



**DIRECTORATE OF TEACHER EDUCATION AND SCERT :
ODISHA : BHUBANESWAR**

**TENDER CALL NOTICE FOR ADMISSION PROCESS FOR THE
SESSION 2018-2019 OF D.El.Ed., B.Ed., B.P.Ed., B.H.Ed.,
M.Ed., M.Phil (Education) COURSES**

*Notice No. **3542***

*Date : **23.05.2018***

Request for Proposal (RFP) are invited from reputed agencies, both from State and National Level, for selection of Service Provider for Online Examination (Computer-based Test) for different Teacher Education Courses of TE and SCERT for the year, 2018-2019. The prospective bidders must meet the qualifying criteria mentioned in the RFP Terms of Reference (Volume I and II). They should have capacity to design, undertake / execute Online Entrance Examination and examination process related work as prescribed in the RFP

- 1. Date of release of tenders : 24.05.2018**
- 2. Last Date for submission
of tender : 22.06.2018
(04.00 p.m.)**

Detailed terms, conditions and schedules of activities and the RFP (Volume I and II) can be seen / downloaded from the website i.e. **www.scertodisha.nic.in / www.sme.odisha.gov.in.**

**Director,
TE and SCERT,
Odisha, Bhubaneswar**

Request for Proposal (RFP)

Terms & Conditions

(Volume-I)

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

RFP No. 3536 dated 23.05.2018



**DIRECTORATE OF TEACHER EDUCATION AND STATE COUNCIL OF
EDUCATIONAL RESEARCH & TRAINING (TE AND SCERT)**

Unit - IV, Near OGB ATM, Kharvela Nagar, Bhubaneswar, Odisha – 751001

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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 Number	3536 dated 23.05.2018
b.	Date of Publication of RFP	24.05.2018
c.	Date of Submission of Pre-Bid queries	28.05.2018
d.	Date & Time of Pre-Bid Presentation and Venue	01.06.2018 (Conference Hall of TE & SCERT at 03.30 p.m.)
e.	Release of Version 2 of RFP	05.06.2018
f.	Last date of bid submission	22.06.2018
g.	Opening of Pre-Qualification-cum-Technical Bid	25.06.2018 at 11.30 a.m. (Conference Hall of TE and SCERT)
h.	Date of Technical Presentation	26.06.2018 at 11.30 a.m. (Conference Hall of TE & SCERT)
i.	Opening of Price Bid	27.06.2018 at 03.00 p.m. (Conference Hall of TE & SCERT)
j.	Contact Person for queries	Dr. Snigdha Mishra, Deputy Director (TE), Mob : 9937789735
k.	Addressee and Address at which proposal in response to RFP notice is to be submitted:	Director, Directorate of TE & SCERT, Unit-Iv, Bhubaneswar, 751001
l.	RFP Document Fee (non-refundable)	Tender fees of Rs. 1,000/- 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
m.	Selection Method	Tender will be awarded to the bidder with the highest score based on the QCBS Evaluation Method
n.	RFP issued by	TE & SCERT, Odisha, Unit-IV, Bhubaneswar
o.	Availability of RFP	RFP can be downloaded from scertodisha.nic.in & http://sme.odisha.gov.in
p.	Performance Bank Guarantee(PBG)	Bank Guarantee of 10% of the Total Project Cost

2 Request for Proposal

- Directorate, Teacher Education and State Council Of Educational Research & Training, Odisha (TE & SCERT) intends to 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 IT. 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 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 TE & SCERT. The bidder shall study, design, develop /customize, deploy, AMC, 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 negotiation, etc. in shape of Power Attorney (non-judicial stamp paper)
- e) Compliance to the pre-qualification criteria (Pt#3.3.1)
- 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#3.3.2)
- b) **Annexure-3** (Project Experience)

3.3 Financial Bid

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

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 in 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) 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 furnish performance security
- d) 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) 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 Pre-Bid Meeting

- a) **The purpose of the pre-bid meeting is to discover the potential bidders and understand their solution as well. For this purpose, bidders will give a power point presentation on their solution, experience, examination centre in Odisha etc.**
- b) Bidders may seek clarification on the requirement & other points of the RFP for which bidders' has to provide their queries in the following format.

