



**गुरु घासीदास विश्वविद्यालय, बिलासपुर (छ.ग.)**

**GURU GHASIDAS VISHWAVIDYALAYA, BILASPUR (C.G.)**

**(A Central University)**

Koni, Bilaspur-495009 (C.G.)

Phone: 07752-260036, Fax : 07752-260154

Website : [www.ggu.ac.in](http://www.ggu.ac.in)

**Expression of Interest/e-Tender**

**For**

**“Conducting Proctored Online Examination”**

**Tender ID- 2021\_GGV\_642319\_1**

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Reference NIT No.	:	<b>No.60 /STORE/GGV/ONLINEEXAM/e-Tender/2021, BILASPUR, Date 06/08/2021</b>
Name of Work	:	<b>“Conducting Proctored Online Examination” AT GURU GHASIDAS VISHWAVIDYALAYA CAMPUS, BILASPUR. (C.G.)</b>
Tender Cost*(Non Refundable)	:	<b>Rs. 2,500/- (in form of D.D.)</b>
Earnest Money Deposit*	:	<b>Rs.50,000/- (in the form of D.D./FDR)</b>
Tender Document	:	Available online through the websites <a href="http://www.ggu.ac.in">www.ggu.ac.in</a> and <a href="http://www.eprocure.gov.in">www.eprocure.gov.in</a>

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**Note:** 1) This is an online Tender, Technical Bid & Financial Bids are to be submitted online only. through [www.eprocure.gov.in](http://www.eprocure.gov.in)

2) \*Tender Cost & EMD in original must be submitted to the university by specified mode up to 4.00 PM on or before the last date of submission. However, the scanned copy of the tender Cost and EMD should also be submitted online with the Technical Bid.



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INDEX SECTION	DESCRIPTION	PAGE NO. (Total pages-25)
I	Invitation of Tender	2
II	Scope of Work and Project Background	3
III	Terms and Conditions of Contract (For Online admission process and conducting Proctored Online Examinations)	9
IV	TECHNICAL SIGNTUIFICATIONS AND DETAILS	12
V	SCHEDULE OF REQUIREMENTS (TECHNICAL BID) (letter, Format1, Format2, Format3)	13
VI	PRICE SCHEDULE (FINANCIAL BID)	22
VII	GENERAL TERMS AND CONDITIONS	23

### Section I

Guru Ghasidas Vishwavidyalaya (A Central University), Bilaspur invites online bids from interested bidder for **“Conducting Proctored Online Examination” in two Bid system (Three Packet System)**

**Reference No. : 60/STORE/GGV/ONLINEEXAM/e-TENDER/2021, BILASPUR, Date: 05/08/2021**

Name of Work: “Conducting Proctored Online Examination”

Earnest Money Deposit (EMD) : Rs. 50,000(In form of D.D./FDR)

Tender Cost (Non Refundable) : Rs. 2500 (In form of D.D.)

Tender Document: Available online through the websites [www.ggu.ac.in](http://www.ggu.ac.in) and [www.eprocure.gov.in](http://www.eprocure.gov.in)

Last date of submission of e-Tender: 16/08/2021 upto 4.00 PM

Technical Bid opening Date : 17/08/2021 at 4.30 PM

Financial Bid opening Date Will be notified later through websites

Note: 1) This is an online Tender, Technical Bid & Financial Bids are to be submitted online only. through [www.eprocure.gov.in](http://www.eprocure.gov.in)

2) Tender Cost & EMD in original must be submitted to the university by surfaced mail up to 4.00 PM on or before the last date of submission. However, the scanned copy of the tender Cost and EMD should also be submitted online with the Technical Bid. There will be no exemption from Tender fees and EMD.

## **SECTION II**

### **Project Background**

Guru Ghasidas Vishwavidyalaya (GGV) intends to implement a system that will manage the Admission and test process with multiple sessions -

The system shall mainly comprise of the following activities:

- Design & development of portal for online application and payment of requisite fees & help desk
- Dash Board for monitoring day to day application as per requisite format of GGV
- Registration Acknowledgement (via SMS and Email) to applicants.
- Short-listing of candidates for appearing GGV Entrance Test and publication of list of candidates appearing in Entrance Test online
- Issue of admit Cards, Scheduling of Test
- Manpower resources for data entry and exam management
- Conduct of online mock tests and workshops regarding online Computer based test
- Aadhaar/non-Aadhaar based registration/ attendance and verification of candidates during examination
- Providing the attendance data of the candidates and verification at later stages of admission process
- Conduct of Computer Based Examination. Mobile/Desktop App/Browser Extension required.

