

THE JUTE CORPORATION OF INDIA LIMITED
(A Government of India Enterprise)
15 N, Nellie Sengupta Sarani, 7th Floor, Kolkata-700087
Fax- 033 2252 17771, Phone: 033 2252 7109
E-mail: jci@jcimail.in
Website: www.jutecorp.in

Request for Quotation (RFQ)

Quotation No: JCI/Pers./Recruitment/RFQ/2020-21

Quotation for Selection of Service Provider To Conduct Computer Based Examination for Recruitment to different Posts for and on Behalf of The Jute Corporation Of India Limited.

Tender Fee: Rs. 5,000/-

Request for Quotation

Quotation for Selection of Service Provider to Conduct Computer Based Examination for Recruitment to different Posts for and on Behalf of The Jute Corporation of India Limited.

Quotations are invited from vendors for above said service

Sl. No	Description	Schedule
1	Tender Ref Number	JCI/Pers./Recruitment/RFQ/2020-21
2	Pre Bid Meeting Date and Time	04:00 p.m. on 21.05.2020
3	Pre Bid Meeting Venue	The Jute Corporation of India Limited 15 N, Nellie Sengupta Sarani, 7 th Floor, Kolkata-700087
4	Closing date and time for receipt of Tender	03:00 pm on 29.05.2020
5	Time and date of opening of Technical bid	04:00 pm on 29.05.2020
6	Venue of Opening of Technical Bid	The Jute Corporation of India Limited 15 N, Nellie Sengupta Sarani, 7 th Floor, Kolkata-700087
7	Presentation on Technical Aspects by Bidders	03:00 pm on 04.06.2020
8	Time and date of opening of Financial bid	Will be notified in due course
9	Venue of Opening of Technical Bid	The Jute Corporation of India Limited 15 N, Nellie Sengupta Sarani, 7 th Floor, Kolkata-700087
10	Service to be offered	Conduct Computer Based Examination for Recruitment to different Posts for and on Behalf of The Jute Corporation Of India Limited
11	Duration of the contract	One Year from award of contract. However, the same may be further extended for one year or part thereof on same terms and conditions on mutually agreed basis

Interested parties may visit www.jutecorp.in to download the RFQ. **Subsequent amendments/addendum if any, will be published in the aforementioned website only.** The parties are advised to visit the website regularly for updates. RFQ in sealed envelopes super scribing

“RFQ DOCUMENT FOR SELECTION OF SERVICE PROVIDER TO CONDUCT COMPUTER BASED EXAMINATION FOR RECRUITMENT TO DIFFERENT POSTS FOR and ON BEHALF OF THE JUTE CORPORATION OF INDIA LIMITED”. maybe submitted to the address mentioned in Sl. No 3 of the above table.

DISCLAIMER

The information contained in this Request for Proposal (RFQ) document or subsequently provided/clarified to the applicants are in good interest and faith.

This RFQ document is not an agreement and is not an offer or invitation by JCI or its representatives to any other party and it does not create any legal right in favour of any applicant/s. The purpose of this RFQ document is to provide interested parties required information to assist the formulation of their Application and detailed Proposal. This RFQ document does not purport to contain all such information each Applicant may require. This RFQ document may not be appropriate for all persons, and it is not possible for JCI, or their representatives to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFQ document. Certain applicants may have a better knowledge of the proposed Project than others. Each applicant should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFQ document and obtain independent advice from appropriate sources. JCI, its representatives and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFQ document.

JCI may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFQ document. No contractual obligation whatsoever shall arise from the tender process unless and until a formal contract is signed and executed by duly authorized officers/representatives/advisors of The Jute Corporation of India Ltd. with the vendor.

1. OBJECTIVE:

- 1.1 The Jute Corporation of India Ltd., A Government of India Enterprise (JCI) is the Nodal agency of Govt. of India under Ministry of Textile to conduct Minimum Support Price (MSP) operation of Jute through its' network of DPCs in all major jute growing states.
- 1.2 JCI intends to recruit manpower (Staff Level) in the Corporation on Direct Recruitment basis as per the sanctioned strength of the Corporation. It has been decided to call for competent biddings from reputed agencies which are involved in organizing selection of candidates for direct recruitment by conducting computer based online written tests.
- 1.3 A RPQ document is prepared with the objective of selecting an Agency/Service Provider for conducting of Computer Based test (CBT) for selection of candidates for appointment to different staff level posts in JCI.
- 1.4 It has been tentatively decided to hold the Exam in the city of Kolkata, Patna, Guwahati and Bhubaneswar. However, JCI reserves the right to add or alter places of exam and decision of JCI in this regard shall be final.
- 1.5 This invitation to bid is open to all Bidders meeting all the qualifying criteria as mentioned in this RFQ Document.

2. Project Background and Scope of Work

- 2.1 JCI, Kolkata intends to engage a service provider to implement a system that will manage the end-to-end solution in respect to computer based examination for Direct Recruitment of staff level personnel for Jute Corporation of India Ltd.
- 2.2 As per the approved Recruitment Rules of JCI, recruitment of staffs will be made through National Employment Service i.e the local Employment Exchange. Other sources may be approached only when the Employment Exchange issues non-availability certificate. This clause needs to be adhered to meticulously.
- 2.3 However, if the Employment Exchange issues a non- availability certificate, vacancies in direct recruitment posts in JCI may be advertised by open advertisement in all India newspapers (to be selected with reference to their range of publicity and circulation). The advertisements shall also appear on relevant websites as decided by JCI with links for candidate and online application.
- 2.4 The system shall mainly comprise of but not limited to following activities and all information provided in this RFQ in the relevant chapter may be carefully studied by the bidders before submitting their bid documents:
 - a. Application designing (with provisions for uploading photographs and documents towards age and essential educational qualifications and experience criteria)
 - b. Setting-up Help Desk
 - c. Online filling of application forms (requisite evaluation of the application forms)
 - d. Payment of fees online
 - e. Screening of application
 - f. Generation / Download of Admit card for shortlisted candidates
 - g. Selection and Preparation of centers in all respects for computer based written exams in consultation with JCI.
 - h. Preparation of question banks in English and Hindi language

- i. Conduct of Computer Based Examination.
- j. Preparation/compilation of Result
- k. Generation of Merit List
- l. MIS/customized report generation
- m. Post Examination services,if any.

3. Expectations from the Service Provider

The selected Service Provider is expected to manage the overall conduct of JCI's Examinations including but not limited to-

- i. Hosting of suitable, secure and appropriate application software
- ii. Identification, selection and preparation of adequate number of standard venues for the conduct of computer based examinations within stipulated time.
- iii. Maintain a robust question bank in a safe and secure manner, preparation of adequate number of question sets for automated administration
- iv. End-to-End support including technical, operational, logistic and manpower related support during and after the conduct of examination

4 Roles and Responsibilities of Service Provider

1. The responsibilities of the selected Service Provider will also include but will not be limited to the following:

2. Design a portal

- Application submission
- Acceptance by applicant as declaration
- Scrutiny of the complete application
- Uploading photograph (of applicant)
- Uploading signature (scanned signature) of applicant
- Evaluation of the application for totality
- Submission of application to the portal
- Generation of acknowledgement slip of the application
- Acceptance of payment of fee through a secure payment gateway (preferably managed by any Indian Bank/agency)
- Acceptance through Net-banking, Credit/Debit/Cash cards, UPI, BHIM etc., [Any service charges against credit/debit shall be charged from applicant]
- Submission of daily collection status to JCI
- The amount collected on Tth day to be transferred to JCI on T+1 day.
- Consolidated collection details to JCI
- Allotment of examination slot/venue
- Generation of Hall-tickets
- Sending hall-tickets to the registered email address of the applicant
- A portable document (PDF) of the completed application should be available for extraction in future.