Bidder's (Organization) Details			<i>Address, Email Telephone, Fax, Website</i>	
Bidder's (Representative) Details			<i>Name, Designation, Email & Mobile</i>	
<i>Page No</i>	<i>Section</i>	<i>Sub-Section</i>	<i>Clarification</i>	<i>Remarks</i>

- c) The request for clarifications from the bidders shall be received through e-mail (given in fact sheet), at least two days before the date of pre-bid meeting. All requests shall be addressed to the Director, TE & SCERT.
- d) A pre-bid meeting will be held as per the schedule in the fact sheet.
- e) The representatives (maximum two persons) of the interested organisations may attend the pre-bid meeting at their own cost.
- f) **Post pre-bid meeting, the new version of the RFP will be published in the website www.scertodisha.nic.in**
- g) At any time till 10 days before the deadline for submission of bids the TE & SCERT may, for any reason, whether on own initiative or in response to a clarification requested by a prospective Bidder, modify the bidding document by amendment.
- h) Bidders are also advised to visit the www.scertodisha.nic.in on regular basis for updates. TE & SCERT also reserves the right to amend the dates mentioned in cover page for the bid process.

3.6 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.

3.6.1 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 all 30 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 at-least 70% of the centre along with complete postal address & capacity.**
- e) Bidder's average annual turnover must be 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 Govt./PSU/Central Government/Government Institutes. The bidder must have implemented at least 2 (two) similar projects experience in the above mentioned area and rollout each of minimum value of Rs. 5 Crore in last 5 years ending on 31st March 2017. Order copy along with work completion certificate shall be submitted.
- g) In addition to the above, bidder must have the proof of conducting online examination for at least 10,000 candidates in a day. Order copy along with work completion certificate shall be submitted.
- h) The bidder must have valid ISO 27001:2013 (Information Security Management), ISO 20000:2011 (Information Service Management), SEI CMMi Level 3 or above in software development, ISO 9001:2015 or ISO 9001:2008 certification *in their name*.
- i) The bidder must not be under declaration of ineligibility for corrupt and fraudulent practices / poor performance / blacklisted by any Department/ Organization / PSU of Government of India or any State Government or Court of Law in India. A self-declaration in the company letter headed by Managing Director / CEO is to be submitted along with the bid.

- j) The bidder should have qualified and experienced IT professionals. Minimum 500 technical professionals must be on pay roll of the company as on 31st March 2017. 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.

3.7 Technical Capability

The bidder 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.	Online Examination solution and services in Govt. Sector /PSU/Govt. Institutes in last 3 years	25	=2 project: 10 marks =4 project: 15 marks > 4 project: 25 marks
b.	Online Examination solution and services with conducting online examination for at least 10,000 candidates in a shift /session	20	=2 project: 10 marks =4 project: 15 marks >4 project: 20 marks
c.	Technical Presentation each parameter shall carry 10 Marks	30	Marks shall be awarded by Committee
d.	Certifications (ISO, CMMi)	25	CMMi Level 5: 6 Marks ISO 27001:2013: 8 Marks ISO 20000:2011: 10 Marks All Certifications: 25 Marks

3.7.1 Evaluation of Financial Bid

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

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

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 OGB ATM, Kharvela Nagar, Bhubaneswar, Odisha – 751001

4.2 Performance Bank Guarantee

The bidder shall furnish a Performance Bank Guarantee (PBG) for 10% of the contract price within 15 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 of submission PBG within the specified time period may lead to cancel the Work Order.

4.3 Award Criteria

- a) The highest composite scored (QCBS 70-:30) bidder shall be considered as the successful bidder and award of the contract shall be made to the bidder with the cost quoted by them.
- b) If the highest composite scored bidder refuses / fails to accept the work order (with PBG) within seven days, the next composite scored bidder will be proposed to accept the work order at the lower rate.

4.4 Price

- a. The bidder shall quote price in clear terms as per the prescribed format. The rates quoted should be exclusive of Goods Service Tax or any other taxes/cess/duty imposed from time to time.
- 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 shall remain valid for 180 days after the date of bid opening prescribed by the TE & SCERT.
- d. TE & SCERT holds the rights to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence.

4.5 Submission of Bid

4.5.1 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 OGB ATM, Kharvela Nagar, Bhubaneswar-751001, Odisha

4.6 Deadline for Submission of Bids

4.6.1 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.

4.6.2 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.

4.6.3 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.

4.7 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 actual number candidates appeared examination 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.

4.8 Termination of Contract

4.8.1 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.

4.8.2 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.

