



॥ अंतरी पेटवू ज्ञानज्योत ॥
Kavayitri Bahinabai Chaudhari
North Maharashtra University, Jalgaon

E-TENDER NOTICE

K.B.C. N.M.U., Jalgaon invites E-tender for Examination Various Work

1) Printing, Supply Scanning of OMR/OCR/ICR Answer Sheet
(Summer 2022 & Acedmic Year 2022-23) Short Tender Notice

2) On Screen Digital Evaluation System (OES)
[Descriptive Answer Book (May-2022 to April -2027)]

3) Online MCQ Examination (May-2022 to April -2023)

4) Question Paper Mangement System & Digital Examination
Paper Delivery System (DEPDS) (Acaedemic Year 2022-23)

From interested and qualified vendors for the competitive bidding process. For the detailed tender documents, interested bidder should visit <https://mahatenders.gov.in> and www.nmu.ac.in

The filled in tender must be submitted online on or before **Sr.No. 1 for 20/04/2022 and Sr. No. 2,3 & 4 for 04/05/2022 upto 17.00 hrs.** Any extension of tender, corrigendum or change in schedule will not be published in news paper; it will be published only on above mentioned website only. (Fill each Tender Separately)
Ref.:KBCNMU/7-A/ET/OEVarious Work/863,864-866/2022 (Prof. D.S. Dalal)

Date :12/04/2022

Offg. Director, Board of Exam.& Evaluation



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कवयित्री बहिणाबाई चौधरी उत्तर महाराष्ट्र विद्यापीठ, जळगाव
Kavayitri Bahinabai Chaudhari
North Maharashtra University, Jalgaon

POST BOX NO.80, UMAVINAGAR,

JALGAON- 425 004

Tel.No. (0257) 2257301,325 & 326

Fax No. (0257) 2258407

E- TENDER DOCUMENTS FOR
CONDUCTION OF ONLINE MCQ EXAMINATION
FROM MAY-2022 TO APRIL-2023

REF :- REF :- **KBCNMU/7-A/ET/Online Examination /865/2022**

FOR MORE DETAILS VISIT THE PORTAL OF

<https://mahatenders.gov.in> / www.nmu.ac.in

Total Pages 01 to 26



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North Maharashtra University, Jalgaon

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EXAMINATION FROM MAY-2022 TO APRIL-2023

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Kavayitri Bahinabai Chaudhari North Maharashtra University, Jalgaon

TENDER SCHEDULE AND CONTACT DETAILS

**CONDUCTION OF ONLINE MCQ EXAMINATION FROM
FROM MAY-2022 TO APRIL-2023**

Sr. No.	Key Days of the tender	Start date & time	Closing date and time
01	Tender Release	13/04/2022	---
02	Tender documents downloading	13/04/2022 10.00 hrs.	04/05/2022 17.00 Hrs
03	Online Submission	13/04/2022 10.00 hrs.	04/05/2022 17.00 Hrs
04	Pre Bid Meeting	25/04/2022 Zoom Meeting ID- 89470564132 & Timing 1.00 PM Pass word- 491700	
05	Technical Bid opening	06/05/2022 11.00 hrs. (if possible)	---

Contact below if any query to

1	Mr.Sumit Katkar, For any information/difficulty Regarding online submission of tender	7745827385 7843024910
2	Offg. Head Computer Centre, KBCNMU, Jalgaon	9881219994 0257-2257325, 326
3	System Analyst, Computer Center (Exam), KBCNMU, Jalgaon	8999156427 0257-2257327
4	General Query	0257-2257236,237 (Purchase Dept.)

DISCLAIMER

1. Detailed schedule for the various activities to be performed in e-tendering process by the Tenderer for quoting their offer is given in this Tender Document under “Tender Schedule”. Manufacturer/ Distributors/ Authorized Dealers /Service Provider should carefully note down the cut-off dates for carrying out each e-tendering process / activity.
2. Every effort is being made to keep the Website upto date and running smoothly 24 x 7 by the K.B.C.N.M.U. and the Service Provider. However, K.B.C.N.M.U. takes no responsibility, and will not be liable for, the website being temporarily unavailable due to any technical issue at any point of time.
3. The K.B.C.N.M.U. will not be liable or responsible for any damages or expenses arising from any difficulty, error, imperfection or inaccuracy with this Website. It includes all associated services, or due to such unavailability of the Website or any part thereof or any contents or any associated services.
4. Tenderers must follow the schedule of e-tendering process and get their activities of e-tendering processes done **well in advance** so as to avoid any inconvenience due to unforeseen technical problem if any.
5. K.B.C.N.M.U. will not be responsible for any incomplete activity of e-tendering process of the tenderer due to technical error/ failure of website and it cannot be challenged by way of appeal, arbitration and in the Court of Law. Manufacturer/ Distributors/ Authorized Dealers/ Service Provider **must get done all the e-tendering activities well in advance.**



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Kavayitri Bahinabai Chaudhari North Maharashtra University, Jalgaon

**E- TENDER NOTICE OF CONDUCTION OF ONLINE MCQ
EXAMINATION FROM MAY-2022 TO APRIL-2023**

Kavayitri Bahinabai Chaudhari North Maharashtra University, Jalgaon invites E-tender for Conduction of online MCQ examination **to be started from May-2022 To April-2023** from interested and qualified vendors for the competitive bidding process. For the detailed tender documents, interested bidder should visit <https://mahatenders.gov.in> and www.nmu.ac.in.

