

Tender Document

**For Online Examination (Computer Based Test):
Conduct and Processing of Examinations of IIT Kanpur,
P.O. – IIT Kanpur, Kanpur - 208016**



**Indian Institute of Technology Kanpur
P.O. – IIT Kanpur, Kanpur – 208016
www.iitk.ac.in**

1. Fact Sheet

S. No	Particulars	Details
1	Tender ID	IITK/ME/2016249
2	Tender date	26 th October 2016
3	Selection Method	Tender will be awarded to the Bidder with the highest score based on the Quality and Cost Based Selection (QCBS) Evaluation Method.
4	Request for Proposal (RFP) issued by	Indian Institute of Technology Kanpur (IIT Kanpur)
5	Availability of RFP	RFP can be downloaded from http://www.iitk.ac.in/new/tender-notice Under: IITK/ME/2016249
6	EMD	Earnest Money Deposit of Rs.10 Lakhs only. Demand Draft in favour of Registrar, IIT Kanpur payable at Kanpur from any of the nationalized scheduled commercial bank or BG as per standard format valid for six months.
7	Performance Bank Guarantee(PBG)	Bank Guarantee as per the standard format valid for at least 36 months.
8	Nodal Officer for correspondence and Clarification	Dy. Registrar, Store & Purchase(DR(S&P)) E-mail: purchase@iitk.ac.in ; Tel: 0512-2597214
9	Last date for Pre bid queries	11 th November 2016
10	Issue of addendum/clarification(if any)	15 th November 2016
11	Last date of bid submission	Proposals must be submitted no later than 18 th November 2016 by 3:30 PM in Stores & Purchase drop box or to DR(S&P).
12	Opening of Technical bid	18 th November 2016 at 4 PM in DR (S&P) office, IIT Kanpur.
13	Opening of Financial bid	To be announced through e-mail.

2. Request for Proposal

Tenders are invited from eligible, reputed and qualified IT Firms with sound technical and financial capabilities for implementation and maintenance of Computer Based System for Examination Process for **Indian Institute of Technology Kanpur, P.O. – IIT Kanpur, Kanpur – 208016**, as detailed out in the Scope of Work of this Request For Proposal (RFP) Document. This invitation to bid is open to all Bidders meeting the pre-qualification criteria as mentioned in this RFP Document.

Background Information

Basic Information

- a) **Indian Institute of Technology Kanpur, P.O. – IIT Kanpur, Kanpur – 208016** invites 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.

Project Background

Indian Institute of Technology Kanpur, P.O. – IIT Kanpur, Kanpur – 208016 intends to implement a system that will manage the online examination process for a total number of about 600,000 (6 Lakh) candidates in 25 – 30 major cities of Uttar Pradesh (UP). The examination is intended to be held on 6 days during February-March 2017 with two sessions each day requiring a total number of at least 50,000 nodes at each session. The system shall mainly comprise the following activities:

- Application designing
- Preparation and maintenance of a robust website for on-line submission of applications, documents and fees
- Arranging a gateway for the submission of fees on-line
- Generation / Download of Admit cards
- Preparation of centers for Computer based exam
- Creation of Question Paper
- Conduct of Computer Based Examination
- Setting-up of Help desk
- Preparation/compilation of Result
- Generation of Merit List
- MIS/customized report generation

Key Information

About Indian Institute of Technology Kanpur, P.O. – IIT Kanpur, Kanpur – 208016

Indian Institute of Technology Kanpur, an Institute established under a special act of Parliament of Republic of India, incorporated under the Institutes of Technology Act, 1961, having its office at Kanpur 208016, India.