(Medium of question paper may be bilingual (English/Hindi))

- Compilation of response data in the desired format for result generation.
- Customized report generation
- Generation of merit list on all India basis, Category wise, State wise list.
- Help desk
- Candidates counselling and issue of Counselling Cum Admission letter/ Card
- Admission Management

### **Scope of Work**

**This Scope of Work has been divided into following four broad phases**

- A. Pre Examination Phase
- B. Examination Phase
- C. Post Examination Phase
- D. Admission Management

**A. Pre Examination Phase**

1. The bidder should design the online application for candidates (in English & Hindi) to register themselves for the Test and make online payment of Application Form and to upload requisite documents (minimum six documents).
2. The bidder should make provisions for admit card download. The candidate should be able to download and take a printout of the successfully filled application form also.
3. The bidder is expected to draw the plan and implement the processes also.
4. The bidder would provide the Question Paper Authoring software and train.
5. The Question Paper Authoring software must allow for creating multiple versions of a question paper by jumbling the questions and the choices for a question.
  
6. The bidder would provide adequately trained Test Administrators (TAs) and Proctors who should be the staff of the selected bidder.
  
7. The proposal submitted by the bidder should indicate the manner of Exam delivery and the limits to which the system has been tested in terms of number of client systems connected simultaneously without loss of performance in the examination environment.
8. Access to the mock exam to be able to test their connectivity to the system and the software a few days ahead of the exam. The candidate should be able to test the software and get an idea of how the questions will be displayed during the actual exam.
9. Clear and transparent guidelines agreeable by GGV and selected bidder to be given to the students on the activities that are considered as malpractices for a remote proctored online exam.
  
10. Selected bidder should communicate clear guidelines (on dos and don'ts) to the Test taker well in advance so that the test taker is ready for the remote proctored exam.
  
11. There should be clear guidelines given to human proctors as to when to hold, re-start and terminate the exam
  
12. The software must obtain concurrence of the candidate having read the instructions before start of examination.

## **B. Examination Phase**

1. 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.
2. Selected bidder shall bear all the cost arising due to submission of online application form, conduct of online examination and declaration of results and all other related activities. No other amount will be paid to the selected bidder except the rates approved on per candidate basis in any case.
3. **Remote Proctoring (AI & Human proctoring):** This activity involves the activation of Remote Proctoring facility for the test takers. This should be on a Real Time basis but without compromising the credibility and security of the test.
4. **The Remote Proctoring activity must have the following features:**
  - 4.1 Establish candidate authentication; selected bidder to share the authentication process
  - 4.2 Check candidate computer hardware, Web camera, microphone, software, surroundings, network, bandwidth etc. as per the Remote Proctored Exam requirements
  - 4.3 Disabling all Bluetooth devices, all ports, special purpose keys, print- screen, copy-paste features browsers etc. and all necessary precautions.
  - 4.4 The Remote Proctoring facility should allow for human proctoring through Live Feed of the examination of each candidate
  - 4.5 Familiarization of candidate to Remote Proctoring, Do's & Don'ts, Instructions, bio breaks etc.
  - 4.6 Option to mandate candidate authorization by a remote authorizer before the candidate starts the test
  - 4.7 Limit allocation of candidates to a proctor randomly and automatically.
  - 4.8 Proctor should be able to validate the successful completion of the test before result processing and release of final test score to the candidate.
  - 4.9 Provide quick access to GGV to view Paused/Disconnected candidates.
  - 4.10 Ability to broadcast/announce messages across all the live test takers.

4.11 Search for any candidate attempting the test.

**5. Invigilation during the exam:**

5.1 The proctors will compare the facial recognition photo & the photo id card and authorize the students to the exam page. The photo, name, and programme to be verified by the proctor prior to allowing the student in the exam page.

5.2 Monitor the exam taker continuously and provide support till the end of the exam.

5.3 Remote proctors should also ensure proper conduct of examination and ensure that candidates use no unfair means during the exam, as per the details agreed upon by selected bidder and GGV. Details to be displayed on candidate console as part of Exam software during the exam.

5.4 Display of instructions to candidates up on login and before start of examination. The candidate must be able to retrieve instructions at any time during the examination as well.

5.5 Start and closure of the examination at scheduled time (candidates must not be able to start their examination even if they login before the scheduled time).