3. Procure and Implement the Infrastructure (Software and Hardware) for the project as perspecified requirements
4. Design, test and deploy software at venues of the examination
5. Setup requisite infrastructure at the venues of examination
6. Provide training to individuals/staff/support staff and Government officials as required
7. Configure the solution to facilitate access to the software from all the identified locations/ users
8. Provide necessary software and IT infrastructure maintenance support.
9. Work in close coordination with JCI, Project Monitoring Unit (PMU)* and otherStakeholders for this project; and provide reports as required by JCI
10. Carry out the activities as indicated in the contract agreement and submit all thementioned deliverables within the stipulated time-frame
11. Ensure that the timelines are strictly adhered to,and ensure resolution within timelinesset out by the JCI.
12. Ensure compliance with the project SLAs
13. Implement a version control tool to record each and every version of the software release,as well as ensure that all security measures are in place to secure the data, code orfunctionality
14. Ensure that no personal/private information relating to candidates is shared with anyunauthorized entity.
15. Ensure maintaining sanctity of the examination at all cost. This includes
16. Confidentiality of Question sets
17. Subject matter experts
18. Gate management and security and safety at exam venues
19. Outsourcing of activities
20. Security related to data of candidates and venues
21. Software, hardware, network and other support infrastructure.

5Technical Requirements for the Project: Detailed in Annexure I

6Manpower Support

i) Chief Coordinator

The service provider will allocate one Chief Coordinator, who will be its own employee and will be responsible for theoverall coordination between JCI and all other functionaries appointed by the

Service Provider, who are associated with the conduct of examination(s). He/ she will inter-alias perform the following functions;

- a) Finalization of venues
- b) Providing responses on RTI applications, complaints, grievances, court related matters, police cases etc.
- c) Providing all reports required by JCI from time to time.
- d) Any other functions assigned by the JCI

ii) Venue Manager:

Venue manager will be responsible for the complete management of the venue. He/ she will check the credentials of the manpower deployed at the venue and ensure satisfactory conduct of the examination functionaries including dress code, identity cards etc. As the leader/head of the examination venue, he/she will be responsible for seamless conduct of examinations in all respects. He/she shall be responsible to handle and manage all eventualities such as reporting examination related malpractices to the concerned agencies (including lodging FIR with the police).

iii) Lab Supervisor:

Each room/lab must be provisioned with a supervisor. He/she will supervise the invigilation process at lab/room. Will meet the same requirements prescribed under invigilators. All invigilators will be under the control of respective Lab Supervisors. Lab supervisor will ensure high standards of invigilation from the invigilators under him/her. [at any given point in time, a lab supervisor shall not be an employee of that venue]

iv) Invigilators (1 per 50 candidates):

The Service Provider will ensure that the invigilators are;

- At least 21 years of age
- With prior experience of invigilation
- Invigilators will be regularly shuffled among labs/venues

v) Software Support Engineer:

During the conduct of examination at any identified venue, there shall be an on-site software technical support staff, who shall be able to offer support to the venue and to the candidates in the event of any such challenges with respect to the Software that are used in the examination.

vi) Infrastructure/Network Support Engineer:

During the conduct of any examination at any identified venue, there shall be an on-site Infrastructure and Network support staff who shall be able to offer support to the venue and to the candidates in the event of any such challenges with respect to the Hardware /Network and the support incidents that are identified during the said examination.

vii) Security Staff:

Security within the venue is the sole responsibility of the service provider. Security Staff must be engaged from Registered Professional Security Agencies. The Security staff so deployed at venues must be empaneled with the security agency and shall comply with the dress code, display identity cards, adhere to discipline, and show professional conduct while frisking and other security related activities. The guard at entry point shall frisk the candidates (separate for male and female) with Hand held metal detector devices.

viii) Multi-Tasking staff:

The Service Provider shall ensure deployment of adequate Number of Multi-Tasking staff for support and any miscellaneous services. The Service Provider shall ensure that

- i. none of the exam functionaries deployed for any examination are appearing in the same examination as a candidate
- ii. None of their relatives are appearing as a candidate at the venue of their deployment.

7. Indicative Examination Data

Sl. No.	Position and Scale of Pay(I.D.A)	Upper Age limit as on 01.05.2020	Minimum Qualification and Experience	No. of Posts
1.	Junior Inspector Rs. 21,500-86,500/-	30 yrs.	i) Pass in class 12 or equivalent ii) 3 Years' Experience in purchase/sale of raw jute; its grading and assorting /bailing/storage/transportation iii) Ability to use computers	24(SC-3, ST-1, OBC-6, EWS-2, ESM-3, UR-09)
2	Junior Assistant Rs. 21,500-86,500/-	30 yrs.	i) Graduate or equivalent from a recognized university ii) Must be able to use computers (word/excel) and type at the rate of 40 wpm in English.	10(SC-1, ST-0, OBC-2, EWS-1, ESM-1, UR-5)
3	Accountant Rs. 28,600-1,15,000/-	30 yrs.	i) M.Com with advanced Accountancy and auditing as special subject with 5 yrs. experience in maintenance of commercial accounts including reconciliation and final accounts/experience in handling cash and record or B.Com with 7yrs. experience. Desirable: ACA, SAS, CA, ACWA, CAD	10(SC-1, ST-0, OBC-2, EWS-1, ESM-1, UR-6)

8 Procurement of RFQ

The RFQ can be downloaded from JCI's website www.jutecorp.in

Tender Fee – As applicable an amount of Rs. 5,000/- shall be paid in the form of a Demand Draft while depositing the Tender in a separate envelop clearly mentioning the same. The tender fee is non-refundable.

The bidders are expected to examine all the instructions, forms, terms, project requirements and other information in the RFQ documents. Failure to furnish all information required, as mentioned in the RFQ documents, or submission of a proposal not substantially responsive to the RFQ documents in every respect, shall be at the bidder's risk and may result in rejection of the proposal and forfeiture of the bid fee.

9. Instructions for submission of the Bid

9.1 With a view to assess the bids technically without being influenced by the financial bids, '**Two Packets System of Bidding**' shall be adopted. In this system, the Bidders shall submit their quotations/ offers in two sealed envelopes; with one envelope containing the **Technical bid** (First packet "Packet A") and the other envelope containing the **Financial Bid** (Second packet "Packet B")

9.2 Bidders shall furnish the required information on their technical and commercial proposals in the enclosed formats only. The technical bid and the financial bid along with the Tender fees should be sealed by the bidder in separate covers duly super scribed and all these sealed covers are to be put in a bigger cover which should also be sealed and duly super scribed. The sealed cover containing the Technical Bid should be super scribed "Packet A". Similarly, the sealed cover containing the Financial Bid should be super scribed "Packet B".

9.3 Submission of the bid should be in the Tender box kept at the Head Office of JCI, Kolkata.

9.4 The hard copies of the bids, typed or written in indelible ink and signed by the Bidder or the official duly authorized by the bidder to this effect in sealed cover should be submitted

9.5 The bid shall contain no interlineations, erasures or overwriting.

9.6 Bids received after the due date and the specified time (including the extended period, if any) for any reason whatsoever, shall not be entertained.

9.7 The Bids prepared by the bidder and all correspondence and documents relating to the bid exchanged by the bidder and the Corporation, shall be in English.

10. Bid Prices

- 1) Quantities as specified in Cost Tables in this Bid document would be used for the purpose of commercial evaluation.
- 2) Prices quoted in the bid must be firm and final, and shall not be subject to any upward modifications or escalation, on any account whatsoever. However, JCI reserves the right to negotiate the prices quoted in the bid, to effect an appropriate modification in the commercial terms and conditions quoted.
- 3) The Commercial bid should clearly indicate the price to be charged, without any qualifications whatsoever and should exclude all taxes, duties, fees, statutory levies, works, contract tax and other statutory charges as may be applicable in relation to the activities proposed to be carried out in the contract concerned.
- 4) Prices or commercial terms and conditions should not be revealed in any form before the opening of the Commercial Bid. Failure to abide by the given condition could result in the bid submitted by the bidder concerned to be summarily rejected by the Corporation. If a change in price is envisaged due to any clarification, revised bid in shall be submitted with prior written permission of the Corporation before the time specified for closing of commercial bid.

11 Bid Currencies

Prices shall be quoted in Indian Rupees (INR) only.

12 Bidder Qualifications

1. The "Bidder" as used in the Bid documents, shall be construed as the one who has signed on the Bid Form. The Bidder may be either the Principal Officer or the Authorized Representative of the bidder. In either case, he / she shall submit a certificate of authority to this effect. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall, as far as possible, be furnished and signed by the Principal Officer or by the Authorized Representative of the bidder concerned.
2. The authorization shall be indicated by written power of attorney accompanying the Prequalification bid.