The filled in tender must be submitted online on or before **04/05/2022** up to 17.00 hrs. Any extension of tender, corrigendum or change in schedule will not be published in news paper; it will be published only at above mentioned website only.

Ref. : **KBCNMU/7-A/ET/Online Exam./865/2022**

Date : 12/04/2022

(Prof. D.S.Dalal)
Offg. Director
Board of Examinations and Evaluation

Instructions for filling of E-Tender

The Director, Board of Examinations and Evaluation Kavayitri Bahinabai Chaudhari North Maharashtra University, Jalgaon invites e-tender for conduction of **Online MCQ Examination from MAY-2022 TO APRIL-2023**

The details in this regard are given below :-

1. Procedure to submit the tender: All eligible/ interested tenderer are required to be enrolled on Portal <https://mahatenders.gov.in> before downloading tender documents and participate in e-tendering The vendors should submit online tender in two bid system i.e. Technical Bid and Commercial/ Financial Bid. BOQ (BOQ Rate quoted inclusive of all taxes)
2. Technical Bid: The technical bid shall contain the following documents. The Bidder must Scan the documents and upload all these documents online with first page in technical bid Compulsorily. All the documents must be valid and self-attested by bidder. Non-submission of following requested documents may lead to rejection of offers.

Sr.No.	Name of Document
2.1	Information of the bidder as per Annexure –A.
2.2	Certificate of incorporation/registration.
2.3	Copy of GST registration certificate
2.4	Copy of PAN card
2.5	Copies of Income tax return filed during last three financial year.
2.6	Copies of SSI / NSIC/MSME registration certificate (In case of exemption in payment of Tender Fees / EMD is claims). The related G.R. /Circular must be upload.
2.7	Proof of annual turnover of Rs. Minimum of Rs. 1.5 cr in the last three financial year (2018-19, 2019-20, 2020-21) as per Annexure- B
2.8	An affidavit that the bidder has never been black listed by any government department / government under taking /any other agency as per Annexure- C
2.9	List of clients to whom the tendered services provide the name, address, Landline. No. / Mobile No. of the clients. & copy of experience certificate /work done certificate from the University / Board /Educational Institute / State or Central Government Departments / Institutions for last three financial years i.e (2018-19, 2019-20, 2020-21) Annexure-E
2.10	Bidder's Declaration on letter head Annexure –F
2.11	Receipts of payment of Cost of tender and earnest money deposit paid through Internet Banking
2.12	Audited balance sheet & profit & Loss account of the company / firm duly audited by Chartered Accountant for last there financial years. (2018-19, 2019-20, 2020-21)
2.13	Proof copies of ISO 9001:2015, ISO 27001: 2013 and CMMI Level 3 certification
2.14	Full set of tender documents with seal and signature of bidder or his authorized representative on each page of the tender. (full set uploading will be must)

3. **Financial Bid** : The tendering authority will first open the Technical Bid documents of all bidders and after scrutinizing these documents will shortlist the Bidders who are eligible for Financial Bidding process. Otherwise the tender may be disqualified. Financial bid should be submitted online by vendor in the form of BOQ excel sheet given over www.mahatender.gov.in, the supplier shall fill up the column of rate per unit offered by him.
4. Bidder should have valid Digital Signature Certificate (DSC) obtained from any Certifying Authorities.
5. The detail description of conduction of Online Examination provided in the tender documents.
6. The Technical and Financial bid shall be submitted online as per the schedule.
7. The Bidders are strictly advised to follow the dates and times allocated to each stage. As indicated in the time schedule. All the online activities are time tracked and the Electronic Tendering System enforces time-locks that ensure that no activity or transaction can take place outside the Start and End Dates and Time of the Stage as defined in the tender schedule. At the sole discretion of the Tender Authority, the time schedule of the Tender stages may be extended.
8. Rate to be quoted should be mentioned at appropriate place in provided in Schedule (BOQ) by the bidder, more over the rate should not be quoted anywhere else in the tender booklet as well as in the blank pages.
9. **The University reserves the right to decide whether to open or not open the commercial Bid of the supplier and no objection of any supplier shall be entertained on any ground what so ever it may be regarding this.**
10. No Bid shall be accepted without payment by online earnest money deposit and cost of tender.
11. The rate quoted in per student per assessment BOQ form should be inclusive of GST.
12. The University is not to bind to accept lowest tender and reserve the right to accept/cancel any or all tenders without assigning any reason thereof.