5.6 Display of remaining time available

5.7 Display of candidate details on the screen (including a photograph if available) during the examination.

5.8 Viewing the complete question paper or a section in the case of sectional papers.

5.9 Switching between sections in the question paper (if applicable).

**6. Monitoring:**

The exam server shall have the capability to start the examination for all candidates, monitor the status of each candidate (whether logged in, examination started, idle/active, disconnected, 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 GGV and shall be handed over at the end of the examination.

**7. Master Control Facility:** The exam should be accessible for monitoring by GGV, ably supported by technical personnel who are well versed with the Online Examination Software. At the end of examination in each session, the candidate response data and audit trail data of each candidate to be shared with GGV. The selected bidder should provide the facility to monitor the pre- examination, during examination and post examination activities of all candidates taking exams simultaneously.

### **C. Post Examination Phase**

1. Software that handles post examination operations that includes a consolidated detailed information sheet of all candidates who appeared for the examination, detailed response sheet for every candidate, the audit logs of every candidate recorded during the exam, analytics and basic statistics on the responses obtained.
2. Remote proctored online Computer based exams (MCQ Type exam): The evaluation of the responses needs to be done within 1 day and results shared with GGV in the mutually agreed format;
3. Individual candidate-wise, item-wise responses and audit trail will be captured and shared with GGV. The selected bidder will maintain the data in a secure manner till instructed by GGV to delete the same.
4. The **Counselling** to Final Enrolment / admission includes Data Analysis, preparation of merit list Category wise, State wise and all India basis, Allotment of Departments/subjects as per merit and other criteria defined by GGV, Scheduling of Counselling, Online Counselling support, Facilitation of final selection and completion of admission formalities, final admission reports to GGV, etc. within the stipulated time frame as per schedule.

### **D. Admission Management**

The selected bidders system should be capable of managing entire admission process as defined below.

1. Admission Management should provision and manage key admission activities such as
  - Preparation of merit list Category wise, State wise and All India basis
  - Allotment of Department/Subject as per merit and other criteria defined by GGV
  - Issue provisional admission letter based on GGV defined admission logic / merit list
  - Payment gateway integration for fee payment by candidate to secure admission
  - Issue the final admission letter to the candidate.
  - **The Selected Bidder will provide the data of admitted students in the prescribed format to GGV as decided by GGV.**
2. The key features of Admission Management should be:  
**Admission Workflow:** The set of procedures followed in a proper sequence is to be achieved by creating an admission workflow which should have multi-level execution steps as listed below:
  - a. Scrutiny
  - b. Documents Verification



- c. Seat Allocation
- d. Provisional Admission
- e. Advance /Admission Fee Collection
- f. Admission Letter Generation
- g. Final Admission

**Seat Matrix:** The System should have capability to capture the number of available seats for each programme, each course and admission category based on the inputs. The total number of seats, seats for different quotas should be captured. The system should also allow for dynamic updation of available seats during the admission process.

- **Scrutiny of Applications:** This activity includes filling, submission, scrutiny, verification, approval or rejection of online application. The authorized user from customer should have rights to view and manage the application forms. This should also allow the authorized user to upload and download the applications individually and in bulk. Selected bidder should be able to send back the application for review to the candidate if required.

- **Seat Allotment:** Based on GGV defined admission eligibility, rank logic and applicable reservation category (General, SC/ ST/ OBC/EWS/PWD, Management, Lateral), the system should be capable to auto-generate the provisional admission letter to the shortlisted candidates.

The provisional admission letters should be issued to the candidates via email and a notification on the important dates and fee to be paid has to be communicated over SMS to the candidate

- **Admission Analytics:** The system should facilitate informed decision making through Applicant analysis, conversion ratios and seat preferences. Communication should also be sent through emails & SMS to applicants on

- a. Key Dates
- b. Regulations
- c. Admission Status etc.

**Fee Management:** Once the provisional seat allotment is completed, the candidate should be enabled to make the academic fee payment through online payment provision. Post successful fee submission, the system should generate fee receipt and final admission letter for the candidate.

