



Request for Proposal (RFP)

**Selection of Service Provider for Conducting Online Entrance Examination
(Computer Based Test) for OUAT, Bhubaneswar, Odisha**

RFP No.01/UAT Date: 14.04.2021

**ODISHA UNIVERSITY OF AGRICULTURE AND TECHNOLOGY
SIRIPUR, BHUBANESWAR- 751003
ODISHA**

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1 About OUAT

Odisha University of Agriculture and Technology, established in the year 1962, has contributed immensely for the cause of agricultural development through triple mandates of teaching, research and extension education in agriculture and allied sectors. The University imparts education on Agriculture, Horticulture, Veterinary Science & Animal Husbandry, Agricultural Engineering, Community Science, Forestry Science, Fishery Science, Basic Science, Bio-informatics, Computer Application and Agri-Business Management through 10 constituent colleges, one Centre for Post Graduate Studies and ten Agro-polytechnic Centers.

The constituent Colleges of OUAT are offering the following courses at different places of the state.

Sl. No.	Name of the College	Location	Year of Establishment	Courses
01	College of Agriculture	Bhubaneswar	1954	B.Sc. (Hons.) Agriculture M.Sc. (Agriculture) Ph.D. (Agriculture)
02	College of Agriculture	Chiplima	1981	B.Sc. (Hons.) Agriculture
03	College of Agriculture	Bhawanipatna	2009	B.Sc. (Hons.) Agriculture
04	College of Horticulture	Chiplima	2008	B.Sc. (Hons.) Horticulture
05	College of Veterinary Science & Animal Husbandry	Bhubaneswar	1955	B. V. Sc. & A. H. M. V. Sc. Ph.D. (Veterinary Sc.)
06	College of Agricultural Engineering & Technology	Bhubaneswar	1966	B. Tech. (Agril. Engg.) M. Tech. (Agril. Engg.) Ph. D. (Agril. Engg.)
07	College of Fisheries	Rangeilunda	1981	B. F. Sc. M. F. Sc.(Aquaculture) Ph. D. (Fisheries Sc.)
08	College of Community Science	Bhubaneswar	1981	B.Sc. (Hons.) Community Science M.Sc. (Home Science)
09	College of Forestry	Bhubaneswar	2010	B.Sc. (Hons.) Forestry M. Sc. (Forestry)

At present, OMR based entrance examination is conducted. However, the application process, merit list preparation and counselling and admission are all online.

2. Objective:

Odisha University of Agriculture and Technology, Bhubaneswar proposes to engage a service provider to conduct **Online Examination System** for various Under Graduate and Post Graduate Entrance Examinations for admission into different programmes. The scope of work of the service provider is broadly divided into three categories i.e. **(a) Pre-Examination (b) Examination (c) Post-Examination.**

UG entrance examination (OMR based) is conducted in 24 locations of Odisha whereas the Post Graduate Entrance Examination is conducted in Bhubaneswar only.

Number of applicants for UG entrance examination 2019 was 38362 which decreased to 33054 in the year 2020 because of COVID-19. It is expected to increase by 15 % in the year 2021. This year it is expected to increase to 40000 candidates.

Following table shows the district wise number of applicants for OMR based UG Entrance Examination conducted for the academic year 2020-21.

Sl. No	Location Name	No. of Candidates	Sl. No	Location Name	No. of Candidates
1	Angul	1262	13	Jajpur	889
2	Balangir	969	14	Jeypore	964
3	Balasore	2309	15	Jharsuguda	596
4	Baragarh	833	16	Kendrapara	664
5	Baripada	1134	17	Keonjhar	865
6	Berhampur	2487	18	Khurda	518
7	Bhadrak	925	19	Nayagarh	722
8	Bhawanipatana	949	20	Phulbani	298
9	Bhubaneswar	8585	21	Puri	569
10	Cuttack	3085	22	Rayagada	361
11	Dhenkanal	783	23	Rourkela	1301
12	Jagatsinghpur	679	24	Sambalpur	1307

A total of around 1205 candidates appeared OMR based entrance examinations for PG (Master's & Doctoral) Programms in different disciplines at Bhubaneswar in the year 2020-21.

3. Scope Overview:

OUAT desires to adopt "Online Examination System" for its UG and PG candidates in respect of objective type questions with an automated solution for the entire exam processing cycle right from announcement of the examination to publication of result from the system with minimum human intervention and high security measures. OUAT has already automated the application and counseling & admission process and needs service provider for computer based test (CBT) for UG and PG.

- It is expected that 40,000 (approximate) number candidates for UG and 1500 (approximate) candidates for PG (Master's & Doctoral programme) will appear online examination for the session 2021-22.
- Online examination will be conducted in multiple-shifts in 25 Districts (locations) of Odisha on multiple days and one location at New Delhi for UG programme and only in one location at Bhubaneswar in one shift for PG programme.**
- 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 OUAT, Bhubaneswar.
- The service provider must create test centres (wholly owned/ rented) in 25 Districts (at least one location in each district) in the state of Odisha and **one centre at New Delhi** for UG entrance examination.
- The service provider will prepare a robust & comprehensive Question Bank for different subjects in English only. **The number of questions for each subject and duration of examination and evaluation pattern may change time to time as per decision of the academic council of the university (OUAT).**

Course	Language of question	Number of questions for each shift	Total Marks	Duration of Examination
U.G	English	Physics: 66 Chemistry: 66 Mathematics: 68* Biology: 68*	200	2 hours
P.G	OUAT will provide the questions for different disciplines of PG (Master's and Doctoral) Programme. There are Master's programme in six disciplines and doctoral programme in four disciplines with thirty departments.			