13 Earnest Money Deposit (EMD)

- 1) Bidders shall submit, along with their Bids, Earnest Money Deposit (EMD)/ Bid Security of Rs.1,00,000/- through a Demand Draft in a separate envelop along with the Tender fees inside the main envelop. Bid security in any other form will not be accepted.
- 2) The EMD of all unsuccessful bidders shall be refunded by JCI within three months of a bidder being notified as unsuccessful.
- 3) The EMD amount is interest free and will be refundable to the bidders, without any interest accrued thereon.
- 4) The bid submitted without EMD shall be summarily rejected.

- 5) Bidders claiming Special category concessions from the Government shall be governed under respective provisions and guidelines of the Government of India. Bidders submitted their bids under the given category would be required to submit certification issued by appropriate agency of the Government to substantiate their claim for their benefit hence solicited.
- 6) The bid security may be forfeited in the following conditions:
- 7) If a bidder withdraws its bid during the period of validity of the bid
- 8) In case of a bidder being successful in the commercial bidding process, if the bidder fails to sign the contract in accordance with terms and conditions as detailed under this RFQ.

14. Bid Validity Period

1. Period of Validity of Bids

Bids shall remain valid for 270 days' consequent upon the date of opening of the Technical Proposal as prescribed by the Corporation. A bid valid for a period less than 270 days, shall be summarily rejected. However, the prices finalized after opening of the Bids shall not be considered for escalation, throughout the period of implementation and operation of the Contract.

Technical bid will be opened initially. Financial bid will be opened only for those bidders who qualify the technically.

2. Extension of Period of Validity

In exceptional circumstances, JCI may request the Bidder(s) for an extension of the period of validity of their Bids. The request and the responses thereto shall be made in writing by the Corporation. The validity of EMD shall also be suitably extended.

15 Commercial Proposal / Bid Prices

1. The Bidder is expected to factor in the price of all the items and services proposed, in the Technical Proposal. JCI may seek clarifications from a Bidder on his Technical Proposal. Any of the clarifications submitted by the Bidder on the technical proposal, should not have any commercial implications. The Commercial Proposal submitted by the Bidder, should be inclusive of all the items in the technical proposal and should incorporate all the clarifications provided by the Bidder on the technical proposal during the evaluation of the technical bid.

2. Unless expressly indicated in this RFQ, bidder shall not include any technical information regarding the services in the commercial/Financial proposal. Additional information directly relevant to the scope of services as sought, in the RFQ, may be submitted with the proposal. However, this information will not be considered for evaluation purposes.

16 Disqualification

The proposal is liable to be disqualified under the following circumstances:

1. Proposal not submitted in accordance with the procedure and formats prescribed in this RFQ or are treated by the Corporation as a non-conforming proposal.
2. The form used for submitting the proposal is found to be incomplete
3. Proposal is not accompanied by all the requisite documents
4. In case of the bidder submitting the quotation for a part of the project
5. Information submitted in technical proposal is found to be misrepresentative, incorrect or false, at any time during the finalization of the contract or during the tenure of the contract, including the extension period, if any
6. Commercial proposal is found to be enclosed along with the technical proposal
7. Bidder tries to influence the process of evaluation of the proposal by resorting to unlawful/corrupt/fraudulent means at any point of time during the bid process
8. In case any one bidder submits multiple proposals for the same category/slab or in case of a common interest arising amongst more than one bidder, the bidders concerned are likely to be disqualified.
9. Bidders may specifically note that while evaluating the proposals, if it comes to the knowledge of the Corporation, that some bidders may have colluded in any manner whatsoever or otherwise joined to form an alliance, resulting in delaying the processing of the proposal, the bidders so involved would be liable to be disqualified for the award of this contract, which may extend for a further period of three years in regard to tenders floated by the Corporation.
10. Bidder fails to deposit the performance bank Guarantee (PBG) or fails to enter into a contract within 21 days of the date of notice of award of contract or within such extended period, as maybe specified by JCI.

17 JCI's Right to change the Scope of Contract at the time of Award of the Contract

- 1) JCI may at any time, by a written order given to the bidder, make changes to the scope of the contract under consideration.
2. If any such change causes an increase or decrease in the cost of or the time required for the bidder's performance of any part of the work under the Contract, mutually agreed change in the Value or time schedule relating to the given Contract shall be arrived at between the Bidder and the Corporation. Any claim made by the bidder for change under the extant Clause must be asserted from the Corporation within a period of twenty- one (21) days consequent upon the receipt of the change order.
3. JCI reserves the right to withdraw/revoke/cancel the whole or any part of the Bid at any stage without assigning any reason.

18 JCI's Right to Accept Any Bid and to reject any or All Bids

1. JCI reserves the right to accept any bid and/or annul the Bidding process and reject bids at any time prior to the final award of Contract, without incurring any liability to the bidders concerned and without any obligation to inform the bidders concerned regarding the reasons of said action of JCI.
2. JCI reserves the right to negotiate the terms and conditions of the commercial bid with the selected bidder seeking a revision in the bid thus submitted.

19 Concessions permissible under statutes

Bidder, while quoting against this RFQ, should take cognizance of all concessions admissible under various Statutes including the benefit under statutory provisions relating to GST, failing which, the bidder shall be required to bear the extra cost which arise on account of the bidder not availing concessional rates of levies like customs duty, excise duty, sales tax, etc. JCI shall not bear any responsibility to this effect. However, JCI may provide necessary assistance to the bidder for claiming the given concessions from the statutory authorities concerned. In case of a reduction in the rate of tax claimed by the bidder, the requisite benefit arising out of the given reduction in the rate of tax shall be passed over to the JCI by the bidder.

20 Tax Liability

The bidder shall indicate GST wherever applicable

21 Only One Proposal

Bidder shall submit only one proposal under each category/slab. If a bidder submits or participates in more than one proposal, all such proposals shall be disqualified.

22 Bid Scope

The bidder cannot bid for a specified portion of the RFQ under consideration. The entire scope of work has been detailed in this RFQ.

23 Duration of Project

The duration of the project is for a period of 1 year from the date of signing of the contract with option to extend the contract for a maximum period of 3 months under same terms and conditions.

24. BID Opening and Evaluation Process

24.1 Bid Opening Session

- a) Total transparency will be observed by the JCI, while opening the proposals/bids.
- b) JCI reserves the rights at all times to postpone or cancel a scheduled date/time of opening of the bid.

c) The bids shall be opened, in two sessions, one for Technical Proposal and one for Financial Proposal (as submitted by the bidders whose technical bids have been found to be eligible), in the presence of authorized representatives of the bidders.

d) The authorized representatives of the bidders, present during the time of the opening of the bids, shall sign a register of attendance to this effect. In the event of the specified date of bid opening being declared a Government holiday, the Bids shall be opened at the same time and location on the next working day.

However, if there is no authorized representative present, for the bidder, JCI shall proceed with the opening of the bids.

e) During bid opening, preliminary scrutiny of the bid documents shall be made to determine whether the bid documents are complete, the required bid fees have been furnished, the documents have been signed by the authorized signatory of the bidder, and the bids are found to be in order. Bids not conforming to the given preliminary requirements shall be summarily rejected at the discretion of the Corporation. Preliminary scrutiny should not be construed that the bid submitted by a bidder has been found to be complete in all respects.

24.2 Pre-Qualification Criteria – Mandatory

1 The Bidder should be registered under the Companies Act, 1956 as amended in 2013 should have registered offices in India and should be in existence for at least the last Five (5) financial years, as on 31st March 2019. Copy of Certificate of Incorporation issued by Registrar of Companies Ministry of Corporate Affairs, Government of India should be submitted along with the bid.

2 The Bidder should submit Earnest Money Deposit (EMD) of Rs 1,00,000/-

3 The Bidder should submit the tender fees (**non-refundable**) of Rs. 5,000/-

4 Power of Attorney from the bidder, in the name of person signing the Bid, authorizing him to submit/execute this agreement as a bidding document. Valid Power of Attorney in original.