<b>Type of Examination</b>	Diploma, Under Graduate, Post-Graduate, Ph. D. Entrance Test
<b>Approximate number of students to be Examined</b>	(15000 Approx.)
<b>Approximate number of Programmes</b>	97 approx*
<b>Approximate number of students per subject</b>	200-2000
<b>Time frame exams are planned in</b>	September 2021
<b>Approximate number of assessments (Online)</b>	15000 Approx*
<b>Training</b>	Training of Faculty & Staff Members
<b>Application</b>	Mobile/Desktop App/Browser Extension (End-user based)
<b>Technical Support</b>	Required

- **May vary subject to number of applications received / decision by GGV**

### SECTION III

#### TERMS AND CONDITIONS OF CONTRACT

1. Tenderers are advised to study all technical and commercial aspects, instructions, forms, terms and specifications carefully in the tender document. Failure to furnish all information required in the tender document or submission of a bid not substantially responsive to the tender document in every respect will be at the tenderers risk and may result in the rejection of the bid. Tenderers have to qualify pre-qualifying criteria as mentioned in technical format 3.
2. The tenderers should give their quote in Indian currency (Rs.) only, keeping in mind that our institute (i.e. Guru Ghasidas Vishwavidyalaya) is exempted from the payment of custom and excise duty. Only custom & excise duty exemption certificate will be issued.
3. ***The Bidders shall have to submit their Bids online only.***
4. Bids will be opened **online** as per time schedule mentioned in tender notice.
5. Before submission of bids, bidders must ensure that self-attested scanned copies of all the necessary documents as mentioned in SECTION “**Technical Bid**” and SECTION “**Financial Bid**” of this tender document have been submitted online with the bid, failing which their bids may be out-rightly rejected and will not be considered.
6. It is mandatory for all the bidders to submit all the documents mentioned under tender document only.

7. **Bidder is required to submit scanned copy of EMD and Tender fee as specified in the tender documents and send its originals by Registered/speed post/courier only to the Assistant Registrar, Store Section, Guru Ghasidas Vishwavidyalaya, Bilaspur (CG)-495009, on or before the closing date of tender. The University will not be responsible for any postal delay.**
8. The details of EMD and tender cost specified in the tender documents should be the same as submitted online (scanned copies) otherwise tender will be rejected.
9. The conditional bids shall not be considered and may be rejected out rightly in very first instance.
10. Financial Bid will be opened of only those bidders who qualify in the technical bid criteria through tendering process.
11. **EARNEST MONEY DEPOSIT (EMD):** The Tender should be accompanied with Earnest Money as mentioned in these documents to be paid online or in the shape of Demand Draft/ FDR/ Banker Cheque/ Bank Guarantee from any commercial Bank in favour of The Registrar, Guru Ghasidas Vishwavidyalaya, Bilaspur (CG) which shall be valid for 45 days beyond final bid validity period. No firm/ tenderer will be exempted from submission of EMD. The EMD deposited by the tenderer in respect of another similar tender will not be considered against this tender.
12. **TECHNICAL BID:** The tenderer should submit scanned copy of documentary proof along with signed copy of this tender notice document in support of his/her eligibility as “Technical Bid” of this tender document.
13. Financial Bid will be opened of only those bidders who qualify in the technical bid criteria through tendering process.
14. **Performance Security Deposit:** The successful tenderer will have to deposit performance security @5% of the total value of project within 15 days of issuance of letter of intent by the competent authority to be paid in the shape of Fixed Deposit Receipt or Bank Guaranty, from any commercial bank in favour of **“The Registrar, Guru Ghasidas Vishwavidyalaya, Bilaspur (CG)”** which shall remain valid for a period of 90 days beyond the completion of warranty/contract period and the security deposited in connection with any other similar tender will not be considered against this tender. Thereafter, the work order will be issued. If successful tenderer fails to submit the requisite performance security deposit within prescribed 15 days, earnest money deposit (EMD) deposited by the tenderer will be forfeited(as applicable).
15. Tender received through tendering shall be opened **online** by the committee duly constituted by the authorities of Guru Ghasidas Vishwavidyalaya (GGV), Bilaspur as per schedule given in Tender Notice. In the event of date of opening of Tender being declared a holiday, the due date of opening of the Tender will be the next working day at the same hours.
16. The Registrar, Guru Ghasidas Vishwavidyalaya, Bilaspur reserves the right to accept or reject any or all tenders without assigning any reason.