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 the Indian Institute of Technology Kanpur, P.O. – IIT Kanpur, Kanpur – 208016:

- Rules for merit list generation
- Question Paper for the examination

Note- Following shall be made available by the Selected Bidder

- Soft copy of Candidates' Application Master Database having Name, Gender, Date of Birth, Roll No, Centre No., Shift, Photographs, Signature and address
- Soft Copy of Centre Master having Centre No. and Centre Details
- Complete candidates' response during the examination and audit trail
- Raw Scores and Merit List

Pre- Examination Phase

- The selected Bidder should design the application for candidates to register themselves for the Computer Based Examination.
- The selected Bidder should make provisions for admit card download. The candidate should be able to download and take a printout of the successfully filled applications.
- The selected bidder should prepare and maintain the website for the submission of online application, documents and fees from about 600,000 candidates.
- The selected bidder is expected to arrange for a gateway for the online submission of fees.
- The selected Bidder is expected to draw the examination plan and design the examination processes as follows:
 - 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
 - Bulk/individualized SMS
 - Bulk/individualized emails
 - Customer care number for responding to queries
- Any other processes related to conduct of 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.
 - Application management and generation of Admit cards
 - 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 including Internet (leased line) shall be installed by the Bidder on lease/rent basis, whose cost would be covered under the commercial bid.
- The selected bidder shall ensure maximum security of processes, infrastructure, servers, networks etc. as per the plan drawn in consultation with the **Indian Institute of Technology Kanpur**.
- The selected Bidder shall identify required Exam Centers in each of the 15-20 major cities of Uttar Pradesh ensuring 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 at least 110 systems available per shift.
- The selected Bidder shall ensure that all Exam Centers have the prescribed Hardware, Software, Internet and LAN connectivity for conducting Examination.
- The selected Bidder shall ensure that UPS facilities and Generator facility are available at each Exam Centre for uninterrupted power.
- The selected 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 selected Bidder shall ensure suitable drinking water and separate toilet facilities for both Boys and Girls at each centre of the examination.
- The selected Bidder shall provide a facility to candidates for static mock link for mock test within a fortnight of signing the contract. The same facility should also be available online to be run through web server. The mock test should be a replica of the examination.
- The selected Bidder shall provide help to candidates through a call center (telephone/email) ensuring service quality on a 9x6 basis
- The selected Bidder shall host and manage the examination process through intranet based solution at Exam Centers.
- The selected Bidder shall securely transmit, download, install and implement Question Papers.

- The selected Bidder shall ensure checking of original documents and admit card of the candidates at the examination gate. Individual password shall be given to each candidate by the Bidder at the examination center after verification of the documents.
- The selected Bidder shall ensure that the Signature of the candidate is taken on the attendance sheet and Verification of the signature on attendance sheet is done vis-à-vis the signature on the admit card
- The selected Bidder shall ensure complete registration 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 biometrics taken at this stage shall be used later on for authentication purposes.
- 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 the **Indian Institute of Technology Kanpur, P.O. – IIT Kanpur, Kanpur – 208016.**

Examination Phase

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

Each Exam Centre of capacity 100 (with 10 buffer) should have minimum number of personnel, as described below, deployed by the Bidder;

- Exam Centre Administrator – 1 (regular employee of the Bidder)
- IT Manager – 1 (regular employee of the Bidder)
- Invigilators - 1 per 20 systems with a minimum of 2 in a room
- Support Staff - Minimum 1 per 100 students (Suitability need to be justified with centers) and locations
- Security Guards - Minimum 1 per 100 students (Suitability need to be justified with centers)
- 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 questions 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 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
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
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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 Bidder shall complete registration process of the candidates before start of examination (digital photo, bio-metric finger print etc.) and after that allow candidates to appear for test at Examination Centers.
- The Bidder shall arrange/provide adequate displays and required instructions/ information to the candidates appearing for test at Examination Centers.
- While exam may be conducted on local LAN, data of test progress should be transferred to central server every 15 minutes (or as specified by **Indian Institute of Technology Kanpur**) for monitoring purposes. Bidder should provide reports to **Indian Institute of Technology Kanpur** to view the test progress.
- The Bidder shall 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 Feed Back 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.
- The Bidder shall monitor and supervise Exam Centre activities on monitoring console to be installed by the Bidder in **Indian Institute of Technology Kanpur, P.O. – IIT Kanpur, Kanpur – 208016**. 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 Bidder on secured channel from local server to Central server of the Bidder within 1 Hour from each exam center. Other data such as attendance sheet, finger print, photograph, seating plan etc. (if any) should be sent to **Indian Institute of Technology Kanpur, P.O. – IIT Kanpur, Kanpur – 208016** within 7 days of conclusion of each exam shift.