4.9 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.

4.10 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.

4.11 Billing

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

4.12 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.

4.13 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.

4.14 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.

4.15 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.

4.16 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.

4.17 Jurisdiction of the High Court of Orissa

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 Orissa extends.

4.18 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.

4.19 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.

4.20 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)	

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

Yours faithfully

Authorized Signatory
(Company Seal)

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

To
Director, TE & SCERT
Unit - IV, Near OGB ATM, Kharvela Nagar,
Bhubaneswar-751001, 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)

8 Annexure-4 (Price Bid Form)

To
Director, TE & SCERT
Unit - IV, Near OGB ATM, Kharvela Nagar,
Bhubaneswar-751001, 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.

Particulars	Unit	Rate	Quantity (Approximate)	Total Cost (Rs.)
Conduct of online examination as per the scope & deliverables mentioned in the RFP	Candidate			
				<i>Total cost in figures</i>

This amount is exclusive of all taxes. The total cost will vary depending on the actual candidate appeared the online examination.

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.

We understand you are not bound to accept any proposal you receive.

Yours faithfully

Authorized Signatory
(Company Seal)

Request for Proposal (RFP) Terms of Reference (Volume-II)

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

RFP No. 3536 dated 23.05.2018



**DIRECTORATE OF TEACHER EDUCATION AND STATE COUNCIL OF
EDUCATIONAL RESEARCH & TRAINING (TE AND SCERT)**

Unit - IV, Near OGB ATM, Kharvela Nagar, Bhubaneswar, Odisha – 751001

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1 About the Directorate

Directorate, Teacher Education and State Council Of Educational Research & Training, Odisha (TE & SCERT) is the Academic Authority under RTE Act declared by the School and Mass Education Department, Government of Odisha. The different Teacher Education Courses are being offered by this Directorate for admission to different Teacher Training Institutions which are recognized by NCTE, the statutory body in the field of Teacher Education.

Service provider may view and study this tender document containing the detailed terms & conditions from the website www.scertodisha.nic.in and <http://sme.odisha.gov.in>. The bids are to be submitted as per procedure given in the RFP document.

2 Objective

Directorate, Teacher Education and State Council Of Educational Research & Training, Odisha (TE & SCERT) proposes to engage a service provider to conduct **Online Examination System** for various teacher education courses offered by TE & SCERT.

The scope of work of the service provider is broadly divided into three categories i.e. **(a) Pre-Examination (b) Examination (c) Post-Examination.**

Following table shows the district wise number of candidates who appeared OMR based examination conducted for the session 2017-18. It is expected to increase by 10% for the current session.

Sl#	District Name	No. of Candidates
1	Angul	6,256
2	Balangir	10,410
3	Balasore	19,717
4	Baragarh	10,340
5	Bhadrak	11,474
6	Boudh	3,955
7	Cuttack	14,456
8	Deogarh	3,191
9	Dhenkanal	6,429
10	Gajapati	1,574
11	Ganjam	15,221
12	Jagatsinghpur	6,693
13	Jajpur	10,638
14	Jharsuguda	2,302
15	Kalahandi	7,100

Sl#	District Name	No. of Candidates
16	Kandhamal	2,871
17	Kendrapara	7,413
18	Keonjhar	11,434
19	Khurda	10,811
20	Koraput	2,348
21	Malkangiri	1,044
22	Mayurbhanja	15,499
23	Nawarangpur	2,209
24	Nayagarh	7,378
25	Nuapada	3,364
26	Puri	12,035
27	Rayagada	2,582
28	Sambalpur	3,963
29	Sonepur	5,466
30	Sundargarh	4,809

3 Scope Overview

TE & SCERT desires to adopt "Online Examination System" for D.El.Ed, B.E.D, B.H.Ed, B.P.Ed, M.Ed, M.Phil candidates in respect of objective type questions with an automated solution for the entire examination processing cycle right from announcement of the examination to publication of result from the system with minimum human intervention and high security measures.

- It is expected 3,00,000 (approximate) number candidates will appear for online examination for the session 2018-19.
- Online examination will be conducted in multiple-shifts in all 30 Districts of Odisha on multiple days.

