Request for Proposals and Quotation

For

Providing Computer Based Test for Admission to Post Graduate Programmes offered by SMST & RGSIOPL of Indian Institute of Technology Kharagpur

SMST-RGSOIPL ADMISSION- 2021
INDIAN INSTITUTE OF TECHNOLOGY KHARAGPUR

Tender No.: IITKGP/SMST-RGSOIPL/2021/01     Dated: March 04, 2021

Issued by:
GATE-JAM Office
Indian Institute of Technology Kharagpur
West Bengal – 721302, India
Ph: 03222 282091
Disclaimer

1. This RFP document is neither an agreement nor an offer by the Institute to the prospective bidders or any other person. The purpose of this RFP is to provide information to the interested parties that may be useful to them in the formulation of their proposal pursuant to this RFP.

2. The Institute does not make any representation or warranty to the accuracy, reliability or completeness of the information in this RFP document and it is not possible for the Institute to consider particular needs of each party who reads or uses this RFP document. This RFP includes statements which reflect various assumptions and assessments arrived at by the Institute in relation to the statement of work. Such assumptions, assessments and statements do not purport to contain all the information that each bidder may require. Each prospective bidder should conduct its own investigations and analyses and check the accuracy, reliability and completeness of the information provided in this RFP document and obtain independent advice from appropriate sources.

3. The Institute will not have any liability to any prospective bidder or any other person or firm under any laws (including without limitation the law of contract, tort), the principles of equity, restitution or unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this RFP document, any matter deemed to form part of this RFP document, the award of the Contract, the information and any other information supplied by or on behalf of IITKGP or their employees, any bidder or otherwise arising in any way from the selection process for the Project. The Institute will also not be liable in any manner whether resulting from negligence or otherwise however caused arising from reliance of any bidder upon any statements contained in this RFP.

4. The Institute will not be responsible for any delay in receiving the proposals. The issue of this RFP does not imply that the Institute is bound to select a bidder or to appoint the selected bidder, as the case may be, for the services and the Institute reserves the right to accept/reject any or all of proposals submitted in response to this RFP document at any stage without assigning any reasons whatsoever. The Institute also reserves the right to withhold or withdraw / cancel the process at any stage with intimation to all who submitted the proposal to this RFP.

5. The information given is not exhaustive on account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Institute accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

6. The Institute reserves the right to change/ modify/ amend any or all provisions of this RFP document. Such revisions to the RFP / amended RFP will be made available on the website of the Institute.

Sd-
Prof. Ranjan Bhattacharyya
Chairman, GATE-JAM
Indian Institute of Technology Kharagpur
West Bengal – 721302, India
Bid Sheet and Key Dates

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Information</th>
<th>Remarks/ Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>About the Assignment</td>
<td>Conduction of computer based test for selection of students for the Programmes offered by SMST &amp; RGSOIPL of IIT Kharagpur</td>
</tr>
<tr>
<td>2.</td>
<td>Name of the Tender Inviting Authority</td>
<td>Indian Institute of Technology Kharagpur</td>
</tr>
<tr>
<td>3.</td>
<td>Estimated Tender Value</td>
<td>Rs. 500000.00 (Five lakhs)</td>
</tr>
<tr>
<td>4.</td>
<td>Cost of Bid Document (Tender Fees)</td>
<td>NIL</td>
</tr>
<tr>
<td>5.</td>
<td>Earnest Money Deposit(EMD)</td>
<td>Rs. 15000.00 (Fifteen thousand)</td>
</tr>
<tr>
<td>6.</td>
<td>Proposal validity period</td>
<td>90 Days</td>
</tr>
<tr>
<td>7.</td>
<td>Date for Release of Request for Proposal (RFP)</td>
<td>March 04, 2021</td>
</tr>
<tr>
<td>8.</td>
<td>Last date for Submission of written queries for clarifications</td>
<td>March 12, 2021</td>
</tr>
<tr>
<td>9.</td>
<td>Contact person for queries</td>
<td>Prof. Ranjan Bhattacharyya Ph: 03222 282092 Email: <a href="mailto:chrgate@adm.iitkgp.ac.in">chrgate@adm.iitkgp.ac.in</a></td>
</tr>
<tr>
<td>10.</td>
<td>Date for responses to the queries</td>
<td>March 18, 2021</td>
</tr>
<tr>
<td>12.</td>
<td>Last date for Submission of bids</td>
<td>March 29, 2021</td>
</tr>
<tr>
<td>13.</td>
<td>Opening of Technical Proposals</td>
<td>March 30, 2021</td>
</tr>
<tr>
<td>14.</td>
<td>Opening of Financial Proposals</td>
<td>April 01, 2021</td>
</tr>
</tbody>
</table>

The Document is non-Transferable. In case a Holiday is declared on the day of the events mentioned above, the same will be held on the next working day at the same time and same venue.
1. Programme Background