Post-Examination Phase

- The selected Bidder shall provide required software to calculate marks obtained by each candidate as per requirement of the **Indian Institute of Technology Kanpur**.
- The selected candidate's responses, biometric, photograph, 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 selected Bidder should be able to hand over the raw responses/data to **Indian Institute of Technology Kanpur** 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 selected Bidder should be able to send to each of the candidates its own response after the examinations.
- The selected Bidder shall ensure Generation of Merit list based on the rules/validation shared by **Indian Institute of Technology Kanpur**.
- The selected Bidder shall provide documented inputs and support for handling:
 - Candidates queries
 - RTI queries
 - Court Cases

Note:

1. The selected Bidder will have to carry/ demonstrate complete System Test Run (STR) with test data to the **Indian Institute of Technology Kanpur** before implementation of the software. The 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 the **Indian Institute of Technology Kanpur**.
 - **MIS generation/ customized reports:** The selected Bidder shall provide adequate information to the Examination Wing as per the requirement of the **Indian Institute of Technology Kanpur**

4. Essential Technical Pre-requisites

- 1) The bidder should be a company/ firm registered (minimum 5 years old) in India. The registered bidder should be operating in India for a minimum of three years with an objective of offering relevant IT Solutions and Services that are the subject matter of this tender.
- 2) The bidder shall be single point of contact with the **Indian Institute of Technology Kanpur** and shall be solely responsible for the execution and delivery of the work. The selected Bidder will provide examination delivery software.
- 3) The average annual turnover of the bidder should be at least Rs.50 crores during last 3 financial years. The turnover should be of the bidder and not of the group companies. The turnover refers to a company turnover and not the composite turnover of its subsidiaries/sister concerns etc. for 2013-14, 2014–15 and 2015-16.
- 4) The bidder's Average Annual Turnover during last three years should be Rs 25 crores or more in India from Computer Based Examinations alone (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 2016. 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 etc. and should submit self-certified copies of valid certificates of registration with these authorities.
- 7) The bidder must have successfully executed 5 similar project(s) in all India basis, out of which at least one project should be Conduct of Computer based Examination in 100 or more cities with capability of 1,00,000 or more candidates 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).
- 8) 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 the **Indian Institute of Technology Kanpur** must be met immediately. The bidder should have at least regular 100 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 secured 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.
- 9) The bidder 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 Centre should be certified as per the Government of India Guidelines. The infrastructure of the bidder must be Cert – in certified as per Govt. of India guidelines.
 - 10) The bidder must use 256 bit encryption for Question paper transfer.
 - 11) The bidder must be able to conduct computer based examination in multidisciplinary / multiple subjects as well.
 - 12) The bidder must have authorized quality and security software certifications i.e, ISO-27001 or ISO 20000 or ISO 9001.
 - 13) The Bidder should have infrastructure in about 25-30 major cities/towns of Uttar Pradesh (UP) with 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.
 - 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.
 - 17) The bidder should be able to support the entire solution (across UP) on a 9 x 7 basis with a maximum response time of one hour.
 - 18) At any time before the submission of bids, **Indian Institute of Technology Kanpur** 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 the Examination Section, **Indian Institute of Technology Kanpur**. The **Indian Institute of Technology Kanpur** has the right to cancel or modify the tender.
 - 19) Even though bidders may satisfy the above requirements, they may be disqualified in the following circumstances:
 - a) If the bidder has 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	Technical Capability	25
1.1.1	Legal Structure	5
	Partnership /Proprietary	1
	Private Limited	3
	Public Limited	5
1.1.2	CMMi level	15
	ISO 27001/ISO20000/ISO9001	5
	CMMi level 3 with ISO 27001	10
	CMMi level 5 with ISO 27001	15
1.1.3	Overall IT staff strength (Project Management/ Development/ Quality Assurance /Implementation/ Operations)	5
	>=100- 250	2
	>250-500	3
	>500	5
1.2	Financial Capability	15
1.2.1	Annual Turnover of Company for the period of 2013-2014,2014-15,2015-2016.	
	<100 Crore INR	1
	>100 to 250 Crore INR	3
	>250 Crore INR	5
1.2.2	Average annual turnover from examination service for the period 2013-2014,2014-15,2015-2016	
	<50 Crore INR	2
	>50 - 70 Crore INR	5
	>75 Crore INR	10
1.3	Specific Capability / Experience of the Bidder relevant to the assignment (SC)	50
1.3.1	No of Assignments in computer based examination (with more than 1,00,000 candidates) completed in India in last three year (as on date of bid submission)	10
	< 5 assignments	2
	5 – 10 assignments	5
	> 10 assignments	10
1.3.2	No of cities covered in a single project in India in last three year (as on date of bid submission)	10
	< 100 cities	2
	100 – 200 cities	5
	> 200 cities	10

