

**Call for Proposals and Quotation for Mobilisation &
conducting the Joint Entrance Examination (JEE) 2019
Online Examination**

TENDER DOCUMENT

FOR

**MOBILISATION AND CONDUCT OF
COMPUTER BASED ONLINE EXAMINATION
FOR JEE - 2019**



**ORGANIZING INSTITUTE
Central Institute of Plastics Engineering & Technology (CIPET)**

*(Department of Chemicals & Petrochemicals, Ministry of Chemicals & Fertilizers, Govt. of India),
TVK Industrial Estate, Guindy, Chennai – 600 032*

www.cipet.gov.in

Disclaimer

This Tender is not an offer by the Central Institute of Plastics Engineering & Technology (CIPET) but an invitation to receive offer from vendors. No contractual obligation whatsoever shall arise from the tender process unless and until a formal contract is signed and executed by duly authorized officer bearers of the CBT JEE 2019 organizing team of CIPET with the vendor.

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1. Fact Sheet

S. No	Particulars	Details
1	Tender ID	CBT-JEE/2019-2020/Diploma/II
2	Tender date	06/02/2019
3	RFP issued by	Central Institute of Plastics Engineering & Technology (CIPET)
	Availability of RFP	Request for Proposal (RFP) can be downloaded from http://www.cipet.gov.in/tender notice
4	Nodal Officer for correspondence and Clarification	Director (Academics), CIPET Head Office, Chennai
5	Last date for Pre-bid queries	13.00 hrs, 18/02/2019
6	Issue of addendum/clarification(if any and if required)	13.00 hrs, 18/02/2019
7	Last date of bid submission	Proposals must be submitted not later than 13.00 hrs, 20/02/2019 at CIPET Head Office T V K Industrial Estate, Guindy, Chennai-600 032
8	Opening of Technical bid	14.00 hrs, 20/02/2019 at CIPET Head Office, T V K Industrial Estate, Guindy, Chennai-600 032
9	Presentation & Demonstration by bidders	14.30 hrs, 20/02/2019 at CIPET Head Office, T V K Industrial Estate, Guindy, Chennai-600 032
10	Opening of Financial bid of technically eligible bidders	17.00 hrs, 20/02/2019 at CIPET Head Office, T V K Industrial Estate, Guindy, Chennai-600 032

2. Request for Proposal

Tenders are invited from eligible, reputed and qualified Govt. Dept /PSUs with sound technical and financial capabilities for implementation and maintenance of Computer Based System for JEE 2019 Examination in English and Hindi languages for CIPET as detailed out in the Scope of Work of this RFP Document. This invitation to bid is open to all Govt. Dept /PSUs meeting the pre-qualification criteria as mentioned in this RFP Document.

2.1 Background Information

Basic Information

- a) CIPET invites responses (“Proposals”) to this Request for Proposals (“RFP”) from Govt. bodies / PSUs 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

CIPET intends to implement a system that will mobilize the candidates / aspirants across the country and manage the online examination process with multiple sessions on a single day. The system shall mainly comprise of the following activities:

- Create awareness / mobilize to get more number of aspirants in urban and rural areas on Pan India basis.
- Design & development of portal for online application and payment requisite fees & help desk
- Registration Acknowledgement
- Short-listing candidates for appearing CBT based CIPET -JEE
- issue of admit Card, Scheduling of CBT based JEE,
- Short-listing and declaration of CBT based CIPET JEE results,
- Manpower resources
- Preparation of centres for Computer based exam
- Providing software and training for Question Paper generation in English and Hindi
- Conduct of mock tests and workshops regarding online Computer based test
- Aadhaar/non-Aadhaar based registration/ attendance and verification of candidates during examination
- Providing the attendance 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

- Generation of merit list on all India basis, State wise / Category wise
- Help desk
- Candidates counselling and issue of Counselling Cum Admission letter/ Card

2.3 Key Information

About CIPET

Central Institute of Plastics Engineering & Technology (CIPET) – an ISO 9001:2015 QMS, ISO 17025, ISO 17020 accredited premier institute under the administrative control of Department of Chemicals & Petrochemicals, Ministry of Chemicals & Fertilizers, Govt. of India registered under societies act. CIPET is an autonomous institute, conducts Post Graduate Diploma, Post Diploma & Diploma programs at Ahmedabad, Amritsar, Aurangabad, Baddi, Balasore, Bhopal, Bhubaneswar, Chennai, Guwahati, Hajipur, Haldia, Hyderabad, Imphal, Jaipur, Kochi, Lucknow, Madurai, Murthal, Mysore, Raipur, Vijayawada, Gwalior, Chandrapur, Dehradun, Ranchi, Valsad and Agartala centres. CIPET has its Head Office at Chennai.