(Prof. D.S.Dalal)
Offg. Director
Board of Examinations and Evaluation

General Terms and Conditions of the Tender

- 1) The online tender is called Conduction of Online MCQ Examination from Academic Year 2022-23 It is also brought to your notice that further course of action of conduct of Online Examination shall be taken considering pandemic situation directives of the Central Govt. / State Govt.
- 2) **Cost of Tender & Earnest Money Deposit : - Vendors are required to pay Rs.11,000/- (Rs.Eleven Thousand only) and Rs.1,10,000/- (Rs.One Lacs Ten thousand only) towards Tender Fee and EMD respectively through Net banking .**
- 3) **Security Deposit :-**The successful bidder to whom the work order is given shall be required to deposit an amount equivalent to 5% of total value of purchase order (inclusive of all taxes, duties etc) as security deposit within 7 days from the date of work order. The security deposit will not carry any interest which shall be refunded after supply and successful installation of the system. If the bidder fails to keep the security deposit, then the second lowest quoted bidder will be issued the similar purchase order or the University with holds the total authority for the necessary action to be taken. The Security deposit will be forfeited if the supplier fails to execute the work order.
- 4) **Termination of Contract:** University reserves the right to terminate the work order bidder fails to services "within the examination period. The University also reserves the right to go for next lowest tenderer or other appropriate action will be taken.

If due to the above mentioned reason work order is terminated, security deposit shall be forfeited and also the tender may be allotted to the next lowest tenderer or the university reserves the right to take any other appropriate decision including legal action against the bidder to whom work order was awarded.
- 5) The Bid E.M.D. will be forfeited :
 - a) If the bidder withdraws his bid during the period of bid validity specified in the bid.
 - b) In case of successful bidder, if the bidder fails or refuses to accept the work order.
- 6) Conditional E-tender shall be out rightly rejected.
- 7) **Payment :-**100% after 45 days from the completion of all online examination satisfactory result declaration. The payment will be made by account payee cheque only.
- 8) Only online tender submitted through Government of Maharashtra portal for e-procurement will be considered. (<https://mahatenders.gov.in>)
- 9) Tender offer must be valid for a period of minimum 120 days from the date of opening of commercial/financial bid. Any offer failing short of the validity period is liable for rejection.
- 10) **Agreement:-** The successful bidder will be required to submit an agreement on stamp paper of Rs.500/-within 7 days from the date of receipt of letter for awarding work order from University. **The agreement should be registered with notary.**
- 11) **Commencement of Rate Contract: The rate contract will commence from the date of submission of agreement along with amount of security deposit.**
- 12) **Jurisdiction:** The courts at Jalgaon alone will have the jurisdiction to try any Matter, dispute or reference between parties arising out of this tender / contract. It is specifically agreed that no court outside and other than Jalgaon court shall have Jurisdiction in the matter.
- 13) The University reserves the right to accept or reject any or all the tenders from any or all the parties without assigning reason thereof.

- 14)** The accepted tender rates will stand good to the end of the contract and no hike in the said accepted rates will be permitted during the period of the agreement, unless it is specified in the Contract.
- 15)** The entire work assigned to tenderer is highly confidential; hence the bidder should maintain absolute confidentiality while carrying out the work. The successful bidder shall not Outsource/ sublet any activity or process related to the entire process within the scope of tendered work.
- 16)** The bidder should have the capability to carry out the work of total solution Conduction of Online Examination for all Examinations.
- 17)** The bidder should have facility to execute the work assigned to them with all facilities, Manpower & infrastructure, could not assign sub-contract for the said work.
- 18)** Offer should be complete in all respect. Incomplete offers would not be entertained.
- 19)** Penalty to the minimum 10% of the contract value shall be levied upon the vendor for the delay in submission of data or deficiency in the service.

(Prof. D.S.Dalal)
Offg. Director
Board of Examinations and Evaluation

: SCOPE OF WORK :

Conduction of Online MCQ Examination for various Courses of Kavayitri Bahinabai Chaudhari North Maharashtra University (KBCNMU)

Introduction and Scope of Work

KBCNMU will provide all the necessary data to the vendors. KBCNMU will also provide question banks/papers, marking scheme, marking rules, and configuration of question bank/paper to the vendor after signing non-disclosure agreement. The centres will be provided by KBCNMU.