IIT Kharagpur was established by the government of India in 1951. The first of the IITs to be established, it was recognized as an Institute of National Importance in 1956. From a modest start with 224 students and 42 teachers, IIT Kharagpur has become one of the top educational hubs in the country with 18 academic departments, five centers of excellence and about 550 faculties. IIT Kharagpur is widely recognized for spearheading new standards in engineering education. The institute has also made significant contributions towards various spheres of national development from the strategic sectors of Defense, Space and Atomic energy to the Economic, Public and Development sectors that directly or indirectly touch the lives of all the citizens of India. For more information about the Institution please visit [www.iitkgp.ac.in](http://www.iitkgp.ac.in)

The spectacular advancements in the realm of medical science and technology that our globe has witnessed in the recent decades have been largely possible because of a marriage between medicine & technology. Our mission is to provide a platform of interdisciplinary teaching and research in the field of medical science and technology, which can lead to a better integrated healthcare delivery system in India. To meet the challenges posed by medicine in the 21st century, the country needs a new breed of medical professionals who can work towards the fusion of medical science with technology and can bridge the two disciplines. IIT Kharagpur started the School of Medical Science and Technology (SMST) in the year 2001. Our vision is to have a medical academic institute with a multi-specialty research centre at its core, with the motto of education and collaboration for biomedical research and development, alongside treatment and healthcare delivery. School of Medical Science and Technology, Indian Institute of Technology Kharagpur offers a 3 years post graduate program - Masters in Medical Science and Technology (MMST) for MBBS graduates. This programme imparts Science and engineering skills to medical professionals and train them for the state-of-the-art medical research in frontier areas of Medical Imaging, Molecular Imaging and Image Analysis, Biomaterials and Implants, Biophysics, Medical Statistics, Telemedicine, Biomedical Instrumentation, Early Detection of Cancer, Immuno-technology, reproductive Biology, Recombinant DNA Technology, Biomedical Simulation, Wound research Preventive & Promotive Healthcare system and so on. After the completion of this course the medical professionals become well equipped to fill the void that separates the medical sciences from advanced technology.

2. Request for Proposal

The Institute is looking for reputed and qualified vendors with sound technical and financial capabilities who will manage the computer based test activity, covering online Examination and Result generation for final selection. The Institute intends to conduct a streamlined and hassle free admission test for the candidates appearing for the programmes. Tentative Time Table and test venues are given at the end of this document in Annexure I.
3. Instruction to Bidders

3.1. General Instructions

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

ii) The Bidders must furnish Earnest Money Deposit (EMD) of Rs. 15000.00 (Rupees fifteen thousand only) in the form of DD only in the name of The Registrar, IIT Kharagpur, payable at Kharagpur, from any of the nationalized bank, failing which the bid will be rejected.

iii) Bidders who are not considered for placing the purchase order, the Earnest Money Deposit (EMD) will be refunded to those bidders without any interest within one month of taking the purchase decision.

iv) The RFP documents is not transferable.

v) The Institute reserves the rights to reject any RFP or all the RFP without assigning any reasons.

vi) Validity of the RFP is 90 days from the last date of submission of RFP.

vii) The Institute may enter into a long term contract with the selected vendor.

Note: The Institute shall not be responsible for any postal delays about non-receipts/ non-delivery of the documents. All late RFP/ incomplete RFP would be rejected outright.

3.2. Documents for Submission by Bidder

The RFP prepared by the bidder shall comprise of components mentioned below.

3.2.1. Technical Bid documents

Technical Bid shall consist minimum of the following. Bidder may give more information as per its understanding.

i) Cover Letter (as per Form 1)

ii) Documentary proof of qualifying the eligibility criteria by the firm.

iii) Documentary proof of the technical information for technical evaluation.

iv) Bidder Details sheet duly filled in, signed and complete in all respects. (as per Form 2)

v) All proposals must be accompanied by an Earnest Money Deposit (EMD) of Rupees 15,000 (Fifteen thousand) in the form of Demand Draft in the form of DD only in the name of The Registrar, IIT Kharagpur, payable at Kharagpur, failing which the bid will be rejected.

vi) Functional and Technical Compliance Sheet as per Section 4

vii) Technical Architecture of the quoted product

viii) Work breakdown structure and Time lines (as per Form 3)

ix) Relevant (similar scope of services have been implemented) project experience as per Form 4

x) Specify the roles and responsibilities of the project team members. Include a comprehensive resume of the team members who will be assigned to work on the Contract. Refer to Form 5 and Form 6 for team composition and Resume.
xi) A marketing brochure of the product may also be enclosed.

3.2.2. **Commercial Bid document**

Commercial Bid as per the Commercial Template *(Section 8)* of the tender document.

