centres in each of the cities where examination will be held. Each of the identified centres will be vetted and certified by IISER-TVM authorized personnel and the service provider. Offices of service provider must not be considered for test centres. Internal training facilities or other infrastructures specially for conducting the examination may be used.

4.2 Examination Phase

- i) The selected bidder shall make necessary arrangements, in consultation with IISER-TVM, for providing adequately trained manpower as per the requirements mentioned below:
- Each Exam Centre should have the following minimum number of personnel to be deployed;
- Exam Centre Administrator - 1
 - IT Manager -1 per 250 nodes (minimum 1 in a centre)
 - Invigilators - 1 per 30 nodes (minimum of 2 in a room)
 - Support Staff - Minimum 1 per 100 students (Suitability need to be justified with centres) and locations
 - Security Guards - Minimum 1 per 100 students (Suitability need to be justified with centres)
 - Peons - Minimum 1 per 100 students

The above staff should be increased proportionately on the basis of size of the centre in terms of nodes for exam. In addition, service provider should provide a City Head for each of the cities of examination.

- ii) The Examination shall be computer based with the questions (in English and Hindi languages) being provided onscreen on a random basis, without any manual intervention.
- iii) Sufficient time of 15-20 minutes shall be allotted before the exam for providing orientation to the candidates on the structure of the exam, time limits and guidelines for answering the question papers.
- iv) Computer based exam software should support standard features such as display of details of candidates, detailed instruction upon login, start and closure of examination at scheduled time, virtual numeric scientific keypad, time left, flag questions for review, marking/unmarking of question, display of status of questions with different colour and symbols, switching between sections, switching between Hindi and English languages, provision for enlargement of font, navigation to unanswered questions and prompt for submission.
- v) No browser/window other than the exam should be accessible.

Minimum Candidate System Pre-requisites

Screen Resolution	1024 X 768
Operating System	Windows 7.0 or higher equivalent with appropriate Service Pack
Browser	Internet Explorer 7.0 or above as supported by above Operating
Browser settings	Java Script enabled Pop-up blocker disabled Under 'Settings' of 'Temporary Internet Files', set 'Check for newer versions of stored pages' to 'Every visit to the page' Proxy disabled (Direct Internet) USB disabled, Keyboard disabled during exam after login

Minimum Exam Centre Server Prerequisites

Processor	CPU Speed: 1.5 GHz or above.
RAM	4GB or higher
Screen resolution	1024 X 768
Operating system	Compatible for candidates systems as clients, must meet the performance criteria
Performance Criteria	Must support at least 100 clients without any perceivable degradation in performance. All mouse/key clicks are to be recorded for each client with time stamp for audit purposes. Response time for question/page loading must be less than one second.

Infrastructure:

- i) The selected bidder shall complete biometric registration process of the candidates before start of examination (digital photo and biometric fingerprint) and after that allow candidates to appear for test at Examination Centres.
- ii) The selected bidder shall arrange/provide adequate displays and required instructions/information to the candidates appearing for test at Examination Centres.
- iii) While exam will be conducted on local LAN, data of test progress should be transferred to central server every 15 minutes (or as specified by IISER-TVM) for monitoring purposes. The selected bidder should provide reports to IISER-TVM to view the test progress at all the centres during the examination.
- iv) The service provider would arrange for the necessary servers to conduct the examination at each test centre. One main server and one backup server will be available for every 200 or 250 candidates at a test centre.
- v) The service provider must have the requisite MOU's with the colleges/test centres and who would arrange for the client systems necessary for the conduct of examination at each test centre. There should be at least 10% reserve pool of client systems of the total number of registered candidates in a session at each test centre.
- vi) There must be adequate spacing between two adjacent seats. Service provider should arrange for partition of appropriate size between adjacent seats.
- vii) At the test centre, main server, backup server and client systems would be provided with functional UPS or generator set. Uninterrupted power should be made available for the period of each session and for 30 minutes prior to and after each session on the day of examination.
- viii) The selected bidder shall maintain audit trails of all activities of the candidate (click by click) during the course of the examination.
- ix) The selected bidder shall obtain candidate's feedback through online Feed Back Form, **once** the examination is over.
- x) The selected bidder shall provide blank paper sheet/s, pens and pencils to the candidates as per requirement and all examination material will be collected after the exam.
- xi) The selected bidder shall have a contingency plan for candidate management/Shifting in case of any emergency.
- xii) The selected bidder shall monitor and supervise Exam Centre activities on monitoring console to be installed by the selected bidder in IISER-TVM. The data should be real time data generated from each Exam Centre during the examination.
- xiii) The selected bidder should have capabilities of CCTV surveillance system to monitor and capture the activity of candidates/centres. All the exam halls should have CCTV surveillance cameras installed in a way that activities of each candidature are captured. CCTV camera feeds should be stored locally on the central server. It should record the activities from 30 minutes before to 30 minutes after the examination. The footages should be handed over in a sealed manner within one week after the CBT.
- xiv) At the end of the exam, transfer/export of candidate response and audit trails shall be done by the selected bidder on secured channel from local server to Central server of the selected

bidder within 4 Hours from each exam centre. Other data such as attendance sheet, fingerprint, photograph, seating plan etc. (if any) should be sent to IISER-TVM within 7 days of conclusion of the examination.

- xv) At all times during the conduct of the examination, IISER-TVM will nominate officials at the central command to monitor and oversee the activities at all nodes across the country. Additionally, IISER nominee will also be present at test centres.

Note - Following shall be made available by IISER-TVM:

- Question paper(s) for online practice purposes to be hosted on a 24/7 operational web server.
- Question paper(s) for mock examinations to be held at specified centres on specified dates
 - (centre and dates to be decided by IISER-TVM).
- Question paper for the conduct of examination.
- Rules/guidelines/marking scheme

Note- Following shall be made available by the selected bidder

- Soft Copy of Centre Master having Centre No. and Centre Details
- Complete candidates' response during the examination, audit trail and biometric data
- Complete response related data of all the candidates
- CCTV footages

4.3 Post Examination Phase

- i) The selected bidder shall calculate marks obtained by each candidate as per the requirement and marking scheme to be provided by IISER-TVM.
- ii) The candidate's responses, biometric, photograph, audit trails should be uploaded automatically from the local server to the selected bidder's data centre in a secured manner. There should not be any traces of any data pertaining to candidate whatsoever post uploads left on the exam server.
- iii) The selected bidder should be able to hand over the raw responses/data to IISER-TVM immediately (same day) after the candidate's response upload from local exam server. The software should have capability to take the answer key post examination. The data also need to be uploaded to a server at the Master Control Facility of service provider. After confirmation of proper transfer of data to the server, the TAs of service provider in presence of Institute Representatives from IISERs should demonstrate complete automatic deletion of the responses and audit trails in hard disc of the main and backup servers of the test centres.
- iv) The selected bidder should be able to display and send to each of the candidates his/her own response as well as the answer key after the examinations.
- v) The selected bidder shall provide biometric data of all the candidates captured during examination, in the desired format, for verification purposes during subsequent stages of the admission procedure.

- vi) A detailed process manual will be prepared by the service provider and handed over to IISER-TVM for approval.
- vii) The selected bidder shall provide Counselling module for seat allocation as follows:
- Seat allocation for KVPY, JEE and SCB channels for the selected candidates in order of merit.
 - An option for the float and freeze of allocation after each round of allocation.
 - Notification to the candidates via email and mobile SMS
 - Integration with bank for the online collection of seat acceptance fee(SAF).
 - Implementation of any other guidelines suggested by the admission committee for the seat allocation.
- viii) The selected bidder shall provide documented inputs and support for handling
- Candidates queries
 - RTI queries
 - Court Cases

Note:

- 1) The selected bidder will have to carry/ demonstrate complete System Test Run (STR) with test data to IISER-TVM before implementation the software. The selected bidder should also be able to demonstrate click by click audit trail for any type of enquiry.
 - 2) The selected bidder should also be able to demonstrate Application server logs to capture all errors, warnings and exceptions that are generated in applications along with the time at which they occurred.
 - 3) 1) and 2) above should be demonstrated within one month of award of work, failure to do so will attract @1% of penalty of work order value per week for a maximum of two weeks. Thereafter, work will be terminated along with forfeiture of EMD/SD/PBG and the Institute reserves the right to get the work completed at the cost and risk of the successful bidder by any other vendor.
- ix) **Test Data Archiving:** The selected bidder shall archive the result and other examination data for future references after specified time, as per requirement of IISER-TVM.
- x) **MIS generation/ customized reports:** The selected bidder shall provide adequate information to the Examination Wing as per the requirement of IISER-TVM.

