Tender Document

**For Online Examination (Computer Based Test):
Conduct and Processing of EntranceExaminations of
ODISHA JOINT ENTRANCE EXAMINATION (OJEE)**

ODISHA JOINT ENTRANCE EXAMINATION

OJEE, CELL, GANDAMUNDA, BHUBANESWAR

www.odishajee.com, www.ojee.nic.in

1. Fact Sheet

S. No	Particulars	Details
1	Re-Tender ID	**OJEE-19/087/09/03/2019**
2	Tender date	09-03-2019
3	Selection Method	Tender will be awarded to the Bidder with the highest score based on the QCBS Evaluation Method
4	RFP issued by	OJEE, OJEE Cell Gandamunda, Bhubaneswar
5	Availability of RFP	RFP can be downloaded from**www.odishajee.com, www.ojee.nic.in**
6	EMD	Earnest Money Deposit of (Rs.20,000/- only). Demand Draft or in favour of OJEE2019 payable at Bhubaneswar from any of the nationalized bank.
7	Performance Bank Guarantee(PBG)	Bank Guarantee as per the format……..
8	Nodal Officer for correspondence and Clarification	Secretary, OJEE 2019.
9	Last date of bid submission	Proposals must be submitted no later than 19-03-2019 by 5 PM. by Speed Post/Courier
10	Opening of Technical bid	20-03-2019 at 11AM at OJEE Cell, Gandamunda, Bhubaneswar.
11	Opening of Financial bid	Will be communicated at the time of opening the technical bid.

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2. Request for Proposal

Tenders are invited from eligible, reputed and qualified IT Firms with sound technical and financialcapabilities for implementation and maintenance of Computer Based System for conducting entranceexaminationofOJEE2019 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.

2.1. Background Information

Basic Information

a) OJEEinvites responses ("Proposals") to this Request for Proposals ("RFP") from Companies/ Agencies ("Bidders") for selection of "Service Provider".

b) Proposals must be received not later than the time, date at the venue mentioned in the Fact Sheet. Proposals received after the deadline will not be considered in this procurement process.

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

2.2. Project Background

OJEEintends to implement a system that will manage the entranceexamination process. The system shall mainly comprise of the following activities:

- Preparation of exam centres for Computer based exam.
- Conduct of Computer Based Examination.
- Setting-up of Help desk.
- Preparation/compilation of Result.
- Generation of Merit List.

2.3. Key Information

Consequent upon the provisions of the Odisha Professional Educational Institutions (Regulation of Admission and Fixation of Fee) Act,2007, the Odisha Joint Entrance Examination committee is formed on recommendation of Policy Planning Body with due approval by the Government (Skill Development and Technical Education Department) following the resolution no:I-TTE-45/2013-3842/ETET dated 04.07.2013 for the purpose of holding Common Entrance Examinations for admission to the Undergraduate/Postgraduate Level Professional Courses in the State of Odisha. The endeavour of the OJEE committee has always been directed towards conducting of Entrance Examinations and provide a fair, transparent and single window admission process for various professional Undergraduate and Postgraduate level courses in the State adopting effective state-of-the-art technology.

As per the application data of 2016,2017 and 2018 approximate applications for PG courses like M.Tech. MBA, MCA and Lateral Entry to MCA was coming around:

- Number of candidates –21000 (Approximately)
- Yearly number of examinations - 01
- Exam will be conducted across Odisha
- Exam will be conducted in two shiftsin a day

3. Scope of Work

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

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

Note – Following shall be made available by OJEE:

- Soft copy of Candidates Application Master Data having Application number, Roll No, Course applied for, Place of center of Examination, image files of photograph and Signature.
- Question Papers Stream wise, Subject wise for practice test and main examination.
- Schedule date and Time table of Examination.
- Rules for merit list generation with tie-break rules.

Note- Following shall be made available by the Bidder

- Soft Copy of Centre Master having Centre No., Centre Strength and Centre Details
- Online (Internet based) practice test for candidates
- Complete candidates' response during the examination, audit trail and biometric data captured.
- Complete response related data of all the candidates.
- Raw Scores and Merit list.

