



# **Request for Proposal (RFP) Terms & Conditions Version 2 (Volume-I)**

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**Selection of Service Provider for Online Examination  
(Computer Based Test) for TE&SCERT, Odisha**

**RFP No.3718 Date: 04.06.2018**

Directorate of Teacher Education (TE) and  
State Council of Educational Research & Training (SCERT)  
Unit - IV, Near OGB ATM, Kharvela Nagar, Bhubaneswar, Odisha 751001  
**E-mail: [tescertodisha@gmail.com](mailto:tescertodisha@gmail.com)**

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## 1 Fact Sheet

Bidders are advised to study the RFP document carefully before submitting their techno-commercial proposals in response to the RFP Notice.

Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

Sl#	Information	Details
a)	RFP issued by	TE & SCERT, Odisha, Unit-IV, Bhubaneswar
b)	Availability of RFP	www.scertodisha.nic.in www.sme.odisha.gov.in
c)	RFP Number	3536, Dated: 23-May-2018
d)	Date of Publication of RFP Version.1	24.05.2018
e)	Release of RFP Version-2 after pre-bid meeting 01/06/2018	05.06.2018
f)	Last date of bid submission	22.06.2018
g)	Opening of General Bid	25.06.2018 at 11.30 am (Conference Hall of TE & SCERT)
h)	Technical Presentation	26.06.2018 at 11.30 am (Conference Hall of TE & SCERT)
i)	Opening of Price Bid	27.06.2018 at 03.00 pm (Conference Hall of TE & SCERT)
j)	Selection Method	Quality & Cost Based Selection (QCBS) 70% weightage of to the technical score 30% weightage to the financial quote
k)	Contact Person for queries	Dr.Snidha Mishra, Deputy Director (TE), tescertodisha@gmail.com
l)	Address for the bid submission	Directorate of TE & SCERT, Unit-IV, Bhubaneswar, 751001
m)	RFP Document Fee (non-refundable)	<b>Rs. 1,000/-</b> In shape of Bank Draft only from any nationalized bank favour of <i>Director, Teacher Education and State Council of Educational Research &amp; Training</i> payable at <i>Bhubaneswar</i>
n)	Performance Bank Guarantee (PBG)	10% of the total project cost in shape Bank Guarantee issued by any nationalized bank favour of <i>Director, Teacher Education and State Council of Educational Research &amp; Training</i>
o)	Earnest Money Deposit (EMD)	<b>Rs. 6,00,000/-</b> In shape of Bank Draft only from any nationalized bank favour of <i>Director, Teacher Education and State Council of Educational Research &amp; Training</i> payable at <i>Bhubaneswar</i>

## 2 Request for Proposal

- Directorate, Teacher Education and State Council Of Educational Research & Training, Odisha (TE & SCERT) intends engage service provider to conduct online examination system for its different teacher education courses such as B.E.D, B.H.Ed, B.P.Ed, D.El.Ed, M.Ed, M.Phil.
- Bids are invited from eligible, reputed and qualified I.T. Firms with sound technical and financial capabilities for conducting various Online Entrance Examinations of TE & SCERT as detailed out in **Volume-II (Terms of Reference)** of this RFP Document. This invitation to bid is open to all bidders meeting the pre-qualification criteria as mentioned in this RFP Document.

- c) TE & SCERT invite sealed responses ("Proposals") to this Request for Proposals ("RFP") from Companies / Agencies ("Bidders") for selection of "Service Provider" for Online Examination (Computer Based Test) for TE & SCERT. The bidder shall study, design, develop /customize, deploy, entire Facility Management Service of Command Centers of the Online Examination System for TE & SCERT.
- d) The response of RFP must be received not later than time, date and venue mentioned on the Fact Sheet. Bids that are received after the deadline WILL NOT be considered in this procurement process.