3.3. **Procedure for Submission of RFP**

i) The tender document consisting of Notice inviting e-tender, specifications, schedules etc. of various items to be executed and the terms and conditions of the contract to be complied with and other necessary documents can be downloaded from website [www.eprocure.gov.in](http://www.eprocure.gov.in) free of cost.

ii) Interested tenderer who wish to participate in the tender has also to make payments for the Earnest Money Deposit (EMD) drawn in the form of DD only in the name of The Registrar, IIT Kharagpur, payable at Kharagpur from any of the nationalized bank.

iii) All conditions mentioned above should be complied with by the tenderers without which tenders will be considered as incomplete and is liable for rejection.

iv) The Institute reserves the right to reject any prospective application without assigning any reason and to restrict the list of qualified contractors to any number deemed suitable by it, if too many tenders are received satisfying the laid down criterion.

v) The firm shall have to qualify the eligibility criteria on the basis of documents to be submitted in Technical Bid for further shortlist for implementation.

vi) If bids opening day is a government holiday, then the bids shall be opened on next working day at the same time. Maximum two representative of each bidder may participate at the time of opening the technical bids.

vii) Interested vendors/bidders are required to submit two sealed envelopes containing Technical Bid (Envelope – I) and Commercial Bid (Envelope – II) placed in a larger sealed envelope super-scribing with reference number *(Tender No. IITKGP/SMST-RGSOIPL/2021/01, Dated: 03.03.2021)* to the Chairman, GATE-JAM, Indian Institute of Technology Khargpur, West Bengal – 721302, India *on or before 29.03.2021, 5:00 PM.*

4. **Key RFP Terms and Conditions**

4.1. **Cost of Bidding**

i) The bidder shall bear all costs associated with the preparation and submission of its bid, including cost of presentation for the purposes of clarification of the bid, if so desired by the client and client will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

ii) The firm is expected to carefully examine all instructions, forms, terms and specifications in the bid document. Failure to furnish all information required in the bid document or submission of a bid not substantially responsive to the bid document in every respect will be at the firm’s risk and may result in the rejection of the bid.
4.2. Amendment in Tender Document

i) At any time up to the last date for receipt of RFP, the Institute, for any reason, whether at his own initiative or in response to a clarification requested by a prospective firm, modify the Bid Document by an amendment.

ii) The amendment will be notified on Institute’s website and by e-mail to the prospective bidders who have received the Bid Documents and will be binding on them.

4.3. Key Contract Terms

4.3.1. Arbitration

i) All disputes or differences, whatsoever, arising between the parties out of or relating to the interpretation, meaning and operation or effect of this contract or the breach thereof, shall be resolved through mutual consultation and negotiation.

ii) Any dispute not resolved by mutual consultations shall be settled through arbitration by arbitrator duly appointed by the parties mutually. The award of the said Arbitrator shall be final and binding on both parties. The place of the Arbitration shall be at Kolkata. It is the terms of this Contract that in the event of such arbitrator to whom the matter is originally referred, being transferred or on vacating his office, being unable to arbitrate for the aforesaid reason, his successor shall be appointed as Sole Arbitrator by the parties mutually and the new incumbent shall resume arbitration proceedings from the stage where his predecessor has left. The Arbitration may from time to time, with the consent of the parties, enlarge the time for making and publishing the award subject to the aforesaid, the Arbitration and Conciliation Act, 1996, shall apply to the aforesaid arbitration proceedings. The performance under this Contract shall not stop for any reason whatsoever during the said dispute / proceedings, unless the supplier / party are specifically directed by the Institute to desist from working in this behalf. The award of Arbitrator so appointed shall be final and binding upon the parties hereto.

iii) Arbitration cost will be borne jointly by both the parties to the Contract.

4.3.2. Proprietary Rights

All rights, title and interests in and to the Services Environment and any other material used by bidder in the provision of the Services shall exclusively belong to BIDDER or its licensors (“BIDDER Proprietary Material”). Any and all Intellectual Property Rights with respect to the Services and the BIDDER Proprietary Material and all modifications, improvements, enhancements, or derivative works made thereto, shall always belong to BIDDER or its licensors and the Institute shall not be entitled to claim any rights therein. All rights, title and interests in the Institute Data shall always remain with the Institute. However, BIDDER shall have the right and license to use the Institute Data
for support, testing and product enhancement purposes for the sole use of the Institute. The Institute
acknowledges that the provision of the Services hereunder by BIDDER shall be on a non-exclusive
basis and BIDDER shall be free at all times to provide the services or perform obligations same or
similar to the Services and obligations envisaged hereunder to any of its other clients, either existing
or future, and nothing herein shall preclude BIDDER from providing such services or performing
such obligations to its other clients.

4.3.3. **Compensation**

In consideration of the Services hereunder, the Institute shall pay BIDDER the fees and expenses
(“Charges”) as specified in Commercial. All amounts payable to BIDDER are exclusive of any Taxes.
The Institute shall be entitled to deduct from applicable payments to BIDDER, any tax on BIDDER’
income deductible at source at the rates applicable as per the provisions of Income Tax Act 1961 and
provide BIDDER with evidence or certificate of payment of such tax to the taxing authorities.
BIDDER shall submit invoices to the Institute in accordance with the payment schedule in
Commercial of this document. The Institute shall remit payment to BIDDER within thirty (30) days
from the date of invoice. BIDDER shall invoice and the Institute shall make payment, in advance, in
accordance with the billing period specified in Commercial of this document.