17. **Non-Disclosure/ Confidentiality Agreement:** The selected vendor would have to enter Non-Disclosure Agreement with the University for the Examination Data and other data and processes of the University which are part of Examination process.
18. The bidder shall be single point of contract with GGV and shall be solely responsible for the execution and delivery of work without subletting or engaging in sub-contracting of the core examination related activity.
19. 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.
20. Bidder should be OEM and own the complete source code of the Software/Web Application that is used for the Proctoring of Online Examinations. They must have the copyright of the source code and all its components.
21. Bidder should have all the necessary components and dependency of source code of Software/Web Application in place so that any change required in any of the components of the software, technical skill should be available to make necessary changes. The major/minor changes in software required by GGV must be met immediately.
22. Software/Web Application code should have multiple backup systems in place so that anytime source code can be recovered in case of any disaster.
23. The vendor will ensure that there is no loss of response related data for any candidate or any other data related to the examination either from the client systems or the servers.
24. The vendor will ensure event based log (audit trail) for every student will be generated and saved on the servers.
25. Post-handover of the project, the vendor will not retain any data.
26. Responsiveness of the system - Response time of the server and software should be quick to enable student to take the exam without any technical glitches.
27. The vendor will ensure the secrecy of the examination material.
28. Agency may conduct MOCK TEST with students to make them acquainted with the process.
29. After conduction of examination agency will evaluate the answers and require to make the list of qualified candidates category wise.
30. Agency will not disclose the personal information (like phone / adhaar / address )of any candidate to any one unless GGV permits.

### **Implementation**

1. The agency should design a high-performance system and conduct performance exams to verify successful achievement of high concurrency, quick response time, and long-stress duration required of the system used to conduct the examination. Results of such performance exams should be made available to the client as and when required. Sometimes these exams may have to be conducted within a short notice and with strict deadlines.
2. The agency should design a highly secure system and conduct security tests to verify that there are no vulnerabilities that can make the system susceptible to attacks. Comprehensive testing of source code and the infrastructure must be carried out. Results of such security tests should be made available to the client, when requested.
3. The agency should be able to support GGV Remote Proctored Online Examinations (across India) on a 24x7 basis with a maximum response time of 2 hours.
4. At the end of whole examination and admission process as per contract, the selected bidder will hand over all data in Excel format to GGV with satisfaction report to be provided by GGV for a proper receipt of data working in Excel format. This data shall be used by GGV for other purposes required from time to time.

### **SECTION IV**

#### **TECHNICAL SPECIFICATIONS AND DETAILS**

**The Proctoring Solution for Online Examinations should support the following Technical Specifications:**

**Process:**

**Step 1: Authenticate Candidate:**

Email Verification

Photo ID based Verification

**Step 2: Regulate the Examination Environment**

Restrict Browser, Tabs & Applications

Restrict Search Engines & Other Websites

Restrict Screen Sharing and Virtual Machines

Restrict Cut, Copy Paste

Restrict External Ports & Printing

Restrict Data Sharing

Freeze the screen to allow only exam page to remain active during whole session of exam

**Step 3: Proctor Session**

Automatic (AI-Based) Proctoring

Facial Detection

Detection of Mobile Phone or any other suspected external device.

Detection of Candidate Distraction

Detection of Multiple People (Voice, Tone etc.)

Record & Review Video Feed

Live Online Proctoring (Human-Based) with Multiple Student View

Multiple Violation Detection and Violation Detection Score

Prevent Min/Max of windows and use of function keys

Assign invigilators to particular set of students.

Restrict Printing

Detect Being out of camera view: face, chin to forehead, needs to be in the camera view at all times.

Restrict Taking pictures or screenshots of the exam.

**Features:**

**Create Exams for Different Question Types**

Multiple Choices

Fill in the Blanks

Image Based Questions

Text, Attachment & URL Based Test

Graphs, Diagrams and Scientific Calculator

Time Stamping & Attendance

Provision to Create Question Banks and Category Based Questions

Randomization of Questions

**Scheduling of Exam**

Scheduling of exam based on time

**Conduct Exams**

Question Based Timer Test

Timestamping & Attendance

Increase/Decrease Test Time for Incomplete Test

Face Detection/Remote Proctoring

Keyboard Restrictions: exam proctors have the ability to limit the students' access to the keyboard.

**Analyze Exams**

Result can be graded manually /automatically

Analytical Report of the Result

Score Analysis

Question/Answer Analysis

To modify the results in case some questions are found wrong/ in appropriate or confused key options

**Student/User Management**

Directly Import Student Details from Excel

**Notification**

SMS and E Mail Notification

**Data Security**

Data Storage & Privacy, Access Rights and Roles

Encryption of Transferred Data

Data Ownership with the Client

Vulnerability & Penetration Testing

**SECTION V**  
**(Technical Specifications and Detail)**

**Corresponding letter**

**From**

-----  
-----  
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**Subject: Submission of Tender for Proctoring of Online Examinations of Guru Ghasidas Vishwavidyalaya, Bilaspur.**

Sir,

With reference to your above-mentioned notice inviting tenders, I/We hereby offer to provide Proctoring solution for Online Examinations of Guru Ghasidas Vishwavidyalaya, Bilaspur. I/We shall be responsible for all complaints as regards to the quality of product and in case of any dispute; the decision of the Guru Ghasidas Vishwavidyalaya, Bilaspur shall be final and binding on me/us.