1.3.3	Infrastructure Capability in India (Proof to be submitted)	10
	<=100,000	2
	100,001 – 200,000	5
	>200,000	10
1.3.4	Primary Data Center with Secondary DC site to be managed by the bidder for data Security	20
	Tier III DC infrastructure with Secondary DC Outsourced by the bidder	5
	Tier III DC infrastructure with Secondary DC owned by the bidder	10
	Tier III DC infrastructure with Secondary DC owned by the bidder with Cert-in Certified infrastructure	20
2	Approach and Methodology	10
2.1	Details of Methodology and Approach	10
	The marks for Approach and Methodology will be given by the Committee based on detailed methodology submitted by the bidders. There will be no presentation by the bidders on the same and the marks shall be in the range of zero to 100% depending on the extent of meeting the corresponding requirements.	

6. Evaluation of Bids

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 with all 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 for the **Indian Institute of Technology Kanpur**. 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.

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. **Indian Institute of Technology Kanpur** shall inform the date, place and time for opening of the Financial Bid.

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.

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

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

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

F_n = Normalized commercial score for the Bidder under consideration

F_b = Absolute financial quote for the Bidder under consideration

F_{min} = Minimum absolute financial quote

Composite Score (S) = $T_s * 0.8 + F_n * 0.2$

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 process 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 secured 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' data etc. should be maintained by the Bidder.
8. The Bidder should be able to support the entire solution (across UP) on a 24 x 7 basis with a maximum response time of 3 hours.
9. At any time before the submission of bids, **Indian Institute of Technology Kanpur** 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.
10. If the amendment is substantial, Bidder(s) shall be given reasonable time to make amendment or to submit revised bid and the deadline for submission of bids will be extended by the **Indian Institute of Technology Kanpur**.

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 Rs. 10 Lakhs of the **Indian Institute of Technology Kanpur** in form of Demand Draft drawn in a favor of **Registrar, IIT Kanpur** or through Bank Guarantee as per standard format valid for at least 6 months. 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 36 months, 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. The **Indian Institute of Technology Kanpur** 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 the **Indian Institute of Technology Kanpur** 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 can be downloaded from the **Indian Institute of Technology Kanpur** web site (<http://www.iitk.ac.in/new/tender-notice>). No tender fee will be charged from the Bidders. 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" for Examination in **Indian Institute of Technology Kanpur** so as to reach **Deputy Registrar, Store & Purchase DR(S&P), Indian Institute of Technology Kanpur, P.O. – IIT Kanpur, Kanpur - 208016** by 12 noon on 18th November 2016. Late tenders shall not be accepted. The technical bid shall be opened in the office of DR (S&P) on the same day at 4:00 PM in the presence of bidders who may like to be present.

All disputes arising shall be subject to the jurisdiction of appropriate court of Lucknow, UP, India alone and shall be governed by the law of India. The **Indian Institute of Technology Kanpur** reserves right to award the work/cancel the award without assigning any reason. In case of differences, if any, the decision of the **Indian Institute of Technology Kanpur** shall be final. The work can be awarded to one or more agencies, if need arises.

The payment shall be in Indian Rupees and shall be paid only after successful completion of work without error and delays. The successful bidder has to sign an agreement on non-judicial stamp paper which shall contain clauses related to liquidated damages on account of delays, errors, cost and time over runs etc. In case the bidder fails to execute the contract, the **Indian Institute of Technology Kanpur** 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 Lucknow, UP only.