5 The Bidder must have valid ISO 9001: 2015 certification.

Authenticated Copy of valid certificates at the time of bid submission. The bidder shall be responsible for retaining the requisite certification during the currency of the contract under consideration in this RFQ

6 The Bidder should have an annual turnover of at least Rs. 10 Cr from the business of conducting Computer based Examinations during each of the last three financial years with positive net worth as on 31.3.2020 and should have conducted exams for govt. and govt. related Organizations. (Certified Copy of the financial statements including audited Balance sheet and Profit and Loss Account along with the certificate issued by the Statutory Auditor appointed by the Company should be submitted)

7 The Bidder shall not be under a ban or blacklisted for any reason, by any Government entity in India as on last date of submission of the Bid. Affidavit by authorized signatory of the Bidder to this effect must be submitted.

Note:

1. Suppression of information / facts would lead to summary disqualification of the bid submitted.
2. Consortium in any form is not allowed in this bid

24.3 Technical Evaluation Criteria:

24.3.1 Technical Evaluation Criteria with marks:(detailed in Annexure A)

24.3.2 Technical Proposal – Other Requirements

Should contain all the mandatory undertakings as specified in this RFQ. Format for all the required undertakings / covering letters are provided in **Annexures-II**.

1. Non- Disclosure Agreement (NDA)
2. Earnest Money Deposit (EMD)
3. Bid Documents
4. Undertaking on Deliverables

The technical proposal should address all the areas/ sections as specified in this RFQ and should contain a detailed description of how the bidder will provide the required services outlined in this RFQ.

1. The technical proposal must not contain any pricing information. While submitting additional information, it should be marked as “supplementary” to the specific response. If the bidder wishes to propose additional services (or enhanced level of services) beyond the scope of this RFQ, the proposal must include a description of such services as a separate and distinct attachment to this proposal.

2. Proposed methodology for implementation

3. The Technical Proposal should address the following:

a) Overview of the proposed solution which meets the requirements as specified in this RFQ

b) Overall proposed Solution, technology, and deployment architecture

c) Security architecture

d) Integration Architecture

e) Network architecture

f) Details of the Solution as per the format provided in this RFQ

g) Approach and methodology for conducting the computer based examinations including the project plan.

h) Overall Governance Structure and Escalation Mechanism (i.e., the entire working mechanism of the project along with the level of hierarchy to facilitate the escalation process)

i) Project team structure, size, capability and deployment plan

j) Training Strategy for officials/employees of the Jute Corporation (to make the nominated officials aware of the system so that they can overview the status report as and when necessary)

k) Key Deliverables such as Question Bank Project Management, reporting and review methodology

l) Bidder's experience in all the project related areas as highlighted in Bidevaluationcriteria.

m) Bidder must provide the team structure and the resumes of key officials responsible for the management of this project. Termination in case of wrongdoing.

5. The technical proposal shall also contain bidder's contingency plan to address the key challenges anticipated during the execution of the project.

24.4 Commercial Bids

Sl. No.	Item	Item	Amount to be paid to vendor D= (B-C)	GST and any other Taxes Percentage	Any Other Statutory Levies	Units Price inclusive of all statutory levies and taxes (G=D+E+F)
A	B	C	D	E	F	G
	Computer Based Examination expenditure per candidate (both in figures and words)	Fees charged Per candidate				
1						

Note:

- The cost quoted by the bidder shall be the total cost per candidate per exam (inclusive of application processing and examination)
- The successful bidder will receive the cost towards conduct of examination (CBT) per candidate only for those cases/candidates who appear for examination.
- In case of those applications where the candidate has applied but not appeared for the examination, an amount of 5% of the (five percent) quoted price shall be paid as application processing fee.
- Price should be written both in figures and words.
- Rates shall be quoted based on "per candidate per shift" and shall include all levies in respect of things mentioned in the paras related to the scope of work including any incidentals thereof.
- Lowest Commercial bid will be determined on the basis of total amount quoted in column C of the Commercial bid.

- The bidder will have to substantiate the taxes and levies claimed by him in each bill. The bidders will thus be required to provide documentary evidence of the rates of tax as applicable on the basic unit cost q
- uoted at the time of claiming payment consequent upon the award of the contract arising out of this RFQ.
- Scores would be considered for the purpose of QCBS (Quality cum cost based system) based
- final evaluation, explained below.
- JCI reserves the right to cancel/reschedule any examination.
- The bidder is expected to access the volume of applicants and quote the rates accordingly so that their entire cost may be covered up to the maximum extent by applicants' fees.

25 Award of Contract

25.1 Notification of Award

Prior to the expiry of the validity period, JCI will notify the successful bidder in writing that the proposal submitted by the Bidder has been accepted. The notification of award will initiate the finalization of the contract. Upon the successful bidder's furnishing of performance bank guarantee, JCI will promptly notify each unsuccessful bidder and shall return their EMD.

25.2 Contract Finalization and Award

JCI shall reserve the right to negotiate with the bidder(s) whose proposal has been ranked best value bid on the basis of QCBS (Quality cum cost based system) evaluation of their Technical and Commercial bids, for the purpose of arriving at reasonable terms and conditions for the contract arising out of this RFQ.

25.3 Signing of the Contract

At the time of notification of the successful bidder with regard to the Bid having been accepted by JCI, it shall enter into a contract with the successful bidder. JCI shall have the right to annul the award in case there is a delay of more than 14 days from the date of this notification, in signing of contract, for reasons attributable to the successful bidder.

25.4 Failure to agree with the Terms and Conditions of the RFQ

Failure of the successful bidder to agree with the Terms and Conditions of the RFQ shall constitute sufficient grounds for the annulment of the award, in which case, JCI would be free to take necessary decision on the subject.

25.5 Force Majeure

If at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract shall be prevented or delayed by reason of any war, hostility, acts of public enemy, civil commotion, sabotage, serious loss or damage by fire, explosions, epidemics, strikes, lockouts or acts of God (hereinafter, referred to events) provided, notice of the happening of any such

event is given by either party to the other within 7 days from the date of occurrence thereof, neither party shall by reason of such event, be entitled to terminate this contract nor shall either party have any claim for damages against the other in respect of such non- performance or delay in performance, and works/ services under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist, and the decision of the Manager as to whether the works/ services have been so resumed or not shall be final and conclusive, PROVIDED FURTHER that if the performance in whole or in part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 120 days, either party may at its option terminate the contract by giving notice to the other party.

25.6 Performance Bank Guarantee (PBG)

Examination PBG: A PBG of 10% of value of the work order for an examination would be furnished by the successful bidder in the form of a Bank Guarantee and details submitted as per the format provided in this RFQ. The PBG shall be executed through a Scheduled Bank.

The Contract PBG must be furnished within 21 days from the date of signing of the contract and should be valid for entire period of the contract.

JCI may invoke forfeiture of the Performance Bank Guarantee for any failure on part of Bidder to fulfil its obligations as specified under the Contract Agreement executed with the successful bidder.

25.7 Terms of Payment

Payment shall be made on each work order separately. Payment shall be made only after satisfactory completion of the given work order and due certification to the effect by the JCI

- No ADVANCES shall be paid
- Deductions from the payment due shall be made for statutory levies, taxes, penalties and liquidated damages etc., as per the contract agreement signed between the JCI and the bidder and in accordance with the applicable rules on the day of the release of payment
- In case of any recoveries is due to be made with regard to statutory levies, taxes, penalties and liquidated damages, etc. JCI reserves the right to effect the recoveries from the subsequent payments due to the Service provider

26. Service Level Agreement (SLA): Detailed in Annexure-III

Technical Evaluation Criteria with Marks

The following table depicts the broad technical evaluation criteria used to arrive at the Technical Score (Ts) for the bidder:

SL.No	Details	Evaluati on	Marks 100
1	Turnover of the Company	Units	10
	Turnover >=200	10	
	Turnover >=150 Cr but <200 Cr	8	
	Turnover >=100 Cr but <150 Cr	6	
	Turnover >=50 Cr but <100 Cr	4	
	Turnover >=20 Cr but <50 Cr	2	
	Turnover >=10 Cr but <20 Crore	1	
	Turnover <10 Crore [Disqualified]	0	
	<p>Proof: Balance sheet of the company signed by company auditor</p> <p>Balance Sheet may be Substituted with Annual Report/ Financial Statement and also Income Tax return for Last Three years, GST Return copy and/ Registration Certificate copy to be provided.</p>		
2	Net Profit (as % of Turnover) of the Company	Units	5
	Net Profit >=25%	5	
	Net Profit >=20% but < 25%	4	
	Net Profit >=15% but < 20%	3	
	Net Profit >=10% but < 15%	2	
	Net Profit >=05% but < 10%	1	
	Net Profit (positive) but <5% or No profit	0	
3	Conducting of Computer Based exams in	50,000	3