A UTR No./ D.D. No./ FDR No./ ..... Dated ..... drawn on ..... intended for the prescribed amount of Rs. .... in favour of the **Registrar, Guru Ghasidas Vishwavidyalaya, Bilaspur** payable at Bilaspur is enclosed as earnest money as desired.

I/WE shall have no claim to the refund of earnest money / performance security prescribed against this tender in the event of my/our non-compliance of the contract, provided such contract is implemented within the period of validity of my/our tender. I/We further understand that my/our earnest money shall stand forfeited in case of unsatisfactory supply of equipment's/service/violation of any term, or if I/We withdraw my/our tender at any stage during the period of validity. My/Our tender shall remain valid for a period of 120 days from the last date prescribed for submission of the tender against the above-mentioned notice. My/Our tender along with terms and conditions with relevant columns and annexure duly filled in under my/our attestation and with each page of the tender paper including the enclosed terms and conditions signed by me/us (in the capacity of sole owner/general or special attorney attached) is submitted for your favourable consideration.

I/We have read the terms and conditions carefully and have signed the same in token of our absolute and unqualified acceptance.

Thanking you,

Place

Yours faithfully,

Signatures  
with stamp & Full Address

Date

**TECHNICAL FORMAT 1**

(To be furnished on the letter head of the Bidder) S. No	Organizational Contact Details	
1.	Name of Organization	
2.	Year of establishment	
3.	Number of employees	
4.	Main areas of business	
5.	Type of Organization Firm/ Trust / Company registered under the Indian Companies Act, 2013 / 1956	
6.	Particulars of registration with various Govt. Bodies/ Tax Authorities a. Registration no b. Place of Registration c. Date of Validity	
7.	Whether the firm has been blacklisted by any Central Govt. / State Govt./PSU/ Govt. Bodies / Autonomous bodies/ /Reputed Educational Institutes in India.	YES / NO
8.	Address of registered office with telephone no. Mobile No. & E-mail	
9.	Address of offices - in Chhattisgarh if any	
10.	Authorized Contact Person with telephone no. Mobile No. & E-mail ID	



11.	Tender fee Rs. .... Transaction/DD etc Date: Bank Details	
12.	EMD of Rs. .... DD No: Transaction/DD etc. Date: Bank Details	
13	Bank Details of Company for EMD Return/ Payment Name of the Bank Account Holder (Company) Bank Name Bank Branch Address Account Type: Bank A/C No: IFSC Code: Communication Details: (Attach copy of cancelled cheque)	
14	Any other information considered necessary but not included above	

**Seal and Signature of the tenderer**

**TECHNICAL FORMAT 2**

<b>Details of Similar Works Executed S. No.</b>	<b>Client Name (Higher Education Institute / University / Govt. / PSU/ Others)</b>	<b>Name / Nature of the Exam</b>	<b>No. of candidates</b>	<b>Cost of Project</b>	<b>Project Start Date &amp; End Date</b>	<b>Client Contact Details incl. Name, Phone No. &amp; Email</b>	<b>Completion Certificate Attached</b>
							<b>Yes/No</b>
							<b>Yes/No</b>
							<b>Yes/No</b>
							<b>Yes/No</b>
							<b>Yes/No</b>
							<b>Yes/No</b>

**Seal and Signature of the tenderer**

**TECHNICAL FORMAT 3**

<b>TECHNICAL PARTICULARS &amp; CHECK LIST Sr. No.</b>	<b>Pre-Qualifying Criteria</b>	<b>Supporting Compliance Document</b>	<b>Compliance (Yes/No)</b>
1.	The firm/organization should be registered under Indian Company Act 1956 and More than 10 years of existence in India. (Company Profile and Self-attested copies of PAN/TAN Card/ GST No. and Registration Certificate of the company issued by the competent authority are to attached).	Copy of Certificate or relevant documents. <b>(Mention here existing period in India)</b>	Yes/No
2.	Bidder should have a turnover of at least Rs. 01 Crore in each of last three Financial Years. Financial Years can be 2018-19, 2019-20, 2020-21	CA Certificate (Clearly indicating turn over year wise) Balance sheet will be treated as supporting document. But evaluation will be done only on the basis of a single certificate issue by CA. Tender not having CA certificate may be rejected <b>(Mention here turn over)</b>	Yes/No