3.1. Pre Examination Phase

- The Bidder is expected to draw the examination plan and design the examination processes as follows:
  - o Complete Security management processes
    - Physical Security
    - Information Security
    - Server Security
    - Network Security
  - o Candidate handling process
    - Mapping of candidates details with Exam Centers
    - Validation and verification of identity
    - Attendance and biometric capture handling
    - Machine/seat allocation and handling of security parameters
    - Bulk/individualized SMS
    - Bulk/individualized emails
    - OJEE care number for responding to queries
- The Bidder shall prepare and provide Standard Operating Procedure (SOP) for all processes for safe and secure conduct of examination along with rules for contingency and exception handling/ emergency procedures.

- The Bidder shall provide specifications for Hardware and Software required at all stages of the examination.
    - Exam Centers
    - Devices and systems to be used for authentication and audit trail mechanisms required for Exam.
- The Bidder shall provide consulting, training and manpower support to handle the entire Examination. The required Hardware, Software, networking including Internet (leased line) shall be installed by the Bidder on lease/rent basis, whose cost would be covered under the commercial bid.
- The bidder will create and manage examination question paper as provided by Chairman OJEE.
- Suitable instructions for answering questions during online test should be provided before start of the examination
- The Bidder shall securely transmit, download, install and implement Question Papers to the examination centers.
- The Biddershall identify required Exam Centers in the major cities of Odishaensuring that 10% of the systems are available as backup per shift i.e. if 100 systems are going to be used, the center shall have 110 systems available per shift. **Bidder's having owned infrastructure will be given preference**.
- The Biddershall ensure that all Exam Centers have the prescribed Hardware, Software, Internet and LAN connectivity for conducting Examination.
- The Biddershall ensurethat UPS facilities and Generator facility are available at each Exam Centre for un-interrupted power.
- The Bidder shall carry periodic audit at Exam Canters for
    - Hardware, Operating System, Processor Speed, RAM, Network and internet connectivity, Key Boards etc.
    - Software - Screen resolution, bandwidth for internet and LAN connectivity, Browser.
    - Working condition of UPS and Generator.
- The Bidder shall ensure suitable drinking water and separate toilet facilities for both Boys and Girls at each examination center.
- The Bidder shall provide a facility to candidates for internet-based practice test (1 attempt per candidate) post receipt of candidate data from OJEE. The same facility should be available online to be run through web server. The practice test should be a replica of the main examination. Post practice test the bidder shall provide student experience and analysis reports in terms of
    - Measure conceptual strength
    - Preparedness Analysis
    - Identify areas of improvement
    - Impact of negative marking
    - Gauge effectiveness of test taking strategy
    - Amount of time spent Vs marks scored
- The Bidder shall provide help to candidates through a call center (telephone/email) ensuring service quality on a 9x6 basis.
- The Biddershall host and manage the examination process through intranet based solution at Exam Centers.

- The Bidder shall ensure checking of original documents and admit card of the candidates at the examination gate.
- The Bidder shall ensure availability of proper security/ frisking at the examination centers. Separate frisking facilities for female candidates. Only female staff will frisk the female candidates. The frisking should be body PAT frisking.
- The selected bidder shall ensure complete biometric registration process of the candidates (digital photo, finger print etc.)and allow candidates to appear for exam at Exam Centre through randomly allotted seat/machine. The biometrics taken at this stageshall be used later for authentication purpose.
- Individual password shall be given to each candidate by the Bidder at the examination center after the biometric registration process.
- The Bidder shall ensure that the Signature of the candidate is taken in the attendance sheet and Verification of the signature in attendance sheet is done vis-à-vis the signature in the admit card
- The Biddershall arrange/provide adequate displays and provide required instructions/ information to the candidates appearing for exam at Exam Centers.
- All pre-examination phase processes shall be carried out by the Bidderin consultation with OJEE authority.