- c) The service provider will deploy adequately qualified resources of different skills having experience in similar job along with necessary computer infra to support the Project Management Unit in the State Head Quarter i.e. in TE & SCERT office.
- d) The service provider must have at least one test centre (wholly owned/ rented) in each of the 30 Districts in the state of Odisha having capacity of minimum 200 candidates to appear online examination in one shift.
- e) The service provider will prepare the different sets of question bank in different languages. Depending on the student's strength, there shall be different sets of questions per set.

Course	Language in which Question bank is to be prepared
D.El.Ed	English, Odia, Hindi, Telugu, Urdu & Santali
B.Ed	Odia & English
B.H.Ed	Odia, Hindi & English
B.P.Ed	English
M.Ed	English
M.Phil	English

- f) Carry / demonstrate complete System Test Run (STR) with test data to the TE & SCERT before implementation of the software. The Service provider should also be able to demonstrate click by click audit trail for any type of enquiry.
- g) Application server logs to capture all errors, warnings and exceptions that are generated in applications along with the time at which they occurred.
- h) Special arrangement should be made for differently abled candidates as per Physically Disabled Act (PDA). One (1) shift per day shall be kept for differently abled candidates.**
- i) Joint Venture or consortium or sub-contracting is not allowed for entire scope of work.
- j) Service provider will bear all the expenses for conducting the online examination which includes salary of the staffs engaged for this job.**
- k) Responsibility of TE& SCERT**
- Online student registration for examination
 - Examination Centre tagging to a student
 - Availability of online Admit Card to the students
 - Complete candidate database with mobile number & email

4 Scope of Work

4.1 Pre Examination Phase

4.1.1 Design / Development of Application Software

- a) The service provider will have the sole responsibility to design, develop / customise, implement and maintain, web based software and provide online services, for all activities related to the examination process and deploy the same at Service provider's Server / Data Centre as per Cert-in and Government of India / Government Odisha Guidelines issued from time to time.
- b) The Application Software should be capable of publication of various notifications from time to time, generation of various MIS report as per the requirement of client, Mock-test students etc. for smooth conduct of exam. Online publication of final result as per the requirement of TE & SCERT is also the responsibility of the service provider.
- c) The service provider will also deploy technically qualified experienced adequate manpower to manage the entire command centre of TE & SCERT along with necessary computer hardware and software.

4.1.2 Setting up of Test Centres

- a) Arrange sufficient number of test centres across the State of Odisha to ensure smooth conduct of online examination. The Test Centre should be adequately equipped with necessary computing and civil infrastructure so as to accommodate minimum 200 candidates in a shift. The Test Centres list should be finalized in consultation/co-ordination with TE & SCERT. The location of examination should be centrally located within the City limits and must be accessible and suitable to special needs of differently abled candidates. Sufficient parking place shall be available in examination centre to park vehicles of candidates.
- b) Special arrangement should be there for differently abled candidates as per Physically Disabled Act (PDA). One (1) shift per day shall be kept for differently abled candidates.
- c) The Online Examination in a Test Centre will be conducted in an intranet environment so that conduct of Examination will not be hampered in case of disruption in internet connectivity. Hence, the Service provider is required to set up computing infrastructure with LAN Connectivity, Desktop/Nodes, Server, and Internet Connectivity to server, required software and other required civil infrastructure. The Service provider must set up proper power back up (Generator, UPS etc.) to ensure uninterrupted conduct of examination even if there is a power failure.
- d) The Service Provider shall carry periodic audit at Examination Centres for:
 - Hardware, Operating System, Processor Speed, RAM, Network and internet connectivity, Key Boards etc.
 - Software - Screen resolution, bandwidth for internet and LAN connectivity, Browser.
 - Working condition of UPS and Generator.
- e) In order to meet the exigencies, 10% of buffer nodes must be available in each Test Centre.
- f) Periodic checking of all nodes, network equipment, electrifications and other active /passive devices should be done by the Service provider to ensure smooth functioning of all equipment in a Test Centre. More specifically, the checking of all equipment in a Test centre must be done one or two days prior to the scheduled date of examination.
- g) Ensure clean drinking water, fans/ tube lights, separate toilets for male/ female, first aid etc.
- h) Preparation of online examination centre allocation sheet, examination centre checklist and fill out the details of each examination centre (seating capacity, number of nodes and other required facility). Format as per **Appendix-1**
- i) Final inspection / testing of the Servers installed at all Test Centres and Connectivity to be done at least one hour prior to the commencement of examination.
- j) The Service provider shall arrange/provide adequate displays and provide required instructions/information to the candidates appearing for exam at exam centres.
- k) To arrange Video Surveillance (CCTV) at all examination centres. CCTV Surveillance with recordings has to be submitted after its proper sealing. The Command Centre (described later) at TE & SCERT shall be monitoring the CCTV for all the examination centres and the service provider shall provide the CCTV footage of all the examination centres on regular basis as and when asked for by TE & SCERT.
- l) The Examination Centre should be equipped with suitable systems like signal silencers / jammers in order to prevent malpractices by examinees in Examination Centre.
- m) Facility for sending Bulk/individual SMS & Email