### 3 Instruction to Bidders

- a) There are three parts of tender namely (i) General Bid (ii) Technical Bid (iii) Financial Bid. The bidder is required to fill out all the parts of Tender documents and place them in separate sealed envelope". These envelopes should be placed in another sealed envelope and addressed to TE & SCERT. The envelope must show the name of the bidder, address and should be super scribed as "Selection of Service Provider for Online Examination for TE & SCERT, Odisha" on the top of the envelope. In addition, outer envelope should indicate tender opening date.
- b) The sealed tenders will be opened at TE & SCERT, Bhubaneswar as per the schedule mentioned above in presence of the bidders or their authorized representatives as may desire to be present.
- c) Technically qualified bidders will be considered as successful bidders for price bid opening.
- d) Bids shall be fully in accordance with the requirements of the all volumes of the RFP. Appropriate formats furnished with this specification shall be used in quoting tender prices. Incomplete, illegible, unsealed and without signature tenders will be rejected.
- e) All offers should be made in English and clearly type written.
- f) The bidder must submit all documents as per the General, Technical & Financial Bid requirements

#### 3.1 General Bid

- a) **Annexure-1**(General Information of a Bidder)
- b) Tender fees in shape of Bank draft only
- c) EMD in shape of Bank draft only
- d) Bidder's authorized representative to sign & submit the tender, respond to the clarification during tender evaluation, price negotiate, etc. in shape of Power Attorney (non-judicial stamp paper)
- e) Compliance to the pre-qualification criteria (Pt#3.6.1)
- f) Copy of the RFP document (Volume I & II) duly signed by authorized representative in all pages along with the forwarding letter in the company letter head as per **Annexure-2**.

#### 3.2 Technical Bid

- a) Compliance to the technical capability (Pt#3.6.2)
- b) Project Experience (Annexure-3)

#### 3.3 Financial Bid

- a) Price Bid Form(Annexure-4)

#### 3.4 Earnest Money Deposit (EMD)

- a) The bidder shall submit Rs. 6,00,000/- only towards the EMD in shape of Bank Draft only from any nationalized bank favour of **Director, Teacher Education and State Council of Educational Research**

**& Training** payable at **Bhubaneswar** valid for 180 days from the date of opening of technical bid as bid security.

- b) The bank draft shall be submitted in General bid along with Technical bid. Bids submitted without bid EMD shall be rejected.
- c) EMD of unsuccessful bidder shall be returned after acceptance of work order by the successful bidder.
- d) The EMD shall be forfeited
  - If a bidder withdraws its bid during the period of bid validity
  - If the bidder did not cooperate during the bid evaluation process
  - If the successful bidder fails to accept the work order
  - If the successful bidder fails to the furnish performance security
- e) The EMD of the successful bidder shall be returned after submission of performance security.
  - Modification of specifications and extension of closing date of tender if required will be made after pre-bid conference & a second version of the RFP shall be published and updated on the website of TE & SCERT ([www.scertodisha.nic.in](http://www.scertodisha.nic.in)) Bhubaneswar website. This shall form a part of the tender.
  - The purchaser reserves the right to accept or reject any or all tenders without assigning any reason whatsoever. The purchaser may also alter the examination center, examination center capacity, number of examination etc. at the time of placing orders.
  - Bidders shall carefully examine the tender documents and the technical specification and fully inform themselves as to all the conditions and matters, which may in any way, affect the work or the cost thereof. Should a bidder find discrepancies in or omissions from the specification or other documents, or should there be any doubt as to their meaning, he should at once notify the purchaser and obtain clarification in writing. This however does not entitle the bidder to ask for time beyond the due date fixed for receipt of tenders.
  - Submitted tender forms with overwritten or erased or illegible rate or rates not shown in figures and words in English will be liable for rejection. In case of discrepancy between words and figures noted against the item of the tender and between unit rates and the total amount, the decision of the competent authority accepting the tender will be final and binding on the bidders. Corrections in the tender, if unavoidable, should be made by rewriting with date and initial of the bidder after scoring out of the wrong entries.
  - Request from the bidders in respect of additions, alterations, modifications, corrections etc. of either terms or conditions or rates after opening of the tender may not be considered.

### 3.5 Evaluation Criteria

Evaluation will be done in three stages i.e. General Bid (Pre-Qualification), Technical Bid & Financial bid as per the criteria & scoring pattern described as under.