4.3.4. **Representations and Warranties**

Bidder warrants that the services will be provided in a skillful and workman like manner and in
conformity with the scope described in Scope of Work Proposed Functional Scope of this document.
Notwithstanding the aforesaid, any Services which are provided by bidder free of charge or are
otherwise not chargeable shall be provided on an ‘AS IS’ basis without any warranties whatsoever.
Each Party represents, warrants and covenants to the other that: (i) it is duly organized and validly
existing and in good standing under the laws of the state of its incorporation or formation; (ii) it has
the full right and authority to enter into and that this Agreement constitutes a legal, valid and binding
obligation; and (iii) its execution, delivery and performance of this Agreement does not and will not
conflict with, or constitute a breach or default under, its charter of organization, or any contract or
other instrument to which it is a party. Expect as set forth in this clause, bidder makes no warranties
to IITKGP, Express or implied, with respect to any services or deliverables provide hereunder or under
scope of work including without limitation and implied warranties of Merchantability or fitness for a
particular purpose. All such other warranties are hereby disclaimed by bidder.

4.3.5 **Limitation of Liability**

Neither the Institute nor the bidder shall be liable to the other for any special, indirect, incidental,
consequential (including loss of revenue, data and/or profit), exemplary or punitive damages, whether
in contract, tort or other theories of law, even if the 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 Institute for the Service that gives rise to such liability
during the twelve months period immediately preceding such claim. The limitation on any Party’s
liability herein shall not apply to liability for damages, resulting from (i) the willful misconduct; and
(ii) breach of the use terms in respect of use of bidder Application System. 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 the Institute to perform any of the Institute’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 IITKGP for additional costs incurred, if any, as may be mutually agreed upon between the Parties.

4.3.5. **Confidential Information**

Each Party (the “Receiving Party”) acknowledges and agrees to maintain the confidentiality of confidential Information (as hereafter defined) provided by the other Party (the “Disclosing Party”) hereunder. The Receiving Party shall not disclose or disseminate the Disclosing Party’s Confidential Information to any person other than those employees, agents, contractors, subcontractors and licensees of the receiving Party, or its affiliates, who have a need to know it in order to assist the Receiving Party in performing its obligations, or to permit the Receiving Party to exercise its rights under this Agreement. In addition, the Receiving Party (i) shall take all such steps to prevent unauthorized access to the Disclosing Party’s Confidential Information, as it takes to protect its own confidential or proprietary information of a similar nature, which steps shall in no event be less than a reasonable standard of care, (ii) shall not use the Disclosing Party’s Confidential Information, or authorize other persons or entities to use the Disclosing Party’s Confidential Information, for any purposes other than in connection with performing its obligations or exercising its rights hereunder, and (iii) shall require all persons and entities who are provided access to the Disclosing Party’s Confidential Information, to execute confidentiality or non-disclosure agreements containing provisions substantially similar to those set forth in this Clause. The provisions of this Clause respecting Confidential Information shall not apply to the extent, but only to the extent, that such Confidential Information is: (a) already known to the Receiving Party free of any restriction at the time it is obtained from the Disclosing Party, (b) subsequently learned from an independent third party free of any restriction and without breach of this provision; (c) is or becomes publicly available through no wrongful act of the Receiving Party or any third party; (d) is independently developed by the Receiving Party without reference to or use of any Confidential Information of the Disclosing Party; or (e) is required to be disclosed pursuant to an applicable law, rule, regulation, government requirement or court order, or the rules of any stock exchange. Upon the Disclosing Party’s written request at any time, or following the completion or termination of this Agreement, the Receiving Party shall promptly return to the Disclosing Party, or destroy, all Confidential Information of the Disclosing Party provided under or in connection with this Agreement, including all copies, portions and summaries thereof.

4.3.6. **Force Majeure**

Neither Party shall be liable for any failure or delay in the performance of its obligations under this Agreement to the extent such failure or delay is caused by any reason beyond its reasonable control, such as fire, flood, earthquake, elements of nature or acts of God, acts of state, strikes, acts of war, terrorism, riots, civil disorders, rebellions or revolutions; quarantines, embargoes and other similar governmental action (a "Force Majeure Event"). The affected Party will immediately notify the other by reasonable detail of the Force Majeure Event. If a Force Majeure Event continues for more than 30 days, either Party may, by a written notice to the other Party, terminate this Agreement, without liability.
4.3.7. **Language of RFP**

The RFP prepared by the firm and all correspondence and documents relating to the RFP exchanged by the bidder and the Client, shall be written in the English language, provided that any printed literature furnished by the firm may be written in another language so long as accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.

4.4. **Non-Disclosure**

The firm and their personnel shall not, either during the term or after expiration of this contract, disclose any proprietary or confidential information relating to the services, contract, terms, prices or the client’s business or operations details without the prior written consent of the client.

5. **Eligibility and Pre-Qualification Criteria**

The minimum pre-qualification criteria for the bidders to be eligible for this RFP process are specified in Table 1. Responses not meeting the minimum pre-qualification criteria will be rejected as soon as such proposals are received, and will not be considered for Technical evaluation.