** Physics and Chemistry are compulsory. Candidates can choose either mathematics or biology

- Carry/ demonstrate complete System Test Run (STR) with test data to OUAT, Bhubaneswar 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) The system shall mainly comprise of the followings:

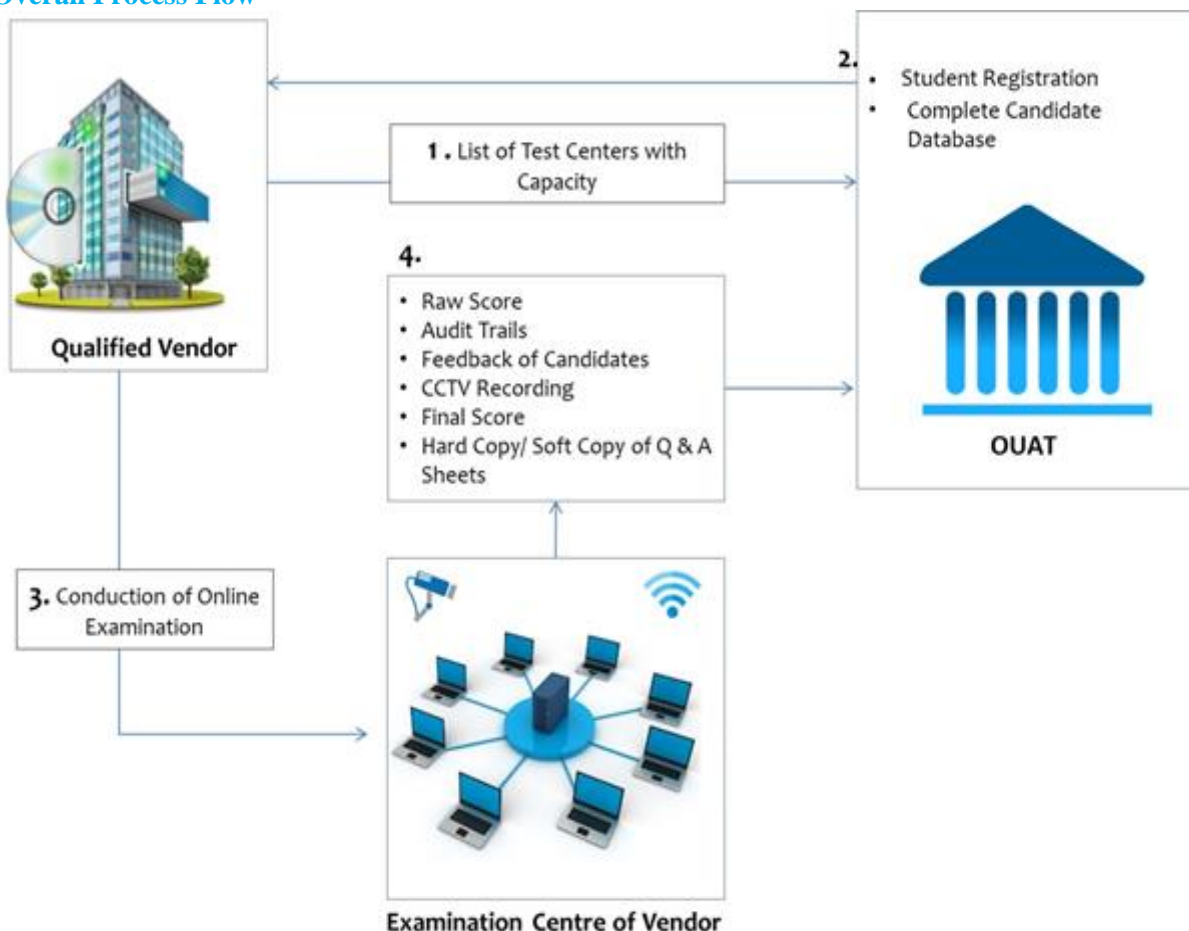
- i. Examination centre tagging to a student
- ii. Generation and Download of Admit cards
- iii. Preparation of centers for Computer based exam
- iv. Creation of Question Paper for UG programme only. PG questions will be submitted by OUAT.
- v. Conduct of Computer Based Examination
- vi. Setting-up of Help desk
- vii. Preparation/compilation of Result
- viii. MIS/customized report generation

l) Responsibility of OUAT

- i. Online student registration/submission of application for examination
 - ii. Complete candidate database with mobile number & e-mail, photographs and signature to service provider
 - iii. Schedule dates and time table of examination
- m) The center tagging logic should be vetted by the service provider
- n) Data sharing between OUAT and the service provider should be done in the format which is mutually agreed.

Note: For details please refer to Point # 13.