GENERAL :-

- University will provide required data in Excel/Word/Pdf or other suitable format of students appearing for online examination.
- Based on the data provided by the university, Online examination will be conducted in predefined slot/period in May 2022 to April 2023
- *Approximate number of students appearing for this online examination is about 1,30,000 having papers around 8 lakhs in each semester for different subject/papers of various academic programs of university.*

The vendor shall provide following for conduction of Online Examinations:

- The SOP to be followed for admitting the students into the examinations, the processes to be followed during the duration of the examinations and after the examinations is completed, need to be described clearly which shall be approved by University.
- The vendor must deploy a Nodal Technical Officer & OSD for coordination and Escalation who will interface and provide support right from the commencement of the project till handing over the results of the examinations. The Technical Officer has to be available physically in Director, Board of Examinations and Evaluation, office for entire period of examinations.
- Timelines for various activities related to the examinations will be defined by the University in advance.
- The vendor will ensure event based log (audit trail) for every student will be generated and saved on the servers.
- The Online Examination shall be allowed to be taken from Android Phone or through Laptop/Desktop through standard browser.
- Responsiveness of the system – Response time of the server and software should be quick to enable student to take the examinations without any technical glitches.
- The vendor will ensure the secrecy of the examinations material. Therefore, the vendor has to sign NDC (Non-disclosure certificate) in the format prescribed by the University.
- The question bank / paper will be provided in standard format of the University.
- The selected vendor will provide the required training to the staff and faculty on the system for online proctoring.

- Demo link for complete examinations period should be made available to the University for Practice Purpose for the students
- Adequate capacity to absorb the load of a large database including the images Photographs with minimum response time.
- The System should be Operational round the clock.
- Instant connectivity to the Servers of the Service Provider and high availability
- Secure access and accessibility to the designated representatives only
- Provision to upgrade/amend as and when required.
- Once the candidate starts taking examination, the application should block access to other applications on its device.
- Applications should enforce exam submission in case student tries to switch another application on that device /app during examination.
- The software system should be accessible using any standard Operating System and Browser.

1) Pre-Examinations Phase

1.1) Vendor will work with the university and facilitate the following and ensure that the examinations are smoothly conducted for the students:

- The Mock Examination Link to be enabled in University's branded skin within 3 days from the receipt of Work Order.
- Proper training to be given for all the concern staff of KBCNMU
- The Service Provider should intimate all the requirements well in advance.
The Service Provider should be ready to conduct examinations within Seven (7) days from the receipt of Work Order.
- Nodal Officer should be of Project Manager or equivalent, who can take the instructions from D BEE and decision to be made on the spot and convey to the team for implementation.
- Uploading of question bank/paper & time table has to be done by vendor in the KBCNMU premises using interface created by vendor.
- Vendor has to generate randomized question paper from the Questions provided by the University.
- **The Service Provider will have to maintain utmost confidentiality and shall submit Non- Disclosure Certificate in the prescribed format.**
- In case of technical failure attributed to the Service Provider, & re-conduction of examinations the data should be restored to the point.
- The student shall be able to appear for papers in the examination against his/her PRN only.

- Familiarization of student on Remote Proctoring, Do's & Don'ts, Instructions etc.
- The requisite Report, as required by the D BEE of university to be provided within the timeline (Student details and list of courses for examination etc.)
- Students must be provided the following:-
 - Access to the mock examinations to test their connectivity to the system and the software a few days ahead of the examinations. The student should be able to test the software and get an idea of how the questions will be displayed during the actual examinations.
 - Clear and transparent guidelines agreeable by the University and Vendor to be given to the students on the activities that are **considered as malpractices for remote proctored online examinations**.
 - Vendor should communicate clear guidelines issued by the University (on do's and don'ts) to the Student well in advance so that the Student is ready for the Remote Proctored Examinations.
 - The Human proctors (Invigilators) would be the Faculty/staff from KBCNMU Campuses and affiliated colleges.
 - The programme must have the facility to obtain the concurrence of the student having read the instructions before start of examinations.

1.2) **Examination Phase :**

Remote Proctoring (Live Human Proctoring): This activity involves the activation of Remote Proctoring facility for the Students. This should be on a Real Time basis but without compromising the credibility and security of the test.

1.3) **The Remote Proctoring activity must have the following features:**

- Establish student authentication; vendor to share the authentication process.
- Ensure students have done pre-configuration as per instructions to give Camera & Microphone permission as per the Remote Proctored Examinations requirements.
- Limit allocation of students to a proctor randomly and automatically.
- Option to be pre-allocating proctors to candidates or follow Automatic dynamic allocation of candidates to proctors.
- Proctor should be able to validate the successful completion of the test before result processing and release of final test score.
- Provide quick access dashboard to KBCNMU.
- Ability to send messages across all the Students who are live and if necessary. Invigilator may stop/pause the examinations for a doubtful student.
- Provide concurrent validation by use of date of birth as authentication in case photo mismatch.

1.4) Invigilation during the examinations:

- Validation to be done on the basis of student's date of birth and/ or OTP sent on the registered mobile of student.
- Monitor the examinations taken continuously and provide support till the end of the examinations.
- Remote proctors/Invigilators should also ensure proper conduct of examinations and Ensure that the students should not do any unfair means during the examinations.