4.1.3 Mock Test

Deploy Sample Test paper / Mock Trial at given website/link at least 15 days prior to the scheduled date of examination to allow the eligible candidates to practice on the "Sample Online Test / Mock Trial". The

mock test should be a replica of the examination. The service provider should inform in advance about the Schedule of Mock Test so that the candidates can be sent SMS/Email alert in advance.

4.1.4 Candidate Handling Process

- a) The service provider shall ensure that the Signature of the candidate is taken in the attendance sheet and Verification of the signature in attendance sheet is done vis-à-vis the signature in the admit card.
- b) The service provider shall also have provision to capture biometric/ thumb impression of differently abled candidates.**

4.1.5 Question Paper Management

- a) The service provider is required to have suitable provision for storing, transmitting and downloading the question papers in a highly secured environment.
- b) The service provider will create and manage examination question paper with various difficulty levels securely along with scoring key as per the following details in consultation with TE & SCERT. Complete security of the content created will be with the service provider. Following are the details required for preparation of examination question paper:

Category	No. of Question	Type of Questions	Level	Languages	Subjects
B. Ed.	90	MCQ	Graduation	English and Odia	English, Education & General Awareness, Reasoning, Teaching Aptitude
					Arts Stream- (Odia Language Capability (Odia Script) / subjects like English, Odia, History, Political Science, Geography Science Stream- (Physical Science, Bio-science, Mathematics) as per subject mentioned in the Syllabus
B.H.Ed	90	MCQ	Graduation	English, Odia, Hindi	English, Education & General Awareness, Reasoning, Teaching Aptitude
					Odia Language Capability (Odia Script) / Literature in Hindi (Hindi Script) as per Syllabus
B.P.Ed.	90	MCQ	Graduation	English	English, Education & General Awareness, Reasoning, Teaching Aptitude
					Current Affairs on Sports and Games, Physiology and Hygiene, Common Knowledge about Major Games
D.El.Ed.	90	MCQ	12 th	English and Odia	English, Education & General Awareness, Reasoning, Teaching Aptitude
					Mathematics, Social Science, Science
					Odia Language Capability (Odia Script) / Telugu Language Capability (Telugu Script) / Urdu Language Capability (Urdu Script) / Olchiki, Santali Language Capability (Santali Script)

Category	No. of Question	Type of Questions	Level	Languages	Subjects
M.Ed.	90	MCQ	Post-Graduation	English	Basics of Education, Understanding the learner & learning process, Curriculum and curriculum transaction, Contemporary issues in school Education, Assessing the learner; Planning and management of school,
M.Phil.	90	MCQ	Post-Graduation	English	Education as a discipline and Process of Education, Learner and Learning Process, Educational Research, Statistics and Assessment, Teacher Education at Elementary and Secondary Level, Education in Developmental Perspective

4.1.6 Establishment of Command Centre (State Project Monitoring Unit (PMU))

In order to centrally manage the entire activities under Online Examination System and smoothly conduct of the examination, the Service provider will set up a Command Centre. The Command Centre shall be at TE & SCERT, Odisha premises with proposed technical resource:

- Command Centre Manager (position-one)
- System Administrator –Network (position-one)
- System Administrator – Network Security (position-one)
- Technical Executive /Technical Support –CCTV (position-Four)
- Technical Executive /Technical Support –Application (position-Four)

The above resource shall be provided by the selected Service provider. TE & SCERT may depute one resource person to head the Command Centre to check their performance and day-to-day activities. The sitting arrangement of Command Centre Manager & System Administrator-Network shall be provided by TE&SCERT. However, the sitting arrangement of System Administrator – Network Security, Technical Executive /Technical Support –CCTV, Technical Executive /Technical Support –Application shall be done on their own by the service provider.