5 Essential Pre-requisite

5.1 Organizational Level

- 1) The bidder should be a company/ firm registered in India. The registered bidder should be operating in India for a minimum of 5 years with an objective of offering relevant Computer Based Test Services that are the subject matter of this tender.
- 2) The bidder must have authorized and globally accepted software certifications i.e. ISO-27001, ISO 9001 and SEI CMMi Level 5 for the Software and services. Duly signed copy of ISO-27001 certificate should be submitted along with the technical bid. The bidder shall ensure that the certificate is valid for throughout the period of three years for which the tender is invited.
- 3) The bidder should participate as a single entity; no consortium or group companies, will be

- allowed.
- 4) The bidder shall ensure a single point of contact with the JAC for the three years 2020, 2021 & 2022 and shall be solely responsible for the execution and delivery of the work assigned by the Organizing Institute (O.I) of each year.
 - 5) The average turnover of the bidder should be minimum 100 crores after tax in each of last 3 consecutive financial years. The turnover should be of the bidder and not of the group companies or consortium. The turnover refers to a company and not the composite turnover of its subsidiaries/sister concerns etc. for 2016-17, 2017-18 and 2018 -19.
 - 6) The bidder's Average Annual Turnover during last three financial years should be **Rs.25 Crores** or more in India from Computer Based Examination (Attach documentary evidence such as audited Balance Sheet etc.).
 - 7) The bidder should not have incurred any loss during last three years up to financial year ending 31 March 2019. The bidder should submit certified copies of their company Balance Sheet and Profit and Loss Account duly audited for the last three financial years.
 - 8) The Bidder should be registered with appropriate tax authorities such as Income Tax, Service Tax/GST etc. and should submit valid certificates of registration with these authorities.
 - 9) The bidder must have successfully executed 5 similar academic admission projects (conduct of CBT) on all India basis, out of which one project should have been conducted for more than 30000 candidates in a single session for institutions like IITs, **IISERs etc...** The documentary evidence in form of work order/contract and performance report must be enclosed on the client's letterhead. (Bidder's past achievement in this regard shall be considered for technical evaluation).
 - 10) The Bidder should have successfully conducted CBTs, in a single day in a single session, on all India basis in 150 or more cities covering at least 20 states & union territories. Documentary evidence in form of work order and performance report must be enclosed.
 - 11) Any experience as a consortium partner will not be considered.
 - 12) The bidder must have primary data centre with DR site infrastructure for data Security. Both the Data Centres should be located in India in different seismic zones. The data centre must be Tier III and ISO certified. Data Centre should be certified as per the Government of India Guidelines. The infrastructure of the bidder must be Cert - in certified as per Govt. of India guidelines.
 - 13) The bidder must be able to conduct computer based examination in multiple subjects in English and Hindi.
 - 14) The Bidder should have infrastructure in all the major cities in India with minimum no. of 30000 validated own nodes/computers, appropriate technology, hardware and software, dedicated connectivity, trained proctoring staff, adequate security measures and due diligence etc.
 - 15) The bidder should have all relevant facilities and logistics available to execute the work.
 - 16) The bidder must show and submit suitable emergency management plan during any crisis situations/ redundancy of servers, switches, nodes additional centre locations, students' data.
 - 17) The bidder should not have been blacklisted by central / state government departments / undertakings.

5.2 Assessment Platform level

- 1) The proposed examination and question paper (in English and Hindi languages) generation software should be in-house developed by the bidder and the bidder must own the complete source code of the software being used for conducting the Computer based exam. They must have the copyright of the source code and all its components.
 - 1.1 The bidder should have all the necessary components and dependency of source code of computer based examination system. The agency should be able to make relevant changes as and when required in any of the components of the software/source code being utilized for the purpose of CBT throughout the terms of three years as required and indicated by the respective Organizing Institute (O.I). The bidder should have at least regular 1000 technical employees employed in-house in India for Conduct of exam, development of software, maintenance of software, networking and data security. The proof of ESI/PF registration or self-declaration shall be submitted.
 - 1.2 Different versions of Software code should be managed appropriately in a standard version control system within the organization.
 - 1.3 Software code should have multiple backup systems in place so that anytime source code can be recovered in case of any disaster.
 - 1.4 The bidder should own the test cases and regression testing code to produce, to prove that they have done necessary testing of the software to scale up to conduct large scale assessments. Testing should not be limited to system features and functionality. The system used to conduct the exam must be tested for Performance, Security, Usability, High- Availability, Business Continuity, and Disaster-Recovery.
 - 1.5 The bidder should design a highly secure system and conduct security tests to verify that there are no vulnerabilities that can make the system susceptible to attacks. Comprehensive testing of source code, software binaries and the infrastructure must be carried out. Results of such security tests should be made available for each major release of the system used to conduct the exam.
 - 1.6 The bidder should have in-house quality assurance group and a strong quality management system to do quality check of the software.
 - 1.7 Proper security provision for source codes shall be maintained.
- 2) The proposed software should be Govt. of India compliant CERT-IN certified for IT security.
- 3) The bidder's software should have a facility to create question paper (in English and Hindi languages) securely at a designated place decided by authorized personnel of IISER-TVM.
- 4) The bidder must use 256 bit encryption for Question paper storage and transfer.
- 5) The system should support question randomization with option shuffling ensuring that no two question papers are alike.
- 6) The final question paper would be password protected by IISER-TVM and IISER-TVM will never share the password.
- 7) The bidder should provide web application to monitor, from the control centre at IISER-

TVM, the pre- examination, during examination and post examination activities for all the centres in India.

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

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

- 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.
- If confidential inquiry reveals facts contrary to the information provided by the bidder.
- If confidential inquiry reveals unsatisfactory performance in any of the selection criteria.
- If bidder is engaged in any activity such as conducting of coaching classes etc. which can influence conduct of professional exam.

6. Scoring Model

Sr. No.	Criteria	Score
1.1	Bidder's Profile	20
1.1.1	Legal Structure	10
	Private Limited	5
	Limited Company	10
1.1.2	Regular staff strength for CBT/Similar Product Solutions (Project Management/ Development/ Quality Assurance /Implementation/ Operations)	10
	>= 1000 - 1500	5
	> 1500	10
1.2	Bidder's Financial Capability	20
1.2.1	Average annual turnover from examination service for the period 2016-17,2017-18 and 2018-19	20
	>= 25 Crores - 50 Crores	5
	>= 51 Crores - 100 Crores	10
	More than 100 Crores INR	20
1.3	Bidder's experience in CBT	20

1.3.1	Maximum no of candidates appeared in computer-based examination in single	10
	30,000 – 60,000 Candidates	2
	60,001 – 1,00,000 Candidates	5
	> 1,00,000 Candidate	10
1.3.2	No of Assignments in computer-based examination (with more than 1,00,000 candidates) successfully completed in India in last three year (without the need to conduct re-exam at any of the centres) (as on date of bid submission)	10
	< 5 assignments	2
	5 – 10 assignments	5
	> 10 assignments	10
1.4	Bidder's Infrastructure Capability	30
1.4.1	Owned Node (available 24X7 with minimum 250 nodes in each centre) Capability in India with minimum number of owned nodes must be 45,000. Leased nodes beyond this minimum requirement of owned nodes will also be considered subject to providing pre-existing MoUs before/on tender date (Proof to be submitted)	15
	<=45,000	5
	45001 – 75,000	10
	>75,000	15
1.4.2	Primary Data Centre with Secondary DC site to be managed by the bidder/group	15
	'Tier III DC infrastructure with Secondary DC outsourced by the bidder/group of companies	5
	'Tier III DC infrastructure with Secondary DC owned by the bidder/group of companies	10
	'Tier III DC infrastructure with Secondary DC owned by the bidder/group of companies	15
2	Software/ Solution Approach and Methodology	10
2.1	Presentation & Demonstration: The marks for Approach and Methodology will be given by the Committee based on the presentation made by the bidder on the same	5
2.2	Cert-in Certified Solution	5

Total Score: 100

Eligibility condition: Any bidder scoring less than 80% in the above Technical Score, will be deemed as technically ineligible.