4. Overall Process Flow



5. Fact Sheet

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

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

Sl#	Information	Details
a)	RFP issued by	OUAT, Bhubaneswar, Odisha
b)	Availability of RFP	RFP can be downloaded from www.ouat.nic.in
c)	RFP Number	01/UAT Dated 15.04.2021
d)	Date of Publication of RFP	15.04.2021 (RFP can be downloaded from www.ouat.nic.in)
e)	Last date of bid submission	07.05.2021 (5 p.m) by speed post/courier
f)	Opening of Technical Bid	11.05.2021(R.K. Hall of OUAT Administrative Building)
g)	Technical Presentation	12.05.2021(R.K. Hall of OUAT Administrative Building)
h)	Opening of Financial Bid	13.05.2021 (R.K. Hall of OUAT Administrative Building)
i)	Selection Method	Quality & Cost Based Selection (QCBS) 70% weightage to the technical score 30% weightage to the financial quote
j)	Contact Person for queries	Dr. Bijoy Kumar Behera, Controller of Examination, OUAT, coeouat@gmail.com
k)	Address for the bid submission	Registrar, OUAT, Siripur, Bhubaneswar-751003, Odisha
l)	RFP Document Fee (non-refundable)	Rs. 5,000/- In shape of Bank Draft only from any nationalized / Scheduled bank favour of Comptroller, OUAT payable at Bhubaneswar
m)	Performance Bank Guarantee (PBG)	10% of the total project cost in shape Bank Guarantee issued by any nationalized / Scheduled bank favour of <i>OUAT</i> valid for at least 90 days beyond agreement period.
n)	Earnest Money Deposit (EMD)	Rs. 3,00,000/- In shape of Bank Draft only from any nationalized/ Schedule bank favour of Comptroller, OUAT payable at Bhubaneswar

6. Request for Proposal

- OUAT, Odisha intends to engage service provider to conduct online Entrance Examination for its different programmes (UG and PG).
- Bids are invited from eligible, reputed and qualified firms with sound technical and financial capabilities for conducting various Online Entrance Examinations of OUAT as detailed out in this RFP Document. This invitation to bid is open to all bidders meeting the pre-qualification criteria as mentioned in this RFP Document.
- OUAT 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 OUAT. The bidder shall study, design, develop /customize, deploy, entire Facility Management Service of Command Centers of the Online Examination System for OUAT.
- 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.

7. Instruction to Bidders

- There are two parts of tender namely (i) 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 OUAT, Bhubaneswar, Odisha, Pin: 751003. The envelope must show the name of the bidder, address and should be super scribed as “Selection of Service Provider for Online Examination for OUAT, Bhubaneswar, Odisha” on the top

of the envelope. In addition, outer envelope should indicate tender opening date. **In case, any bidder encloses the financial bid within the technical bid, the same shall be rejected summarily.**

- b) The sealed tenders will be opened at OUAT, 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 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.
- g) **The contract will be for one year and may be extended considering satisfactory conduct of examination and other related activities or else fresh tender will be floated.**
- h) At any time before the submission of bids, OUAT, Bhubaneswar may amend the tender by issuing an addendum in writing or by standard electronic means. If the amendment is substantial, Bidder (s) shall be given reasonable time to make amendment or to submit revised bid and the deadline for submission of bids will be extended if required.

7.1 General Bid

- a) **Annexure-1** (General Information of a Bidder)
- b) Tender fees in shape of Bank draft only
- c) EMD in shape of Bank draft only
- d) Bidder's authorized representative to sign & submit the tender, respond to the clarification during tender evaluation, price negotiate, etc. in shape of Power Attorney (non-judicial stamp paper)
- e) Compliance to the pre-qualification criteria (Pt#7.5.1)
- f) Copy of the RFP document duly signed by authorized representative in all pages along with the forwarding letter in the company letter head as per **Annexure-2**.

7.2 Technical Bid

- a) Compliance to the technical capability (Pt#7.6)
- b) Project Experience (Annexure-3)

7.3 Financial Bid

- a) Price Bid Form (Annexure-4)

7.4 Earnest Money Deposit (EMD)

- a) The bidder shall submit Rs. 3,00,000/- only towards the EMD in shape of Bank Draft only from any nationalized bank favour of **Comptroller, OUAT** payable at **Bhubaneswar** valid for 60 days from the date of opening of technical bid as bid security.
- b) The bank draft shall be submitted in General bid along with Technical bid. Bids submitted without bid EMD shall be rejected.
- c) EMD of unsuccessful bidder shall be returned after acceptance of work order by the successful bidder.
- d) The EMD shall be forfeited
 - If a bidder withdraws its bid during the period of bid validity
 - If the bidder did not cooperate during the bid evaluation process
 - If the successful bidder fails to accept the work order
 - If the successful bidder fails to the furnish performance security

- e) The EMD of the successful bidder shall be returned after submission of performance security.
 - f) As per rule 170 of General Financial Rules (GRFs) 2017, Micro & Small Enterprises (MSEs) and the firms registered with concerned Ministries/Departments are exempted from submission of EMD. Bidders not registered as MSEs are required to submit the EMD declaration as per standard format.
- OUAT reserves the right to accept or reject any or all tenders without assigning any reason whatsoever. **OUAT may also alter the examination centres, examination centres capacity, number of examinations etc. at the time of placing orders or after obtaining actual applications received from candidates.**
 - 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 OUAT 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. White fluids should never be used for any corrections, alterations or modifications.
 - 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.