	FY 2017-18 and 2018-19 (with minimum candidates per exam)		
	Conducted more than 9 exams	3	
	Conducted 7-9 exams	2	
	Conducted 4-6 exams	1	
	Conducted <=3 exams	0	
	Marks will be allotted on pro-rata basis for each year based upon the figures submitted by the bidder in their bid document		
4	Conducting of Computer Based exams for GOVERNMENT in FY 2017-18 and 2018-19 (with minimum candidates per exam)	50,000	10
	Conducted more than 9 exams		10
	Conducted 7-9 exams		8
	Conducted 4-6 exams		5
	Conducted 2-3 exams		3
	Conducted 1 exam		1
	Marks will be allotted on pro-rata basis for each year based upon the figures submitted by the bidder in their bid document.		
5	Volume of Examinations Conducted in FY 2017-18, 2018-19 in CBT in a single shift	Units	10
	Conducted >= 1,50,000 candidates	10	
	Conducted >=1,25,000 less than 1,50,000	8	
	Conducted >=1,00,000 less than 1,25,000	7	
	Conducted >=75,000 less than 1,00,000	6	
	Conducted >=50,000 less than 75,000	5	
	Conducted >=20,000 less than 50,000	2	
	Proof: Client's Certification (or) Work order from any client		
6	Combined Volume of Examinations Conducted (CBT) in the last 2 years (Sum of all candidates	Units	10

	in 2 years) 2017-18, 18-19		
	Conducted >=50,000	10	
	Conducted >=40,000 <50,000	9	
	Conducted >=30,000 <40,000	8	
	Conducted >=25,000 <30,000	7	
	Conducted >=20,000 <25,000	6	
	Conducted >=15,000 <20,000	5	
	Conducted >=10,000 <15,000	4	
	Conducted >=5,000 <10,000	3	
	Conducted >=3,000 <5,000	2	
	Conducted >=1,000 <3,000	1	
	Less than 1 ,000	0	
	Proof: Client's Certification (or) Work order from any client		
7	Infrastructure for Data Centre / Disaster Recovery (DR)	Units	6
	DC and DR Owned by Service Provider	6	
	DC owned by Bidder, DR Hired from different sources	5	
	Both DC and DR Hired	3	
	Solution offered through Cloud (within India)	3	
	Solution offered through Cloud (Cloud outside Indian territory)	0	
	Proof: Audit certificate from any 3rd Party Auditor of DC and DR / Cert-In certification		
8	Type of ownership of Computer Nodes	45,000 units	10
		Country	

		wide	
	Ownership		
	Ownership of 100% of the nodes	10	
	Ownership of at least 50% of the nodes	7	
	Ownership of at least 25% of nodes	4	
	Ownership of at least 10% of nodes	3	
	Not owned, but hired/Leased completely	1	
	Proof: Certificate from Chief Technology Officer (CTO) of site owned by service provider, 3rd party audit certificate/ client's audit certificate		
	General Manpower Strength of Service Provider on their rolls Manpower in Computer Based Examinations vertical as on 31st July 2019	Units	8
	>=1000	8	
	More than equal 750 but <1000	7	
	More than equal to 500 but < 750	6	
	More than equal to 250 but < 500	5	
	More than equal to 150 but < 250	4	
	More than equal to 100 but <150	3	
	More than equal to 50 but <100	2	
	Less than 50	1	
	Proof: Declaration by the company secretary HR Head where there is no CS.		
10	General Security of the overall system		10
	<i>Software Security</i>	8	
	Application hosted in Secure environment	2	
	Application ensure data transfer with encryption	2	
	Application hosted exclusively at each site	2	
	Application keeps timestamp of entries	2	
	<i>Infrastructure Security</i>	2	

	Each system being sanitized before exam	0.5	
	Exposure of Server blocked beyond DC	0.5	
	Only Application is installed in terminals	0.5	
	Local terminal/system does not hold data	0.5	
11	Presentation		18

Minimum 75% required to qualify in the Technical Bid. Bidders who secure less than 75%marks will be considered as DISQUALIFIED

Final Evaluation of Bids

The evaluation of Bidder proposals will be done using the QCBS (Quality cum cost based system) methodology. The individual Bidder's Commercial Bid scores are normalized as per the formula below.

Normalization shall be done against optimum marks for both Technical and Financial Scores.

$$T_n = T_b / T_{max} * 100 \text{ (rounded off to 3 decimal places)}$$

Where,

T_n = Normalized Technical Bid score for the Bidder under consideration

T_b = Absolute Technical Bid score of the Bidder under consideration

T_{max} = Maximum Technical Bid (Best Technical score received)

$$F_n = F_{min} / F_b * 100 \text{ (rounded off to 3 decimal places)}$$

Where,

F_n = Normalized Commercial Bid score for the Bidder under consideration

F_b = Absolute Commercial Bid for the Bidder under consideration

F_{min} = Minimum absolute Commercial Bid (Lowest Bid received)

$$\text{Final Composite Score} = T_n * 0.70 + F_n * 0.30$$

The Bidder with the highest Composite Score will be considered for award of the contract. In the event of a tie, the bid with best commercials will be considered for award of contract. If the tie still persists, the guidelines of Government of India on the subject shall be followed for processing of the bids.

A. Detailed Description of Activities

This section explains the basic details of requirements. (Technical requirements for this project are explained under the Chapter related to Technical Requirements).

1 Central System

Since the Examinations for JCI will be conducted across the country spanning from a single shift to multiple shifts on each day, the Service provider is expected to provide a Central IT Infrastructure system on the lines of a Data Centre with a parallel Disaster Recovery System where the core application (henceforth described as Software in this document) shall be made available in a secure manner at exam venues. At any point in time during the currency of the project, if the Government policy demands migration of data from the Service Provider's central system to any other identified system, the Service Provider shall support the migration of data related to this project within mutually agreed timelines.

2 Local Server System

While the primary Questions / Question Sets shall be securely placed in the Central System, the examinations of JCI shall be conducted at the identified examination venues in a LAN Based format.

3 User System

Every candidate shall be provisioned with one individual computer node for appearing in the examination. The detailed specifications of the user computer node are explained in the Technical Requirement chapter of this document.

4 Support Infrastructure

Support Infrastructure shall include the following but not limited to: i. Surveillance cameras at site, without leaving any dark spots ii. Capture biometric data of all entrants to the examination venue iii. Availability of CCTV footage etc. after examination. iv. Audit trail of all transactions from entry till exit of the candidates.

5 Readiness and Conduct of Examination

(a) Preparation

Based on the details of Region-wise and City-wise Distribution of candidates as given by JCI, list of venues for examination shall be made available to the JCI by the Service Provider at least 30 days prior to the start of the examination. Any change of venues due to any reasons, shall be completed by the Service provider at least 15 days in advance.

(b) Venue:

The venue for examination shall be frozen 7 days prior to the conduct of examination. Examination venues should be taken over by the Service provider 3 days in advance. 3 days prior to the examination, the venue shall be available for Mock Drill. Mock drill must be completed with 100% load. All nodes must be thoroughly checked and sanitized All staff associated with the conduct of examination at the respective venue must be present during the Mock Drill.

(c) Audit of Venue: Audit includes, process, project, asset, security, manpower, etc.

(d) JCI nominated Personnel will conduct sample audits of examination venues.

(e) Conduct of Examination

- Each question will be available in “TOTAL” for the candidate on-screen. (Candidate should not be made to navigate more than one screen for one question)
- Photographs of the candidate will be clearly visible on the computer screen.
- All questions selected for a particular examination must be stored in encrypted format in the central server.
- The question sets downloaded on the local server must be in encrypted format. Questions shall be decrypted only at the terminal of the candidate after the candidate Logs in and examination starts.
- Questions must be randomized.
- System should save/record all transactions and automatically log-out after the stipulated time gets completed.