3.2. Examination Phase

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

Each Exam Centre should have the following minimum number of personnel, as described below, to be deployed by the Bidder;
      i.   Exam Centre Administrator – 1
     ii.   IT Manager –1 per 250 nodes (minimum 1 per center)
   iii.   Invigilators   - 1 per 30nodes with a minimum of 2 in a room
   iv.   Support Staff   - Minimum 1 per 100 students (Suitability need to be justified with centers) and locations
    v.   Security Guards - Minimum 1 per 100 students (Suitability need to be justified with centers)
   vi.   Peons - Minimum 2 per 100 students
The above staff should be increased proportionately on the basis of size of the center in terms of nodes for exam.
- The Examination shall be computer based with the questions being provided onscreen on a random basis with multiple choice answers, without any manual intervention.
- Sufficient time of 15 minutes shall be allotted before the exam for providing orientation to the candidates on the structure of the exam, time limits and guidelines for answering the question papers.
- Computer based exam software should support standard features such as automatic calculation of test score, negative marking, time left, flag questions for review, navigation to unanswered questions and prompt for submission.

Minimum Candidate System Pre-requisites

Screen Resolution	1024 X 768
Operating System	Windows XP Professional Service Pack 3 or higher or any other OS for conducting computer based examination.
Browser	Internet Explorer 7.0 or above as supported by above Operating Systems
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. All responses to be acted upon in real time.

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

- The Biddershall arrange/provide adequate displays and required instructions/ information to the candidates appearing for test at Examination Centers.
- While exam will be conducted on local LAN, data of test progress should be transferred tocentral server every 15 minutes for monitoring purposes. Biddershould provide reports to OJEEto view the test progress.
- The Biddershall maintain audit trails of all activities of the candidate (click by click) during the course of the examination.

- The Bidder shall obtain candidate's feedback through online Feedback Form, after the examination is over.
- The Bidder shall provide blank paper sheet/s to the candidates as per requirement.
- The Bidder shall have a contingency plan for Student management/Shifting in case of any emergency.
- 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 each candidate is captured. CCTV camera feeds should be stored locally on the central server.
- CCTV camera should record Exam Center activities from 30 minute before to 30 minutes after the examination. The bidder will be required to handover the CCTV camera feeds to OJEE for all the Computer Based Exam within 1 week after the examination after its proper sealing.
- The Biddershall monitor and supervise Exam Centre activities on monitoring console to beinstalled by the Bidder in OJEEoffice at OJEE Cell, Gandamunda, Bhubaneswar. The data should be real time data generated from each Exam Centre during the examination.
- At the end of the exam, transfer/export of candidate response and audit trails shall be done by the Bidderon secured channel from local server to Central server of the Bidder within 4 Hour from each exam center. Other data such as attendance sheet, finger print, seating plan etc. (if any) should be sent to OJEEwithin 7 days of conclusion of each exam shift.

3.3. Post Examination Phase

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

    Note:
    1. The Bidderwill have to carry/ demonstrate complete System Test Run (STR) with test data to OJEEbefore implementation the software. The Bidder should also be able to demonstrate click by click audit trail for any type of enquiry.

- **Test Data Archiving:**The Bidder shall archive the examination data for future references after specified time, as per requirement of OJEE.

- **MIS generation/ customized reports**: The Biddershall provide adequate information to the OJEEas per the requirement of OJEE.

4. Essential Technical Pre-requisite

4.1. Organizational Level

1) The bidder should be a company/ firm registered (minimum 10 years old) in India. The registered bidder should be operating in India for a minimum of 5 years with an objective of offering relevant Computer Based Examination Services that are the subject matter of this tender.

2) The bidder should participate as a single entity, no consortium or group companies will be allowed.

3) The bidder shall be single point of contact with OJEEand shall be solely responsible for the execution and delivery of the work. The Bidder will provide examination delivery software.

4) The average turnover of the bidder should be minimum 75 crores with after tax in each of during 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 2015-16, 2016–17 and 2017-18.

5) The bidder's Average Annual Turnover during last three financial years should be Rs 50crores or more in India from Computer Based Examination (Attach documentary evidence such as audited Balance Sheet etc.).

6) The bidder should not have incurred any loss during last three years up to financial year ending 31 March 2018. The bidder should submit certified copies of their company Balance Sheet and Profit and Loss Account duly audited for the last three financial years.