7.5 Evaluation Criteria

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

7.5.1 Pre-Qualification

- a) The bidder must be a firm/company registered under the Indian Companies Act, 1956. Copy of such certificate shall be enclosed as a proof.
- b) Copy of the certificate of incorporation of firm must be submitted.
- c) Copy of PAN Card, GST Registration, EPF Registration, ESIC Registration
- d) Consortium bidding is not allowed for this RFP.
- e) The Bidder must be operational in India for providing Examination and related services for at least 5 years. The bidder must be able to conduct computer based examination in multidisciplinary as well as multi subjects.
- f) The Bidder must have an average annual turnover of not less than Rs. 25 Crores (Rupees Twenty five Crores) and positive net worth for last three financial years (i.e. FY 2017-18, 2018-19 and 2019-20) Audited Balance Sheet of the relevant period is required to be submitted by the Bidder.
- g) The Bidder should have ISO 9001 & ISO 27001.
- h) The Bidder should have executed at least 5 projects related to conduct of online exams (CBT) with minimum 25,000 candidates scheduled in each drive in last 5 years for the Central Government/ State Government/ Union Public Service Commission/ Government Departments/ Universities/ State Boards/ Banking/PSUs/Medical/Management etc. **The Bidder shall be required to submit relevant details/ documentary proof in support. Scope of work in such examinations being - Online application form management, generation and downloading of Admit Card online, conduct of examination (CBT), Result preparation and declaration etc. For details, refer to article 13 of the RFP.**

- i) The Bidder must have in house capabilities for handling/ management of Examination/Recruitment process, Question Paper Generation, Database generation, Result preparation etc.
- j) The Bidder Firm should have at least 100 trained and experienced manpower on rolls.
- k) Bidder must have online examination centres (owned or Rented) in at least 25 districts (**at least one location in each district**) of Odisha with valid nodes/computers nodes / computers appropriate technology, hardware and software, dedicated connectivity, trained proctoring staff, adequate security measures and due diligence etc. The online centres may be wholly owned or rented. If wholly owned, then the list of centres with complete postal address & capacity to be submitted. If rental, then the rent agreement of all the centres along with complete postal address & capacity to be submitted.
- l) Bidder must have experience in the similar field of Design, Development/Customise, Maintenance, and entire Facility Management Service of command centre online examination system in any State Government/PSU/Central Government/Government Institute / Universities. The bidder must have implemented similar project of values as follows in last 5 years. **Order copy along with work completion certificate shall be submitted.**
 - i) One project of value Rs. 3.0 Cr **OR**
 - ii) Two projects of value Rs. 2.0 Cr each **OR**
 - iii) Three projects of value Rs. 1.0 Cr each
- m) **In addition to the above, bidder must have the proof of conducting online examination for at least 10,000 candidates in a shift, at least one examination for more than 4000 candidates in Odisha. Order copy along with work completion certificate shall be submitted.**
- n) The bidder must have following quality certification valid as on date of submission of bid.
 - i) ISO 27001: 2013 (Information Security) **OR** ISO 20000: 2011 (Information Service)
 - ii) SEI CMMi Level 3 or 5 in Software Development **OR** Software Service
 - iii) ISO 9001:2015 **OR** ISO 9001:2008
- o) The bidder must not be under declaration of ineligibility for corrupt and fraudulent practices / poor performance / blacklisted by any Institution of Government of India or Government of Odisha State or any university for delivery of Computer Based Examinations. **A self-declaration in the company letter head by authorised signatory is to be submitted along with the bid.**
- p) The bidder should have qualified and experienced IT professionals. Minimum 100 technical professionals must be on pay roll of the company as on **31-December-2020**. 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.
- q) The contract shall be on “end to end outsource basis” and bidder should have all relevant and logistics available to execute the work.
- r) The bidder must show and submit suitable emergency management plan during any crisis situation/redundancy of servers, switches, nodes etc.

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.

7.6 Technical Evaluation

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

Sl#	Technical Evaluation Criteria	Maximum Score	Scoring Pattern
a.	Average Annual Turn Over in last three Years ending on 31-Mar-2018, 31-Mar-2019 & 31-Mar-2020.	10	≥ 25 Cr : 5 marks >25 <50 Cr : 7 marks > 50 Cr : 10 marks