7. Evaluation of Bids

7.1 Technical Evaluation

- 1) Detailed technical evaluation shall be carried out along with other conditions in the tender document to determine the substantial responsiveness of each tender. For this clause, the substantially responsive bid is one that conforms to all the eligibility and terms and condition of the tender without any material deviation.
- 2) Technical evaluation will be based on the criteria given below (Total 100 points):
 - Prior experience of the vendor in conducting online examinations.
 - Capability of the vendor to develop the required software
 - Availability of adequately trained personnel in the Company to conduct the examination in the required number of centres and cities, and
 - Capability of the vendor to identify the required number of audited nodes in the cities desired.
 - The vendor should have proven capability of at least 30,000 owned nodes per single session as on 31st October, 2019, scalable up to 1,00,000 owned nodes by 1st February, 2020. The vendor must submit city-wise list of nodes vetted and available as on 31st October 2019.
 - Standing of the agency and its financial position.
 - Security and software quality certification.
- 3) Technical evaluation of the offers shall be carried out by a sub-committee constituted for this purpose by Organizing Institute-IAT 2020. The Technical Evaluation Committee will call the bidders for presentation or clarifications to assess the understanding of the bidder regarding the scope and magnitude of the work. However, whether to call the bidder for further discussion or not is at the sole discretion of the IAT 2020 committee.

7.2 Financial Evaluation

- 1) The Financial Bid of only those Bidders who have been found to be technically eligible will be opened. The Financial bids of ineligible bidders will not be opened.
- 2) The Financial Bids shall be opened in the presence of representatives of technically eligible Bidders, who may like to be present. IISER-TVM shall inform the date, place and time for opening of the Financial Bid to the technically eligible bidder(s).

7.3 Evaluation and Comparison of Bids

- 80 % weightage will be awarded for Technical Evaluation and 20 % weightage will be awarded for Financial Evaluation
- Technical Bid will be assigned a Technical score (TS) out of a maximum of 100 points, as per the Scoring Model provided in the previous section.

- The amount quoted for “Examination Conducted in India” (please refer to Financial Bid Table 1) will be considered for evaluation of the financial bid.
- The commercial/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.

7.4 Final Evaluation Criteria - Quality and Cost Based Selection (QCBS)

The individual Bidder’s commercial scores (CS) are normalized as per the formula below:

- $F_n = (F_{min}/F_b) * 100$ (rounded off to 2 decimal places) where,
 - F_n = Normalized commercial score for the Bidder under consideration
 - F_b = Absolute financial quote for the Bidder under consideration
 - F_{min} = Minimum absolute financial quote
- **Composite Score (S) = $TS * 0.80 + F_n * 0.20$**

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

8. Important Instructions

1. The successful bidder shall obtain declaration from their personnel (employed by them for the work) that none of them have any near relations (such as children, brother, sister, nephew and nieces of self and spouse) as well as anyone on whom they may have any special interest, is appearing in the IAT examination. Any personnel having such relatives will not be allowed to be a part of the examination process.
2. The successful Bidder would be required to 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 labelling, Testing, OA Certification and Deployment into production.
3. The successful Bidder must employ multiple backup systems including offline backups to securely maintain the software and its corresponding source code.
4. The successful Bidder would be required to have an in-house quality assurance and product testing team with a robust quality management processes that are followed to test and certify the system used to conduct the exam. The bidder should maintain documented test cases and maintain evidence of successful test execution covering all test cases. Rigorous testing must be done for major as well as minor and patch releases.
5. 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.
6. The successful Bidder would be required to 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 tests should be made available for each major release of the system used to conduct the exam.

7. The successful Bidder would be required to 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.
8. Suitable emergency management plans towards any crisis situations/redundancy of servers, nodes additional center locations, students' data etc. should be maintained by the Bidder.
9. Escalation matrix for contingencies and problem resolution during the conduct of exams must be provided. There must be one person directly responsible for overall coordination at national level on 24x7 basis and similar one-point contact(s) at each state level must be provided besides the team(s) to provide on ground support.
10. The successful Bidder should be able to support the entire solution across India and even in abroad, if necessary on a 24 x 7 basis with a maximum response time of 2 hours.
11. At any time before the submission of bids, IISER-TVM may amend the tender by issuing an addendum in writing or by standard electronic means. The addendum shall be sent to all bidders and will be binding on them. Bidders shall acknowledge receipt of all amendments.
12. If the amendment is substantial, successful 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 IISER-TVM.

9. General Information

- 1) The tender is a "Two Bid" document. The technical bid should contain all the relevant information and desired enclosures in the prescribed format along with Earnest Money Deposit (EMD). The financial bid should contain only commercials. In case, any bidder encloses the financial bid within the technical bid, the same shall be rejected summarily.
- 2) All information called for in the enclosed forms should be furnished against the respective columns in the forms. If information is furnished in a separate document, reference to the same should be given against respective columns in such cases. If any particular query is not applicable, it should be stated as "Not Applicable". However, the bidders are cautioned that not giving complete information called for in the tender forms or not giving it in clear terms or making any change in the prescribed forms or deliberately suppressing the information may result in the bidder being summarily disqualified. Tenders made by fax and those received late will not be entertained.
- 3) The Responses should be typewritten or (legible) handwritten but there should not be any overwriting or cutting. Correction, if any, shall be made by neatly crossing out, initialling, dating and rewriting. The name and signature of bidder's authorized person should appear on each page of the application. All pages of the tender document shall be numbered and submitted along with forwarding letter on bidder's letter head.
- 4) The offer will remain open for a minimum period of 90 days from the date of opening of the tender, within which the bidders cannot withdraw their offers.
- 5) The bidder should enclose bid security (EMD) of INR 25,00,000/- (Twenty-five lakhs) as mentioned in the Fact Sheet. The tenders without EMD shall be summarily rejected. No

exemption for EMD will be entertained. The successful bidder shall be required to deposit performance security in form of bank guarantee valid for a year, equal to Ten percent (10%) of contract value within 15 days from the date of acceptance of the offer. The EMD of the unsuccessful bidders shall be returned without interest after award of work to the successful bidder. The EMD of the successful bidder shall be returned only after the signing of the contract along with performance security deposit. The EMD stands forfeited in case the bidder withdraws or amends his bid after submission of tender document.