(f) Logs of transaction: System should ensure record of every transaction viz.,

- Start time of examination
- End time of Examination
- Time taken by candidate to attend to each given question
- Idle time of computer node (if any)
- Any form of interruption in the computer node due to technical or operational faults
- Time at which candidate logs-out of the examination (This may be different from the time of end of examination)
- Complete trail of navigation between questions

6 Submission /Upload of Examination data

Examination data from each venue shall be uploaded to the Central System by Service Provider within one hour of completion of the shift.

7 Self-Certification List for upload and Submission

The service provider shall upload the following declaration testimonials for each shift to the Central Server for being assessed by the Corporation and subsequently send by post:

(a) List of all examination functionaries who were deployed in the venue, with their signatures affixed on the sheet along with their contact numbers and email addresses.

(b) Number of changes in computer nodes during the examination along with details of affected candidates.

(c) Report of any untoward incident and action taken thereon. This testimonial will be created, signed by Venue Manager, scanned and uploaded by the service provider on the same day (If the exam goes on for 3 days, there will be three such documents that would be uploaded by the Service Provider. The hardcopy of this document will be sent by Registered Post/ Courier to JCI / Regional /Sub-Regional Offices within 3 days after the end of the entire examination).

8 Question Set

- The Service provider must ensure a robust mechanism for preparation of questions and a secure mechanism for the transmission of the same to the computer nodes during examination. The Service provider shall adhere to the following:
- Ensure to maintain the highest standard of confidentiality in creation, processing, maintenance, storage, encryption and administration of question set
- Ensure that the question items are not directly taken from question papers of any other examinations during the last two years
- Arrange for creation of items with the help of dedicated panel of subject experts
- Ensure second level of validation of items created by panel of subject experts
- Questions would be created topic-wise and subsequently the same would be clubbed
- Difficulty level of items would be assigned by one panel of subject experts and the same would be validated by another panel of subject experts
- Pool of questions will be created topic-wise/subject-wise with proper tagging of difficulty level of each question item
- Complete set of question papers would be generated from the pool of questions through a computerized programme just before downloading the question paper for the examination
- Ensure that the question papers have similar difficulty level across various sets of question papers for one examination
- If translation of question items is required, translation work will be done through a dedicated panel of experts Same meaning and sense of question is retained in the translated version as in the original language
- Ensure proof-reading of each question
- Questions must be randomized
- Sample set of question paper must be submitted to the JCI at least 15 days prior to the conduct of the Mock Test at the first venue
- Questions shall be available only 30 minutes prior to examination. Questions shall not be available earlier than 30 minutes
- Question set shall transmit from Central Server to Local server, or Local server to Candidates Terminal only after best encryption (as on date of examination. As on date it is at least 128-bit encryption). Questions shall not travel any path without encryptions.
- Perfection of question should be of the highest level. In extreme cases, a maximum of 2 wrong questions in any given set of 100 questions in a shift will be allowed.
- Encryption shall have “ZERO HUMAN INTERVENTION”.

9 Self-review by candidates

- Service Provider must ensure to expose the master question set of each shift in a form that can be uploaded on the website.
- The candidates who had appeared in the examination would be given a link by the JCI to challenge questions/ tentative answer keys.
- The master set of questions will be visible to candidates for a limited period of time as decided by the Corporation.
- The challenges on the Questions/Answer keys will be given to the Service Provider for processing the challenges.

10 Preparation of final scores

- Service Provide will finalize the answer keys within 5 days of the receipt of the challenges and provide the same to JCI.
- For arriving at the final scores of the candidates, an approved normalization formula will be applied on the raw scores.
- Service provider will provide the scores of the candidates within 5 days of the finalization of answer keys.

11 Compliance to Standards

- The Service Provider shall ensure industry standard formats for capturing, storage, processing, transmission and reporting of data.
- While the system shall support Hindi and English languages, it must also support scalability to multiple Indian languages (as mentioned in the Schedule VIII of the Constitution).
- The Service Provider must ensure that all the technology components adhere to flexibility, interoperability, usability, availability, manageability, security and integration standards as at Section 5.3 of this document

12 Dashboards and Modules

- The service provider must provide an automated DASHBOARD. Service provider shall provide the required hardware, peripherals including LCDs and Software.
- A National Level Status indicator will be available at the HQ which will display the status of Examinations at Pan-India Level and at Regional/City/Venue level.

- Live feeds of CCTV surveillance data (on demand) as prescribed by JCI
- Should be available on Graphical User Interface drilling down to the venue level.
- Dashboards must be REALTIME to the extent possible.
- Information that cannot be shown Real-time should be available on “Near-Realtime” mode.
 - Other information, as desired by the Corporation shall be made available as downloadable reports for end of Shift, end of Day and end of complete examination.
- Apart from a Desktop based dashboard, the JCI Headquarter will be provided with an LCD-wide-screen (40”) dashboard
- The dashboard will contain the following aspects:
 - Attendance at each venue (no. of candidates appearing for exam)
 - Check-list of facilities at each venue must be made available for Regional and Sub-Regional Offices and Headquarters
 - Except for the candidate’s examination data, all major aspects of venue will be available on this dashboard
 - Status of start and end of Examination
 - Status of capturing of Biometric details
 - Status of download of question paper from Data Centre to Venue Server
 - No. of live nodes
 - Status of any node getting affected
 - Status of transfer of exam data to central system
 - Status of sealing of venues

B. Functional Requirements for the Project

This chapter summarizes the overall Functional Requirements that need to be met by the selected Service Provider

1 Basic Requirements to be met by the system

The system to be deployed by the Service Provider must be able to deliver the minimum services listed below. The Service Provider shall implement all the necessary functional, technical, operational and other supporting requirements to meet these functionalities.

2 Functional Requirements

The proposed system shall be a core, automated, scalable and integrated software application, deployed centrally at Data Centre (DC) which could be securely accessed only by authorized users over secure connectivity.

3 Software Application Requirements

- Language Support: Examination software must provide multilingual support i.e. in English, Hindi and other languages mentioned in the VIII Schedule of the Constitution. All displays on a candidate's computer nodes must be in English and Hindi. Where required, screen shall support all scripts of Indian Languages contained in the VIII schedule of the constitution.
- Dates: All functionality must properly display and transmit date data in DDMMYYYY format.
- Test Engine: Test engine must support the following functionalities apart from other functions. The system must have capability
 - to shuffle questions
 - to shuffle answer options
 - to display images of different formats along with the text on the same screen
 - to ensure high-clarity and complete image within the display area along with the respective question in the same screen
 - to enable candidates to navigate between questions within the stipulated time
 - to show the candidates' credentials including text and images
 - to present questions and answer options in a randomized way in such a manner that every candidate gets a different version of randomized question set
- The examination software must capture candidate's data and information real-time while taking the examination.
- The system must automatically stop when the time limit is over. However, in the event of any break/delay/interruption during the examination, such time of break/delay/interruption shall be compensated accordingly by the system to ensure that every candidate gets the full allocated duration of time.
- The software must not store any response of the candidate at the computer node. Software must have the capability to synchronize the responses in the real time with the local server at the venue.

- The software must be able to generate various reports for analysis such as score report, section-wise score report, feedback report, question paper report, summary report of candidate's performance etc., as required by the Corporation
- At the completion of the examination, the software must generate the Candidate's log trail of examination. The data must be made available to the JCI on time.
- The software must upload the candidates' examination responses directly to the Data Centre in the encrypted form.
- Within one hour of completion of the shift, one copy of "Candidate's examination responses" in encrypted format must be made available to JCI.
- While the examination is ongoing, access to all possible web resources must be blocked from the computer node of the candidate as well as any other computer peripherals. Similarly, functions like 'Copy-Paste, Cut-Paste, screen capture' shall be disabled.
- Login must be "CAPTCHA" enabled.
- The Examination software must be capable of hard closing the running applications and disabling all the ports along with the keyboard on the candidate's computer node.
- While keyboard ports are disabled, only SCREEN-BASED

4 Server and Equipment Requirements

The service provider shall ensure that the following parameters are adhered to:

- The Software will be securely hosted in the Data centre (DC).
- Access to the server data, specific to the Examinations will be made available to JCI.
- Service Provider must hold the primary Software/ Question bank in exclusive servers in Data Centre.
- A Disaster Recovery Centre (as per Tier-III standards of DC/DR) must be available.
- The DC and DR must be ISO-27001 Certified.
- The exam venue must have a separate Server Room with an adequate number of primary and backup servers.
- The computer nodes in the Examination Venue must be connected only by wired LAN.
- Each of the computer node must be loaded only with the requisite operating System and the examination tool.
- Service Provider must own the Servers (primary and backup) for the purpose of conducting examination at venues. Configuration for the primary and back-up servers must be identical. Primary and backup servers must be in sync and switching must be performed without any interruptions to the examinations being conducted.