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Pre-qualification Criteria</th>
<th>Supporting Compliance</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>The firm should be a company registered under the Indian Companies Act, 1956 and who have their registered offices in India. No Consortium of Bidders will be allowed in this regard.</td>
<td>Copy of Certificate of Incorporation</td>
</tr>
<tr>
<td>2.</td>
<td>The firm should be ISO-27001 (Information Security Management System standards), ISO 9001 and ISO 20000 certified</td>
<td>Copy of Certificates/Self Certificate</td>
</tr>
<tr>
<td>3.</td>
<td>The firm should have CMMI level 5 certifications for either Service or Development</td>
<td>Copy of the certificates</td>
</tr>
<tr>
<td>4.</td>
<td>The bidder must use secure 256 bit encryption for Question paper transfer</td>
<td>Self-declaration</td>
</tr>
</tbody>
</table>
5. The Bidder should have conducted online/CBT assessment of over 5000 candidates at any one point of time in last three years. Work order and completion certificates

6. The average turnover of the firm should be at least 5 crores in the last 3 financial years Audited Annual Accounts / certificate from chartered accountant should be enclosed

7. The firm should have at least 100 employees on its payroll Audit statement of previous financial year mentioning the number of full time employees, or a certificate by the Company Secretary of the firm.

8. The firm must have their own or hired primary data centers with DR site infrastructure for Data Security. Data centers should be located in India in different seismic zones. The data center must be TIER III and ISO certified. Data center should be certified as per the Government of India Guidelines. Data Centre certificate

9. The firm should never be blacklisted by any Central Government/State Government/PSU/Government Bodies/Autonomous Bodies/Private Sector Self-declaration signed by the Authorized Signatory

10. The bidder should have done exams on All India basis in at least 10 cities Work order/certificate in this regard

### 6. Bid Evaluation Process

a) Evaluation criteria will be based on evaluation of the bidder meeting the technical qualification (including eligibility criteria) and subsequently evaluation of financial bid. The evaluation shall consist of following phases:

i) Phase I – Evaluation of Technical bid

ii) Phase II - Evaluation of Financial bid following CQCCBS Method
b) It is mandatory for the bidder to qualify all the Technical qualifications (including eligibility criteria) to be technically qualified and for being considered for opening of their Financial Bid and evaluation thereof.

6.1. **Phase I - Evaluation of Technical Bid:**

i) Detailed technical evaluation shall be carried out and 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.

ii) Detailed technical criteria and related scores are given in Table 2.

iii) The evaluation committee may call the responsive bidder(s) who comply 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 institute. However, the committee shall have sole discretion to call for discussion/presentation.

iv) Any bidder who scores less than 50 in technical bid, will be deemed ineligible.

6.2. **Phase II - Evaluation of financial bids:**

The financial bid shall be opened of only those Bidders who have been found to be technically eligible. The financial bids shall be opened in presence of representatives of technically eligible Bidders, who may like to be present. The institute shall inform the date, place and time for opening of financial bid.

**Final Proposal shall be given scoring as below**

Technical Bid will be assigned a Technical score (Ts) out of a maximum of 100 points. As per the technical evaluation criteria.

The bidder who has quoted the lowest price will be assigned a score of 100 in the financial bid. The other bidders will be allotted score relative to the score of bidder with the lowest quote as below:

\[Fs = 100 \times \frac{Fl}{F}\]

Where:
Fs = The financial score of the Financial Proposal being evaluated
Fl = The price of lowest priced Financial Proposal
F = The quoted price of Financial Proposal under consideration
CQCCBS Evaluation

The score of evaluation of technical proposal would be given 50% weightage, and the financial proposal would be given 50% weightage. The weighted combined score of the Technical bid (Ts), and Financial proposals (Fs) shall be used to rank the bidders on the basis of formula given as below:

Combined Score = 50 % * Ts + 50 % * Fs

Bidder with highest Combined Score (sum of both the combined scores, if required) shall be declared selected Bidder.

P.S.: In the event that two or more Bidders/organizations with same final score, the Bidder with more marks in technical evaluation shall be selected

In the below table, technical parameters for technical evaluation are mentioned:

Table 2: Technical Evaluation Criteria

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Criteria</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1</td>
<td>Technical Capability</td>
<td>30</td>
</tr>
<tr>
<td>1.1.1</td>
<td>Legal Structure</td>
<td>Out of 5</td>
</tr>
<tr>
<td></td>
<td>Partnership /Proprietary</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Private Limited</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Public Limited Company</td>
<td>5</td>
</tr>
<tr>
<td>1.1.2</td>
<td>CMMi level (Organisation)</td>
<td>Out of 15</td>
</tr>
<tr>
<td></td>
<td>CMMi level 5 Services OR Development</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>CMMi level 5 Services AND Development</td>
<td>15</td>
</tr>
<tr>
<td>1.1.3</td>
<td>Overall IT staff strength (Project Management/ Development/ Quality Assurance /Implementation/ Operations)</td>
<td>Out of 10</td>
</tr>
<tr>
<td></td>
<td>Staff strength &lt; 100</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>100 &lt;= Staff Strength &lt;= 500</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Staff Strength &gt; 500</td>
<td>10</td>
</tr>
<tr>
<td>1.2.1</td>
<td>5 CR &lt; average annual turnover &lt;= 25 CR INR</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>25 CR &lt; average annual turnover &lt;= 50 Crore INR</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>average annual turnover &gt;= 50 Crore INR</td>
<td>15</td>
</tr>
<tr>
<td>1.3</td>
<td>Specific Capability / Experience of the Bidder relevant to the assignment</td>
<td>35</td>
</tr>
<tr>
<td>1.3.1</td>
<td>Maximum no of candidates appeared in computer based examination in single shift completed in India in last three year (as on date of bid submission)</td>
<td>Out of 10</td>
</tr>
</tbody>
</table>
### 1.3.2 Any past experience in conducting Computer based examination for any government/Autonomous body