Sl#	Technical Evaluation Criteria	Maximum Score	Scoring Pattern
b.	Resource Strength - IT professionals with the company <i>Copy of the up-to-date EPF deposit challan must be enclosed as a proof</i>	10	≥ 100: 5 marks ≥ 150: 7 marks ≥ 200: 10 marks
c.	Certifications (ISO, CMMi) <i>Copy of Certifications as a proof</i> Marks will be awarded for either CMMi level 3 or CMMi level 5	10	CMMi Level 3: 2 Marks CMMi Level 5: 4 Marks ISO 27001:2013: 2 Marks ISO 20000:2011: 2 Marks CERT- In certification: 2 Marks
d.	Experience of Delivering Online Examination solution and services in Govt. Sector /PSU/Govt. Institutes in last 3 years <i>Copy of the Work Order/ Completion Certificate/ On Going Certificate from the Client</i>	20	≥ 5 project: 10 marks ≥ 10 project: 15 marks ≥ 15 project: 20 marks
e.	i) Experience of Delivering Online Examination solution and services with conducting online examination (CBT) for at least 10,000 candidates in a shift /session for any Government / PSU / Institute / Universities in India <i>Copy of the Work Order/ Completion Certificate/ On Going Certificate from the Client</i>	10	≥ 10,000 candidates: 5 marks ≥ 15,000 candidates: 7 marks ≥ 20,000 candidates : 10 marks
	ii) Experience of Delivering Online Examination in a single shift /session for any Government / PSU / Institutes/ Boards/ Councils / Universities in Odisha. <i>Copy of the Work Order/ Completion Certificate/ On Going Certificate from the Client</i>	10	≥ 4000 candidates: 2 marks ≥ 7,000 candidates: 5 marks ≥ 10,000 candidates: 10 marks
f.	Technical Presentation: Envisaged Solution, Approach Methodology, Execution Plan/ Contingency Plan, Proposed resource/professionals etc	30	Marks shall be awarded by technical Committee. The decision of technical committee will be final and binding on the bidders.

7.6.1 Financial Evaluation

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

7.6.2 Formula for QCBS

1. Technical Score

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

2. Financial Score

- The bidder with lowest financial bid (L1) will be awarded 100% score.
- Financial Score of a Bidder = [(Financial quote of L1 Bidder /Financial quote of the Bidder)X100] %
- Marks will be adjusted to two decimal places

3. Combine Score

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

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

- b) The bidder securing the highest Composite Bid Score will be adjudicated as the Best Value Bidder for award of the Project.
- c) In the event the bid composite bid scores are 'tied', the bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the Project.
- d) **After OUAT notifies the successful bidder that its proposal has been accepted, OUAT shall enter into a contract incorporating all clauses, pre-bid clarifications and proposal of the bidder between OUAT and successful bidder with mutually agreed terms and conditions.**

8. General Terms & Conditions of Tender

8.1 OUAT

Orissa University of Agriculture & Technology, Bhubaneswar-751003, Odisha, India.

8.2 Performance Bank Guarantee

The bidder shall furnish an irrevocable, unconditional Performance Bank Guarantee (PBG) for 10% of the contract price within 7 days of issue of Work Order. The PBG must be from the nationalized/ Scheduled bank in India. This Performance Bank Guarantee (PBG) shall remain valid for 90 days beyond the contract period. Failure to submission PBG within the specified time period may lead to cancellation of the Work Order & EMD will be forfeited. OUAT shall invoke the performance guarantee in case the selected vendor fails to discharge their contractual obligations during the period or OUAT incurs any loss due to vendor negligence in carrying out the project implementation as per the agreed terms and conditions.

8.3 Price

- a. The bidder shall quote price in clear terms as per the prescribed format. The rates quoted should be exclusive of duties and taxes. The bidder has to mention separately the rate of taxes which is applicable on the quoted price. The price has to be quoted both in numeric and in words. For any dispute, price in words shall be treated as final.
- 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. **The contract will be for one year and may be extended considering satisfactory conduct of examination and other related activities or else fresh tender will be floated.**
- d. Bids price shall remain valid for 180 days from the date of bid opening.
- e. OUAT holds the rights to reject a bid valid for a period shorter than 365 days as nonresponsive, without any correspondence.

8.4 Submission of Bid

8.4.1 Number of Copies of Bid

- a. The bidder shall submit one hard copy of the bid.
- b. The Bid has to be submitted in the form of printed document. The bids submitted by Telex, fax or email bids shall not be entertained.
- c. Any condition put forth by the bidder non-conforming the bid requirements shall not be entertained at all and such bid shall be rejected.
- d. The bid shall be submitted by registered post/speed post / courier.

8.5 Deadline for Submission of Bids

8.5.1 Last date for Submission

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

8.5.2 Extension for Last date for Submission

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

8.5.3 Late Bids

Any bid received by the OUAT after the deadline for submission of bids prescribed by the OUAT, will be summarily rejected and returned unopened to the Bidder. OUAT 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.

8.6 Terms of Payment

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

8.7 Termination of Contract

8.7.1 Termination for Default

OUAT, Bhubaneswar, Odisha 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 OUAT.
- The qualified Bidder fails to perform any other obligation(s) under the contract. However, the disputes if any may be referred to Arbitration.

8.7.2 Termination for Insolvency, Dissolution etc.

OUAT 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 OUAT.

8.8 Negotiation

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

8.9 Single RFP

In case only one bid is found to be eligible on evaluation of technical bid, OUAT reserves the right to consider the bid with price negotiation after approval of next higher authority.

8.10 Billing

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

8.11 Language of Bids

The Bids prepared by the bidder and all correspondence and documents relating to the Bids exchanged by the bidder and the OUAT, 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.

8.12 Force Majeure Condition

If the execution of the contract is delayed beyond the period stipulated in the consultancy as result of outbreak of hostilities, declaration of an embargo or blockade of fire, flood, acts of God, then OUAT 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 OUAT, the supply order shall be read and understood as if it had contained from its inception the execution date as extended.