1.5) Details to be displayed on student portal as part of Examinations software during the examinations:

- Display of instructions to students upon login and before start of examinations. Start and closure of the Examinations at scheduled time (students must not be able to start their examinations even if they login before the scheduled time)
- Display of remaining time available

1.6) Display of student details on the screen (including a photograph if available) during the Examinations.

- Switching between answered questions and unanswered questions in the question paper and possibility of questions to be attempted in single pass with full randomization of questions to minimize cheating events.
- If a student is discontinued/ logged out/disconnected during tenure of examination then the student should be able to appear for the remaining examination within the time slot as per time table, and he/she shall be given balance time to solve remaining questions.

1.7) Monitoring:

- The examinations server shall have the capability to start the examinations for all students, monitor the status of each student (whether logged in, examinations started, idle/active, disconnected, and submitted. Etc.)
- The server MUST maintain an audit trail of every operation on the server. All server-side audit trails are also the property of University and shall be handed over at the end of the examinations.
- Progress tracking of candidate attempts.
- Provide quick access to view Paused/Disconnected/aborted candidates. Separate notification/warnings for proctors showing proctoring/authentication queue.

- Allow multiple students to be proctored by the same set of proctors. Disable use of copy/paste.
- Capture events on Device Change, App Change, Multiple Faces, No Faces, and Mismatched Faces to highlight malpractices.
- Ability to broadcast/announce messages across all the live test takers. Any time access to student's live view along with audio messages exchanged to be a part of the detailed proctor logs in the result report.
- Search for any candidate attempting the test. Ability to detect imposter or additional person. Block unused networking ports and malicious software.
- Test resumes to be allowed only within a small time limit of that slot's total time window.
- The system shall take four to six photos of candidate randomly during tenure of examination and store the same for scrutiny of misconduct/copy case if any.

1.8) Master Control Facility

The examinations, exceptions/issues on case to case basis and live dashboard to monitor proctors, should be accessible for monitoring by the D-BEE of university and supported by technical personnel from the vendor who are experts in the Online Examinations Software. At the end of examinations in each session, the student response data and audit trail data of each student to be shared with KBCNMU. The vendor should provide the facility to monitor the pre-examinations, during examinations and post examinations activities of all students taking examinations.

2) Post Examinations Phase :

- Downloading of bulk answer response scripts (readable format like pdf which are printable on A4 size paper) within 7days.
- Software that handles post examinations operations that includes a consolidated detailed information sheet of all students who appeared in the examinations, detailed response sheet for every student, the audit logs of every student recorded during the examinations, analytics and basic statistics on the responses obtained.

- The evaluation of the responses needs to be done and results shared with the KBCNMU in the prescribed format on the same day of the examination (softcopy)
- Audit logs for each and every student that covers the computer activity done by him/her should be shared with the University office along with the results
- Individual student-wise, item wise responses and audit trail will be captured and share with University. The Vendor will maintain the data in a secure manner till instructed by University. This data is to be handover to University and then delete from vendor server.
- **Facility to get photocopy response sheet to the student on receiving of application by email.**
- Any other reports as prescribed by the D BEE of university to be submitted by the Vendor within 7 (seven) days.

Specifications for submitting tender :

A.Proposal Preparation :

Vendor is expected to examine all instructions, forms, terms, conditions and requirements contained in the tender document and prepare the proposal accordingly. Failure to furnish all information required by the tender document or submission of a proposal not substantially responsive to the Tender document in all respect may result in the rejection of proposal.

The proposals should be submitted to Director, Board of Examination and Evaluation Kavayitri Bahinabai Chaudhari North Maharashtra University in two parts as mentioned in the following sections:-

B.Pre-Qualification (PQ) and Technical Proposal (Envelope A)

Along with other documents, following documents shall be a part of PQ and

Technical Proposals

1. The Company/firm should have an average turnover of Min 1.5 Cr in the last 3 financial years (2018-19,2019-20, 2020-2021).
2. Valid copy of Company/ Firm Registration Certificate.
3. EMD (Earnest Money Deposit) of Rs. 1,10,000/- & Tender Fee Rs.11,000/- Shall be paid in the form of online- payment only.
4. If the Vendor has a **valid** MSME certification and NSIC registration, as per the directive of Central Government Vendor will be exempted from making EMD payment.