- 6) Reference, information and certificates from the respective clients certifying technical, delivery and execution capability of the bidder should be signed and the contact numbers of all such clients should be mentioned. IISER-TVM may also independently seek information regarding the performance from the clients.
- 7) The Bidder is advised to attach any additional information, which they think is necessary in regard to their capabilities to establish that the bidder is capable in all respects to successfully complete the envisaged work. They are however, advised not to attach superfluous information. No further information will be entertained after tender document is submitted, unless IISER-TVM calls it for.
- 8) Even though bidder may satisfy the qualifying criteria, they are liable for disqualification if they have a record of poor performance or not able to understand the scope of work etc.
- 9) Prospective bidders may seek clarification regarding the project and/ or the requirements for prequalification, in writing through mail within a reasonable time.
- 10) All disputes arising with respect to the bid document shall be subject to the jurisdiction of appropriate court of Thiruvananthapuram, Kerala, India alone and shall be governed by the law of India. IISER-TVM reserves right to award the work/cancel the award without assigning any reason. In case of differences with regard to the bid document, if any, the decision of IISER-TVM shall be final. The contract will be initially for a period of one year and may be extended to subsequent years by the respective organizing institute(s) subject to satisfactory performance in IAT 2020.
- 11) The payment shall be in Indian Rupees and shall be paid only after successful completion of work without error and delays. The successful bidder has to sign an agreement on non-judicial stamp paper which shall contain clauses related to liquidated damages on account of delays, errors, cost and time over runs etc. In case the bidder fails to execute the contract, the Organizing Institute shall have liberty to get it done through any other agency at the risk and cost of the bidder in addition to damages and penalty.
- 12) Bidders are neither allowed to join hands to participate in the tender nor allowed to submit multiple bids. Any such act will make the bid liable for rejection.
- 13) Any disputes arising out of this tender will be subject to the courts of Thiruvananthapuram, Kerala only.
- 14) Even though bidders may satisfy the above requirements, they may be disqualified for the following reasons:
 - If misleading or false representation of facts are made or deliberately suppressed in the information provided in the forms, statements and enclosures of this document.
 - If they have a record of poor performance such as abandoning work, not properly completing the contract or financial failures/weaknesses.
 - If confidential inquiry reveals facts contrary to the information provided by the bidder.

- If confidential inquiry reveals unsatisfactory performance in any of the selection criteria.
- If bidder is engaged in any activity which can influence the conduct of exam such as conducting of coaching classes etc.

15) In such cases, IISER-TVM has the right to cancel or modify the tender.

16) **The technical bid shall consist of -**

- Tender Acceptance Form as per Annexure - I
- Profile of the Bidder as per Annexure - II
- Certificate & Declaration as per Annexure - III
- Acceptance for Signing Integrity Pact as per Annexure-IV(B)
- Total Annual Turnover of the Bidder as per Annexure-V
- Total Annual Turnover of the Bidder from CBT as per Annexure-VI
- Details of similar works executed as per Annexure-VII(A)
- Details of CBT admission examination conducted for IIT-JEE/IISERs/KVPY etc.. as per Annexure-VII(B)
- Technical and Administrative manpower available for this work as per Annexure-VIII
- Physical Infrastructure such as availability of Exam Centers, technology, hardware, software etc. as aforesaid.
- Details of Transaction of EMD Amount.
- Documentary Evidences of all statutory registration details, ITR/Financial Audit details and testimonials of work orders etc..
- Software certifications

17) **Demonstration and Presentation**

The vendor will be required to give a demonstration for their client and server software for online examination using the IAT 2019 paper. They will also be required to make a presentation on their capabilities to conduct the online examination as per the conditions specified in this document. The date of demonstration and presentation is 5.11.2019. The venue for demonstration and presentation is IISER-TVM.

18) **Evaluation of the Technical Bid Proposal**

The proposals submitted by the vendors will be evaluated by taking the following factors into consideration:

- Prior experience in conducting online examination
- Number of candidates handled in a single session
- Vendor capability to develop the required software
- Availability of adequately trained personnel
- Identify the required number of audited nodes in the cities listed.
- Master control facility

10. Appointment of Successful Bidder

10.1 Award Criteria

IISER-TVM on behalf of IISER Admission Board (IAB) will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bid as per the process outlined above.

10.2 Right to Accept Any Proposal and to Reject Any or All Proposal(s)

IISER-TVM on behalf of IISER Admission Board (IAB) reserves the right to accept or reject any proposal, and to annul the tendering process and reject all proposals at any time prior to award of contract without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for IISER-TVM action.

10.3 Notification of Award

- Prior to the expiration of the validity period, IISER-TVM will notify the successful bidder in writing or email, that the proposal has been accepted. In case the tendering process has not been completed within the stipulated period, IISER-TVM may request the bidders to extend the validity period of the bid.
- The notification of award will constitute the formation of the contract and shall be binding on both the parties. Upon the selected successful bidder's furnishing of Performance Bank Guarantee, IISER-TVM will notify each unsuccessful bidder and return their EMD. The EMD of successful bidder shall be returned only after furnishing of Performance Bank Guarantee and signing of Contract.

10.4 Performance Bank Guarantee

IISER-TVM will require the successful bidder to provide an irrevocable, unconditional Performance Bank Guarantee within 15 days from signing of the agreement post Notification of award, for a value equivalent to 10% of the total cost. The Performance Bank Guarantee should be valid for a period of 12 months. The Performance Bank Guarantee shall be kept valid till completion of the project/scope of service. The Performance Bank Guarantee shall contain a claim period of three months from the last date of validity. The successful bidder shall be responsible for extending the validity date and claim period of the Performance Bank Guarantee as and when it is due on account of non-completion of the project/scope of service. In case the successful bidder fails to submit performance bank guarantee within the time stipulated, IISER-TVM at its discretion may cancel the order placed on the successful bidder without giving any notice. IISER-TVM shall invoke the performance bank guarantee in case the successful bidder fails to discharge their contractual obligations during the period or IISER-TVM incurs any loss due to bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

10.5 Signing of Contract

After IISER-TVM notifies the successful bidder, it shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the successful bidder between the Organizing Institute (O.I) on behalf of IAB and the successful bidder with mutually agreed terms and conditions.

10.6 Mode of Payment and Penalty

- The payment to the service provider shall be made in Indian rupees and shall be paid only after the successful completion of the entire work as per the schedule, without any errors. No advance payment shall be made. The successful bidder has to sign an agreement on non-judicial stamp paper which shall contain penalty clauses related to liquidated damages on account of delays, errors, cost and time overruns etc.
- The service provider will have to carry / demonstrate complete System Test Run (STR) with test data to IISER-TVM before implementation of the software. The service provider should also be able to demonstrate application server logs to capture all errors, warnings and exceptions that are generated in applications along with the time at which they occurred. These things should be demonstrated within one month of award of work, failure to do so will attract @1% of penalty of work order value per week for a maximum of two weeks. Thereafter, work will be terminated along with forfeiture of EMD/SD/PBG and the Institute reserves the right to get the work completed at the cost and risk of the successful bidder by any other service provider.
- Apart from the above, in case of non-fulfilment of the service provider's specific obligation as under the contract, which non-fulfilment leads to data loss/ non-compliance of event based log/ data saving. The service provider shall indemnify IISER-TVM to the extent of any loss suffered by IISER-TVM as a result of such data loss/ non-compliance of event based log/ data saving. However, the total liability of the service provider under this clause as well as under any other clause of the contract shall be limited to total amount payable by IISER-TVM to the service provider (under the terms of the contract), provided, however, that this limitation shall not apply to any liability for damages arising from wilful misconduct or negligence.
- If any examination has to be conducted either on the buffer date or any of the unused weekends due to any technical or non-technical problems from the service provider's side, then the service provider has to bear the cost of the conduct of the examination as quoted in the commercial proposal but if the re-examination happens due to the decision of Organizing Institute (O.I) or issues then the Organizing Institute (O.I) has to bear the cost of the conduct of the examination as quoted in the commercial proposal as per the pro-rata basis.
- In case of any deficiency of service provided by the Technical Administrators in conducting the Online examination at a Test centre that would lead to unacceptable delay in completing the examination, the liability of the service provider shall be limited to 5% of total payable by the Organizing Institute to the service provider for that particular test centre where the deficiency has been verified and confirmed by the O.I.

10.7 Time Frame

The selected bidder would be required to make the system up and operational within a period of 30 Days from the date of signing of Contract.