- Time hardening of examination servers must be done so that no one can change the server time.
- MAC and IP addresses along with the asset ID as per the inventory records of such servers and computer nodes must be submitted to JCI as and when required.
- After automated allotment of computer nodes subsequent to biometric registration of candidates, any allocation change in computer nodes shall be submitted to JCI at the end of each shift.
- Automated allotment of computer nodes to candidates after biometric registration must be made in such a way that candidates are distributed in uniform pattern across the lab. (Ex: Odd-Even allotment).
- Spare computer nodes must not be allotted to candidates, unless there is any fault in the nodes originally allotted to candidates.
- The service provider must setup a “dummy-candidate computer node” for every examination for monitoring purposes at JCI Headquarters.
- At each exam venue, the servers must be located in a room separate from the computer lab.
- None other than the authorized personnel shall have access to the server area at the venue.
- Each venue must have 10% additional spare working computer nodes. For instance, if a venue has capability to host 100 candidates at one go, then there must be at least 10 spare computer nodes.

5 Surveillance system requirements

All Examination Venues will be covered with CCTV surveillance. Cameras should be installed in such a manner that it covers the entire examination area, walkways with continuous recording of the examination.

Following minimum functionality must be supported by the surveillance system:

- At least 2 CCTV cameras should be installed diagonally in an examination venue having seating capacity of 50 Candidates. After that 1 additional CCTV Camera will be required for each set of additional 50 Candidates.
- CCTV camera feeds must be stored locally on the server at 10 Frames per second (FPS) and Full HD (1080 Pixel) Resolution. The system shall be configured in such a way that Full-HD does not enable zooming to the extent where the screen/question is visible during the conduct of examination.
- CCTV camera must capture Examination Venue activities from 60 minute before the examination to 60 minutes after the completion of examination. If examinations are conducted in more than one shift, the CCTV surveillance must start 60 minutes before the beginning of the first shift and continue without break until 60 minutes after the completion of final shift.

- Service Provider will be required to store CCTV camera feeds with necessary metadata to data centre server for all the exams within 72 hours after the examination. In exceptional circumstances such as natural calamity, with prior approvals, the feeds must be made available within 07 days.
- CCTV cameras must be IP enabled. Web based access must be provided to the live feed during the examination at the designated control room at JCI Ho.
- Service Provider is required to share the CCTV footage with JCI either through a File Transfer mechanism or by providing access to the storage servers, and also keep a copy of the same securely till One year after the expiry of contract between Service Provider and JCI.

C. Technical Requirements for the Project

This chapter summarizes the overall Technical Requirements that needs to be complied

1 Software Requirements

Software Solution must be Network enabled web based system, built on enterprise application platforms with sufficient flexibility for configuration based on JCI needs. The proposed solution must use a standard relational database.

- Software must support an active Dashboard during the exam to monitor the exam status on a real time basis on the day of examination.
- Must have capability to generate audit trails and logs. Only authorized users should have access.
- Software system must support digital signatures or e-sign-in capability. These capabilities shall be restricted to submission of final scores and documents by the Service Provider to the JCI.

2 Software and other standards

- The software shall be certified as “Safe to Host” by any CERT-in empaneled agency. Cost of CERT-in certification will be borne by the Service Provider.
- The certification exercise must be conducted every year and made available to JCI.

3 Compliance with Industry Standards

The Solution shall be based on and compliant with industry standards (their latest versions as on date) wherever applicable. This will apply to all the aspects of solution including but not limited to design, development, security, installation, and testing. There are many standards that are indicated throughout this

RFP as well as summarized below. However, the list below is just for reference and is not to be treated as exhaustive.

Details	Compliance
Information access/ transfer protocols	SOAP, HTTPS
Interoperability	Web Services, Open standards
Information Security	System to be ISO:27001 compliant
Operational integrity and security management	System to be ISO:17799 compliant
Service Management	ISO 20000 specifications
Project Documentation	IEEE/ISO specifications for documentation
Internet Protocol	IPv6 ready equipment

4 Performance Metrics

The Service Provider shall ensure that the project meets SLA requirements, standards, specifications and performance prescribed, by ensuring that the following are associated with clear, quantifiable metrics for accountability:

- Performance
- Availability
- Security
- Manageability
- Scalability
- Inter-operability and Integration
- Standards and protocols

The solution must meet all functional, non-functional and management requirements as mentioned in the document. Some of the key acceptance criteria are defined in the table below.

No.	Requirements
1.	Performance - The system shall provide fast and steady response times (Quality of Service). The maximum user response time shall be less than 0.001 second (1/1000 th of a second) over LAN, for the next screen to appear or the existing screen to refresh for submission of data. The speed and efficiency of the system shall not be affected with growing volumes, especially during search operations, reporting, MIS, online processes and batch processes.
2	High Availability – Systems shall be available for 99.999% of the planned uptime.
3	Security – Shall be ISO 27000 certified.

5 Network Connectivity

#	Network Link	Locations / Connectivity	Bandwidth	Service Provisioning By
1	N1	All locations (Examination Venues) shall have local LAN with minimum CAT-5 cable based LAN network	Minimum 100 Mbps	Locally provisioned
2	N2	Connectivity to DC/DR	Secure connectivity to DC/DR	Preferred Government network provision , or any secure private connectivity

6 Minimum technical requirements at Examination Venue

- Servers at Examination Venues

The Service Provider must provide the following minimum requirement at Exam venue for local servers:

Item	Particulars
<i>Processor</i>	Best processor to serve the terminals
<i>RAM</i>	4GB or higher
<i>Operating System</i>	Compatible for candidate’s systems as clients, must meet the performance criteria

Performance Criteria Must support at least 100 clients without any degradation in performance. All mouse/key clicks are to be recorded for each client with time stamp (in milliseconds) for audit purposes. Response time for question/page loading must be less than one milli-second. All responses to be acted upon in real time.

- Minimum requirement for Computer Nodes:

Item	Particulars
Monitor/Terminal size	15 inch or 17 inch
Processor CPU Speed	1.5 GHz or above.
RAM	2GB or higher
Others	USB disabled, Keyboard disabled during exam after login Proxy disabled (Direct Internet) All mouse/key clicks are to be recorded for each client with time stamp for audit purposes. (in milliseconds) All responses to be recorded upon in real-time. Internet disabled.

7 Infrastructure Support to JCI

- Service Provider will install necessary server, storage, support, dashboard infrastructure and network equipment at the JCI HO.
- The servers and storage will store the following data of examination not limited to:
 - Biometric data along with logs
 - Examination data, responses and other related data with time stamps
 - Uploaded scans of Corporation Copy of Admission Certificates and Attendance Sheets, etc.
 - Retrieval of reports as and when required by the Corporation.
 - CCTV footages, CCTV live streams and other relevant data submitted by the Service Provider at intervals defined by the JCI.
- Necessary software for retrieval of above data in the form of queries, reports etc. shall be provided by the Service Provider to the JCI.

- JCI will provide space and raw supply of electricity for setting up the infrastructure. Service provider will install requisite UPS for the IT Infrastructure. The complete IT Infrastructure installed at the JCI Headquarters along with software will be fully handed over to JCI at the end of the contract.

8 Software Application Requirements

- The application software must be architected, designed and deployed in a manner to cater to the projected load without any degradation of performance and shall meet the defined SLAs as explained above.
- The database schema and design must be capable of handling current and future loads.
- The proposed solution must be vertical and horizontal scalable i.e. scalable to handle increased usage than the projected usage and scalable to handle new business requirements.
- JCI or their designated agency may audit the DC /DR at any time.
- The service Provider shall provide Operations and Maintenance Support to JCI till end of the contract period.