5. Copy of Experience Certificate/ Work done Certificate from the University/ Board/ Educational Institute/ State or Central Government Departments / Institutions for last three financial years i.e. 2017-18,2018-19, 2019-2020.
6. The Vendor must have conducted online Examination minimum of 45,000 students in a single slot / Session (Customer certificate should be attached).
7. The Vendor should submit a Security Deposit of amount equivalent to 5 % (five per cent) of the total value of work.
8. The Vendor should provide audited Balance Sheets for the last three financial years.
9. Declaration regarding Clean Track Record. on company / Firm's letter head Valid copy of GST Registration, Permanent Account Number(PAN).
10. In case any of the above terms are not satisfied, the proposal will be considered invalid and it will be rejected for any further consideration.
11. The vendor should have to be ISO 9001:2015, ISO 27001: 2013, CMMI Level 3 certification

C. Proposal Submission :

- 1) The Vendor is responsible for registration on the e-procurement portal at its own cost. The Vendors are advised to go through the e-procurement guidelines and instructions, as provided on the e-procurement website, and in case of any difficulty related to e- procurement process, may contact on the helpline number as provided on the website.
- 2) All the pages submitted in the proposal should be serially numbered. It should also have an index giving page wise information of documents. Incomplete proposals and proposals other than in prescribed format will be summarily rejected.
- 3) The Vendor shall submit the proposals online within 7 days from publication of TENDER as described below-
 - a) Pre-qualification and Technical Proposal– Scanned copy in PDF file format, signed on each page (if required), with file name clearly mentioning: Pre- qualification and Technical Proposal.
 - b) Prices should not be indicated in the Pre-Qualification and Technical Proposals.
 - c) In case of discrepancy between amount given in words and figures, the amount given in words shall prevail.
- 4) The Vendor is allowed to submit only one proposal against this Tender .The Vendor has to submit the complete proposal not in part or for particular quantum of work, such proposal will automatically be disqualified without any intimation to Vendor.

Criteria for Technical Evaluation of Tender

Pre-Qualification Criteria :-

Sr. No.	Criteria	Valid Supporting Documents/Information to be submitted as criteria Validation with Technical proposal	marks
1)	Average Turnover of the company /firm should be 1.5 Cr for the last 3 years (FY (2018-19,2019-20, 2020-2021)	CA certificate and audit reports to be submitted	10 Marks if turnover above 1.5 Cr 0 Marks if below
2.	Vendor's should have conducted online examination in central or State Govt. Education Depts./ UGC recognized Universities/Private Universities/ Boards/ Educational Institutions in India during the last 3 Financial Years (2018-19,2019-20, 2020-2021) having conducted online examination of minimum of 45,000 students in a single slot / session	Copy of Experience Certificate/Work done Certificate from the concerned central or State Govt. Education Depts./ UGC recognized Universities/ Private Universities/ Boards/Educational Institutions in India. Number of students (minimum 45,000 in a single slot /session should be mentioned in the Experience Certificate/Work done Certificate.	less than 45,000 students- 00 marks 45,001 to 60,000 students- 15marks 60,001 to above students 20 Marks
3.	The Vendor should have ISO 9001:2015, ISO 27001: 2013 and CMMI level 3 certification	Self-attested Copies of Certificates	ISO 9001:2015, & ISO 27001: 2013 = 15 Marks CMMI leve=5 Marks
4.	Must have conducted online examination of UGC recognized University /Private University/ Institution / Board / Government Department in the last 3 years of 3 lakh paper per semester in single or Multiple Institutions	Work order/s from all UGC recognized University/Private University/ Institution/ Board / Government Department	Work for less than 03 Lakh paper per semester 0 marks Work for 3 lakh to 6 lakh paper per semester 2 /Universities 10marks Work for more than 6 Lakh paper per semester 20 marks
5.	Detail presentation of the proposal by the vendor before KBCNMU authorities on date and time decided by KBCNMU after technical Bid Opening	Vendor to give Presentation	Maximum 30 marks

Note: Self Certified copies of Supporting Documents/Information for technical evaluation are mandatory and should be mentioned in the covering letter with the page numbers of these documents indicated.

Lack of Competition

1. If a situation arises where if after the evaluation of bids, KBCNMU ends up with one responsive bid only and in such a situation, the KBCNMU authority would check as to whether while floating the Tender all necessary requirements to encourage competition like standard bid conditions, industry friendly specifications, wide publicity, sufficient time for formulation of bids, etc. were fulfilled. If not, the Tender would be re-floated after rectifying deficiencies.
2. KBCNMU reserves the right to award the Tender in case it finds less than minimum number of bids required considering the timeline of the project execution.
3. The university reserves the right to refloat the Tender process in case it finds that no appropriate vendor can be shortlisted in the first attempt.

Bid Evaluation Process :-

Bid Evaluation Committee

The bid evaluation committee constituted by the University shall evaluate the bids. The decision of the bid evaluation committee in the evaluation of the Technical and Commercial bids shall be final.

A) Technical Evaluation :

Pre - qualification bid documentation shall be evaluated as under:

- The evaluation committee will check if the Vendor has deposited the EMD along with the Technical Proposal and the same are found to be in order.
- The documentation furnished by the Vendor will be examined prima facie to see if the Vendor's capacity, skill base and other Vendor attributes as claimed therein are consistent with the needs of this project.
- University may ask Vendor(s) for additional information, and/or arrange discussions with their professional, technical faculties to verify claims made in bid documentation. If the Vendor fails to submit the additional supporting documents, the bid shall be rejected.
- Commercial bid of only those vendors who were found technically eligible will be opened

B) Commercial Evaluation :

The Price Score of the Vendor will be determined by the Committee, which will be used for overall evaluation.

