



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

**Selection of Service Provider for Online Competitive
Examination (Computer Based Test) for Directorate of
Secondary Education, Odisha**

RFP No.32532/ Date: 3.11.2018

**Directorate of Secondary Education
6th Floor, Heads of Departments Building, Unit-V
Bhubaneswar, Odisha, 751001
E-mail: dseorissaedn@yahoo.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. no.	Information	Details
a)	RFP Number	32532 /Dt. 3.11.2018
b)	Date of publication of RFP	3.11.18
c)	Date of submission of pre-bid queries	12.11.18 at 3 PM
d)	Pre- bid meeting for clarification of queries	16.11. 2018 , OPEPA at 3.00PM
e)	Release of Version 2 of RFP	20.11. 2018
f)	Last date of Bid Submission	29.11. 2018 at 3.00 PM
g)	Opening of Pre- qualification cum Technical bid	29.11. 2018, OPEPA at 4.00 PM
h)	Date of Technical presentation	1.12.2018 2018, OPEPA at 3.00 PM
i)	Opening of Financial Bid	5.12. 2018, OPEPA at 3.00 PM
j)	Selection Method	L -1 Among the Technically Qualified Bidders
k)	Contact Person for queries	Sri Satya Mohan Senapati, Deputy Director (Sc) Mobile: 9438184001
l)	Mail id for sending Pre-Bid queries	dseorissaedn@yahoo.com
m)	Address for the bid submission	Director of Secondary Education, 6th Floor, Heads of Departments Building, Unit- 5, Bhubaneswar, Odisha, 751001
n)	RFP Document Fee (non-refundable)	Rs. 1,000/- In shape of Bank Draft only from any Scheduled Bank in favour of Director, Secondary Education ,Odisha payable at Bhubaneswar
o)	Performance Bank Guarantee(PBG)	10% of the total project cost in shape Bank Guarantee issued by any Scheduled Bank in favour of Director Secondary Education.
p)	Earnest Money Deposit (EMD)	Rs. 5,00,000/- In shape of Bank Draft only from any Scheduled Bank in favour of Director, Secondary Education ,Odisha payable at Bhubaneswar

2 Request for Proposal

- a) **Directorate of Secondary Education** intends to engage Service Provider for **Online Examination (Computer based Test) for Directorate of Secondary Education, Odisha**
- b) Bids are invited from eligible, reputed qualified and experienced I.T. Firms with sound technical and financial capabilities for **Online Examination (Computer based Test) for Directorate of Secondary Education, Odisha** 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) Directorate of Secondary Education invites 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 Directorate of Secondary Education. The bidder shall study, design, develop /customize, deploy entire Facility Management Service of Command Centers of the Online Application System for Directorate of Secondary Education.
- 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 two parts of tender namely (i) General cum Technical Bid and (ii) Financial Bid. The bidder is required to fill out all the parts of Tender documents and place them in two separate sealed envelope”. These two envelopes should be placed together in another sealed envelope and addressed to Directorate of Secondary Education. The envelope must show the name of the bidder, address and should have the superscript “Selection of Service Provider for **Online Examination (Computer Based Test) for Directorate of Secondary Education, Odisha** on the top of the envelope. In addition, outer envelope should indicate tender opening date.
- b) The sealed tenders will be opened at Directorate of Secondary Education, 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 Bid prices. Incomplete, illegible, unsealed Bids and those without signature will be rejected.
- e) The Bid must be clearly type written in English.
- f) The bidder must submit all documents as per the General, Technical & Financial Bid requirements

3.1 General cum Technical 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 in shape of Power of Attorney (non-judicial stamp paper) is to sign & submit the tender, respond to the clarification sought for during tender evaluation, take part in price negotiation, etc.
- e) Compliance to the pre-qualification criteria (Pt#3.4.1)
- 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 **Annexure-2**.
- g) Compliance to the technical capability (Pt#3.5)
- h) Project Experience (**Annexure-3**)

3.2 Financial Bid:

- a) Price Bid Form (**Annexure-4**)

3.3 Earnest Money Deposit (EMD)

- a) The bidder shall deposit Rs. 5,00,000/- only towards the EMD (as Bid Security) in shape of Bank Draft only from any Scheduled Bank in favour of **Director, Secondary Education ,Odisha** payable at **Bhubaneswar** valid for 90 days from the date of opening of technical bid.
- b) The Bank Draft shall be submitted with the General cum Technical bid. Bids submitted without bid EMD shall be rejected.
- c) EMD of unsuccessful bidders 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.
- f) Modification of specifications and extension of closing date of tender if required will be made after pre-bid conference.
- g) A second version of the RFP shall be published and uploaded on the website of OPEPA, Bhubaneswar. This shall form a part of the tender.
- h) The purchaser reserves the right to accept or reject any or all tenders without assigning any reason whatsoever.
- i) 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.
- j) Tender forms with overwritten or erased or illegible rate or with rates not shown both 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.
- k) 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.

3.4 Evaluation Criteria

Evaluation will be done in two stages i.e. General Bid cum Technical Bid & Financial Bid as per the criteria & scoring pattern described as under.