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

8) The bidder must have successfully executed 5 similar projects(conduct of CBT) in all India basis, out of which at least one project should be Conduct of Computer based Examination with capability of 50,000 or more candidates appeared in single shift. 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)

9) Any experience as a consortium partner will not be considered.

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

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

12) The bidder must have authorized and globally accepted software certifications i.e. ISO-27001, ISO 20000, ISO 9001 and SEI CMMi Level 3.

13) The Bidder should have infrastructure in all the major cities acrossOdishawith validated nodes/computers, appropriate technology, hardware and software, dedicated connectivity, trained proctoring staff, adequate security measures and due diligence etc.

14) The contract shall be on "End to End outsource basis" and the bidder should have all relevant facilities and logistics available to execute the work. Bidders having CMMI Certificate in Services will be given preference.

15) The bidder must show and submit suitable emergency management plan during any crisis situations/ redundancy of servers, switches, nodes additional center locations, students' data.
16) The bidder should not have been blacklisted by central / state government departments / undertakings.

4.2. Assessment Platform Level

1) The proposed software must be in-house developed by the bidder and the bidder mustown 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. Bidders having CMMI certificate in Development will be given preference.
   a) The bidder should have all the necessary components and dependency of source code of computer based examination system in place so that any change required in any of the components of the software can be undertaken by their in-house technical team. Required skills should be made available to make necessary configuration changes. The major/minor configuration changes in software requested by OJEEmust be met immediately. The bidder should have at least regular 200 or more 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.
   b) Different versions of Software code should be managed appropriately in a standard version control system within the organization.
   c) Software code should have multiple backup systems in place so that anytime source code can be recovered in case of any disaster.
   d) The bidder should own the test cases and regression testing code to produce, to prove that they have done necessary testing of the software to scale up to conduct large scale assessments. Testing should not be limited to system features and functionality. The system used to conduct the exam must be tested for Performance, Security, Usability, High-Availability, Business Continuity, and Disaster-Recovery.
   e) The bidder should design a highly secure system and conduct security tests to verify that there are no vulnerabilities that can make the system susceptible to attacks. Comprehensive testing of source code, software binaries and the infrastructure must be carried out. Results of such security tests should be made available for each major release of the system used to conduct the exam.
   f) The bidder should have in-house quality assurance group and a strong quality management system to do quality check of the software.
   g) Proper security provision for source codes shall be maintained.
2) The proposed software should be Govt. of India compliant CERT-IN certified for IT security.
3) The bidder must use 256 bit encryption for Question paper transfer.
4) The bidder should be able to support the entire solution (across INDIA/ODISHA) on a 9 x 7 basis with a maximum response time of one hour.
5) The system should support question randomization with option shuffling ensuring that no two question papers are alike.
6) OJEEhas right to cancel or modify the tender.
7) Even though bidders may satisfy the above requirements, they may be disqualified if they have:

a) Made misleading or false representation or facts or deliberately suppressed the information to be provided in the forms, statements and enclosures of this document. Record of poor performance such as abandoning work, not properly completing the contract or financial failures/weaknesses.
b) If confidential inquiry reveals facts contrary to the information provided by the bidder.
c) If confidential inquiry reveals unsatisfactory performance in any of the selection criteria.
d) If bidder is engaged in any activity such as conducting of coaching classes etc. which can influence conduct of professional exam.