8.13 Modifications & Withdrawal

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

8.14 Right to Reject/Accept the Tender

The OUAT reserves the right either to reject or accept any or all tenders. The OUAT 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 OUAT may order to defer the delivery of the material. It may be clearly understood by the bidders that the OUAT need not assign any reason for the above action.

8.15 Patent Rights etc.

The bidder shall indemnify the OUAT 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 OUAT, 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.

8.16 Jurisdiction of High Court of Odisha

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

8.17 Confidentiality

- a. The bidder shall not, and without prior written consent of OUAT, 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 OUAT 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 OUAT prior written consent, make use of any document or information.
- c. Any document other than the contract itself shall remain the property of OUAT and shall be returned (in all copies) to OUAT on completion of the bidder's performance under the contract if so required by OUAT.

8.18 Obligation to Carry out OUAT's Instructions

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

8.19 Final Authority

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

9. 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)

10. Annexure-2 (Acceptance of RFP Terms & Conditions)

To

Date: __/__/____

Orissa University of Agriculture & Technology,
Bhubaneswar-751003, Odisha, India.

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)

11. Annexure-3 (Project Experience)

Sl #	Name of Client, Contact Person, Telephone No, Mobile No, e-Mail, Physical Address	Name of Project/location	Total Number of Candidates	No of candidate in single shift	Project Start Date and End Date, Brief of Project	Litigation/Arbitration pending/in progress with details	Name, designation and telephone number of officer to whom reference may be made	Project Cost	Status (Complete/ In Progress/ Delay)
1	2	3	4	5	6	7	8	9	10

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

Yours faithfully

Authorized Signatory
(Company Seal)

12. Annexure-4 (Price Bid Form)

To
Orissa University of Agriculture & Technology,
Bhubaneswar-751003, Odisha, India.

Date: ___/___/___

Ref: RFP No.: _____, Dated: ___/___/___

Madam/Sir,

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

Sl No.	Item/s	Unit Cost (A)	Applicable Tax (B)	Total Cost C= A+B
1	Per Candidate (UG) as per prevailing Govt. COVID Guideline (Refer to Pt. # 13.2.3)			
3	Per Candidate (PG) as per prevailing Govt. COVID Guideline (Refer to Pt # 13.2.3)			

- Our financial proposal shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the proposal.
- In case of any difference between the rates quoted in figures and words, the latter shall prevail.
- The total cost of the bid will be derived by multiplying 40,000 (approx.) candidates and accordingly the PBG will be calculated.
- But the payment will be made on the eligible candidates issued with admit cards to appear the online examination as per the rate quoted in the table above.
- We understand you are not bound to accept any proposal you receive.

Yours faithfully

Authorized Signatory
(Company Seal)

13. Scope of Work

13.1 Pre-Examination Phase

13.1.1 Design/Development of Application software

- a) The service provider will have 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 service provider's server/Data centre as per cert-In certified infrastructure and Govt of India/Govt of Odisha Guideline 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 OUAT 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 OUAT along with necessary computer hardware and software.
- d) The selected Bidder is expected to draw the examination plan and design the examination processes as follows:
 - i) Complete Security management processes -
 1. Physical Security
 2. Information Security
 3. Server Security
 4. Network Security
 - ii) Candidate handling process -
 1. Mapping of candidates' details with Exam Centers
 2. Centre of examination and date & time slot selection by candidate
 3. Generation and download of admit card
 4. Validation and verification of identity
 5. Attendance and biometric (photograph and thumb impression) handling
 6. Machine/seat allocation and handling of security parameters
 7. Bulk/individualized SMS
 8. Bulk/individualized e-mails
 9. Customer care number for responding to queries
 - iii) Any other processes related to conduct of Examination. The selected Bidder shall prepare and provide Standard Operating Procedure (SOP) for all processes for safe and secure conduct of examination along with rules for contingency and exception handling/ emergency procedures.
 - iv) The Bidder shall provide specifications for Hardware and Software required at all stages of the examination.

13.1.2 Setting up of Test Centres

- a) Arrange sufficient number of test centres across the State of Odisha including all major cities of odisha and **one centre at New Delhi** ensuring that 10% of the systems are available as backup per shift to ensure smooth conduct of online examination for **UG admission**. Online Examination for **PG admission** will be held in Bhubaneswar in one shift. The Test Centre should be adequately equipped with necessary computing and civil infrastructure so as to accommodate minimum 100 candidates in a shift. **The Test Centres list should be finalized in consultation/co-ordination with OUAT.** The location of examination should be centrally located within the City limits and must be accessible and suit 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.