10.8 Information security and data privacy

The selected bidder will be responsible for providing secure systems. The selected bidder is expected to adhere to Information Security Management procedures as per acceptable standards with best practices.

The selected bidder shall be responsible for guarding the Systems against virus, malware, spyware and spam infections using the latest Antivirus corporate/Enterprise edition suites which include anti-malware, anti-spyware and anti-spam solution for the entire system. The vendor shall have to maintain strict privacy and confidentiality of all the data it gets access to.

10.9 Processing Norms

Organizing Institute and selected bidder acknowledge and agree that the provision of Services under this tender may require the selected bidder to interact with the customers and service providers of Organizing Institute relating to the services as special agent for and on behalf of Organizing Institute and/or to process transactions, in accordance with the general or special guidelines, norms and instructions ("Processing Norms") provided by O.I and agreed by the Parties.

10.10 Payment Schedules

The payment to the selected Service Provider shall be made in Indian rupees and shall be paid only after the successful completion of the entire work without any delays or errors. No advance payment shall be made. Total payment will be done immediately after the receipt of the final reports on completion of the projects and completion of IAT 2020 (Likewise for subsequent years). This has to be done as per the amount quoted by the selected bidder in financial bid.

10.11 Fraudulent and Corrupt Practices

The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, IISER-TVM being O.I for IAT 2020 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, IISER-TVM shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for, inter alia, time, cost and effort of the Authority, in regard to the RFP, including consideration and evaluation of such Bidder's Proposal.

For the purposes of this Section, the following terms shall have the meaning hereinafter respectively

assigned to them:

- “corrupt practice” means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of IISER-TVM/O.I 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 IISER-TVM/O.I, 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 IISER-TVM/O.I 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 IISER-TVM/O.I 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.

10.12 Force Majeure

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or IISER-TVM/O.I as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:

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

The selected bidder or IISER-TVM/O.I shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any

delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity, confidentiality survive termination of the contract. However, IISER-TVM/O.I shall make payment for all the services rendered by the selected bidder till such date of termination of contract.

10.13 Proprietary Rights

All rights, title and interests in and to the Services Environment and any other material used by the selected bidder in the provision of the Services shall exclusively belong to the selected bidder or its licensors ("Bidder Proprietary Material"). Any and all Intellectual Property Rights with respect to the Services and the selected bidder Proprietary Material and all modifications, improvements, enhancements, or derivative works made thereto, shall always belong to the selected bidder or its licensors and IISER-TVM/O.I shall not be entitled to claim any rights therein. All rights, title and interests in IISER-TVM/O.I data shall always remain with IISER-TVM/O.I. IISER-TVM/O.I agrees that the selected bidder shall have the right to list IISER-TVM/O.I name in its marketing material and use IISER-TVM/O.I's logo with respect to such listing and for reference purposes. IISER-TVM/O.I acknowledges that the provision of the Services hereunder by the selected bidder shall be on a non-exclusive basis and the selected bidder shall be free at all times to provide the services or perform obligations same or similar to the services and obligations envisaged hereunder to any of its other clients, either existing or future, and nothing herein shall preclude Bidder from providing such services or performing such obligations to its other clients.

10.14 Limitation of Liability

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

10.15 Dispute Resolution

In the event of any dispute arising between the parties, the same shall be referred to the Chairperson, IISER Admission Board, whose decision shall be final and binding on the parties.

ANNEXURE



Ganesh

एस. हरिहरकृष्णन/S. HARIHARAKRISHNAN
उप कुलसचिव / Deputy Registrar
आई आई एस ई आर टी वि एम / IISER TVM

Annexure - I

Tender Acceptance Form

To

The Chairman - Joint Admissions Committee (JAC) - IAT 2020
Indian Institute of Science Education and Research (IISER),
Maruthamala P.O, Vithura
Thiruvananthapuram - 695 551


Ref.: NIT No..... dated

Sub: Acceptance of tender - Offer for conducting Computer Based Test (CBT) - IAT 2020

Sir/ Madam,

1. I / we have carefully gone through all the Terms and conditions and also the schedule of items as enlisted by you in your Notice Inviting Tender for the subject under reference.
2. I/We, hereby confirm that we have understood all the Terms and conditions and confirm my/our commitment to abide by them.
3. I/We also confirm my/our commitment to provide the services as enlisted in schedule of item with your Notice Inviting Tender under reference.

(Signature, Name and the Designation of Authorized
person of the bidder with stamp)



एस. हरिहरकृष्णन/S. HARIHARAKRISHNAN
उप कुलसचिव / Deputy Registrar
आई आई एस ई आर टि वि एम / IISER TVM

Annexure-II

PROFILE OF THE BIDDER

1	Name and Complete Registered Address of the bidder	
2	Name, Designation, Telephone No. / Email ID and Mobile Nos. of Key officials with their postal Address	
3	Legal Status of the Firm a) Private Limited / b) Limited Company	
4	Particulars of Registration with various Government bodies (Company Registration) & Statutory Tax Authorities (GST & PAN etc..) (attach attested photocopy) <ul style="list-style-type: none"> • Registration Number • Organization/Place of registration • Date of validity • ESI/EPF Registration details 	
5	Name and titles of Directors & Officers with designation to be concerned with this work with designation of individuals authorized to act for the organization.	
6	Were you or your company ever required to suspend the work for a period of more than six months continuously after you commenced the works? If so, give the name of the project and reasons for not completing the work.	
7	Have you or your constituent partner(s) ever left the work awarded to you incomplete? If so, give name of the project and reasons for not completing the work	
8	Have you or your constituent partner(s) been debarred/black listed for tendering in any organization at any time? If so, give details	
9	Area of specialization and Interest	
10	Any other information considered necessary but not included above	

(Signature, Name & the Designation of Authorized person of the bidder with stamp)



Annexure-III

CERTIFICATE & DECLARATION

(To be executed on duly notarized 100 Rupees N] stamp paper)

It has been certified that all information provided in tender form is true and correct to the best of my knowledge and belief. No forged / tampered document(s) are produced with tender form for gaining unlawful advantage. We understand that IISER, Thiruvananthapuram is authorized to make enquiry to establish the facts claimed and obtain confidential reports from clients.

In case it is established that any information provided by us is false / misleading or in the circumstances where it is found that we have made any wrong claims, we are liable for forfeiture of EMD/PBG and or any penal action and other damages including withdrawal of all work / purchase orders being executed by us. Further IISER, Thiruvananthapuram is also authorized to blacklist our firm/company/agency and debar us in participating in any tender/bid in future.

I / We assure the Institute that neither I / We nor any of my / our workers will do any act/s which are improper / illegal during the execution in case the tender is awarded to us.

Neither I / We nor anybody on my / our behalf will indulge in any corrupt activities / practices in my / our dealing with the Institute.

Our Firm/ Company/ Agency has not been blacklisted or banned by any Govt. Department, PSU, University, Autonomous Institute or Any other Govt. Organization.

(Signature, Name &
the Designation of Authorized person
of the bidder
with stamp & date)



Annexure-IV (A)

Letter Addressed to the Bidders - Signing Integrity Pact

To

The Bidders

Sub: NIT for conducting CBT for IAT 2020- 22 - Signing Integrity Pact - reg.

Dear Sir,

It is hereby declared that IISER-TVM is committed to follow the principle of transparency, equity and competitiveness in public procurement.

The subject Notice Inviting Tender (NIT) is an invitation to offer made on the condition that the Bidder will sign the integrity Agreement, which is an integral part of tender/bid documents, failing which the tenderer/bidder will stand disqualified from the tendering process and the bid of the bidder would be summarily rejected.

This declaration shall form part and parcel of the Integrity Agreement and signing of the same shall be deemed as acceptance and signing of the Integrity Agreement on behalf of the IISER-TVM.