Annexure –II

Non- Disclosure Agreement (NDA)

[On Company Letterhead]

This AGREEMENT (hereinafter called the “Agreement”) is made on the [day] day of the month of [month], [year], between, JCI, , on the one hand, (hereinafter called the “Purchaser”) and, on the otherhand, [Name of the bidder] (hereinafter called the “Bidder”) having its registered office at [Address]

WHEREAS

The “Purchaser” has issued a public notice inviting various organizations to propose for hiring services of a company for provision of services to JCI (hereinafter called the “Project”) of the Purchaser; The Bidder, having represented to the “Purchaser” that it is interested to bid for the proposed Project, The Purchaser and the Bidder agree as follows:

In connection with the “Project”, the Purchaser agrees to provide to the Bidder a Detailed Document on the Project vide the Request for Proposal. The Request for Proposal contains details and information of the Purchaser operations that are considered confidential.

The Bidder to whom this Information (Request for Proposal) is disclosed shall:

1. Hold such Information in absolute confidence with the same degree of care with which the Bidder protects its own personal, confidential and proprietary information;

2. Use the Information only as needed for the purpose of bidding for the Project;

3. Except for the purpose of bidding for the Project, not copy or otherwise duplicate such

Information or knowingly allow anyone else to copy or otherwise duplicate such Information;

4. Undertake to document the number of copies it makes with regard to the project, and on completion of the bidding process and in case unsuccessful, promptly return to the Purchaser, all Information in a tangible form or certify to the Purchaser that it has destroyed such Information as relating to the project.

5. The Bidder shall have no obligation to preserve the confidential or proprietary nature of any Information which:

○ Was previously known to the Bidder free of any obligation to keep it confidential at the time of its disclosure as evidenced by the Bidder’s written records prepared prior to such a disclosure; or

○ Is or becomes publicly known through no wrongful act of the Bidder; or

○ Is independently developed by an employee, agent or contractor of the Bidder not associated with the Project and who did not have any direct or indirect access to the Information.

The Agreement shall apply to all Information relating to the Project disclosed by the Purchaser to the Bidder under this Agreement.

- The Purchaser will have the right to obtain an immediate injunction enjoining any breach of this Agreement, as well as the right to pursue any and all other rights and remedies available under statutes or in equity for such a breach.
- Nothing contained in this Agreement shall be construed as granting or conferring rights of license or otherwise, to the bidder, in any of the Information. Notwithstanding the disclosure of any Information by the Purchaser to the Bidder, the Purchaser shall retain title and all intellectual property and proprietary rights to the Information. No license under any trademark, patent or copyright, or application for same that are now or thereafter may be obtained by such party is either granted or implied by the conveying of Information. The Bidder shall not alter or obliterate any trademark, trademark notice, copyright notice, confidentiality notice or any notice of any other proprietary right of the Purchaser on any copy of the Information, and shall reproduce any such mark or notice on all copies of such Information.
- This Agreement shall be effective from the date the last signature is affixed to this Agreement and shall continue in perpetuity.
- Upon written demand of the Purchaser, the Bidder shall (i) cease using the Information, (ii) return the Information and all copies, notes or extracts thereof to the Purchaser forthwith after receipt of notice, and (iii) upon request of the Purchaser, certify in writing that the Bidder has complied with the obligations set forth in this paragraph.
- This Agreement constitutes the entire agreement between the parties relating to the matters discussed herein and supersedes any and all prior oral discussions and/or written correspondence or agreements between the parties. This Agreement may be amended or modified only with the mutual written consent of the parties to the contract. Neither this Agreement nor any right granted hereunder shall be assignable or otherwise transferable.
- CONFIDENTIAL INFORMATION IS PROVIDED “AS IS” WITH ALL FAULTS. IN NO EVENT SHALL THE PURCHASER BE LIABLE FOR THE ACCURACY OR COMPLETENESS OF THE CONFIDENTIAL INFORMATION.
- This Agreement shall benefit and be binding upon the Purchaser and the Bidder and their respective subsidiaries, affiliate, successors and assigns.
- Agreement shall be governed by and construed in accordance with the Indian laws.

For and on behalf of the Bidder

(Signature)

(Name of the Authorized Signatory) Date

Address and Location:

Performance Bank Guarantee

1. In consideration of (hereinafter called the “Corporation”) Represented by DGM (PandA) - JCI , on the first part and M/s of (Hereinafter referred to as “Bidder”) on the Second part, having agreed to Accept the

Performance Bank Guarantee/ Demand Draft for the Request for Proposal for procurement of us (Name of the Bank), (hereinafter referred to as the “Bank”), do hereby undertake to pay to the Corporation forthwith on demand without any demur and without seeking any reasons whatsoever, an amount not exceeding and the guarantee will remain valid up to a period of 270 days from the due date of the opening of the bid.

2. In the event of the Service Provider withdrawing the tender before the completion of the stages prior to the Commercial negotiations or during the Commercial negotiations, as the case may be, the Performance Bank Guarantee deposited by the Service Provider stands forfeited to the Corporation. We also undertake not to revoke this guarantee during this period except with the previous consent of the Corporation in writing and we further agree that our liability under the Guarantee shall not be discharged by any variation in the term of the said tender and we shall be deemed to have agreed to any such variation.

3. No interest shall be payable by the Government to the Service Provider on the performance bank guarantee for the period of its currency

Dated this day of

For the Bank of (Manager)

Undertaking on Pricing of Items of Technical Response

To [Date]

The Chairman cum Managing Director
The Jute Corporation of India Ltd.
15N, Nellie Sengupta Sarani, 7th Floor,
Kolkata – 700 087

Sub: Undertaking on Clarifications sent to JCI

Sir,

I/We do hereby undertake that Commercial Proposal submitted by us is inclusive of all the items in the technical proposal and is inclusive of all the clarifications provided/may be provided by us on the technical proposal during the evaluation of the technical proposal. We understand and agree that our Commercial Proposal is firm and final and that any clarifications sought by you and provided by us would not have any impact on the Commercial Proposal submitted by us.

Yours faithfully,

Authorized Signatory

Designation

ANNEXURE PART III

Service Level Agreement (SLAs)

The following SLAs will be applicable to SP and made part of the agreement.

S. No.	Service Level	Criticality	Penalty
1	Conduct Computer Based Exam in all the identified /planned Venues	Critical	<p>If exam could not be conducted in an Exam Venue due to lack of services not provided by the Service Provider, a penalty of [basic Fee quoted by bidder] x(No. of candidates registered) for that venue.</p> <p>Re-examination for that venue/shift for all the affected candidates must be conducted free of cost within mutually agreed timelines after completion of that examination.</p> <p>If Exam in a Venue/part of venue is delayed for more than 30 minutes then a penalty of (5% of the fee quoted by bidder) x (No. of.affected candidates) for that venue will be imposed</p>
2	Availability of requisitemanpower in each shift ofthe examination atExamination Venue as per RFP	Moderate	A penalty of Rs.1000 per person per shift in case of non- availability of Manpower as per RFP
3	Provision for 10% buffer computernodes in each Examination Venue	Moderate	Buffer Computer Nodes :0% to 5%: A penalty ofRs. 5,000 per venue per shift.
4	If error is found in scores as per defined standard during result -processing activities	Critical	A penalty of 25% of the (basic quoted fee) x no. of affected candidates subject to a maximum of 2% of work order for that examination.
5	If exam questions /answer keys get leaked before the	Critical	The re-examination shall be conducted free of cost bythe Service Provider failing which JCI may impose apenalty of 100% of the value of price quoted

	examination		bybidder for that shift.
6	Allotment of wrong-duration of examination time.	Critical	Conduct examination again for candidates free of costProvider failing which JCI may impose a penalty of100% of the value of price quoted by bidder for thatshift.
7	Availability of Web Portal for applicants to fill in applications: To be available 15 days after the issuance of work order	Critical-High	Rs.5,000/- for each day of Delay. Beyond 10 days(11 th day onwards)Rs.10,000/-
8	Payment Gateway	Critical-High	Failure in payments not due to commination but dueto blackout of portal: Rs. 2,500/- for every 50failed transaction.
9	Handling of Grievance and RTI Support	Critical	An amount of Rs.10,000/- shall be levied on failure tohandle grievances related to any of the following <input type="checkbox"/> Portal <input type="checkbox"/> Examination <input type="checkbox"/> Challenges to questions

Note:- The overall CAP on Penalty on account all the SLAs excepting Sl. NO 5 is 10% of the totalvalue /Invoice.