<table>
<thead>
<tr>
<th>Candidates Range</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>5,000 – 10,000</td>
<td>2</td>
</tr>
<tr>
<td>10,001 – 20,000</td>
<td>5</td>
</tr>
<tr>
<td>&gt; 20,000</td>
<td>10</td>
</tr>
</tbody>
</table>

Out of 10

**At least 10 Cities, 5,000 candidates in a day**  
5 points

**At least 25 Cities, 10,000 candidates in a day**  
10 points

### 1.3.3 Owned/hired Node (individual computer station), available 24X7 (with minimum 250 nodes in each center) capability in India (Proof to be submitted).

<table>
<thead>
<tr>
<th>Candidates Range</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;= 5,000</td>
<td>5</td>
</tr>
<tr>
<td>5,001 – 10,000</td>
<td>10</td>
</tr>
<tr>
<td>&gt; 10,000</td>
<td>15</td>
</tr>
</tbody>
</table>

Out of 15

**Software/ Solution Approach and Methodology**  
20 points

#### 2.1 Cert-in Certified Solution  
5 points

#### 2.2 Owned Data centers by bidder - primary & backup (proof to be submitted)  
5 points

#### 2.3 Solution approach and product capability (based on documentation to be provided by the bidder)  
10 points

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### 7. Scope of Work

**Opportunity:** Conduction of computer based test for selection of students for the Post Graduate programmes in SMST & RGSIOPPL offered by IIT Kharagpur. The expected minimum count of applicants for the computer based test is 500 for the year 2021. The opportunities include (but are not limited to):

The selected firm will be responsible for providing end to end solution for conducting admission process including, but not limited to, conduction of computer based examination (mock test & actual) and evaluation.

The key activities would be providing a requisite secured platform or mechanism to upload question papers for conducting test, registration of candidates as per list provided by IITKGP, identification and mapping of Test Centers in cities (as provided in Annexure X), providing infrastructure and invigilator facility at Test Centers for conducting online/ computer based test, preparation of result, MIS/customized report generation and handling over result to the Institute within agreed timeline.

#### 7.1. Pre-Examination activities-

i) No application portal required, candidate details will be provided by IITKGP. Registration of candidates before the exam needs to be done based on data provided by IITKGP.

ii) Identification and mapping of test centers and applicants along with sitting arrangement.
iii) The bidder will be responsible for deputing Invigilators and providing all infrastructural facilities for smooth conducting of online examination.

iv) The bidder will provide examination aid (pad, pen and pencil) for the computer based test.

v) The bidder will be responsible for marking attendance of the applicants who are appearing in the examination.

vi) The bidder will be responsible for making security arrangements at the test centers including HHMD frisking.

vii) Adequate arrangements must be made for PwD candidates as per government notifications.

7.2. Examination activities

i) In addition to pre-examination support as mentioned in 6.1, the selected bidder shall make necessary arrangements, in consultation with the Institute, for providing adequate infrastructure and security arrangements during the examination.

ii) The Examination shall be computer based with the questions (in English) being provided onscreen on a random basis, without any manual intervention.

iii) 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.

iv) Computer based exam software should support standard features such as displaying details of candidates, detailed instruction upon login, start and closure of examination at scheduled time, virtual numeric scientific keypad, time left, flag questions for review, marking/unmarking of question, display of status of questions with different color and symbols, switching between sections, provision for enlargement of font, navigation to unanswered questions and prompt for submission.

v) CCTV footage may be submitted to the Institute.

7.2.1 Infrastructure:

i) The selected bidder shall verify ID proof, digital photo & hall ticket before allowing candidates to appear for test at Examination Centers.

ii) The selected bidder shall arrange/provide adequate displays and required instructions/ information to the candidates appearing for test at Examination Centers.

iii) The service provider would arrange for the necessary servers to conduct the examination at each test center.

iv) There should be at least 10% reserve pool of client systems of the total number of registered candidates in a session at each test center.

v) There must be adequate spacing between two adjacent seats. Service provider should arrange for partition of appropriate size between adjacent seats.

vi) At the test center, main server, backup server and client systems would be provided with functional UPS and/or generator set. Uninterrupted power supply should be made available for the period of each session and for 30 minutes prior to and after each session on the day of examination.

vii) The selected bidder shall maintain audit trails of all activities of the candidate (click by click) during the course of the examination.

viii) The selected bidder shall provide blank paper sheet/s to the candidates as per requirement.
ix) The selected bidder shall have a contingency plan for candidate management/Shifting in case of any emergency.

x) The selected bidder shall monitor and supervise Exam Centre activities on monitoring console which need to be installed by the selected bidder in IITKGP. The data should be real time data generated from each Exam Centre during the examination.

xi) The attendance sheet, photograph, seating plan etc. should be made available to IITKGP as and when needed.