5. Scoring Model

Sr. No.	Criteria	Score
1.1	**Bidder's profile**	**10**
1.1.1	**Legal Structure**	**5**
	Partnership /Proprietary	1
	Private Limited	3
	Limited Company	5
1.1.2	**Overall regular staff strength (Project Management/ Development/ Quality Assurance /Implementation/ Operations)**	**5**
	=200 - 500	1
	>500 - 1000	3
	>1000	5
1.2	**Bidder's Certification**	**20**
1.2.1	**CMMi level Development**	**10**
	CMMi level 3 Development	2
	CMMi level 4 Development	5
	CMMi level 5 Development	10
	CMMi level Service	**10**
	CMMi level 3 Service	2
1.2.2	CMMi level 4 Service	5
	CMMi level 5 Service	10
1.3	**Bidder's Financial Capability**	**15**
1.3.1	Average annual turnover from examination service for the period 2015-16,2016-2017, 2017 – 2018	**15**
	More than 50 CR and Less than 100 Crore INR	5
	More than 100 CR and Less than 200 Crore INR	10
	More than 200 Crore INR	15
1.4	**Bidder's experience in CBT**	**10**
1.4.1	**Maximum no of candidates appeared in computer-based examination in single shift completed in India/Odisha in last three financial years (as on date of bid submission)**	**10**
	50,000 –1,00,000 Candidates	2
	1,00,001 – 1,50,000 Candidates	5
	> 1,50,000 Candidate	10
1.5	**Bidder's infrastructure capability**	**25**
1.5.1	**Owned/Hired Node (available 24X7 with minimum 250 nodes in each center) Capability across India/Odisha (Proof to be submitted)**	**10**
	<=50,000	2
	50,001 – 1,00,000 (For Owned Nodes)	5
	>1,00,000	10
	<=50,000	1
	50,001 – 1,00,000 (For Hired Nodes)	3
	>1,00,000	5

1.5.2	**Primary Data Center with Secondary DC site to be managed by the bidder/ group of companies for data Security**	**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 with Cert-in Certified infrastructure	15
1.6	**Bidder's Presentation and Demonstration**	**20**
1.6.1	**Cert-in Certified Solution**	**10**
1.6.2	**Presentation and Demonstration**	**10**

6. Evaluation of Bids

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

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

6.2.   Financial Evaluation

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

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

6.3.   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 commercial scores would be normalized on a scale of 100, with lowest score being normalized to 100 and the rest being awarded on a pro-rata basis. Such normalized scores would be considered for the purpose of QCBS based evaluation, explained in section below.

6.4.   Final Evaluation Criteria - Quality and Cost based selection (QCBS)

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

$Fn= Fmin/Fb * 100$ (rounded off to 2 decimal places) Where,

Fn= Normalized commercial score for the Bidder under consideration

Fb= Absolute financial quote for the Bidder under consideration

Fmin= Minimum absolute financial quote

Composite Score (S) = Ts * 0.80 + Fn * 0.20

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

7. Important Instructions

1. The Bidder should follow defined Software Change Management processes to manage changes in the software. Such a process would include Change Request Management, Impact Analysis, Change Approval, Change Implementation, Version Control, Version labelling, Testing, OA Certification and Deployment into production.
2. The Bidder must employ multiple backup systems including offline backups to securely maintain the software and its corresponding source code.
3. The Bidder should have an in-house quality assurance and product testing team with a robust quality management processes that are followed to test and certify the system used to conduct the exam. 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.
4. 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.
5. The Bidder should design a high-performance system and conduct performance tests to verify successful achievement of high concurrency, fast response time, and long-stress duration required of the system used to conduct the exam. Results of such performance tests should be made available for each major release of the system used to conduct the exam.
6. 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.
7. Suitable emergency management plans towards any crisis situations/redundancy of servers, nodes additional center locations, students' dataetc. should be maintained by the Bidder.
8. At any time before the submission of bids, OJEEmay 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.
9. 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 OJEE.

8. General Information

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

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

The Responses should be typewritten or handwritten but there should not be any overwriting or cutting. Correction, if any, shall be made by neatly crossing out, initialing, 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 as a package along with forwarding letter on bidder's letter head.

The bidder should enclose bid security (EMD) of OJEEin form of Demand Draft drawn in a favor of OJEE 2019, payable at Bhubaneswar.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 the award of the work. The EMD of the unsuccessful bidders shall be returned without interest after award of work to the successful bidder. The EMD of the successful bidder shall be returned only after the signing of the contract along with performance security deposit. The EMD stands forfeited in case the bidder withdraws or amends his bid after submission of tender document.

Reference, information and certificates from the respective clients certifying technical, delivery and execution capability of the bidder should be signed and the contact numbers of all such clients should be mentioned. OJEEmay also independently seek information regarding the performance from the clients.

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

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

Prospective bidders may seek clarification regarding the project and/ or the requirements for prequalification, in writing through mail within a reasonable time.