CIPET has been functioning with a global vision to create plastics technology professionals and entrepreneurs and contribute towards sustainable growth of plastics & allied industry. To achieve its objectives, CIPET is offering a wide range of Academic Programs in various disciplines of Plastic Engineering & Technology with varying levels of entry qualification leading to Diploma, Post Diploma, Postgraduate Diploma, Degree, Postgraduate and Doctoral programs.

CIPET provides a perfect ambience conducive for learning and has been consistent in maintaining excellence in the academic standards. With experienced faculty, enriched library, stimulating research opportunity and modern infrastructure facilities, CIPET blends of modern day teaching techniques with a traditional emphasis on imparting technical knowledge that makes learning an enjoyable experience. The institute focus on Long term professional skill development programs (Academic) and short term vocational skill development programs.

The academic pursuits are categorized into the following four levels in accordance with the human resource requirement of Indian Polymer & allied industries.

Level I –High end programmes such as Doctoral, Postgraduate & Undergraduate offered at Institute of Plastics Technology (IPT).

Level II –Conventional CIPET's Diploma, Post Diploma and Postgraduate Diploma Programs at all CIPET Centres.

Level III –Industry specific Programs.

Level IV–Operator level Programs including non-conventional Programs at Selected Centres of CIPET.

From the above, CIPET inviting tender for mobilization & conducting the Joint Entrance Examination (JEE) 2019 – Online Examination for Level-II programs.

3. Scope of Work

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

- Pre- Counselling Phase
- CBT-JEE Examination Phase
- Counselling phase

3.1 Pre-Counselling Phase

The selected bidder is expected to draw the plan and implement the processes as required by CIPET. Broadly, the requirements will be as follows:

- **Pre-Counselling** includes aspirants Mobilisation, creating awareness, Online Application, collection and payment of requisite Fees, Registration Acknowledgement, short-listing candidates for appearing CBT based CIPET JEE, issue of admit Card, Scheduling of CBT based JEE, Conduct of CBT based JEE, Complete Security management processes - Physical Security, Information Security, Server Security, Network Security, Candidate handling process - Mapping of candidates details with Exam Centers, Validation and verification of identity, Attendance and biometric (photograph and thumb impression) handling, Machine/seat allocation and handling of security parameters, 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 and conduct of practice sessions for the online examination at centers specified by CIPET/Selected bidder.

3.2. CBT-JEE Examination

- 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, the selected bidder shall provide specifications for Hardware and Software required at all stages of the examination at:
Exam Centers, devices and systems to be used for authentication and audit trail mechanisms required for Exam, the selected bidder shall provide consulting, training and manpower support to handle the entire Examination, the required Hardware, Software, networking shall be installed by the Bidder on lease/rent basis, whose cost would be covered under the commercial bid.
- The selected bidder shall ensure that all Exam Centers have the prescribed Hardware, Software, and LAN connectivity for conducting Examination.
- The selected bidder shall ensure that UPS facilities and Generator facility are available at each Exam Centre for un-interrupted power.
- The selected bidder shall carry periodic audit at Exam Centers for
 - Hardware, Operating System, Processor Speed, RAM, Network and Key Boards etc.
 - Software - Screen resolution and LAN connectivity, Browser.
 - Working condition of UPS and Generator.
- The selected bidder shall ensure suitable drinking water and separate toilet facilities for both Boys and Girls at each examination center.