4.2 Examination Phase

4.2.1 Management of Examination Centre

The service provider shall provide adequately trained manpower as per the ratio mentioned below to manage each examination centre. Each examination centre should have a minimum number of personnel, as described below, deployed by the service provider:

Skill	Remarks
Exam Centre Administrator	One (1) regular employee of the service provider
IT Manager	One (1) regular employee of the service provider
Invigilators	One (1) per 25 systems with a minimum of 2 in a room
Support Staff	Minimum one (1) per 100 students (Suitability need to be justified with centres) and locations
Security Guards	Minimum one (1) per 100 students (Suitability need to be justified with centres)
Peon	Minimum two (2) per 100 students

The above staff should be increased proportionately on the basis of size of the centre in terms of nodes for exam.

4.2.2 Conduct of Examination

- a) Test will be conducted only over the intranet at a Test Centre and the candidates will access the test through a computer.
- b) The Conduct of examination would be multidisciplinary / multiple subject/ multilingual as per scheme of examination. Henceforth the test delivery system should be able to handle this aspect of multidisciplinary / multiple subjects/ multilingual very well.
- c) The Examination shall be computer based with the questions being provided onscreen on a random basis with multiple choice answers, without any manual intervention.
- d) 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.
- e) The question paper shall contain 90 questions to be answered in 90 minutes. However, differently abled candidates shall be given 20 minutes extra time to complete their test. **There should also be provision of seating arrangement for a scribe with the PH Candidate.**
- f) Computer based exam software should support standard features such as automatic calculation of test score, negative marking, time left, flag questions for review, navigation to unanswered questions and prompt for submission.
- g) Leakage of question paper at any level shall be considered as breach of contract to perform on the part of the service provider.
- h) Required number of servers for a centre must be provided by the Service provider for assured performance. Additional equivalent and suitable servers for backup and minor services will need to be provided by the Service provider.
- i) While exam will be conducted on local LAN, data of test progress should be transferred to central server every 15 minutes for monitoring purposes. Service provider should provide reports to TE & SCERT to view the test progress.
- j) The Service provider shall maintain audit trails of all activities of the candidate (click by click) during the course of the examination.
- k) The Service provider shall obtain candidate's feedback through online Feed Back Form, after the examination is over.
- l) The Service provider shall provide blank paper sheet/s to the candidates as per requirement.
- m) The Service provider shall have a contingency plan for Student management/Shifting in case of any emergency.
- n) The Service provider shall monitor and supervise Exam Centre activities on monitoring console to be installed by the Service provider in TE & SCERT. The data should be real time data generated from each Exam Centre during the examination.
- o) At the end of the exam, transfer/export of candidate response and audit trails shall be done by the Service provider on secured channel from local server to Central server of the Service provider within 4 Hour from each exam centre. Other data such as attendance sheet, finger print, photograph, seating plan etc. (if any) should be sent to TE & SCERT
- p) The online exam shall stop automatically after expiry of the scheduled examination duration.
- q) Scheduling Backup Server to take continuous backup from Main Server at each Test Centre and availability of continuous Back-Up and restoration facility for Business Continuity Planning / Disaster Recovery purpose.

- r) Restart / Resume of Test (in case of node / power / network / application failure etc.)
- s) In case of Machine, Power or Network Failure, software shall be able to retrieve candidates attempted questions and its responses entered by the candidate fully along with creation of incident report and system audit trail (downtime details, additional time taken by the candidate and issue recorded etc.).
- t) Service provider should ensure that, at the end of examination, the candidates should be able see his/her score along with statistics before leaving the examination hall.

4.2.3 Infrastructure Services & Support

- a) The service provider will deploy technically qualified, experienced, adequate manpower to manage the examination process at each exam centre. There should be at least one technical person directly from the Service provider's Organisation managing LAN (server) and one person as Centre-in-charge at the Examination centre.
- b) The selected service provider has to identify the examination centres at the locations decided by /in consultation with TE & SCERT.
- c) The selected service provider will obtain necessary connectivity, provide the same to Examination centres across the State, and manage them. Service provider will be responsible for establishing Examination Centres in allocations with necessary IT Infrastructure and Manpower e.g., computer hardware/software, Firewall, Anti-Virus Software, Examination Superintendents, IT Support staff, Invigilators, Peons, Security etc. to conduct of the Computer Based examination. Cyber Café will not be accepted for Examination Centre.