3.	The bidder should have an experience of successful conduct of Remote Proctored Online Exam of National Level such as Central or State or Deemed University/ All India Medical/ Engineering Examinations for IIT/NIT/IIM or any other Government Funded Institute. The bidder must have successfully executed 1 similar project in the last 3 years (conduct of Remote Proctored Online Exam on an all India basis, out of which at least one project, should have been conducted for 1,000 candidates in a single session. (Bidder's past achievement in this regard shall be considered for technical evaluation). Any experience as a consortium partner will not be Considered	Copy of Work Order / Contract along with Completion Certificate. <b>(Mention here Experience of work chronologically)</b>	Yes/No
4.	Names & Addresses of Clients* (at least one) along with their contact details (telephone number/E-mail) of the contact persons of the clients of recent past if available. ( Central or state government Higher level institute or any other Government Funded Institute)	1.  2.	
5.	The agency should be certified for compliance with established Information Security Standards such as ISO27001& ISO9001	Duly signed copy of ISO27001, ISO 9001 certificate Attach <b>(Mention here ISO Type)</b>	Yes/No
6.	The bidding agency should have authorized and globally accepted software certification, CMMi Level 3 or 5. Proof of this should also be submitted.	Proof to be Submitted <b>(Mention name of web application)</b>	Yes/No
7	Any company black listed by central/ state Government /	Declaration Attach	Yes/No

	Universities / Educational Institute will not be eligible to participate in the tender process.		
8	Organizations should have 05 (five) years prior experience in the development and execution of Examination Management system in Central/ State/ Deemed University or Higher educational Institute.	Work Order / Certificate attach	Yes/No
9	The Bidder should have worked continuously 3 years	Work Order / Certificate attach	Yes/No
10	The Bidder should have at least 20 Manpower on its roll and proof of the same has to be submitted (As applicable EPF/ESIC Challan etc)	EPF/ESIC Challan Attach	Yes/No
11	The bidder/Prime Bidder should have been profitable and should have positive net- worth of Rs. 1 Crore as on 31.03.2021.	CA Certificate Attached	Yes/No

Place:  
Dated:

Signature of Tenderer  
 Full Name of the Tenderer .....  
 .....  
 Address:.....  
 .....  
 .....

**SECTION VI**

## FINANCIAL BID

**Notes:**

1. Rate should be quoted in Indian Rupees only, inclusive of all Taxes.

**The Format for Financial Bid is attached as Annexure.**

<b>Sl.No.</b>	<b>Pricing Components</b>	<b>Rate per candidate per test</b>
1	Conducting of Online Admission Process and Proctored Online Examination	

Note: (1) Rates quoted are inclusive of all applicable taxes

(2) Billing shall be made on the actual rates quoted per candidate per exam

Date:

Signature

Place:

Name and Address of  
the Bidder with Seal

## SECTION VII GENERAL TERMS AND CONDITIONS

### **1. Amendment of Bidding Documents**

At any time prior to the deadline for submission of bids, the GGV may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bidding documents by amendment.

In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the GGV, at its discretion, may extend the deadline for the submission of bids.

### **2. Language of Bid**

The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and the GGV, shall be written in English language. Supporting documents and printed literature furnished by the Bidder may be in another language provided they are accompanied by an accurate translation of the relevant passages in the English language in which case, for purposes of interpretation of the Bid, the translation shall govern.

### **3. Period of Validity of Bids**

Bids shall remain valid for 120 days after the deadline for submission of bids prescribed by the GGV. A bid valid for a shorter period shall be rejected by the GGV as non-responsive.

### **4. Opening of Bids by the GGV**

The GGV will open all bids online.

### **5. Payment**

**Payment for Goods and Services shall be made in Indian Rupees only after successful completion of work only. Any advance payment will not be made.**

### **6. Documents comprising the Bids**

The Bids prepared by the Tenderers shall comprise of following components:

- Bid to be furnished as per the format for technical specifications.
- Technical literature for each product/service, covering full technical specifications.
- Bid prices should be quoted item wise as per format provided and duly signed and complete as per the format.
- Maximum educational discount as could be offered should be mentioned.