- The mock test should be a replica of the examination software.
 - The selected bidder shall host and manage the examination process through intranet based solution at Exam Centers.
 - The selected bidder shall securely install and implement Question Papers (in English and Hindi languages) for online test.
 - The selected bidder shall ensure checking of admit card of the candidates at the entrance gate of the examination center. Individual password shall be given to each candidate by the selected bidder at the examination center after verification of the documents.
 - The selected 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 selected bidder shall ensure complete registration and verification process of the candidates (digital photo, finger print, etc.,) and allow candidates to appear for exam at Exam Centre through pre-allotted seat/machine.
 - The selected bidder shall arrange/provide adequate displays and provide required instructions/ information to the candidates appearing for exam at Exam Centers.
 - All pre-examination phase processes shall be carried out by the selected bidder in consultation with CIPET.
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- **Test Centers:** Each of the identified centers will be vetted and certified by authorized CIPET personnel and the bidder. A test center may have one or more test centers. The CIPET centres are also can be considered as an exam centre.
 - Internal training facilities or other infrastructures specially for conducting online examination may be used.
 - The selected bidder shall make necessary arrangements, in consultation with CIPET, for providing adequately trained manpower as per the requirements mentioned below:

Each Exam Center should have the following personnel to be deployed;

- i. Exam Center Administrator
 - ii. IT personnel
 - iii. Invigilators
 - iv. Support Staff
 - v. Security Guards
 - vi. Peons
- The above staff should be increased proportionately on the basis of size of the center. In addition, bidder should provide a City Head.
 - 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.
 - Sufficient time of 15-20 minutes shall be allotted before the exam for providing orientation to the candidates on the structure of the exam, time limits and guidelines for answering the question papers.
 - Computer based exam software should support standard features such as 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 color and symbols, switching between sections, switching between Hindi and English languages,

provision for enlargement of font, navigation to unanswered questions and prompt for submission.

Minimum Candidate System Pre-requisites

Screen Resolution	1024 X 768
Operating System & others	Windows XP Professional, Windows 7 or equivalent with appropriate Service Pack, 64 bit, 8GB RAM
Browser	Internet Explorer 7.0 or above as supported by above Operating Systems, chrome, Mozilla fire fox
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., i5 processor
RAM	8GB or higher
Screen resolution	1024 X 768
Operating system	Compatible for candidates systems as clients, must meet the performance criteria, Windows 7, 64 bit
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.

Infrastructure:

- The selected bidder shall complete registration process of the candidates before start of examination (Digital photo and Attendance) and after that allow candidates to appear for test at Examination Centers.
- The selected bidder shall arrange / provide adequate displays and required instructions/ information to the candidates appearing for test at Examination Centers.
- While exam will be conducted on local LAN, data of test progress should be transferred to central server every 15 minutes (or as specified by CIPET) for monitoring purposes. The selected bidder should provide reports to CIPET to view the test progress at all the centers during the examination.

- The bidder would arrange for the necessary servers to conduct the examination at each test center. One main server and one backup server will be available for every 200 or 250 candidates at a test center.
- There must be adequate spacing between two adjacent seats. Bidder should arrange for partition of appropriate size between adjacent seats.
- At the test center, 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.
- The selected bidder shall maintain audit trails of all activities of the candidate (click by click) during the course of the examination.
- The selected bidder shall obtain candidate's feedback through online Feed Back Form, after the examination is over.
- The selected bidder shall provide blank paper sheet/s to the candidates as per requirement.
- The selected bidder shall have a contingency plan for candidate management/Shifting in case of any emergency.
- The selected bidder shall monitor and supervise Exam Centre activities on monitoring console to be installed by the selected bidder in CIPET. The data generated from each Exam Centre during the examination is to be shared to CIPET.
- 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 Hour from each exam center. Other data such as attendance sheet, fingerprint, photograph, seating plan etc. (if any) should be sent to CIPET within 7 days of conclusion of the examination.

Note – Following shall be made available by CIPET:

- 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 on specified dates as decided by CIPET.
- Question paper for the conduct of examination.
- Rules/guidelines/markings 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 Registration data
- Complete response related data of all the candidates