4.3 Post Examination Phase

- a) The service provider shall calculate marks obtained by each candidate as per requirement of the TE & SCERT.
- b) The candidate's responses, photograph, audit trails should be uploaded automatically from the local server to Service provider's data centre in a secured manner. There should not be any traces of any data pertaining to candidate whatsoever post uploads left on the exam server.
- c) The service provider should be able to hand over the raw responses/data to TE & SCERT immediately (same day) after the candidate's response upload from local exam server. The software should have capability to take the answer key during post examination.
- d) The service provider shall ensure Generation of Merit list based on the rules/validation shared by TE & SCERT and publish the result.
- e) The service provider shall provide documented inputs and support for handling
 - Candidates queries
 - RTI queries
 - Court Cases
- f) **Test Data Archiving:** The Service provider shall archive the result and other examination data for future references after specified time, as per requirement of TE & SCERT.
- g) **MIS generation/ customized reports:** The Service provider shall provide adequate information to the Recruitment Wing as per the requirement of TE & SCERT.
- h) **Handing over examination data & back-up:** After each examination session, the data has to be backed up & handed over to the authority in duplicate.

5 Security Provisions

Keeping in view the criticality, confidentiality & Sensitivity of such system, the Service provider is responsible for ensuring utmost security at all stages/levels, like Physical Security, Information Security, Server Security, Network Security.

- a) The service provider shall ensure utmost security for IT Infrastructure - Servers, Networks, Application and Data Storage and Transmission, Examination processes being followed at various levels as per the plan drawn in consultation with TE & SCERT.
- b) The service provider should provide full proof information security in computer based online examination as per the provisions of Information Security.
- c) **Data Encryption and Decryption:** The service provider should provide a minimum of 256 bytes encryption for data transfer and the system to decrypt the data at examination centres without any loss or damage.
- d) PKI (Public Key Infrastructure) encrypted question set to be uploaded in Exam Application.
- e) The system should maintain a highly secured data repository for storing hash values of datasets generated at various levels as well as archiving examination records after completion of examination process.
- f) The system should be able to maintain access control mechanisms, data security and audit trails to ensure that databases are not tampered or modified by unauthorized users. The following measures should be complied for security:
- g) Build a complete audit trail of all transactions (add, update/modify and delete) using transaction log reports, so that errors or alteration in data /processes logic.
- h) Alert through SMS and emails should be sent to the prescribed authorities for any attempt of change in system database.
- i) Access Controls must be provided to auditors to ensure that the databases are not tampered or modified by the system operators.

6 Project Timeline

Sl#	Milestones	Timeline
a)	Deployment of resources in Command Centre (State PMU)	Within 2 days from the date of issue of work order
b)	Submission of complete list of examination centre covering all districts	Within 7 days from the date of issue of work order
c)	Demonstration of complete System Test Run (STR) with test data	Within 15 days from the date of issue of work order
d)	Setting up of Test Centre	Within 15 days from the date of issue of work order
e)	Mock test	Within 20 days from the date of issue of work order
f)	Conduct of online examination	Within 7 days from the start examination
g)	Audit Trails	Within 7 days from the last shift of examination
h)	Raw score submission	On the day of last shift of the examination
i)	Candidate wise final score as per the format	Within 7 days from the date of raw score submission

7 Payment Terms

Sl#	Milestones
a)	80% payment will done after submission of candidate wise final score as per the format
b)	Balance 20% payment will be done after three months from the date of final score submission

SI#	Milestones
c)	No advance payment shall be made under any circumstances.

8 Service Level Requirements and Penalty

The aim of this SLR is to provide a basis for close co-operation between TE & SCERT and the service provider, for services to be provided to Directorate TE & SCERT, thereby ensuring that timely and efficient support services are available to Directorate TE & SCERT and its end-users.

8.1 Service Level Definition – Pre-Examination

Depending on the criticality and severity of service levels are defined as follows:

Severity of Services	Severity Type	Definition
SLR-1	Critical	Deployment of resources in Command Centre (State PMU) & Demonstration of complete System Test Run (STR) with test dataworking flawlessly. Application Availability (high) of the application should be at least 99% per day.
SLR-2	Crucial	Proper Response Time of all modules. <i>*Response time should be not above 3 to 6 Seconds.</i>
SLR-3	High	Mock Test
SLR-4	Major	Setting up of Test Centres.
SLR-5	Reasonable	Drinking Water, Sanitation, Toilet Hygiene both for male and female candidates /staffs. Banner/ Signage shall be placed before the examination venue for easy and clear identification of centre.