3.4.1 .Evaluation of General Bid (Pre-Qualification)

- a) The bidder must be a firm/company registered under the Indian Companies Act, 1956. Copy of such certificate shall be enclosed to the General Bid as a proof.
- b) Copy of PAN Card, GST Registration, EPF Registration, ESIC Registration are to be enclosed to General Bid

- c) Consortium bidding is not allowed for this RFP.
- d) **Bidder shall have to provide online examination centre in all 30 districts of Odisha. The online test centres may be wholly owned or rental.**
- e) **The list of centres with complete postal address & capacity must be enclosed to the General Bid. In case of centres taken on rent basis, the rent agreements of all such centres must also be submitted.**
- f) Bidder's average annual turnover must be at least Rs.10 Crore or more and positive net worth for last three financial years i.e. FY 2015-16, 2016-17, 2017-18 .The bidder shall submit copies of audited Balance Sheets and Profit and Loss Accounts/ Annual Reports with the General Bid. In case affirm does not have the audited balance sheet for FY 2017-18, the same for the years 2014-15,2015-16 and 2016-17 shall be considered.
- g) Bidder must have experience in the similar field of Design, Development/Customisation, 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 with the General Bid.
- 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
- h) In addition to the above, bidder must have the proof of conducting online examination for at least 7,000 candidates in a shift. Work Order copy along with work completion certificate shall be submitted with the General Bid.
- i) 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
- Such certificate is to be submitted in General Bid
- j) The bidder must not be under declaration of ineligibility for corrupt and fraudulent practices / poor performance. It must not have been blacklisted Government of India or Government of Odisha. A self-declaration in the company letter head by authorised signatory is to be submitted along with the General Bid.
- k) The bidder should have qualified and experienced IT professionals. Minimum 100 technical professionals must be on the 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.

3.5 Technical Evaluation

The bidder qualifying in evaluation of general (pre-qualification) bid will be evaluated technically as per the following criteria. A bidder has to score minimum 70% of mark in evaluation of technical bid 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	=10 Cr : 7 marks >10 <20 Cr : 8 marks > 20 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: 7 marks ≥ 150: 8 marks ≥ 200: 10 marks
c.	Certifications (ISO, CMMi) <i>Copy of Certifications as a proof</i>	10	CMMi Level 3/5: 2/5 Marks ISO 27001:2013/20000:2011: 3 Marks ISO 9001:2008/2015: 2 Marks Max : 10 Marks
d.	Experience in 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	Proj.value 4.8 Cr.: 14 marks Proj. value 4.8- 7.2 Cr: 17 marks Proj. value: >7.2 : 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	=7,000 candidates: 14 marks ≥10,000 candidates: 17 marks ≥20,000candidates : 20 marks
f.	Technical Presentation: <ul style="list-style-type: none"> • Envisaged Solution • Approach Methodology • Work Plan/ Contingency Plan • Proposed resource/professionals 	30	Marks shall be awarded by Committee

3.6 Financial Evaluation

Bidders qualifying in technical evaluation will be eligible for financial bid opening & evaluation. The financial bid will be evaluated on the basis of bid value and the bidder quoting lowest financial bid (L-1) will be recommended for award of the work order.

4 General Terms & Conditions of Tender

4.1 Purchaser

Directorate of Secondary Education, Bhubaneswar, Odisha, 751001

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 any Scheduled Bank in India. This Performance Bank Guarantee (PBG) shall remain valid for 60 days beyond the contract period. Failure to submit PBG within the specified time period may lead to cancellation of the Work Order & forfeiture of EMD.

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. Bid price shall remain valid for 180 days from the date of bid opening.
- d. Directorate of Secondary Education holds the rights to reject a bid valid for a period shorter than 180 days as non-responsive, 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 Secondary Education, 6thFloor, HOD Building, Bhubaneswar-751020, Odisha. In case of submission registered post it is the responsibility of the bidder to dispatch the bid in time so as to ensure that it reaches the office of the Director Secondary Education, Odisha on or before the stipulated dateline for submission of bids.

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 Directorate of Secondary Education, the bids will be received up to the appointed time on the next working day.

4.5.2 Extension for Last date for Submission

Directorate of Secondary Education 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 Directorate of Secondary Education 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 Directorate of Secondary Education after the deadline prescribed by the Directorate of Secondary Education for submission of bids, will be summarily rejected and returned unopened to the Bidder. The Directorate of Secondary Education 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 shall be raised to Directorate of Secondary Education 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, Directorate of Secondary Education shall have the 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

Directorate of Secondary Education 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 Directorate of Secondary Education.
- 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.

Directorate of Secondary Education 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 Directorate of Secondary Education.

4.8 Single RFP

In case only one bid is found to be eligible on evaluation of technical bid, Directorate of Secondary Education reserves the right to consider the bid with price negotiation.

4.9 Billing

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

4.10 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.

4.11 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.

4.12 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.

4.13 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.

4.14 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.

4.15 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.

4.16 Confidentiality

- a. The bidder shall not, and without the Purchaser's 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's 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.
- d. In case of any deviation of the above conditions the bidder shall be liable for criminal proceedings.

4.17 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.

4.18 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 Directorate of Secondary Education, Odisha.

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 of 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)	

Details of the Managing Director/ CEO (Name, Telephone & Mobile Number & Email)	Details of the Authorized Signatory for this Tender (Name, Designation, Telephone & Mobile Number & Email)

Yours faithfully

**Authorized Signatory
(Company Seal)**

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

To

Date: ___/___/___

**The Director, Secondary Education, Odisha
6th Floor, HOD Building,
Bhubaneswar-751001, Odisha**

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)**

8 Annexure-4 (Price Bid Form)

To

Date: ___/___/___

The Director, Secondary Education, Odisha
6th Floor, HOD Building,
Bhubaneswar-751001, Odisha

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 20000 (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)