- Short-listing and declaration of results, Manpower resources, Design and Development of Online Portal, Help Desk, Periodic updates and reports to CIPET, etc. (No fees shall be paid to the firm for duplication / repetition of candidate profile).
- The requisite application fees shall be paid by the candidate / aspirants through online payment gateway provided by the Bidder. The Bidder should also ensure engagement/ incorporation of various State Govt payment Gateway preferably government for example E-Mitra, M-Seva, CSC etc., brought forward by the respective State CIPET Centres in addition to own payment gateway of the Bidder. The application fee so collected shall be deposited to CIPET on weekly basis.
- The residential proof issued by the competent authority in the State Govt. shall be submitted exclusively for North Eastern Region candidates who have applied for CIPET courses. Similarly, the Caste certificate issued by the competent authority in the State Govt shall be submitted for SC/ST candidates who have applied for CIPET courses. If the certificate is found not relevant / not issued by proper authority, shall not be considered for further process and the deficiency may be communicated to the candidate.
- The Bidder shall ensure / provide atleast a minimum of 150 nos. of Examination Centres (With a capacity of accommodating atleast minimum 50 Nos per session) on all India basis to conduct the exam in a single day in multiple session from 9.30 AM to 6.00 PM. The preferred State-wise examination location/City/Town required shall be provided by CIPET to the Bidder well in advance. The details of examination centres as per the location identified by CIPET shall be verified & submitted to CIPET Head Office by the Bidder in advance. Upon receipt of examination centres with their contact details, the nearby CIPET officials will inspect the centres along with the Bidder jointly. After inspection of examination centres, the joint inspection report (Centres and Bidder) shall be submitted to CIPET Head Office. The eligible CIPET Centres also shall be utilised as examination centre venue for conducting CBT based JEE. Finally, CIPET Head Office will issue a confirmation letter to the Bidder for the examination centres fixed/ engaged by Bidder within reasonable period. Accordingly, the Bidder can make ready the examination centres for smooth conduct of CBT based JEE well in advance. In each exam centre, 1 or 2 CIPET employees will be deputed as Invigilator along with the team identified by the Bidder. In case of disturbance / technical problem in the online examination system, the firm should have instant alternative system to continue the uninterrupted examination. For example a LAN based connectivity may be created in all computer systems identified for CBT in the exam Centre and a local password protected folder may be loaded and by clicking it the question set will appears to the candidates and directly he/she can click the answer and keep on save all subsequent question and answer finally submit with no further access or any other alternative method identified by the Bidder.

3.3 Counselling Phase (Post Examination)

The **Counselling** to final enrolment / admission includes Data Analysis, preparation of merit list State wise and all India basis, Scheduling of Counselling, Allotment of Centres as per merit and other criteria defined by CIPET, issue of counselling cum admission letter, Online Counselling support, Facilitation of counselling at CIPET centres,

Facilitation of final selection and completion of admission formalities, final admission reports to CIPET, etc.

- The candidate's responses, attendance, photograph, audit trails should be uploaded from the local server to the selected 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 selected bidder should be able to hand over the raw responses / data to CIPET 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 bidder. After confirmation of proper transfer of data to the server, the bidder in presence of Institute Representatives from CIPET should demonstrate complete deletion of the responses and audit trails in hard disc of the main and backup server.
- The selected bidder should be able to send to each of the candidates its own response after the examinations.
- The selected bidder shall provide Attendance data of all the candidates obtained during examination in the desired format for verification purposes during subsequent stages of the admission process.
- The selected bidder shall provide documented inputs and support for handling
 - Candidates queries / grievances
 - RTI queries
 - Court Cases

Note:

1. The selected bidder will have to carry/ demonstrate complete System Test Run (STR) with test data to CIPET before implementation of 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.
- **Test Data Archiving:** The selected bidder shall archive the result and other examination data for future references after specified time, as per requirement of CIPET.

4. Essential Pre-requisite

4.1 Organizational Level

(Preference will be given who completes the following conditions)

- 1) The bidder should be a Govt. Dept / PSU. The bidder should be operating in India for a minimum of 5 years with an objective of offering relevant Computer Based Entrance Examination Services that are the subject matter of this tender.
- 2) The bidder shall be single point of contact with CIPET and shall be solely responsible for the execution and delivery of the work.
- 3) The average turnover of the bidder should be minimum 50 Crores after tax in each of last 3 consecutive financial years, i.e., 2015–16, 2016-17 and 2017-18.
- 4) The bidder's Average Annual Turnover during last three financial years should be preferably Rs 5 Crores or more in India from Computer Based Examination (Attach documentary evidence such as audited Balance Sheet etc.).