#### 3.5.1 Pre-Qualification

- a) The bidder must be a firm/company registered under the Indian Companies Act, 1956. Copy of such certificate shall be enclosed as a proof.
- b) Copy of PAN Card, GST Registration, EPF Registration, ESIC Registration
- c) Consortium bidding is not allowed for this RFP.
- d) **Bidder must have online examination centre in at least 15 districts of Odisha. The online test centres may be wholly owned or rental.**

- **If wholly owned, then the list of centres with complete postal address & capacity.**
  - **If rental, then the rent agreement of all the centres along with complete postal address & capacity.**
- e) Bidder's average annual turnover must be at least Rs.20 Crore or more and positive net worth for last three financial years i.e. FY 2014-15, 2015-16, 2016-17. The bidder shall submit copies of audited Balance Sheets and Profit and Loss Accounts/ Annual Reports.
- f) Bidder must have experience in the similar field of Design, Development/Customise, Maintenance, and entire Facility Management Service of command centre online examination system in any State Government/PSU/Central Government/Government Institute. The bidder must have implemented similar project of values as follows in last 5 years ending on 31-Mar-2018. Order copy along with work completion certificate shall be submitted.
- i) One project of value Rs. 4.8 Cr **OR**
  - ii) Two projects of value Rs. 3.6 Cr each **OR**
  - iii) Three projects of value Rs. 1.8 Cr each
- g) In addition to the above, bidder must have the proof of conducting online examination for at least 10,000 candidates in a shift. Order copy along with work completion certificate shall be submitted.
- h) The bidder must have following quality certification valid as on date of submission of bid
- i) ISO 27001:2013 (Information Security) **OR** ISO 20000:2011 (Information Service)
  - ii) SEI CMMi Level 3 in Software Development **OR** Software Service
  - iii) ISO 9001:2015 **OR** ISO 9001:2008
- i) The bidder must not be under declaration of ineligibility for corrupt and fraudulent practices / poor performance / blacklisted by any Department/Organization/Institution of Government of India or Odisha State Government. A self-declaration in the company letter head by authorised signatory is to be submitted along with the bid.
- j) The bidder should have qualified and experienced IT professionals. Minimum 100 technical professionals must be on pay roll of the company on or before 31-Mar-2018. Self-attested copy of EPF return showing list of employees on pay-roll shall be submitted towards evidence of employees on pay-roll or equivalent certification from the head of the firm to be submitted.

*Necessary supporting documents on fulfilment of eligibility criteria should be attached for authentication along with a signed copy of the RFP document to indicate acceptance of all terms and conditions set forth in the tender. Organizations failing to provide complete information on any of the requirements are liable to be rejected.*

### 3.6 Technical Evaluation

The bidder qualify in general (pre-qualification) bid will be evaluated technically as per the following criteria. A bidder has to score minimum 70% of mark to qualify for financial bid evaluation. Hence bidder, shall submit the supporting documents for their claim on their technical capabilities as per the criteria & scoring pattern mentioned below table.

Sl#	Technical Evaluation Criteria	Maximum Score	Scoring Pattern
a.	Average Annual Turn Over in last three Years ending on 31-Mar-2015, 31-Mar-2016 & 31-Mar-2017.	10	=20 Cr : 5 marks >20 <40 Cr : 7 marks > 40 Cr : 10 marks
b.	Resource Strength - IT professionals with the company <i>Copy of the up-to-date EPF deposit challan must be enclosed as a proof</i>	10	= 100: 5 marks = 200: 7 marks = 300: 10 marks
c.	Certifications (ISO, CMMi)	10	CMMi Level 3: 2 Marks