- d) 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.
- e) The Service Provider shall carry periodic audit at Examination Centres for:
 - i. Hardware, Operating System, Processor Speed, RAM, Network and internet connectivity, Key Boards etc.
 - ii. Software - Screen resolution, bandwidth for internet and LAN connectivity, Browser.
 - iii. Working condition of UPS and Generator.
- f) In order to meet the exigencies, 10% of buffer nodes must be available in each Test Centre.
- g) 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 two or three days prior to the scheduled date of examination. **OUAT will have prior inspections of the test centres for smooth conduct of examination.**
- h) Ensure clean drinking water, fans/ tube lights, separate toilets for male/ female/ PH candidates, first aid etc.
- i) 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.**
- j) Final inspection / testing of the Servers installed at all Test Centres and Connectivity to be done at-least two days prior to the commencement of examination.
- k) The Service provider shall arrange/provide adequate displays and provide required instructions/ information to the candidates appearing for exam at examination centres.
- l) To arrange Video Surveillance (CCTV) at all examination centres. CCTV camera should record centre activities from 30 minutes before to 30 minutes after the examination. CCTV Surveillance with recordings has to be submitted after its proper sealing to OUAT. **The Command Centre (described later) at OUAT shall be monitoring the CCTV for all the examination centres real time and the service provider shall provide the CCTV footage of all the examination centres on regular basis as and when asked for by OUAT.**
- m) The selected Bidder shall provide help to candidates through a call center (telephone/email) ensuring service quality from 9 am to 6 pm on working days.
- n) Facility for sending Bulk/individual SMS & E-mail

13.1.3 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 will be sent SMS/Email alert in advance.

13.1.4 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 and photograph in attendance sheet is done vis-à-vis the signature and photograph in the admit card and allow candidates to appear examination at randomly allotted seat/machine.
- b) The service provider shall also have provision to capture biometric/ thumb impression of candidates.
- c) The bidder shall ensure availability of proper security/frisking at the examination centres.

13.1.5 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. Complete security of the content created will be with the service provider. Following are the details required for preparation of examination question paper. The level of questions will be intimated to the selected bidder. The level of questions, numbers and types may change time to time as per the decision of OUAT. PG question papers will be provided by OUAT.

Category	No. of Question	Type of Questions	Level	Languages	Subjects
UG	200	MCQ	Will be intimated to selected bidder	English	Physics, Chemistry Mathematics and Biology (The candidate chooses either Mathematics or Biology. Physics and Chemistry: compulsory

13.1.6 Establishment of Command Centre (Monitoring Unit)

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 OUAT, 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. OUAT 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 OUAT. 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.

13.2 Examination Phase

13.2.1 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 50 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 examination.

13.2.2 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 (UG & PG Entrance Examination) / multiple subject/ Multi Batch Exams as per scheme of examination. Hence forth the test delivery system should able to handle this aspect of multidisciplinary / multiple subjects/ Multi Batch Exam 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 200 questions to be answered in 120 minutes. **University may change the examination pattern w.r.t number of questions and duration of time.** However, differently abled candidates shall be given 20 minutes extra time / hour duration of examination on to complete their test. There should also be provision of seating arrangement for a scribe with the PH Candidate.
- f) Suitable instructions for answering questions during online test should be provided before start of the examination.
- g) Computer based exam software should support standard features such as automatic calculation of test score, negative marking if any, time left, flag questions for review, navigation to unanswered questions and prompt for submission.

Minimum candidate system pre-requisites

Screen Resolution	1024x768
Operating system	Windows XP Professional Service Pack 3 or higher or any other OS for conducting computer based examination.
Browser	Internet Explorer 7.0 or above as supported by above Operating Systems
Browser setting	Java Script enabled Pop-up blocker disabled Under 'Settings' of 'Temporary Internet Files', set 'Check for newer versions of stored pages' to 'Every visit to the page' Proxy disabled (Direct Internet) USB disabled, Keyboard disabled during exam after login

Minimum Exam Centre Server Prerequisites

Processor	CPU Speed: 1.5 GHz or above.
RAM	4GB or Higher
Screen resolution	1024 x 768
Operating system	Compatible for candidates systems as clients, must meet the performance criteria
Performance criteria	Must support at least 100 clients without any perceivable degradation in performance. All mouse/key clicks are to be recorded for each client with time stamp for audit purposes. Response time for question/page loading must be less than five seconds. All responses to be acted upon in real time.

- h) Leakage of question paper at any level shall be considered as breach of contract to perform on the part of the service provider.
- i) **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 need to be provided by the Service provider.**
- j) 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 OUAT to view the test progress.

- k) The Service provider shall maintain audit trails of all activities of the candidate (click by click) during the course of the examination.
- 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 Examination Centre activities on monitoring console to be installed by the Service provider in OUAT. The data should be real time data generated from each Examination Centre during the examination.
- o) The online examination shall stop automatically after expiry of the scheduled examination duration.
- p) 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.
- q) Restart / Resume of Test (in case of node / power / network / application failure etc.)
- r) 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.).
- s) 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.

13.2.3 Conduct of examination with COVID protocol

In view of the COVID – 19 pandemic and Govt. guidelines, certain norms like social distancing, sanitization of premises, wearing of masks etc. and other protocols have been issued as measures to prevent the spread of the virus. OUAT intends to implement these norms in conduct of examination.

The social distancing measures and SOPs included in the scope are:

- a) Social distancing norm should be followed while arranging seats during examination.
- b) Additional Computing Nodes as per requirement shall be arranged.
- c) Movement of candidates to examination centre maintaining social distancing.
- d) Sanitization of workstations/ classroom before & after the shift.
- e) 5% additional special isolated examination space for unwell candidates with additional arrangements in the lab/ classroom at each center.
- f) Provision of Volunteer with Thermo Gun at entry gate.
- g) Provision of Disinfectant liquid with 1% sodium hypochlorite for spraying in the venue.
- h) Provision of Additional Notice Board.
- i) Provision of Liquid hand soap & Sanitizers in washrooms and at entry gate.