Yours faithfully



(Authorized official of IISER-TVM)

एस. हारिहरकृष्णन / S. HARIHARAKRISHNAN
उप कुलसचिव / Deputy Registrar
आई आई एस ई आर टि वि एम / IISER TVM

Annexure-IV (B)

To

IISER-TVM

Sub: NIT for conducting CBT for IAT 2020- 22 - Signing Integrity Pact - reg.

Dear Sir,

I/We acknowledge that IISER-TVM is committed to follow the principles thereof as enumerated in the Integrity Agreement enclosed with the tender/bid document.

I/We agree that the Notice Inviting Tender (NIT) is an invitation to offer made on the condition that I/We will sign the enclosed integrity Agreement, which is an integral part of tender documents, failing which I/We will stand disqualified from the tendering process. I/We acknowledge that the making of the bid shall be regarded as an unconditional and absolute acceptance of this condition of the NIT.

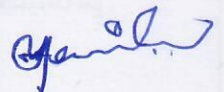
I/We confirm acceptance and compliance with the Integrity Agreement in letter and spirit and further agree that execution of the said Integrity Agreement shall be separate and distinct from the main contract, which will come into existence when tender/bid is finally accepted by IISER-TVM. I/We acknowledge and accept the duration of the Integrity Agreement, which shall be in the line with Article 1 of the enclosed Integrity Agreement.

I/We acknowledge that in the event of my/our failure to sign and accept the Integrity Agreement, while submitting the tender/bid, IISER-TVM shall have unqualified, absolute and unfettered right to disqualify the tenderer/bidder and reject the tender/bid & forfeit EMD/PBG in accordance with terms and conditions of the tender/bid.

Yours faithfully

(Duly authorised signatory of the Bidder)

-29-



Annexure-IV(C)

To be signed by the bidder and same signatory competent / authorised to sign the relevant contract on behalf of IISER-TVM.

INTEGRITY AGREEMENT

This Integrity Agreement is made at on thisday of
20.....

BETWEEN

Chairperson, IAB 2020 represented through -----, IISER-TVM, (Hereinafter referred as "Institute", which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns)

AND

..... (Name and Address of the Individual/firm/Company) through (Hereinafter referred to as the (Details of duly authorized signatory) "Bidder/Contractor" and which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns)

Preamble

WHEREAS the Institute has floated the Tender (NIT No.) (hereinafter referred to as "Tender/Bid") and intends to award, under laid down organizational procedure, contract for.....(Name of work)
Here in after referred to as the "Contract".

AND WHEREAS the Institute values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/transparency in its relation with its Bidder(s) and Contractor(s).

AND WHEREAS to meet the purpose aforesaid both the parties have agreed to enter into this Integrity Agreement (hereinafter referred to as "Integrity Pact" or "Pact"), the terms and conditions of which shall also be read as integral part and parcel of the Tender/Bid documents and Contract between the parties.

NOW, THEREFORE, in consideration of mutual covenants contained in this Pact, the parties hereby agree as follows and this Pact witnesses as under:

Article 1: Commitment of the Institute

1. The Institute commits itself to take all measures necessary to prevent corruption and to observe the following principles:
2. No employee of the Institute, personally or through any of his/her family members, will in connection with the Tender, or the execution of the Contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which

the person is not legally entitled to.

3. The Institute will, during the Tender process, treat all Bidder(s) with equity and reason. The Institute will, in particular, before and during the Tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the Tender process or the Contract execution.
4. The Institute shall endeavour to exclude from the Tender process any person, whose conduct in the past has been of biased nature.
5. If the Institute obtains information on the conduct of any of its employees which is a criminal offence under the Indian Penal code (IPC)/Prevention of Corruption Act, 1988 (PC Act) or is in violation of the principles herein mentioned or if there be a substantive suspicion in this regard, the Institute will inform the Chief Vigilance Officer and in addition can also initiate disciplinary actions as per its internal laid down policies and procedures.

Article 2: Commitment of the Bidder(s)/Contractor(s)

1. It is required that each Bidder/Contractor (including their respective officers, employees and agents) adhere to the highest ethical standards, and report to the Government / Department all suspected acts of fraud or corruption or Coercion or Collusion of which it has knowledge or becomes aware, during the tendering process and throughout the negotiation or award of a contract.
2. The Bidder(s)/Contractor(s) commit himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the Tender process and during the Contract execution:
3. The Bidder(s)/Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Institute's employees involved in the Tender process or execution of the Contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the Tender process or during the execution of the Contract.
4. The Bidder(s)/Contractor(s) will not enter with other Bidder(s) into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to cartelize in the bidding process.
5. The Bidder(s)/Contractor(s) will not commit any offence under the relevant IPC/PC Act. Further the Bidder(s)/Contractor(s) will not use improperly, (for the purpose of competition or personal gain), or pass on to others, any information or documents provided by the Institute as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
6. The Bidder(s)/Contractor(s) of foreign origin shall disclose the names and addresses of agents/representatives in India, if any. Similarly, Bidder(s)/Contractor(s) of Indian Nationality shall disclose names and addresses of foreign agents/representatives, if any. Either the Indian agent on behalf of the foreign principal or the foreign principal directly could bid in a tender but not both. Further, in cases where an agent participates in a

tender on behalf of one manufacturer, he shall not be allowed to quote on behalf of another manufacturer along with the first manufacturer in a subsequent/parallel tender for the same item.

7. The Bidder(s)/Contractor(s) will, when presenting his bid, disclose (with each tender as per proforma enclosed) any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the Contract.
8. The Bidder(s)/Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.
9. The Bidder(s)/Contractor(s) will not, directly or through any other person or firm indulge in fraudulent practice means a wilful misrepresentation or omission of facts or submission of fake/forged documents in order to induce public official to act in reliance thereof, with the purpose of obtaining unjust advantage by or causing damage to justified interest of others and/or to influence the procurement process to the detriment of the Government interests.
10. The Bidder(s)/Contractor(s) will not, directly or through any other person or firm use Coercive Practices (means the act of obtaining something, compelling an action or influencing a decision through intimidation, threat or the use of force directly or indirectly, where potential or actual injury may befall upon a person, his/ her reputation or property to influence their participation in the tendering process).

Article 3: Consequences of Breach

Without prejudice to any rights that may be available to the Institute under law or the Contractor its established policies and laid down procedures, the Institute shall have the following rights in case of breach of this Integrity Pact by the Bidder(s)/Contractor(s) and the Bidder/ Contractor accepts and undertakes to respect and uphold the Institute's absolute right:

1. If the Bidder(s)/Contractor(s), either before award or during execution of Contract has committed a transgression through a violation of Article 2 above or in any other form, such as to put his reliability or credibility in question, the Institute after giving 14 days' notice to the contractor shall have powers to disqualify the Bidder(s)/Contractor(s) from the Tender process or terminate/determine the Contract, if already executed or exclude the Bidder/Contractor from future contract award processes. The imposition and duration of the exclusion will be determined by the severity of transgression and determined by the Institute. Such exclusion may be forever or for a limited period as decided by the Institute.
2. **Forfeiture of EMD/ Performance Bank Guarantee/ Security Deposit:** If the Institute has disqualified the Bidder(s) from the Tender process prior to the award of the Contract or terminated/determined the Contract or has accrued the right to terminate/determine the contract according to Article 3(1), the Principal/ Owner apart from exercising any legal rights that may have accrued to the Institute, may in its considered opinion forfeit the entire amount of Earnest Money Deposit, Performance Bank Guarantee and Security Deposit of the Bidder/ Contractor.
3. **Criminal Liability:** If the Institute obtains knowledge of conduct of a Bidder or Contractor, or of an employee or a representative or an associate of a bidder or Contractor which constitutes corruption within the meaning of Indian Penal code (IPC)/Prevention of Corruption Act, or if the Institute has substantive suspicion in this regard, the Institute will inform the same to law enforcing agencies for further investigation.