Sl#	Technical Evaluation Criteria	Maximum Score	Scoring Pattern
	<i>Copy of Certifications as a proof</i>		CMMi Level 5: 4 Marks ISO 27001:2013: 6 Marks ISO 20000:2011: 8 Marks All Certifications: 10 Marks
d.	Online Examination solution and services in Govt. Sector /PSU/Govt. Institutes in last 3 years <i>Copy of the Work Order/ Completion Certificate/ On Going Certificate from the Client</i>	20	=2 project: 10 marks =4 project: 15 marks > 4 project: 20 marks
e.	Online Examination solution and services with conducting online examination for at least 10,000 candidates in a shift /session <i>Copy of the Work Order/ Completion Certificate/ On Going Certificate from the Client</i>	20	=10,000 candidates: 10 marks =15,000 candidates: 15 marks =20,000candidates : 20 marks
f.	Technical Presentation: <ul style="list-style-type: none"> <li>• Envisaged Solution</li> <li>• Approach Methodology</li> <li>• Work Plan/ Contingency Plan</li> <li>• Proposed resource/professionals</li> </ul>	30	Marks shall be awarded by Committee

### 3.6.1 Financial Evaluation

Bidders qualified in technical evaluation will be eligible for financial bid opening & evaluation. The financial bid will be evaluated through Quality & Cost Based Selection (QCBS) process with a weightage of 70% to the technical score and 30% to the financial quote

### 3.6.2 Formula for QCBS

#### 3.6.2.1 Technical Score

- The bidder with highest technical bid (H1) will be awarded 100% score.
- Technical Score of a Bidder = [(Technical Mark of the Bidder/ Technical Mark of H1 Bidder) X 100]%
- Marks will be adjusted to two decimal places

#### 3.6.2.2 Financial Score

- The bidder with lowest financial bid (L1) will be awarded 100% score.
- Financial Score of a Bidder = [(Financial quote of L1 Bidder /Financial quote of the Bidder) X 100] %
- Marks will be adjusted to two decimal places

#### 3.6.2.3 Combine Score

- Composite score of the bidders for the bid shall be worked out as under:

Bidder	Technical Score	Financial Score	Weighted Technical Score (70% of B)	Weighted Financial Score (30% of C)	Composite Score (F=D+E)
A	B	C	D	E	F

- The bidder securing the highest Composite Bid Score will be adjudicated as the Best Value Bidder for award of the Project.
- In the event the bid composite bid scores are 'tied', the bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the Project.



## **4 General Terms & Conditions of Tender**

### **4.1 Purchaser**

Directorate of Teacher Education (TE) and State Council of Educational Research & Training (SCERT), Unit-IV, Near SBI ATM, Kharvela Nagar, Bhubaneswar, Odisha 751020

### **4.2 Performance Bank Guarantee**

The bidder shall furnish a Performance Bank Guarantee (PBG) for 10% of the contract price within 7 days of issue of Work Order. The PBG must be from the nationalized bank in India. This Performance Bank Guarantee (PBG) shall remain valid for 60 days beyond the contract period. Failure to submission PBG within the specified time period may lead to cancellation of the Work Order & EMD will be forfeited.

### **4.3 Price**

- a. The bidder shall quote price in clear terms as per the prescribed format. The rates quoted should be inclusive of Goods Service Tax.
- b. Prices quoted by the bidder shall be fixed and no variation will be allowed under any circumstances. No open-ended bid shall be entertained and the same is liable to be rejected straightway.
- c. Bids price shall remain valid for 180 days from the date of bid opening.
- d. TE & SCERT holds the rights to reject a bid valid for a period shorter than 180 days as nonresponsive, without any correspondence.

### **4.4 Submission of Bid**

#### **4.4.1 Number of Copies of Bid**

- a. The bidder shall submit one hard copy of the bid.
- b. The Bid has to be submitted in the form of printed document. The bids submitted by Telex, fax or email bids shall not be entertained.
- c. Any condition put forth by the bidder non-conforming the bid requirements shall not be entertained at all and such bid shall be rejected.
- d. The bid shall be submitted by registered post or in the drop box at Directorate of Teacher Education and State Council of Educational Research & Training, Unit - IV, Near SBI ATM, Kharvela Nagar, Bhubaneswar-751020, Odisha

### **4.5 Deadline for Submission of Bids**

#### **4.5.1 Last date for Submission**

In the event of the specified date for the submission of bids being declared a holiday for the TE & SCERT, the bids will be received up to the appointed time on the next working day.

