

Tender Document
for
Conduct of Hybrid Examinations (Offline)
and
Digital Evaluation of Answer Scripts



National Board of Examinations
Ansari Nagar, Medical Enclave
New Delhi-110029
(www.natboard.edu.in)

Fact Sheet

Sr. No.	Particulars	Details
1	Tender for	Conduct of Hybrid Examinations (Offline) and Digital Evaluation of Answer Scripts
2	Publication Date	10/8/2020
3	Period of Contract	3 years
4	Estimated Cost	Rs 7,50,00,000/- (excluding. GST) for 3 years.
5	Selection Method	Quality and Cost based Selection (QCBS)
6	Tender Documents available at	https://natboard.edu.in/tenders.php https://eprocure.gov.in/epublish/app
7	Earnest Money Deposit	Rs 22,50,000/- only (payable as Demand Draft drawn in favor of National Board of Examinations, New Delhi)
8	Nodal Officer	Joint Director (DoEC), National Board of Examinations
9	Last date for Pre bid queries	21/8/2020: 6 pm (through Email at admin5@natboard.edu.in)
10	Pre bid conference	25/8/2020: 3 pm (at NBE Office, Sector-9, Dwarka, New Delhi)
11	Last date of bid submission	31/8/2020: 12 noon (at National Board of Examinations, NAMS Building, Ansari Nagar, New Delhi-29)
12	Opening of Technical bid	31/8/2020: 3 pm (at NBE Office, Sector-9, Dwarka, New Delhi)
13	Opening of Financial bid	Shall be communicated through Email. (only Technically compliant Bids shall be opened)
14	Commencement of Work	24 th September, 2020

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1. Request for Proposal

Tenders are invited from eligible, reputed and qualified IT Firms with sound technical and financial capabilities for implementation of Offline Examination Systems and Digital Evaluation of Answer scripts of various office examinations conducted by the National Board of Examinations, as detailed out in the Scope of Work of this Document. This invitation to bid is open to all Bidders meeting the pre-qualification criteria as mentioned in this Tender Document.

1.1 Background Information

(A) Basic Information

- i) National Board of Examinations (“NBE”) invites responses (“Proposals”) from Companies / Agencies (“Bidders”) for selection of “Service Provider” for the titled Tender.
- ii) Bids must be received not later than the stipulated date. Bids received after the deadline will not be considered in this Tendering process.
- iii) Interested bidders are advised to study the Tender document carefully. Submission of response shall be deemed to have been done after careful study and examination of the Tender document with full understanding of its implications.

(B) Project Background

NBE intends to implement a system that will manage various office examinations processes. The desired system shall mainly comprise of the following activities:

- Application Management
 - Online application designing and hosting
 - Setting-up of Help desk
 - Generation / Download of Admit cards
- Management of Examination Centres across the country.
- Provide secured software for Question paper/s creation
- Conduct of offline examination
- Scanning and processing of Answer scripts
- Digital Evaluation of the Answer scripts
- Preparation/compilation of Result
- Generation of Merit List

(C) Key Information

Details of Examinations						
Name of Examination (Paper & Pen Mode)	Frequency of Exam in a Year	No. of Candidates per Session	No. of Days per exam	No. of Sessions per day	No. of pages in each Answer Script	Tentative No. of total Answer Scripts
DNB Final Theory (DNB)	Twice	6000	4	1	20	80000
Fellowship of National Board Exit Examination	Once	300	1	1	20	600
Formative Assessment Test (FAT)	Once	7000	1	2	20	28000
Any other Examination	-	-	-	-	-	-
Total		13300	6			108600

Note : All figures are tentative and subject to change

1.2 About National Board of Examinations

The National Board of Examinations (NBE) is an autonomous body of Ministry of Health and Family Welfare (MOHFW), Govt. of India, entrusted with the task of conducting uniform and high standard exams at Post Graduation level in the field of Modern Medicine. All entrance tests for admission to Medical courses, with the exception of NEET (UG) are being conducted by the NBE. Additionally, the NBE conducts a Three-year Post Graduation level course namely the Diplomate of National Board (DNB) and a Two years Fellowship Course.