Article 4: Previous Transgression

1. The Bidder declares that no previous transgressions occurred in the last 5 years with any other Company in any country confirming to the anticorruption approach or with Central Government or State Government or any other Central/State Public Sector Enterprises in India that could justify his exclusion from the Tender process.
2. If the Bidder makes incorrect statement on this subject, he can be disqualified from the Tender process or action can be taken for banning of business dealings/ holiday listing of the Bidder/Contractor as deemed fit by the Principal/ Owner.
3. If the Bidder/Contractor can prove that he has resorted / recouped the damage caused by him and has installed a suitable corruption prevention system, the Institute may, at its own discretion, revoke the exclusion prematurely.

Article 5: Equal Treatment of all Bidders/Contractors/Subcontractors

1. The Bidder(s)/Contractor(s) undertake(s) to demand from all subcontractors a commitment in conformity with this Integrity Pact. The Bidder/Contractor shall be responsible for any violation(s) of the principles laid down in this agreement/Pact by any of its Subcontractors/ sub- vendors.
2. The Institute will enter into Pacts on identical terms as this one with all Bidders and Contractors.
3. The Institute will disqualify Bidders, who do not submit, the duly signed Pact between the Institute and the bidder, along with the Tender or violate its provisions at any stage of the Tender process, from the Tender process.

Article 6- Duration of the Pact

1. This Pact begins when both the parties have legally signed it. It expires for the Contractor/Vendor 12 months after the completion of work under the contract or till the continuation of defect liability period, whichever is more and for all other bidders, till the Contract has been awarded.
2. If any claim is made/lodged during the time, the same shall be binding and continue to be valid despite the lapse of this Pacts as specified above, unless it is discharged/determined by the Competent Authority, IISER-TVM.

Article 7- Other Provisions

1. This Pact is subject to Indian Law, place of performance and jurisdiction is the Headquarters of the Division of the Institute, who has floated the Tender.
2. Changes and supplements need to be made in writing. Side agreements have not been made.
3. If the Contractor is a partnership or a consortium, this Pact must be signed by all the partners or by one or more partner holding power of attorney signed by all partners and consortium members. In case of a Company, the Pact must be signed by a representative duly authorized by board resolution.
4. Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

5. It is agreed term and condition that any dispute or difference arising between the parties with regard to the terms of this Integrity Agreement / Pact, any action taken by the Owner/Principal in accordance with this Integrity Agreement/ Pact or interpretation thereof shall not be subject to arbitration.

Article 8- LEGAL AND PRIOR RIGHTS

All rights and remedies of the parties hereto shall be in addition to all the other legal rights and remedies belonging to such parties under the Contract and/or law and the same shall be deemed to be cumulative and not alternative to such legal rights and remedies aforesaid. For the sake of brevity, both the Parties agree that this Integrity Pact will have precedence over the Tender/Contact documents with regard any of the provisions covered under this Integrity Pact. IN WITNESS WHEREOF the parties have signed and executed this Integrity Pact at the place and date first above mentioned in the presence of following witnesses:

(For and on behalf of Institute)	For and on behalf of Bidder/Contractor
Witnesses	
1	1
2	2



[Handwritten Signature]

एस. हरिहरकृष्णन / S. HARIHARAKRISHNAN
उप कुलसचिव / Deputy Registrar
आई आई एस ई आर टि वि एम / IISER TVM

Bill of Quantity (BoQ) - Formats

Annexure-V

Total Annual Turnover of the Bidder for the past three Financial Years

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).

(Fig. in crores)

S. No	Details	(1) 2018-19	(2) 2017-18	(3) 2016-17
i)	Gross annual turnover			
ii)	Profit/Loss			
iii)	Financial Position: <ul style="list-style-type: none"> • Cash • Current Assets • Current Liabilities • Working Capital (b-c) • Current Ratio: Current Assets/Current Liabilities (b/c) 			
iv)	Average Annual Turn over			
Name of the Company				
Date				
Name of Authorized signatory				

- Up to date Income Tax Clearance Certificate/ Audited Balance Sheet. Note: Attach additional sheets, if necessary.

(Signature and Seal of Bidder)




Bill of Quantity (BoQ) - Formats

Annexure-VI

Total Annual Turnover from the CBT of the Bidder for the past three FY

(Fig. in Crores)

S. No.	Details	(1) 2018-19	(2) 2017-18	(3) 2016-17
i)	Gross annual turnover to be submitted separately from			
ii)	*Profit/Loss			
iii)	*Financial Position: <ul style="list-style-type: none"> • Cash • Current Assets • Current Liabilities • Working Capital (b-c) • Current Ratio: Current Assets/Current Liabilities 			
iv)	Average annual turnover			
Name of the Company				
Date				
Name of Authorized signatory				

*For rest of the items organisational level financial information is also acceptable.

- Up to date Income Tax Clearance Certificate/ Audited Balance

Sheet. Note: Attach additional sheets, if necessary.

(Signature and Seal of Bidder)



(Handwritten Signature)

Bill of Quantity (BoQ) - Formats

Annexure-VII (B)
Details of CBT admission examination conducted for IIT (JEE-Advanced)/IISER/KVPY etc.

Sl no.	Name of the Test(CBT) & Date of the Test	Name of Organising institute	P.O/W.O No. & Date	P.O/W.O value/Amount	No. of centers	No. of candidates appeared in single shift	Price/Cost per candidate	Please provide documentary evidence incomplete information for any of the columns
1	2	3	4	5	6	7	8	9

(Signature and Seal of Bidder)

(Handwritten Signature)



ഡ. ഹരികൃഷ്ണൻ / S. HARIHARAKRISHNAN
ഡെപ്യൂട്ടി റിജിസ്ട്രാർ / Deputy Registrar
आईईആർ എസ് അർ റി ഐ റി ഐ / IISER TVM

Annexure-VIII

DETAILS OF TECHNICAL AND ADMINISTRATIVE PERSONNEL TO BE EMPLOYED FOR THE WORK

Table 1

Category	Total number of regular employees in each category	Number available for this work	Minimum Qualification	Remarks
Technical				
Administrative				

Table 2 (based on the Table 1)

Sr No.	Designation	Total number of employees in that category	No. available for this work	Name	Qualification	Professional experience and details of work carried out	In what capacity these would be involved in this work	Remarks
Name of the Company								
Date								
Name of Authorized signatory								