The tender document has to be downloaded from OJEEweb site (www.odishajee.com) and submitted along with a fee of Rs 1000in the form of demand draft in favor of OJEE 2019, payable at Bhubaneswar. There is no exemption from payment of tender document fees and tenders without requisite fees shall not be accepted. The technical and financial documents should be kept separately in sealed envelopes and both these envelopes should be kept in one envelope super scribing "Tender for Computer Based Exam Delivery, Administration and Processing" for Odisha Joint Entrance Examination of Odisha in 2019so as to reach OJEEby 5:00 PM on 18-02-2019. Late tenders shall not be accepted. The technical bid shall be opened on 19-02-2019 at 11:00AM in the presence of bidders who may like to be present.

All disputes arising shall be subject to the jurisdiction of Hon'ble High Court of Odisha alone and shall be governed by the law of India. OJEEreserves right to award the work/cancel the award without assigning any reason. In case of differences, if any, the decision of OJEEshall be final. The work can be awarded to one or more agencies, if need arises. Initially the contract will be for One years and may be extended for 2 more year depending upon successful completion of the job and performance review.

The payment shall be in Indian Rupees and shall be paid only after successful completion of work. 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.

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

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

- Even though bidders may satisfy the above requirements, they may be disqualified:If misleading or false representation of facts are made or deliberately suppressed in the information provided in the forms, statements and enclosures of this document.
- If they have a record of poor performance such as abandoning work, not properly completing the contract or financial failures/weaknesses.
- If confidential inquiry reveals facts contrary to the information provided by the bidder.
- If confidential inquiry reveals unsatisfactory performance in any of the selection criteria.
In such cases, OJEEhas the right to cancel or modify the tender.

The technical bid shall consist of –
- Technical information as desired in prescribed format.
- The financial information as per Annexure –I
- The details of experience of similar works as per Annexure – II
- Organizational Structure and information as per Annexure III
- Technical and Administrative manpower available for this work as per Annexure IV
- Physical Infrastructure such as availability of Exam Centers, technology, hardware, software etc. as desired and scope of work under Section 3.
- EMD and tender fees.

9. Appointment of Successful Bidder

9.1. Award Criteria

OJEE 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.

9.2. Right to Accept Any Proposal and To Reject Any or All Proposal(s)

OJEE reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals at any time prior to award of contract without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for OJEE action.

9.3. Notification of Award

Prior to the expiration of the validity period, OJEE will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, OJEE may request the bidders to extend the validity period of the bid.

The notification of award will constitute the formation of the contract. Upon the successful bidders furnishing of Performance Bank Guarantee, OJEE 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.

9.4. Performance Guarantee

OJEE will require the selected bidder to provide an irrevocable, unconditional Performance Bank Guarantee within 15 days from the Notification of award, for a value equivalent to 10% of the total cost. The Performance Guarantee should be valid for a period of 36 months. The Performance Guarantee shall be kept valid till completion of the project and Warranty period. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, OJEE at its discretion may cancel the order placed on the selected bidder without giving any notice. OJEE shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or OJEE incurs any loss due to Vendors negligence in carrying out the project implementation as per the agreed terms & conditions.

9.5. Signing of Contract

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

9.6. Penalty

The bidder shall re-conduct assessment at no additional cost to OJEE if Deficiency in Services (failure to conduct and complete the assessment on the scheduled date due to any technical issues such as network issues, server issues, power issues) are for reasons solely and entirely attributable to the bidder that has been proved.

9.7. Time Frame

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

9.8. Information security and data privacy

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

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

9.9. Processing Norms

OJEE and the vendor acknowledge and agree that the provision of Services under this tender may require the vendor to interact with OJEE and suppliers of OJEE relating to the Services as special agent for and on behalf of OJEE and/or to process transactions, in accordance with the general or special guidelines, norms and instructions ("Processing Norms") provided by OJEE and agreed by the Parties. The vendor shall be entitled to rely on and act in accordance with any such Processing Norms agreed by the parties and the selected bidder shall incur no liability for claims, loss or damages arising as a result of vendor's compliance with the Processing Norms. OJEE agrees to indemnify, defend and hold vendor and its affiliates, their officers and employees involved in the Services, harmless from any and all claims, actions, damages, liabilities, costs and expenses, including but not limited to reasonable attorney's fees and expenses, arising out of or resulting from the selected bidder' compliance with Processing Norms. Further, OJEE shall be responsible for all activity occurring under its control and shall abide by all applicable local, state, national and foreign laws, treaties and regulations in connection with their use of the Service, including those related to data privacy, international communications and the transmission of technical or personal data.