2. Scope of Work

Scope of Work has been divided into following phases

- 1) Online application management
- 2) E-admit card management
- 3) Secured question paper authoring software
- 4) Exam Center management
- 5) Exam day activities
- 6) Scanning of Answer Scripts
- 7) Digital evaluation of Answer Scripts
- 8) Results & Merit Generation
- 9) Security measures
- 10) Infrastructure and manpower requirement

Note – Following shall be made available by NBE:

- Question papers for the conduct of examination, Specialty-wise
- Answer scripts (20 pages/ 02 sides)
- Evaluators and reviewers for Evaluation activity
- Business Rules for merit list generation

2.1 Online application management

- a) The Bidder should design the Online Application Form for candidates to register themselves for the examination and make online payment of exam fees.
- b) The registration module should have the following requirements in the Application portal:
 - (i) Applicant's basic details such as name, parents' details, year of passing, Board, choice of city, mark sheet of qualifying examination pdf or jpg uploaded along with other important fields of information.
 - (ii) Integration with Bank for online payment.
 - (iii) Online validation of applications based upon the eligibility criteria
 - (iv) Notifications to the candidates via email and mobile SMS
 - (v) The candidate should also be able to download and take a printout of the Application Form.
- c) The Bidder shall provide help to candidates through a Call Center (telephone/email) ensuring service High Quality on all working days.

2.2 E-admit card management

- a) The bidder shall allocate candidates to examination centers as per the guidelines issued by NBE and generate e-admit cards accordingly.
- b) The e-Admit Card should be designed as per requirement of NBE.
- c) The Bidder should make provisions for downloading of Admit Card.
- d) Notifications to the candidates via email and mobile SMS.
- e) The Bidder shall provide help to candidates through a Call Center (telephone/email) ensuring service quality on all working days.

2.3 Secured question paper authoring software

- a) The bidder shall provide a secured question paper authoring platform for secured question paper creation by NBE.
- b) The Question Paper authoring software should support creation of question papers with various types of questions with various difficulty levels with multi lingual (English & Hindi) support.
- c) The Bidder shall securely transmit, download, install and implement Question Papers from NBE's location to the Monitors of respective candidates at the examination centers.

2.4 Exam Center management

- a) The Bidder shall identify required Exam Centers in the major cities across India ensuring that 10% of the systems are available as backup per shift i.e. if 100 systems are to be used, the center shall have 110 systems available per shift. Bidder's having self-owned infrastructure will be given preference.
- b) The Bidder shall ensure that all Exam Centers have the prescribed Hardware, Software, Internet and LAN connectivity for conducting Examinations.
- c) The Bidder shall provide UPS facilities and Generator back-ups at all Exam Centres to ensure for un-interrupted power supply.
- d) The Bidder shall carry out periodic Audits at Exam Canters 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 sets.
 - (iv) All other infrastructure arrangements for the conduct of examinations.

- e) The Bidder shall ensure availability of clean drinking water and separate toilet facilities for both Boys and Girls at each examination center.
- f) The Bidder shall provide adequately trained Technical Manpower / Personnel at each examination center as per the ratio mentioned below:

(i)	Examination Centre Administrator	1
(ii)	IT Manager	1 per 250 nodes (minimum 1 per center)
(iii)	Invigilators	1 per 30 candidates
(iv)	Support Staff	Minimum 1 per 100 students (Suitability need to be justified as per centers)
(v)	Security Guards	Minimum 1 per 100 students (Suitability need to be justified as per centers)
(vi)	Peons	Minimum 2 per 100 students

The above staff should be increased proportionately on the basis of size of the center and number of nodes for the examination.

- g) The Bidder shall host and manage the examination process through Intranet based solution at Exam Centers.
- h) The Bidder shall arrange/provide adequate displays and provide required instructions/ information to the candidates appearing for exam at Exam Centers.

2.5 Exam day activities

- a) The Bidder shall ensure checking of original documents and Admit Card of all candidates at the entry gate of each examination centre.
- b) The Bidder shall ensure availability of proper security/ frisking at the examination centers. Separate frisking facilities for female candidates. Only female staff will frisk female candidates. Frisking must be done by Hand Held Metal Detectors (HHMD).
- c) The selected bidder shall ensure complete Biometric Registration process of the candidates (digital photo, finger print etc.) and allow candidates to appear for exam at Exam Centre through randomly allotted seat/machine. Biometrics taken at this stage shall be used later for authentication purposes during interview or joining of selected/shortlisted candidates.
- d) Individual password shall be given to each candidate by the Bidder at the examination center after the biometric registration process.
- e) The Bidder shall ensure that the Signature of the candidate is taken in the attendance sheet and Verification of the signature in attendance sheet is done vis-à-vis the signature in the admit card