13.2.4 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 OUAT.
- 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.

13.3 Post Examination Phase

- a) The service provider shall calculate marks obtained by each candidate as per requirement of the OUAT.
- b) The candidate's responses, photograph, audit trails, CCTV recording 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 must submit the raw responses/data (answers) to OUAT (same day) within 30 minutes after the candidate's response is uploaded from local exam server. The software should have capability to take the answer key during post examination.
- d) Normalization of scores of candidates will be carried out by the service provider in consultation with OUAT.
- e) **Test Data Archiving & Handover:** The service provider shall submit both soft copy & hard copy of all question papers & responses day wise, shift wise & centre wise. The soft copy should be submitted in CD format. The hard copy is to be submitted after being duly signed.
- f) The service provider shall provide documented inputs and support for handling
 - Candidates queries
 - RTI queries
 - Court Cases
- g) **MIS generation/ customized reports:** The Service provider shall provide adequate information to the OUAT through various MIS reports.
- h) The service provider should capture the feedback of the candidates

14. 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 OUAT.
- 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 AES 256 bit 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 Examination Application.
- e) The system should maintain a highly secured data repository for storing hash values of data sets generated at various levels as well as archiving examination records after completion of examination process.
- f) Alert through SMS and e-mails should be sent to the prescribed authorities for any attempt of change in system database.
- g) Access Controls must be provided to authorised users to ensure that the databases are not tampered or modified by the system operators.
- h) **The bidder should take all necessary precautions for prohibition of any leakage of question papers.**

15. Project Timeline (tentative)

Sl#	Milestones	Timeline
a)	Deployment of resources (Project Team)	Within 5 days from the date of issue of work order
b)	Submission of complete list of examination centres	Within 20 days from the date of issue of work order
c)	Demonstration of complete System Test Run (STR) with test data	Within 20 days from the date of issue of work order
d)	Setting up of Test Centre	Within 25 days from the date of issue of work order
e)	Mock test	Within 30 days from the date of issue of work order
f)	Conduct of online examination	Within 14 days from the date of Admit Card goes Live
g)	Raw score submission	End of the Examination day
h)	Candidate wise final score as per the format	Within 7 days from the date of raw score submission

* Final timeline will be decided by the university and communicated to the successful service provider.

16. Payment Schedule

The payment to the service provider shall be made in Indian rupees and shall be paid only after the successful completion of the entire work as per the schedule without error. No advance payment shall be made.

17. Penalty

Depending on the criticality and severity of the application, the following penalty shall be imposed on the vendor due to delay in providing services:

Sl#	Services	Penalty
a)	Delay in setting up of Test Centre	Rs. 50 per candidate
b)	Delay in conducting Mock Test	Rs. 50 per candidate
c)	Unavailability of manpower in examination center during each shift of exam day	Rs. 30 per candidate
d)	If examination could not be conducted due to lack of performance of Service Provider /delivery by Service Provider as per Scope of Work due to any technical issue such as network issues, server issues, power issues. In such case the bidder has to re-conduct the examination at no additional cost to OUAT.	Rs. 30 per candidate
e)	Delay in Submission of Raw Scores	Rs. 10 per candidate

The penalty shall be recovered for delayed services from the payment due post submission of candidate wise final score as per the format. The service provider shall be considered as Black-listed /Fraud company/service provider, if the service provider withdraws the work at any time during the contract with/without notifying OUAT. The maximum Penalty / liquidated damage at any point of time and for any period should not exceed 10% of total project cost as per the Financial Bid submitted by the Service Provider. If the liquidated damage exceeds this amount, OUAT reserves the right to terminate the contract.

18. Deliverables

- Hosting of Admit cards. The candidates will choose the centre and time of examination through the system developed by the service provider. Those who do not opt to choose the date, time and place of centre will be force fed with admit card according to the nearest choice of location and sent to mail.
- Mock test for candidates
- Soft Copy of Examination Centre Master having complete address with contact information along with centre administrator details (name, mobile & email) and capacity of the examination centre.
- Question paper for the conduct of UG entrance examination, Question papers for PG entrance will be supplied by OUAT. (Please refer to Pt. #13.1.5)
- Raw Scores and Final Scores

- f) Day wise, shift wise & centre wise soft copy & hard copy of all question papers & responses of all candidates
 - The soft copy should be submitted in CD/DVD
 - The hard copy shall be duly signed by authorised person and company seal
- g) CCTV recording at the end of each shift
- h) Examination centre information (soft copy) as per the format provided by OUAT
- i) Final result database (soft copy) as per the format provided by OUAT

19. Responsibility of OUAT

- a) Designing and hosting of Online Applications will be done by OUAT
- b) OUAT will share the list of eligible candidate database including photograph and signature with the service provider to generate admit card to appear the computer based test (CBT).
- c) Post Examination admissions process will be responsibility of OUAT
- d) SMS and Email to Candidates related to submission of application and for admission after the computer based test.
- e) Appointing of Center Supervisors for monitoring of Examination.
- f) Communications to district local authorities
- g) Any other scope related to the examinations that are not mentioned above.

20. Appendix-1

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

**Sd/-
Registrar, OUAT**