#### **4.5.2 Extension for Last date for Submission**

TE & SCERT may, at own discretion, extend this deadline for submission of bids by amending the bid document, in which case all rights and obligations of the TE & SCERT and bidders previously subject to the deadline, will thereafter be subject to the deadline as extended.

#### **4.5.3 Late Bids**

Any bid received by the TE & SCERT after the deadline for submission of bids prescribed by the TE & SCERT, will be summarily rejected and returned unopened to the Bidder. The TE & SCERT shall not be

responsible for any postal delay or non-receipt / non-delivery of the documents. No further correspondence on this subject will be entertained.

#### **4.6 Terms of Payment**

- a. The payment shall be in Indian Rupees and only after successful completion of milestone without error and delays.
- b. **No advance payment shall be made to the bidder under any circumstances.**
- c. Invoice to shall be raised to TE & SCERT as per the number candidates against whom the admit card shall be issued with applicable taxes.
- d. All payments shall be subject to tax deduction at source.
- e. The successful bidder has to sign an agreement on non-judicial stamp paper which shall contain clauses related to liquidated damages on account of delays, errors, cost and time over-run etc.
- f. In case the bidder fails to execute the contract, TE & SCERT shall have liberty to get it done through any other agency with full cost recoverable from the bidder in addition to damages and penalty.

#### **4.7 Termination of Contract**

##### **4.7.1 Termination for Default**

TE & SCERT may, without prejudice, to any other remedy for breach of contract, by written notice of default sent to the qualified bidder, terminate the contract in whole or in part if:

- The qualified Bidder fails to deliver any or all of the obligations within the time period(s) specified in the contract or any extension thereof granted by the TE & SCERT.
- The qualified Bidder fails to perform any other obligation(s) under the contract. However, the disputes if any may be referred to Arbitration.

##### **4.7.2 Termination for Insolvency, Dissolution etc.**

TE & SCERT may at any time terminate the contract by giving written notice to the qualified bidder without compensation to the qualified bidder, if the qualified bidder becomes bankrupt or otherwise insolvent or in case of dissolution of firm or winding up of company, provided that such termination will not prejudice or effect any right of action or remedy which has accrued thereafter to the TE & SCERT.

#### **4.8 Negotiation**

It is absolutely essential for the bidders to quote the competitive price at the time of making the offer in their own interest. TE & SCERT, however, will have the discretion to choose to enter into any price negotiations.

#### **4.9 Single RFP**

In case only one bid is found to be eligible on evaluation of technical bid, TE & SCERT reserves the right to consider the bid with price negotiation.

#### **4.10 Billing**

The bidder shall specify the Branch/ Location from which they will raise the bill and in whose favour payment will be released.

#### **4.11 Language of Bids**

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

#### **4.12 Force Majeure Condition**

If the execution of the contract is delayed beyond the period stipulated in the consultancy as result of outbreak of hostilities, declaration of an embargo or blockade of fire, flood, acts of God, then Purchaser may allow such additional time by extending the time frame as considered to be justified by the circumstances of the case and its decision will be final. If additional time is granted by the Purchaser, the supply order shall be read and understood as if it had contained from its inception the execution date as extended.

#### **4.13 Modifications & Withdrawal**

The bid submitted may be withdrawn or resubmitted before the expiry of the last date of submission by making a request in writing to the competent authority of Purchaser to this effect. No bidders shall be allowed to withdraw the bid after the deadline for submission of bids.

#### **4.14 Right to Reject/Accept the Tender**

The purchaser reserves the right either to reject or accept any or all tenders. The purchaser has exclusive right to alter the quantities of materials at the time of placing the final purchase order. The type and quantity of items indicated in the tender are provisional and may change as per the actual requirement. After placing the purchase order, the purchaser may order to defer the delivery of the material. It may be clearly understood by the bidders that the purchaser need not assign any reason for the above action.

#### **4.15 Patent Rights etc.**

The bidder shall indemnify the purchaser against all claims, actions, suits and proceedings for the infringement or alleged infringement of any patent, design or copy write protected either in the country of origin or in India by use of any equipment supplied by the bidder claims if made on the purchaser, shall be notified to the bidder of the same and the bidder shall at his own expense either settled such dispute or conduct any litigation that may arise there from.