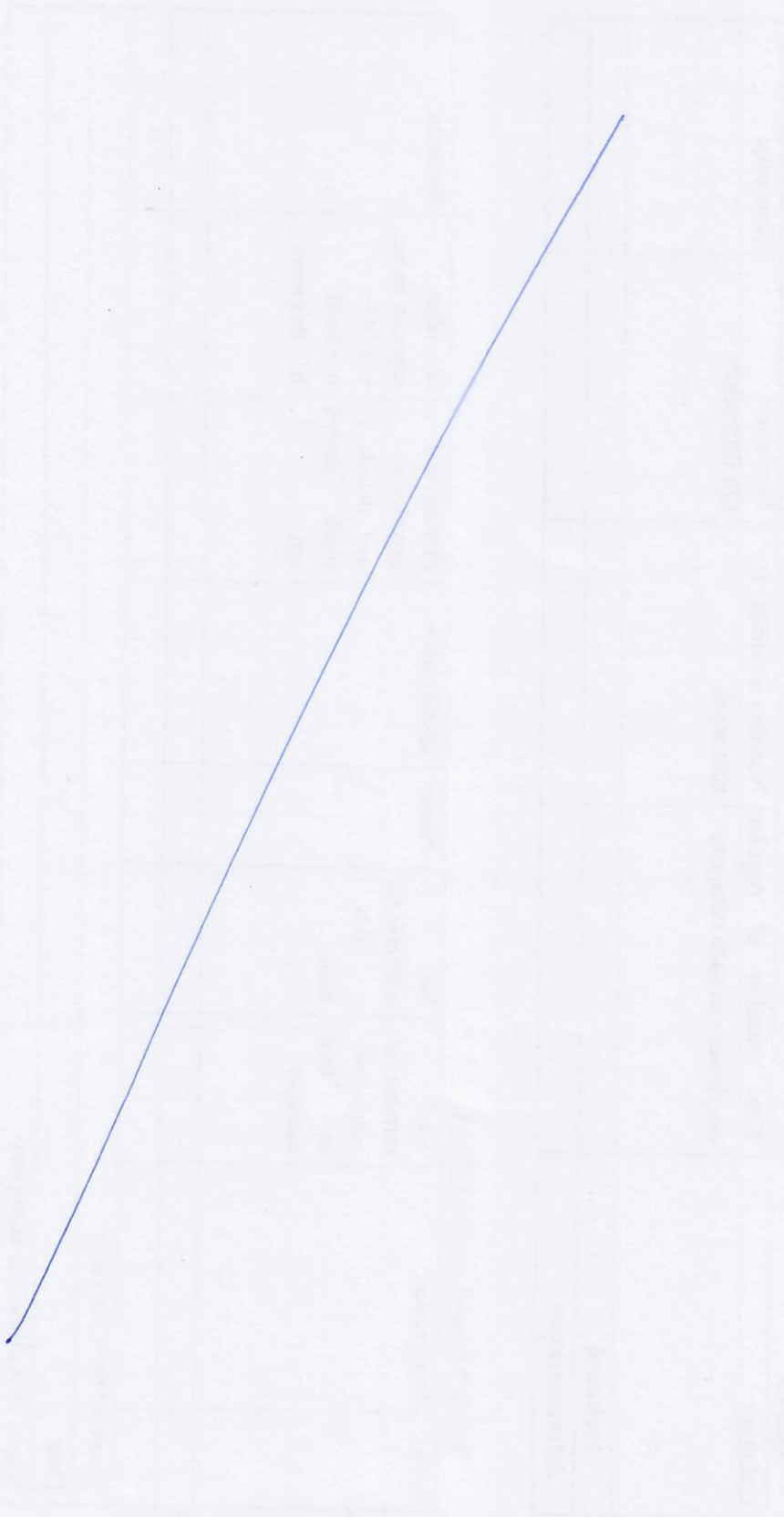
(Signature and Seal of Bidder)



ഡ. ഹരിഹരകൃഷ്ണൻ / S. HARIHARAKRISHNAN
 ഉപ രജിസ്ട്രാർ / Deputy Registrar
 അദ്ദേഹം ടെൻഡർ ഓഫർ നൽകിയിരിക്കുന്നു / IISER TVM



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Annexure-IX

MODEL BANK GUARANTEE FORMAT FOR PERFORMANCE SECURITY

To

WHEREAS (name and address of the service provider) (herein after called "the service provider") has undertaken, in pursuance of contract no..... dated..... to supply (description of goods and services) (herein after called "the contract").

AND WHEREAS it has been stipulated by you in the said contract that the service provider shall furnish you with a bank guarantee by a scheduled commercial recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract;

AND WHEREAS we have agreed to give the service provider such a bank guarantee;

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the service provider, up to a total of `(amount of the guarantee in words and figures), and we under- take to pay you, upon your first written demand declaring the service provider to be in default under the contract and with- out cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your need- ing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the service provider before presenting us with the demand.

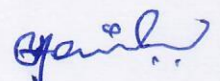
We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the service provider shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid until the day of, 20.....

(Signature of the authorized officer of the Bank).....

Name and designation of the officer.....

Seal, name & address of the Bank and address of the Branch



एस. हरिहरकृष्णन/S. HARIHARAKRISHNAN
उप कुलसचिव / Deputy Registrar
आई आई एस ई आर टि वि एम /IISER TVM

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Bill of Quantity (BoQ) - Formats

Annexure-X

Financial Bid

Sr. No.	Candidates Strength Range	Weightage assigned	Per Schedule Candidate successfully registered for taking CBT (In figure) INR (Inclusive of GST)	Per Schedule Candidate successfully registered for taking CBT (In words) (Inclusive of GST)
1.	< 11, 000	5%		
2.	11,000 to < 36,000	15%		
3.	36,000 to < 60,000	70%		
4.	60, 000 to 100, 000	10%		

Note:

- The financial bid will be considered based on the examination conducted in India.
- Weighted average of rates quoted for different slots will be used in evaluation of L-1 for financial component (Fn in the composite score(s) formula).
- The rates of optional counselling module will not be considered in evaluation of L-1.

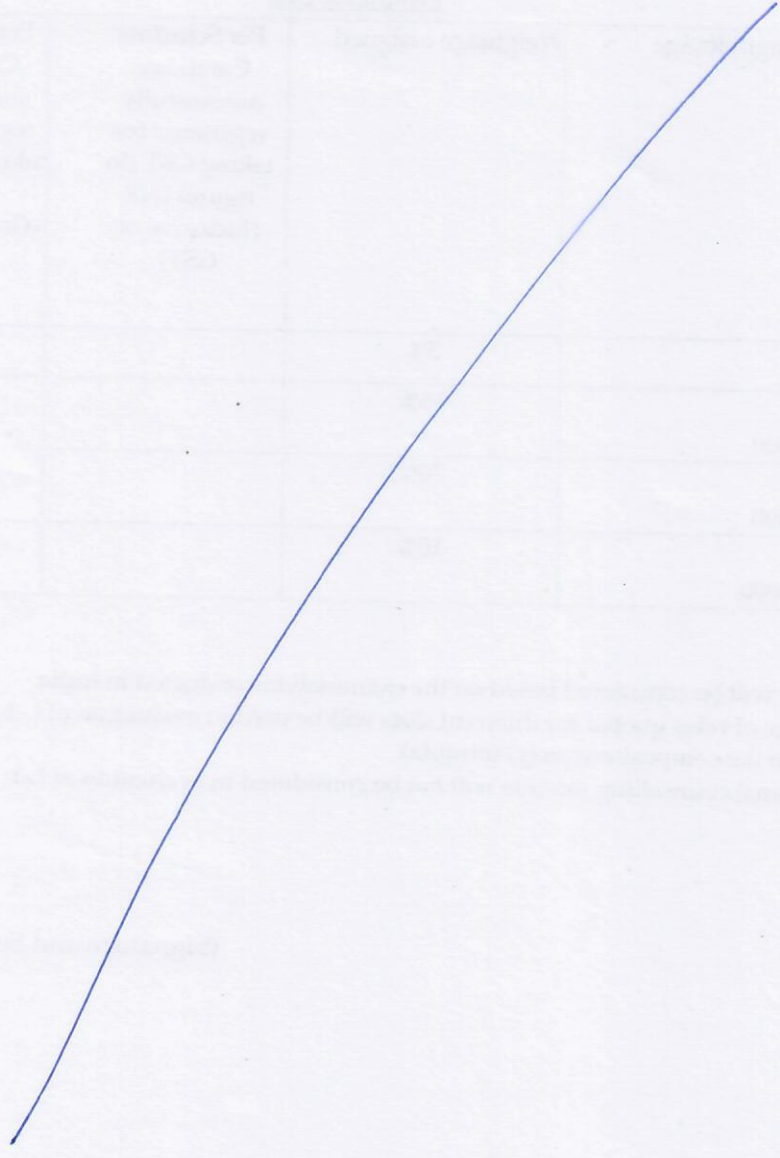
(Signature and Seal of Bidder)



(Handwritten Signature)

एस. हरिहरकृष्णन / S. HARHARAKRISHNAN
उप कुलसचिव / Deputy Registrar
आई आई एस ई आर टि वि एम / IISER TVM

Year	1970	1971	1972	1973	1974	1975	1976	1977	1978	1979	1980
...



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