- 5) 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.
- 6) 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.
- 7) The bidder must have successfully executed preferably 5 similar projects on all India basis, out of which at least Two project should be Conduct of Computer based Examination with capability of at least 35000-50000 candidates in a single day. 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)
- 8) The bidder must have primary data center with DR site infrastructure for data Security. Both the Data Centers should be located in India.
- 9) The bidder must be able to conduct computer based examination in multiple subjects in English and Hindi.
- 10) The bidder having authorized and globally accepted software certifications i.e. ISO-27001, ISO 20000, ISO 9001 shall be preferred.
- 11) The Bidder should have infrastructure in all the major cities in India with validated computers, appropriate technology, hardware and software, dedicated connectivity, trained proctoring staff, adequate security measures and due diligence etc.
- 12) The bidder should have all relevant facilities and logistics available to execute the work.
- 13) The Bidder shall handover complete details of all applicants registered/ received with database.
- 14) The proposed intake capacity of CIPET for the diploma programs is enclosed as **Annexure-I**, which has to be ensured by the firm.
- 15) Deduction at source for income tax or any other tax as applicable shall be made as per law.
- 16) CIPET will not bear any additional cost of any kind for any work that the firm may have to undertake during the implementation of the project. Except GST no other service charges is applicable on the quoted price.
- 17) Payment would be made as per actual number of candidates who are submitting the online applications and completing the process in all respects including payment of application fee as applicable.
- 18) CIPET will advertise to attract more aspirants for diploma programs from Head Office as well as through Centres. The input matter can be framed in consultation with the Bidder.
- 19) The Bidder will do massive campaign at all levels to ensure maximum number of candidates applying in online & appearing CIPET CBT based JEE. The detailed road map of massive campaign shall be submitted to CIPET along with the manpower details in case if the work order awarded for candidates mobilization also.
- 20) The Bidder shall ensure that the candidates must get their examination centres nearby their residence. The examination centre, venue, date, time and other particulars available in the hall ticket should be checked thoroughly prior to release in the website. The detailed examination venue shall be displayed in the website well before the JEE. The Hall ticket has to be prepared and hosted as per stipulated period.

- 21) The Bidder shall also provide Name/Contact Number/Email ids of all key management officials and the field staff.
- 22) Each CIPET Centre Head will directly interact with Bidder for mobilization of students from respective centre and extend full support & co-operation to the Service Provider .
- 23) CIPET shall provide Name/Contact Number/Email-ids of all key management officials to Bidder.
- 24) Completion of assignment in time is most important element of the contract.
- 25) The core committee from CIPET will be nodal point for the Bidder to interact and ensure the completion of the assignments.
- 26) The Bidder shall ensure engagement of adequate manpower required for massive campaigning, gadgets for marketing, smooth conduct of examination and complete hassle free admission to CIPET, and also the students and their parents shall not suffer at any cause till the final admission.
- 27) The Bidder can take only the suggestions and advise from the local CIPET centres for execution of the assignment with the intimation to head office.
- 28) The bidder must show and submit suitable emergency management plan during any crisis situations/ redundancy of servers, switches, nodes additional center locations, students' data.

4.2 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.
 - 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 CIPET must be met immediately. The bidder should have at least regular 100 technical employees employed in-house in India for Conduct of exam, development of software, maintenance of software, networking and data security.
 - b) Different versions of Software code should be managed appropriately in a standard version control system within the organization.
 - c) Software code should have multiple backup systems in place so that anytime source code can be recovered in case of any disaster.
 - d) The bidder should own the test cases and regression testing code to produce, to prove that they have done necessary testing of the software to scale up to conduct large scale assessments. Testing should not be limited to system features and

functionality. The system used to conduct the exam must be tested for Performance, Security, Usability, High-Availability, Business Continuity, and Disaster-Recovery.

- e) The bidder should design a highly secure system and conduct security tests to verify that there are no vulnerabilities that can make the system susceptible to attacks. Comprehensive testing of source code, software binaries and the infrastructure must be carried out. 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 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 CIPET.
 - 3) The bidder must use 256 bit encryption for Question paper storage and transfer.
 - 4) The system should support question randomization with option shuffling ensuring that no two question papers are alike.
 - 5) The final question paper would be password protected by CIPET and CIPET will never share the password.
 - 6) The bidder should provide web application to monitor, from the control centre at CIPET, the pre-examination, during examination and post examination activities for all the centres.

At any time before the submission of bids, CIPET 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 CIPET. CIPET has right to cancel or modify the tender.