- f) NBE's representative will hand over physical Answer Scripts to the bidder's representative for distribution of the same to the candidates prior to the examination.
- g) Sufficient time of 10 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.
- h) Candidates must write their unique roll number on the answer sheet provided.
- i) The Examination shall be pen and paper based with the questions being provided in a digital format.
- j) The Bidder shall have a contingency plan for Student management/Shifting in case of any emergency.
- k) Bidder should have capabilities of CCTV surveillance system to monitor and capture the activity of candidates /centres. All the exam halls should have CCTV surveillance cameras installed in a way that activities each candidate is captured. CCTV camera feeds should be stored locally.
- l) CCTV camera should record Exam Center activities from 30 minute before to 30 minutes after the examination. The bidder will be required to handover the CCTV camera feeds to NBE for all the examination within 20 days after the examination after its proper sealing.
- m) The Bidder shall monitor and supervise Exam Centre activities on monitoring console to be installed by the Bidder in the Office of National Board of Examinations at New Delhi. The data should be real time data generated from each Exam Centre during the examination.
- n) After exam bidder will collect all the answer scripts from the candidates, sort and pack them in tramper proof packets both used and unused answer scripts separately.
- o) The answer scripts would then be handed over to NBE's representative at the centre.

2.6 Scanning of Answer Scripts

- a) Scanning center will be established in the Office of National Board of Examinations at New Delhi.
- b) Answer Scripts in sealed bags /packets will be received by the bidder at the scanning center for further processing.
- c) Bidder to ensure sufficient number of scanners and required expertise manpower should be available to complete the entire work within 7 days of receipt of the Answer Scripts at the Scanning Centre.

- d) The NBE will provide UPS facilities and Generator facility at the scanning center for un-interrupted power.
- e) All the manpower involved in the scanning work should be engaged by the Bidder and the secrecy of the Answer scripts will be the responsibility of the bidder.
- f) Scanning should be done by cutting the spine of the Answer scripts by deploying appropriate Scanners. All the pages of the scripts should be accounted for and identified with the scripts ID number.
- g) Scanned Answer Scripts are to be securely uploaded to the Bidder's Data Center and then made available to the Evaluator at the evaluation center for Digital Evaluation.

2.7 Digital evaluation of answer scripts

- a) Training of Reviewers /Evaluators and Confidential Section staff of NBE on Digital Evaluation towards capacity building of all stakeholders.
- b) The evaluation software should have role base Security Mechanisms.
- c) Evaluation center will be established in the Office of National Board of Examinations at New Delhi, with prescribed Hardware, Software, Internet and LAN connectivity.
- d) The NBE will provide Uninterrupted Power Supply (UPS) and Generator backup at the evaluation center.
- e) Evaluation center should have a minimum capacity of 110 systems per shift including 10% buffer.
- f) Bidder should provide unique username/ password to the evaluators at the Evaluation Center.
- g) Evaluators to be provided by NBE at the Evaluation Center.
- h) Bidder to maintain complete log of all activities of evaluators during the course of evaluation to enable complete Audit the Evaluation process.
- i) Bidder to calculate marks obtained by each candidate
- j) Bidder should deploy a system for monitoring and supervision of evaluation Center activities (Centre level/ evaluator level) by the competent authority.
- k) Bidder should ensure encrypted transfer/export of the data including raw scores data from local computers to Central Data Center.
- l) Features required in Digital Evaluation Software:
 - 1) Provision for automatic back up of evaluated answer scripts.
 - 2) User account management i.e. addition, modification and deletion of Evaluator and Moderator.
 - 3) Answer scripts management i.e. mapping of answer scripts.
 - 4) Security setting for setting of passwords.