C) Overall Score formula :

Evaluation criteria proposed to be adopted will be Quality cum Cost Based System (QCBS) where Technical Bid Score will get a weightage of 70% and Commercial Bid Score a weight age of 30%. The Vendor would be technically evaluated out of 100 marks. All the Vendors who secure overall minimum of 75% (75 Marks out of 100 across all the components together) will be considered as technically qualified. Final score of all Vendors will be calculated on the basis of the following formula:

$$F_s = (0.70 \times (T_s/100) + 0.3 \times (C_{min}/C_b)) \times 100$$

Where

F_s= Overall score of Vendor under consideration.

T_s= Technical Score for the Vendor under consideration out of 100

C_b= Financial Bid Value for the Vendor under consideration

C_{min}= Lowest financial bid value (C_b) among the financial proposals under consideration

The Vendor with highest F_s (overall score), will be awarded work.

2) Contract Finalization and Award Criteria :-

Issuance of LoI

University shall notify the selected Vendor, through a Letter of Intent (LoI), that its bid has been accepted. The letter of intent will be accompanied by the proforma for contract, incorporating all agreements between the parties.

Signing of Contract

Within 7 days of receipt of the LoI, the successful Vendor shall sign the contract and return it to the University. The selected Vendor will initiate the execution of the work as specified in the agreement.

3) Disclaimer :-

All information contained in this Tender have provided is in the good interest and faith. This is neither an agreement and nor an offer/ invitation to enter into an agreement of any kind with any party.

Though adequate care has been taken in the presentation of this TENDER document, the interested Vendors shall satisfy themselves that the document is complete in all respects. The information published in this document is not intended to be exhaustive. Interested Vendors are required to make their own enquiries and assumptions wherever required.

In case there are less than three valid bids the University reserves the right to award the contract from within the shortlisted vendors. Examination dates cannot be altered hence University reserves the right to award the contract to the most eligible vendor.

Intimation of discrepancy, if any, should be given to the specified office immediately. If no intimation is received by this office by the date mentioned in the document, it shall be deemed that the TENDER document is complete in all respects and firms submitting their bids are satisfied that the TENDER document is complete in all respects.

University reserves the right to reject any or all of the applications submitted in response to this TENDER document at any stage without assigning any reason whatsoever. University also reserves the right to withhold or withdraw the process at any stage with intimation to all who have submitted their bids in response to this TENDER . University reserves the right to change/ modify/ amend any or all of the provisions of this TENDER document without assigning any reason. Any such change would be communicated to the Vendors by posting it on the website of the University.

Vendor must follow the time table of e-Tendering process and get their activities of e-Tendering processes done well in advance so as to avoid any inconvenience due to unforeseen technical problem if any.

University shall not be responsible for any incomplete activity of e-Tendering process of the Vendor due to technical error/failure of web site and it challenged by way of appeal, arbitration and in the Court of Law. Vendor must get done all the e-Tendering activities well in advance

10) About Data Ownership

A. The Vendor shall provide all the data- including the question banks- collected or generated during the entire process to KBCNMU in the format prescribed by KBCNMU.

B. The ownership of the entire data including the question banks shall lie with KBCNMU. Upon receiving the instructions from KBCNMU authorities, the vendor shall destroy the entire data from its server or all such places of storage. The vendor shall not keep a copy of data in digital or print or any other format with itself. The vendor shall provide the certificate to this effect in a format as prescribed by KBCNMU.

Security Management Process (Attach Proof)

- 1) The Vendor should have ISO Certification of ISO 9001:2015 and ISO/IFC 27001
- 2) Provision for protecting the system from DDOS attack and advance threat attacks.
- 3) Application security testing CERT/STQC (with third party certification is must)
- 4) Security Monitoring – Platform should be enabled for security logging and separate team under taking this monitoring should be in place
- 5) Reports of penetration test conducted – is must
- 6) In case primary instance fail, application should be able to work from another instance in half an hour from primary instance failure (Provide testing proofs)
- 7) Data should reside in India.