**Note: Following shall be made available by the selected bidder**

- Soft Copy of Centre Master having Centre No. and Centre Details
- Complete candidates’ response during the examination, audit trail
- Complete response related data of all the candidates

### 7.2.2. Covid19 Precaution Measures

The directives of the central and state governments regarding Standard Operating Procedure (SOP) during COVID-like situations must be complied with. Further, if any centre falls within the containment zone then the service provider should immediately arrange an alternate test centre to accommodate the candidates.

### 7.3. Post-Examination activities:--

i) The bidder will be responsible for providing the soft copy of the data of each candidate to the Institute who has appeared for the test.

ii) The bidder will be responsible for providing the Absentee Data from Attendance Sheets.

iii) The bidder will be responsible for providing the soft copy of the results to the Institute.

iv) The bidder will be responsible for providing the soft copy of audit trails to the institute.

### 7.4. The bidder is responsible for deploying adequate resources for all assignments to ensure quality of work is of high standard. The bidder must ensure that prescribed time lines are strictly adhered and secrecy throughout the process is maintained.

### 7.5. The bidder is responsible for submitting regular reports on prescribed format or any other report as desired by the Institute from time to time reflecting the status of the assignment.

### 7.6. The bidder will be responsible for complying all guidelines related to secret handling of various processes for conducting computer based examination and also adhere strict timelines.

### 7.7. For any deviation from the standard operating procedure as mentioned above, due to natural calamity or otherwise, the bidder has to coordinate with the Institute to make alternative arrangements.
8. Forms

8.1. Form 1: Cover Letter

To:
The Chairman, GATE-JAM
Indian Institute of Technology, Kharagpur
West Bengal – 721302, India

Dear Sir/ Madam,

Subject: Submission of the Eligibility and Technical bid for “Providing Computer Based Test Solution for Admission to Post Graduate Programmes offered by SMST & RGSIOPL of IIT Kharagpur”.

We, the undersigned, offer to provide the services to the Institute for “Providing computer based test Solution for Admission to Post Graduate Programmes offered by SMST & RGSIOPL of Institute, Indian Institute of Technology Kharagpur” in response to your RFP dated <Date>.

We are hereby submitting our Proposal, which includes the Eligibility and Technical bid. We hereby declare that all the information and statements made in this Eligibility and Technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake to initiate the services related to the assignment as specified in the Contract issued to us in case we get selected for the award of the Contract. We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for 90 days as stipulated in the RFP document. We understand you are not bound to accept any Proposal you receive.

Yours sincerely,
For <Name of the bidder>

Authorized Signature [In full]

Name and Title of Signatory:
Name of bidder Firm:
Address:
Location: Date:

[Seal and Signature of Authorized Person with Date & Place]
8.2. **Form 2: Bidder Details**

<table>
<thead>
<tr>
<th>Detail Required</th>
<th>Provide the relevant information with proper documentary evidence</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of Service Provider</td>
<td></td>
</tr>
<tr>
<td>Registered office Address</td>
<td></td>
</tr>
<tr>
<td>Telephone Number(s) and Fax Number</td>
<td></td>
</tr>
<tr>
<td>Constitution of Service Provider</td>
<td></td>
</tr>
<tr>
<td>Type of bidder’s organization (Government / Semi-Government / Private)</td>
<td></td>
</tr>
<tr>
<td>Year of Establishment</td>
<td></td>
</tr>
<tr>
<td>Registration Number under Indian Company Act, 1956</td>
<td></td>
</tr>
<tr>
<td>Details of PAN/ GST (certified copy to be enclosed)</td>
<td></td>
</tr>
<tr>
<td>Details of Contact Person</td>
<td></td>
</tr>
<tr>
<td>(Name, designation, Telephone/ Mobile No, e-mail)</td>
<td></td>
</tr>
</tbody>
</table>

Total Annual Turnover : Please attach auditors certificate to support the financials

<table>
<thead>
<tr>
<th>Year</th>
<th>Amount (Rs. In Crore)</th>
<th>Audited (Y/N)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017-18</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2018-19</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2019-20</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Authorized Signature [In full]

Name of Signatory:  
Date:  

[Seal and Signature of Authorized Person with Date & Place]
8.3. **Form 3: Work breakdown structure and Timelines**

<table>
<thead>
<tr>
<th>Activity</th>
<th>Timeline (To be filled by bidder)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mapping of applicants to test centres?</td>
<td></td>
</tr>
<tr>
<td>Arrangements of test centres including necessary security arrangements</td>
<td></td>
</tr>
<tr>
<td>Access to mock test for applicants</td>
<td></td>
</tr>
<tr>
<td>Mock trial run of the entire conduct of examination by the Admission Committee two days prior to the actual examination date</td>
<td></td>
</tr>
<tr>
<td>Conduct of on line test</td>
<td></td>
</tr>
<tr>
<td>Submission of Computer based test result to the Institute</td>
<td></td>
</tr>
</tbody>
</table>