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. Evaluation of Bids

5.1 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.

Technical evaluation will be based on the criteria given below (Total 100 points):

1. Prior experience of the vendor in conducting online examinations.
 2. Capability of the vendor to develop the required software
 3. Availability of adequately trained personnel in the Company to conduct the examination in the required number of centers and cities, and
 4. Capability of the vendor to identify the required number of systems in the cities desired. The vendor should have conducted examination for at least 25000 candidates in the past one year. The vendor must submit city-wise list of nodes vetted and available as on 1st September 2018.
 5. Standing of the agency and its financial position.
 6. Security and software quality certification.
2. Technical evaluation of the offers shall be carried out by a committee constituted for this purpose by CIPET. The bidders shall make a presentation regarding the scope and magnitude of the work on 20/02/2019 , 14.30 Hrs onwards at CIPET Head Office Chennai. However, whether to call the bidder for further discussion or not is at the sole discretion of the CBT JEE 2019 committee.

5.2 Financial Evaluation

The Financial Bid of technically qualified Bidders will be opened in the presence of representatives of technically eligible Bidders, who may like to be present.

6. 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 CBT JEE 2019 examination.
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 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. The successful Bidder should be able to support the entire solution (across India and in the 6 countries where the exam would be conducted) on a 24 x 7 basis with a maximum response time of 3 hours.
10. At any time before the submission of bids, CIPET 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.
11. 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 CIPET.

7. 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. The financial bid should contain only commercials.

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 (legible) 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.

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. CIPET may also independently seek information regarding the performance from the clients.

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

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

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

The tender document has to be downloaded from CIPET web site (www.cipet.gov.in). 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 the conduct of computer based online examination for JEE 2019 examination for CIPET**" so as to reach DIRECTR (ACADEMICS), CIPET HEAD OFFICE, GUINDY, T V K INDL. ESTATE, GUINDY, CHENNAI-600 032 by 13.00 hrs on 20/02/2019. The technical bid shall be opened at 14.00 hrs on 20/02/2019 at CIPET Head Office, Chennai, in the presence of bidders who may like to be present.

All disputes arising with respect to the bid document shall be subject to the jurisdiction of appropriate court of Chennai, Tamil Nadu, India alone and shall be governed by the law of India. CIPET 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 CIPET shall be final. The contract will be for a period of one year and may be extended subject to satisfactory performance in CBT JEE 2019, as decided by the CIPET.

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, CIPET shall have liberty to get it done through any other agency with full cost recoverable from the bidder in addition to damages and penalty.

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

Any disputes arising out of this tender will be subject to the courts of Chennai, Tamil Nadu only.

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.

In such cases, CIPET has the right to cancel or modify the tender.

The technical bid shall consist of –

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

Evaluation of the Technical Bid Proposal

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

1. Prior experience in conducting online examination
2. Number of candidates handled in a single session
3. Vendor capability to develop the required software
4. Availability of adequately trained personnel
5. Identify the required number of audited nodes in the cities listed.
6. Master control facility
7. Infrastructure availability

8. Appointment of Successful Bidder

8.1 Award Criteria

CIPET 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.

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

CIPET 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 CIPET action.

8.3 Notification of Award

Prior to the expiration of the validity period, CIPET 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, CIPET 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.

8.4 Signing of Contract

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

8.5 Mode of Payment

CIPET will make the payment to the firm as per following terms :

Instalment No.1 (Advance) Made within 15 days from the date of issue of Work order and signing of contract	Payment along with the order Amount payable towards mobilisation (if applicable) to submission of application assuming the total no.of candidates applied as 35,000 nos. @ Rs._____ (Quoted Price) per candidate.	30%
Instalment No.2	Payment on Issuance of admit cards for appearing CIPET CBT based JEE Amount payable towards mobilisation (if applicable) to application submission, pre-counselling, issuance of admit cards for appearing CIPET CBT - JEE based on actual no. of candidates who have successfully submitted application in online and completed in all respects including making of application fees @ Rs._____ (Quoted Price) per candidate.	25%
Instalment No.3	Payment on short-listing and declaration of results Amount payable towards mobilisation (if applicable) to application submission, pre-counselling, short-listing and declaration of CIPET CBT based JEE results based on actual no. of candidates who have successfully submitted application in online and completed in all respects including making of application fees @ Rs._____ (Quoted Price) per candidate.	25%
Instalment No.4.	Balance and final payment Balance and final payment payable towards mobilisation (if applicable) to application submission, pre-counselling, counselling and final enrolment at the allotted Centre and completion of entire process as per work order based on actual no. of candidates who have successfully submitted application in online and completed in all respects including making of application fees @ Rs._____ (Quoted Price) per candidate	Balance 20%