### **7. Cost of Tender**

The tenderer shall bear all costs associated with the preparation and submission of its Bid, including the cost of presentation for the purpose of clarification of the bid, if so desired by the GGV and the GGV will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Tendering Process. GGV will not pay any other charges to the selected bidder if they deploy any person in GGV for data entry and other purposes.

### **8. Penalty Cause**

In case of failure/delay in delivering services a penalty @ 2% of the total bid amount will be charged. More than five Failures/ delay in delivering services will result in termination of contract.

### **9. Termination of contract:**

If performance of the selected bidder is not satisfactory in executing the project, then same will be informed in writing by GGV as warning letter and if in spite of issue of warning letter the performance does not prove to the satisfactorily level as per expectation of GGV within a fortnight then second warning letter will be issued. If after issue of second warning letter also performance doesn't satisfy GGV expectation, then Institute reserves the right to terminate the contract prematurely by giving one-month notice in writing without assigning any further reason whatsoever. After the contract comes null and void the amount deemed payable to the Selected Bidder (if any) will sine die without any further payment. No further claim from the vendor will be entertained. Decision of competent authority of GGV regarding determining the performance will be final.

### **10. Force Majeure:**

Force Majeure is herein defined as any cause, which is beyond the control of the selected Bidder or the University 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 phenomena, including but not limited to floods, droughts, earthquakes, epidemics/pandemic; Acts of any Government, including but not limited to war, declared or undeclared, priorities, quarantines, embargoes; Terrorist attacks, public unrest in work area Restriction, Freight Embargo provided either party shall within ten (10) days from the occurrence of such a cause notify the other in writing of such causes. The Bidder or the University shall not be liable for delay in performing his/her obligations resulting from any Force Majeure cause as referred to and/or defined above.

### **11. Others Terms and Conditions**

- An EMD/ bid security of equipment should be submitted in form of FDR/Demand Draft/ Bank Guarantee from any Bank in favour of The Registrar, Guru Ghasidas Vishwavidyalaya, Bilaspur which shall be valid for 45 days beyond final bid validity period. **Tender without earnest money shall be considered unresponsive and rejected.**
- A Performance security of 5% of the cost of the equipment will have to be deposited by the successful bidder awarded the supply order in form of Fixed Deposited Receipt or Bank Guarantee from a commercial bank which should be valid for 60 days beyond the completion of warranty/contract period.
- Performance Security will be forfeited and credited to Guru Ghasidas Vishwavidyalaya, Bilaspur in the event the supplier does not honour the warranty/contract and other terms and conditions of the tender.
- Tender validity should be 120 days from the opening of tender.



- **All legal disputes will be subject to Bilaspur Jurisdiction only** and will be interpreted under Indian Laws.
- The Guru Ghasidas Vishwavidyalaya reserves to himself the right to reject any or all tenders without assigning any reasons.
- The firm that has been blacklisted by Centre/State Govt./UT/Boards/Corporations/any government authority/Guru Ghasidas Vishwavidyalaya are not eligible for the Tender.
- All the rates will be FOR, Guru Ghasidas Vishwavidyalaya, Bilaspur. Lowest eligible bidder fulfilling all technical eligibilities shall be selected first by the University. In case, the lowest bidder will become not responsive and will not execute the project, the second lowest bidder and then third lowest bidder may be selected by the University, if the circumstances so warrant.
- The bidders shall not be allowed to change, alter or modify the bids after expiry of the deadlines for the receipts of bids.
- Generally, the bid offer will be received /opened on the day as specified in the schedule. If the scheduled date is declared as a holiday, then the tender shall be received / opened on the next working day at the same time.
- The institute has been exempted from custom and central excise duty.
- A technical compliance chart of the quoted product mentioning technical specifications of quoted product verses asked specifications is compulsory. Attach the compliance chart with technical bid.
- The bidding agency shall ensure a single point of contact with GGV and shall be solely responsible for the execution and delivery of the work.
- The bidder should participate as a single entity; no consortium or group companies will be allowed.
- The Bidder should be registered with appropriate tax authorities such as Income tax, GST etc., and should submit valid certificates of registration with these authorities.
- The bidder should have all relevant facilities and logistics available to execute the work. Appropriate technology, hardware and software, dedicated connectivity, trained remote proctoring staff, adequate security measures with due diligence should be available.
- The agency should have an in-house quality assurance and product testing team with proven and robust quality management processes required for conducting the remote proctored computer based online examination.

All the terms and Conditions of this tender document are acceptable to me /us.