Information of the Bidder

Annexure- A

Sr. No.	Particular	
1	Name of the Vendor	
2	Registered office Address, Telephone no., and E-mail ID	
3	Correspondence / Contact Address. Details of contact person name, designation, address, mobile no & e-mail ID.	
4	Type of the Organization /(Proprietary / Partnership/ Pvt. Ltd./PSU/Govt./Public Ltd)	
5	Year of establishment and Experience in business (In number of years)	
6	Annual Turnover 2018-19 2019-20 2020-21	
7	Audited Balance sheet for the last three year 2018-19 2019-20 2020-21	
8	GST Registration No.	
9	PAN Card No.	
10	Details of Bank :- Name of Bank Account : Name of Bank : Types of Account : Account Number : IFSC Code : MICR Code :	
11	Capacity in which bid is signed by the bidder each pages of the tender. (Proprietor/Partner/Director)	

Signature & Seal of the Tenderer

Annexure –B

Certificate of Annual Turn Over

Sr.No.	Financial year	Annual turnover (In Lacs)
1	2018-19	
2	2019-20	
3	2020-21	

Seal & Signature of the
Chartered Accountants

Seal & Signature of the
bidder authorized representative

Annexure –C

DECLARATION REGARDING BLACKLISTING / DEBARRING FOR TAKING PART IN TENDER.

(To be executed & attested by Public Notary / Executive Magistrate on Rs.500/- non judicial Stamp paper by the bidder)

I / We _____ Manufacture / Partner(s)/ Authorized Distributor /agent of M/S. _____ hereby declare that the firm/company namely M/s. ----- has not been blacklisted or debarred in the past by Union / State Government or by any other organization from taking part in tenders in India.

Or

I / We _____ Manufacture / Partner(s)/ Authorized Distributor / agent of M/s. -----hereby declare that the Firm /company namely M/s.----- was blacklisted or debarred by Union / State Government or any Organization from taking part in tenders for a period of _____ years w.e.f. _____ to _____. The period is over on _____ and now the firm/company is entitled to take part in tenders.

In case the above information found false I / we are fully aware that the tender/ contract will be rejected/cancelled by University and EMD / SD shall be forfeited. In addition to the above University will not be responsible to pay the bills for any completed / partially completed work.

DEPONENT

Name _____

Address _____

Attested:

(Public Notary / Executive Magistrate)

Criteria for Technical Evaluation of Tender

(Annexure-D)

Pre-Qualification Criteria :-

Sr. No.	Criteria	Valid Supporting Documents/Information to be submitted as criteria Validation with Technical proposal	marks
1)	Average Turnover of the company /firm should be 1.5 Cr for the last 3 years (FY (2018-19,2019-20, 2020-2021)	CA certificate and audit reports to be submitted	10 Marks if turnover above 1.5 Cr 0 Marks if below
2.	Vendor's should have conducted online examination in central or State Govt. Education Depts./ UGC recognized Universities/Private Universities/ Boards/ Educational Institutions in India during the last 3 Financial Years (2018-19,2019-20, 2020-2021) having conducted online examination of minimum of 45,000 students in a single slot / session	Copy of Experience Certificate/Work done Certificate from the concerned central or State Govt. Education Depts./ UGC recognized Universities/ Private Universities/ Boards/Educational Institutions in India. Number of students (minimum 45,000 in a single slot /session should be mentioned in the Experience Certificate/Work done Certificate.	less than 45,000 students- 00 marks 45,001 to 60,000 students- 15marks 60,001 to above students 20 Marks
3.	The Vendor should have ISO 9001:2015, ISO 27001: 2013 and CMMI level 3 certification	Self-attested Copies of Certificates	ISO 9001:2015, & 27001: 2013 = 15 Marks CMMI level 3=5 Marks
4.	Must have conducted online examination of UGC recognized University/Private University / Institution / Board / Government Department in the last 3 years of 3 lakh paper per semester in single or Multiple Institutions	Work order/s from all UGC recognized University/Private University/ Institution/ Board / Government Department	Work for less than 03 Lakh paper per semester 0 marks Work for 3 lakh to 6 lakh paper per semester 2 /Universities 10marks Work for more than 6 Lakh paper per semester 20 marks
5.	Detail presentation of the proposal by the vendor before KBCNMU authorities on date and time decided by KBCNMU after technical Bid Opening	Vendor to give Presentation	Maximum 30 marks

Note: Self Certified copies of Supporting Documents/Information for technical evaluation are mandatory and should be mentioned in the covering letter with the page numbers of these documents indicated.

List of Clients

Sr. No.	Name and Address of Clients	Contact Number	work order/s & Date from University /Institution/Board/Government Department	Exam conducted for Number of Students

Note : The above information should be submitted on letter head of the bidder.

Date : 00/04/2022

Name, Signature and
Seal of the bidder

Annexure-F

E-tender for conduction of online mcq examination from

May 2022 TO April 2023

Bidder's Declaration

Ref.No. : **KBCNMU/7-A/Online MCQ Exam./865/2022**

I hereby certify that I have gone through all the information and terms and conditions stipulated in the tender document and hereby confirm to abide by the same. I also hereby certify that the rates quoted in financial/ commercial bid (BOQ) are not more than the rate charged to any other Institution/ Department / Organization.

Signature : -----

Name of signatory: -----

Name, Signature and

Seal of the bidder