#### **4.16 Jurisdiction of High Court of Odisha**

Suites, if any arising out of the contract shall be filed by either party in a court of Law to which the jurisdiction of the High Court of Odisha extends.

#### **4.17 Confidentiality**

- a. The bidder shall not, and without the Purchaser prior written consent, disclose the contract or any provision thereof, or any specification, plan, Data, Question Bank, Question Bank sample or information furnished by or on behalf of the Purchaser in connection therewith to any person other than a person employed by the bidder in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.
- b. The bidder shall not without the Purchaser prior written consent, make use of any document or information.

- c. Any document other than the contract itself shall remain the property of the Purchaser and shall be returned (in all copies) to the Purchaser on completion of the bidder's performance under the contract if so required by the Purchaser.

#### **4.18 Obligation to Carry out Purchaser's Instructions**

The bidder shall also satisfy the purchaser or this inspector that adequate provision has been made to carry out his instructions fully and with prompt attitude.

#### **4.19 Final Authority**

The final authority for payments will be the consignee except otherwise specifically stated and if the bidder desires to appeal against any matter he shall appeal to, the TE & SCERT.

## 5 Annexure-1 (General Information of Bidder)

a.	Name of the Company/Firm/Agency	
b.	Address of Registered Office	
c.	Address of Corporate Office	
d.	Year Establishment	
e.	Telephone Number	
f.	Fax Number	
g.	Email Address	
h.	Website	
i.	EPF Registration Number	
j.	ESIC Registration Number	
k.	PAN Number	
l.	Goods Service Tax Regd. Number	
m.	No of full time personnel (Similar Domain) currently under employment	
n.	No. of years of proven experience of providing similar services	
o.	Details of Quality Certification (Certificate Name with validity)	

<b>Details of the Managing Director/ CEO (Name, Mobile Number &amp; Email)</b>	<b>Details of the Authorized Signatory for this Tender (Name, Designation, Mobile &amp; Email)</b>

Yours faithfully

Authorized Signatory  
(Company Seal)

## 6 Annexure-2 (Acceptance of RFP Terms & Conditions)

To  
Director, TE & SCERT  
Unit - IV, Near SBI ATM, Kharvela Nagar,  
Bhubaneswar-751020, Odisha

Date: \_\_\_/\_\_\_/\_\_\_

Sir,

I have carefully gone through the Terms & Conditions contained in the RFP No., regarding < RFP Name>.

I declare that all the provisions of this Tender Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully

Authorized Signatory  
(Company Seal)

## 7 Annexure-3 (Project Experience)

Sl#	Name of Client, Contact Person, Telephone No, Mobile No, e-Mail, Physical Address	Name of Project	Project Start Date and End Date, Brief of Project	Project Cost	Status (Complete/ In Progress/ Delay)

Note: The information provided in the above table must supported by copies of relevant work order and completion certificate.

Yours faithfully

Authorized Signatory  
(Company Seal)

**Figure-4 (Price Bid Form)**

To  
 Director, TE & SCERT  
 Unit - IV, Near SBI ATM, Kharvela Nagar,  
 Bhubaneswar-751020, Odisha

Date: \_\_\_/\_\_\_/\_\_\_

Ref: RFP No.: \_\_\_\_\_, Dated: \_\_\_/\_\_\_/\_\_\_

Madam/Sir,

I, the undersigned, offer to provide the I.T. services for Online Examination System in accordance with your tender under reference and our technical bid proposal as per the following price.

Item/s	Unit Cost (A)	Applicable Tax (B)	Total Cost C= A+B
Per Candidate			

- Our financial proposal shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the proposal.
- In case of any difference between the rates quoted in figures and words, the latter shall prevail.
- The total cost of the bid will be derived by multiplying 2,50,000 (approx.) candidates and accordingly the PBG will be calculated.
- But the payment will be made on the actual candidates appeared in the examination as per the rate quoted in the table above.
- We understand you are not bound to accept any proposal you receive.

Yours faithfully

Authorized Signatory  
 (Company Seal)