In case of non- fulfillment of the bidder's specific obligation as under the contract, which non-fulfillment leads to data loss/ non compliance of event based log/ data saving. The bidder shall indemnify CIPET to the extent of any loss suffered by CIPET as a result of such data loss/ non-compliance of event based log/ data saving. However, the total liability of the bidder under this clause as well as under any other clause of the contract shall be limited to total amount payable by CIPET to the bidder (under the terms of the contract), provided, however, that this limitation shall not apply to any liability for damages arising from willful 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 bidder's side, then the bidder 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 CIPET decision or issues then CIPET 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 center that would lead to unacceptable delay in completing the examination, the liability of the bidder shall be limited to 5% of total payable by CIPET to the bidder for that particular test center where the deficiency has been verified and confirmed by CIPET.

8.6 Time Frame

The selected bidder would be required to make the system up and operational as per the schedule of admission activities from the date of signing of Contract.

8.7 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.

8.8 Force Majeure

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or CIPET 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 CIPET 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, CIPET shall make payment for all the services rendered by the selected bidder till such date of termination of contract.

8.9 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 CIPET shall not be entitled to claim any rights therein. All rights, title and interests in CIPET Data shall always remain with CIPET. CIPET agrees that the selected bidder shall have the right to list CIPET name in its marketing material and use CIPET logo with respect to such listing and for reference purposes. CIPET 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.

8.10 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 CIPET 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 CIPET to perform any of CIPET’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 CIPET for additional costs incurred, if any, as may be mutually agreed upon between the Parties.

8.11 Dispute Resolution

In the event of any dispute arising between the parties, the same shall be referred to the Director (Academics), CIPET , Head Office, Chennai whose decision shall be final and binding on the parties.

ANNEXURE- I

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

FINANCIAL INFORMATION (Total Turnover): 1

S. No.	Details	(1) 2017-18	(4) 2016-17	(5) 2015-16
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)			

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

(Signature and Seal of Bidder)

FINANCIAL INFORMATION (Turnover from Computer Based Test): 2

S. No.	Details	(1) 2017-18	(4) 2016-17	(5) 2015-16
i)	Gross annual turnover from Computer based test			
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)			

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

(Signature and Seal 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 and Seal of Bidder)

ANNEXURE – III
STRUCTURE OF THE ORGANIZATION

1. Name and address of Bidder:
 2. Telephone No./Fax No./Email address:
 3. Particulars of Govt. bodies/PSU (Yes/No)
 1. Govt. bodies :
 2. PSU :
 4. Name and titles of Directors & Officers with designation to be concerned with this work with designation of individuals authorized to act for the organization.
 5. 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.
 6. 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.
 7. Have you or your constituent partner(s) been debarred/black listed for tendering in any organization at any time? If so, give details.
 8. Area of specialization and Interest
 9. Any other information considered necessary but not included above.
-

ANNEXURE – IV

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

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 they would be involved in this work	Remarks

(Signature and Seal of Bidder)

FINANCIAL BID

Table 1

(In Indian Rupees)

Sr. No.	Candidates Strength Range (For examination conducted in India)	Per Candidate (In figure)	Per Candidate (in words)
1.	Mobilization of candidates by massive campaign through different mode for applying to CBT based CIPET-JEE as per tender terms and conditions		
2.	Organizing CBT based CIPET JEE for 20000 – 35000 Nos of Candidates and counselling to final enrolment/admission as per tender terms and conditions		
	GST		

The rates quoted shall be exclusive of duties and taxes.

NOTE:

- The work order may be awarded for the technically and commercially eligible bidder either to organize the entire online Admission process JEE, 2019 with mobilization of aspirants or to organize the online Admission process JEE, 2019 without mobilization of aspirants as per the requirement of CIPET.**

Date

(Signature and Seal of Bidder)