9.10. Payment Schedules

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.

9.11. 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, OJEEshall 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, OJEEshall, 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 OJEEwho 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 OJEE, 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 OJEEin 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 OJEEwith 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.

9.12. Force Majeure

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

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

The bidder or OJEE 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, OJEE shall make payment for all the services rendered by the bidder till such date of termination of contract.

9.13. Proprietary Rights

All rights, title and interests in and to the Services Environment and any other material used by the bidder in the provision of the Services shall exclusively belong to the 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 OJEE shall not be entitled to claim any rights therein. All rights, title and interests in OJEE Data shall always remain with OJEE. OJEE agrees that the bidder shall have the right to list OJEE in its marketing material and use OJEE logo with respect to such listing and for reference purposes. OJEE acknowledges that the provision of the Services hereunder by the selected bidder shall be on a non-exclusive basis and the 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.

9.14. 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 data, 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 OJEE for the Service that gives rise to such liability. The limitation on any Party's liability herein shall not apply to (i) liability for damages, resulting from the willful misconduct and (ii) breach of the use terms in respect of 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 OJEE to perform any of OJEE'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 OJEE for additional costs incurred, if any, as may be mutually agreed upon between the Parties.

ANNEXURE- I

FINANCIAL INFORMATION

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

S.No.	Details	(1) 2017-18	(4) 2016-17	(5) 2015-16
i)	Gross annual turnover similar works.			
ii)	Profit/Loss			
iii)	Financial Position: • Cash • Current Assets • Current Liabilities • Working Capital (b-c) • Current Ratio: Current Assets/Current Liabilities (b/c)			

• Up to date Income Tax Clearance Certificate.

Note: Attach additional sheets, if necessary.

(Signature of Bidder)

ANNEXURE- II

DETAILS OF SIMILAR WORKS EXECUTED

Sr. No.	Name of Work/ Project & Location	Owner of sponsoring organization	Total no of candidates	No of Candidates in single shift	Date of commencement as per contract	Actual date of completion	Litigation/ Arbitration pending in progress with details	Name, Designation and Address/telephone number of officer to whom reference may be made	Remarks
1	2	3	4	5	6	7	8	9	10

(Signature of Bidder)

ANNEXURE – III
<u>STRUCTURE OF THE ORGANIZATION</u>

1. Name and address of Bidder:
2. Telephone No./Fax No./Email address:
3. Legal status (Attach copies of original document defining the legal statues).
   a) An Individual :
   b) A Proprietary/Partnership bidder :
   c) A Trust :
   d) A Limited Company or Corporation :
4. Particulars of Registration with various Government bodies & Statutory Tax Authorities (attach attested photocopy)
   1. Registration Number :
   2. Organization/Place of registration :
   3. Date of validity :

5. Name and titles of Directors & Officers with designation to be concerned with this work with designation of individuals authorized to act for the organization.

6. Were you or your company ever required to suspend the work for a period of more than six months continuously after you commenced the works? If so, give the name of the project and reasons for not completing the work.

7. Have you or your constituent partner(s) ever left the work awarded to you incomplete? If so, give name of the project and reasons for not completing the work.

8. Have you or your constituent partner(s) been debarred/black listed for tendering in any organization at any time? If so, give details.

9. Area of specialization and Interest

10. Any other information considered necessary but not included above.

ANNEXURE - IV

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

Sr No.	Designation	Total number of employees in that category	Number 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
1	2	3	4	5	6	7	8	9

(Signature of Bidder)

FINANCIAL BID

(In Indian Rupees)

Sr. No.	Particulars	Per Registered Candidate per examination (in figure)	Per Registered Candidate per examination (in words)
1.	Conduct of computer based examination including internet based practice test		

The rates quoted shall be exclusive of duties and taxes.

Date

(Signature of Bidder)

Agreement