Even though bidders may satisfy the above requirements, they may be disqualified in the following circumstances:

- 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, **Indian Institute of Technology Kanpur** 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 II.
- EMD and tender fees.

9. Appointment of Successful Bidder

Award Criteria

Indian Institute of Technology Kanpur 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.

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

Indian Institute of Technology Kanpur 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 **Indian Institute of Technology Kanpur** action.

Notification of Award

Prior to the expiration of the validity period, **Indian Institute of Technology Kanpur** 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, **Indian Institute of Technology Kanpur** 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, **Indian Institute of Technology Kanpur** 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.

Performance Guarantee

Indian Institute of Technology Kanpur 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, **Indian Institute of Technology Kanpur** at its discretion may cancel the order placed on the selected bidder without giving any notice. **Indian Institute of Technology Kanpur** shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or **Indian Institute of Technology Kanpur** incurs any loss due to Vendors negligence in carrying out the project implementation as per the agreed terms & conditions.

Signing of Contract

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

Time Frame

The successful bidder would be required to make the system up and operational within a period of 10 days from the date of signing of Contract.

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.

Payment Schedules

Total payment will be done immediately after sharing the reports. This has to be done as per the amount quoted by the bidder in financial bid.

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, **Indian Institute of Technology Kanpur** shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in the Selection Process. In such an event, **Indian Institute of Technology Kanpur** shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for, inter alia, time, cost and effort of the Authority, in regard to the RFP, including consideration and evaluation of such Bidder's Proposal.

For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:

_ "corrupt practice" means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of **Indian Institute of Technology Kanpur** who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOI or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of **Indian Institute of Technology Kanpur**, 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 **Indian Institute of Technology Kanpur** in relation to any matter concerning the Project;

_ “fraudulent practice” means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;

_ “coercive practice” means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person’s participation or action in the Selection Process;

_ “undesirable practice” means (i) establishing contact with any person connected with or employed or engaged by **Indian Institute of Technology Kanpur** with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and

_ “restrictive practice” means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

Force Majeure

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or **Indian Institute of Technology Kanpur** 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 **Indian Institute of Technology Kanpur** 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.

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 cumulative liability of either party under this Agreement shall not exceed in aggregate the amount paid to bidder by the **Indian Institute of Technology Kanpur** for the Service that gives rise to such liability during the twelve month period immediately preceding such claim. The limitation on any Party’s liability herein shall not apply to liability for damages, resulting from the willful misconduct. 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 **Indian Institute of Technology Kanpur** to perform any of Customer’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 the **Indian Institute of Technology Kanpur** 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 audited Balance Sheet/ Profit & Loss Account for the last 3 (three) years and certified by the Chartered Accountant (copies to be attached).

S. No.	Details	(1) 2015-16	(4) 2014-15	(5) 2013-14
i)	Gross annual turnover from similar works.			
ii)	Profit/Loss			
iii)	Financial Position: <ul style="list-style-type: none">• Cash• Current Assets, b• Current Liabilities, c• Working Capital (b-c)• Current Ratio: Current Assets/Current Liabilities (b/c)			

- Financial arrangements for carrying out the proposed work.
- Note: Attach additional sheets, if necessary.

(Signature of Bidder)

ANNEXURE- II

DETAILS OF SIMILAR WORKS EXECUTED

Sr. No.	Name of Work/ Project & Location	Owner and name of sponsoring organization	Cost of Work (in lakhs/ crores)	Date of commencement as per contract	Stipulated date of completion	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

STRUCTURE OF THE ORGANIZATION

1. Name and address of Bidder:
2. Telephone No. / Fax No./Email address:
3. Legal status (Attach copies of original document defining the legal statuses).
 - a) An Individual/ Consortium :
 - 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.	Candidates Strength Range	Per Candidate (in figure)	Per Candidate (In words)
1.	Conduct of end to end computer based examination		

The rates quoted shall be exclusive of duties and taxes.

Date

(Signature of Bidder)

Agreement