8.4. **Form 4: Relevant Project Experience**

<table>
<thead>
<tr>
<th><strong>General Information</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Client for which the project was executed and brief description</td>
</tr>
<tr>
<td>Name and description of the project</td>
</tr>
<tr>
<td>Duration of the project (start date, completion date, current status)</td>
</tr>
<tr>
<td>Scope of services</td>
</tr>
<tr>
<td>Total value (cost) of the project</td>
</tr>
<tr>
<td>Copy of Work Order/ Experience Certificate</td>
</tr>
</tbody>
</table>
8.5. **Form 5: Resume of Key Personnel**

<table>
<thead>
<tr>
<th><strong>General Information</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of the key personnel:</td>
</tr>
<tr>
<td>Current Designation and job responsibilities:</td>
</tr>
<tr>
<td>Total number of years of experience:</td>
</tr>
<tr>
<td>Academic Qualifications:</td>
</tr>
<tr>
<td>• Degree</td>
</tr>
<tr>
<td>• Academic institution graduated from</td>
</tr>
<tr>
<td>• Specialization</td>
</tr>
<tr>
<td>Past project 's Where Digital Assessment was conducted</td>
</tr>
<tr>
<td>Please provide only relevant projects.</td>
</tr>
<tr>
<td>Proficient in languages (Against each language listed indicate if speak/read/write)</td>
</tr>
</tbody>
</table>

8.6. **Form 6: Team Composition**

<table>
<thead>
<tr>
<th>Name of Key personnel with qualification and experience</th>
<th>Proposed Position</th>
<th>Proposed Tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>
9. Commercial Template

The Pricing should be for providing End-To-End Assessment Solution for IITKGP

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Candidates Strength Range (For examination conducted in India)</th>
<th>Per Candidate (Normal Situation*) (in INR)</th>
<th>Additional Charges per candidate for COVID situation as per existing GOI norms (including isolation) (INR)</th>
<th>Total Cost (in INR) C=A+B</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>450 to 550</td>
<td>A</td>
<td>B</td>
<td></td>
</tr>
</tbody>
</table>

Note: The cost mentioned will be excluding Government taxes.

* Normal Situation: Pre COVID situation with general sanitization
Column C will be considered for evaluation of the composite score.

10. Payment Policy and Terms & Conditions:

- 10% of the total cost of the work will be paid after signing the contract with the vendor.
- 30% of the total cost of the work will be paid before test.
- Final 60% payment will be done after completion of the admission process and submission of all necessary documents to the Institute.

Terms & Conditions

i) The rate quoted should be per candidate and the payment will be made based on the actual registered candidates.
ii) The rates quoted are inclusive of all materials, consumables, equipment, software and scope of work stated in the tender.
iii) The rates shall be valid for 1 year from the date of signing of contract except the Government taxes.
iv) The complete work should be allotted to only one vendor.
v) The vendor will submit three copies of accurate invoices on the letter head of the company with signature of the authorized signatory and the seal of the organization.
vi) The payment will be made by ECS in the name of the firm.
vii) Applicable TDS shall be deducted at the time of payment.
viii) Any variation in taxes will be on account of the purchaser, in the event the taxes are increased by
the Government authorities, then the bidder will have to provide the accurate invoice with the effect
of increased taxes, with the documentary evidence of increased taxes. In case the taxes are reduced
then the bidder will have to submit the accurate invoice with the effect of reduced taxes with the
documentary evidence

ix) Delivery period should be counted after complete signing of the contract and the intimation of the
exam schedule. We accept the terms & conditions mentioned and our financial offer will abide by
the terms of payments and other clauses mentioned in the RFP document. We also declare that our
offer is unconditional.

x) EMD/Performance security deposit exemption to NSIC registered firm will not be allowed due to
time bound and secret work.

<table>
<thead>
<tr>
<th>Name of the authorized signatory</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Signature of the authorized signatory</td>
<td></td>
</tr>
<tr>
<td>Designation</td>
<td></td>
</tr>
<tr>
<td>Company</td>
<td></td>
</tr>
<tr>
<td>Date</td>
<td></td>
</tr>
<tr>
<td>Location</td>
<td></td>
</tr>
</tbody>
</table>
Annexure1: Important Dates and test venue for Admission to Post Graduate Programmes
offered by SMST & RGSIOPL of Indian Institute of Technology Kharagpur, 2021

<table>
<thead>
<tr>
<th>Work Flow</th>
<th>Date(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Handing over of Applicant data to Vendor</td>
<td>20/04/2021</td>
</tr>
<tr>
<td>Mapping of test centers</td>
<td>27/04/2021</td>
</tr>
<tr>
<td>Computer Based Test for SMST-RGSIOPL</td>
<td>08/05/2021</td>
</tr>
<tr>
<td>Final Result Compilation Meeting</td>
<td>10/05/2021</td>
</tr>
<tr>
<td>Final Result Handing over to the Institute</td>
<td>11/05/2021</td>
</tr>
</tbody>
</table>

**Test Cities:** Kolkata, New Delhi, Mumbai and Bengaluru.