8.2 Service Level Target Time for Resolution – Pre -Examination

Service Level Requirements	Max. Resolution Time	Penalty
SLR-1	Within 15 Minutes	INR 8,000 Per 30 Minutes or part thereof
SLR-2	Within 20 Minutes	INR 6,000 Per 30 Minutes or part thereof
SLR-3	Within 30 Minutes	INR 6,000 Per 30 Minutes or part thereof
SLR-4	Within 30 Minutes	INR 5,000 Per 30 Minutes or part thereof
SLR-5	Within 04 Hours	INR 2,000 Per 30 Minutes or part thereof

8.3 Service Level Definition – Examination

Depending on the criticality and severity of service levels are defined as follows:

Severity of Services	Severity Type	Definition
SLR-1	Critical	A problem which affects more than one Examination Centres at the time of Examination. It may be due to failure of LAN / Central Server/ Application / Electrification /Power Management /CCTV Surveillance
SLR-2	High	Technical Manpower presence in the examination centre
SLR-3	Major	A problem/issue that affects a typical candidate's examination subject wise group e.g. Non availability/failure of any module of online examination software etc. at the time of Examination.
SLR-4	Moderate	A problem which affects more than one candidate's Examination Console

Severity of Services	Severity Type	Definition
		/module at the time of Examination.
SLR-5	Minor	Drinking Water, Sanitation, Toilet Hygiene both for male and female candidates /staffs

8.4 Service Level Target Time for Resolution -Examination

Service Level Requirements	Max. Resolution Time	Penalty
SLR-1	Within 15 Minutes	Rs. 20,000 Per 30 Minutes or part thereof
SLR-2	Within 20 Minutes	Rs. 16,000 Per 30 Minutes or part thereof
SLR-3	Within 30 Minutes	Rs. 15,000 Per 30 Minutes or part thereof
SLR-4	Within 30 Minutes	Rs. 12,000 Per 30 Minutes or part thereof
SLR-5	Within 01 Hour	Rs. 10,000 Per 30 Minutes or part thereof

8.5 Service Level Definition – Post Examination

Depending on the criticality and severity of service levels are defined as follows:

Severity of Services	Severity Type	Definition
SLR-1	Critical	A problem that affects a typical section, such as Submission of Raw Score, Final Score, MIS reports generation, Provisional Marks/ Certificate, other reports generation.
SLR-2	High	Delay in Data Archiving as per Schedule
SLR-3	Major	Delay in Scheduled Data Back-Up as per Schedule
SLR-4	Crucial	Issue in Data Security e.g. Data Encryption and Decryption. PKI encrypted questions
SLR-5	Major	Delay in Audit Trail of all transactions (pre-Exam, Exam, Post-Exam) as per Schedule

8.6 Service Level Target Time for Resolution –Post Examination

Service Level Requirements	Max. Resolution Time	Penalty
SLR-1	Within 45 Minutes	Rs. 5,000 Per 30 Minutes or part thereof
SLR-2	Within 60 Minutes	Rs. 4,000 Per 30 Minutes or part thereof
SLR-3	Within 90 Minutes	Rs. 3,000 Per 30 Minutes or part thereof
SLR-4	Within 48 Hours	Rs. 2,000 Per 30 Minutes or part thereof
SLR-5	Within 48 Hours	Rs. 2,000 Per 30 Minutes or part thereof

The problem shall be considered to be solved when the service provider has communicated to the user about the resolution of the incident and the resolution formally recorded.

The downtime calculated shall not include any planned shutdown.

The penalty shall be recovered for delayed services from the payment due or the Performance Bank Guarantee, without prejudice to any other right or remedy available under the contract. The service provider shall be considered as a Black-listed /Fraud company/service provider, if the service provider withdraws the work at any time during the contract with/without notifying TE & SCERT.

9 Deliverables

- a) Soft Copy of Examination Centre Master having complete address with contact information along with centre administrator details (name, mobile & email)
- b) Complete candidates' response during the examination and audit trail
- c) Question paper for the conduct of examination
- d) Complete response related data of all the candidates
- e) Raw Scores and Final Selection Results

10 Appendix-1

Sl#	District Name	City Name	Name of the Examination Center	Total No. of Lab	Total No. of Computer Nodes