- 5) Provision for marking of questions by Evaluator as Evaluated, Optional, Marked for review or Not Attempted.
- 6) Evaluated check box to ensure that Evaluator has visited each and every page of an Answer Script.
- 7) Evaluator comment box for each question.
- 8) Provision for zooming of Answer Scripts for proper viewing.
- 9) Provision for skipping of an Answer Script by an Evaluator if the same is in different medium / subject or not properly scanned with reason.
- 10) Provision to Save an answer script as draft to evaluate at a later stage on the same day.
- 11) Provision for reviewing of any answer script by the Moderator.
- 12) Provision for viewing of evaluated answer scripts by the Moderator.
- 13) There has to be a Command Center to control the entire Evaluation Activities.
- 14) Provision of forecasting report of evaluation to enable NBE to know the timeline to complete the entire evaluation process and number of evaluators/ moderators required.
- 15) Provision of restriction of evaluation/ reviewing time as the evaluators and moderators can perform actions only in the time stipulated by NBE
- 16) There should be dashboard displaying the following:
 - (i) Daily and consolidated Evaluators' attendance
 - (ii) Daily and consolidated Moderators' attendance
 - (iii) Daily and consolidated Specialty wise Evaluator details
 - (iv) Daily and consolidated Specialty wise Moderator details
 - (v) Skipped Answer Script details (till date)
 - (vi) Overall Specialty wise Evaluation (till date)
- 17) Providing password to each and every Evaluator through Authorized Representative nominated by NBE and the password has to be changed on the 1st day.
- 18) The delivery of Digital Evaluation has to be LAN based at Evaluations Centers.
- 19) Date wise working hours report of Evaluators and Moderators
- 20) Availability of answer scripts, question paper and marking scheme on the computer nodes of each and every Moderator and Evaluator.
- 21) After scanning of answer scripts, the delivery of digitized answer scripts to the Evaluators can be by any secured mode.

- 22) Enabling of security settings for Moderators authentication.
- 23) Maintaining Audit log of each and every Moderator, Evaluator and IT Manager of Digital Evaluation agency.
- 24) Provision for Forgot Password and Secret question settings.
- 25) Annotation of each and every question and page of answer scripts.
- 26) Provision of timer on computer node of each and every Evaluator to know the time taken in evaluation of each answer script.
- 27) Provision for Specialty wise selection of answer script.
- 28) Provision of message broadcasting to evaluators/moderators
- 29) Provision for configuration of multi-lingual question paper.
- 30) Provision of selection of question paper by Evaluator. If a Specialty has multiple question papers with set categorization, the evaluator can choose the appropriate question paper from the question paper list
- 31) Provision of re-opening of submitted Answer scripts by Moderator for evaluation in case of any need for correction on the same day of evaluation.
- 32) Evaluators and Moderators online feedback.
- 33) Provision for review based on the rules shared (No. of Answer scripts will be reviewed)
- 34) Provision of setting of minimum time of evaluation of an answer script to avoid fast and possibly inaccurate evaluated answer script.
- 35) Setting of limit/ceiling for maximum no. of scripts to be evaluated by an Evaluator.
- 36) Mandatory provision for evaluation of 10% (can be changed from time to time) answers scripts by the Moderator.
- 37) Detailed Audit log of Digital Evaluation.
- 38) Provision for PDF / JPEG/ HTML view of Answer scripts.
- 39) Provision for Specialty wise Evaluator report for moderator to generate the report of Evaluation for a subject-medium-evaluator combination during any date range in the Evaluation period
- 40) Provision of viewing Answer Script in Landscape/Portrait orientation
- 41) Provision of revisiting/ editing the marks/ evaluation by evaluator of evaluated Answer Scripts the day.
- 42) Provision of easy assignment of marks as the evaluator can assign full or 0 marks for an answer by selecting the same from the drop down at the question level. In case of sub-questions, the full or 0 marks are awarded automatically
- 43) Provision of keyboard shortcuts to enable evaluator to evaluate the answer scripts faster

- 44) Provision for Evaluation of answer scripts by two (2) different evaluators (Specialty wise). The provision also should be provided to select best of the two or average scores and if the discrepancy is more than the set limit (10% or 15%), the answer script will be reviewed by the Moderator of the subject and medium to which he/she is mapped.
- 45) The software should have an enhanced search operation facility to enable moderator to view the details of an individual answer script and the percentage range for viewing the evaluated / reviewed answer scripts by specifying the answer scripts code
- 46) The following reports needs to be generated by the Digital Evaluation software:
 - (i) Date wise Moderators and Evaluator attendance report
 - (ii) Specialty wise Evaluator detailed report
 - (iii) Specialty wise Moderator detailed report
 - (iv) Skipped answer scripts' detailed report
 - (v) Overall Specialty wise Evaluation report
 - (vi) Evaluator detailed report
 - (vii) Variance report in case of discrepancy in the marking of Evaluator (s) and Moderator(s)
- 47) Printing of answer script(s) with all annotation of marks (for example Tick right or wrong), if marked by Evaluator as per requirement.
- 48) The re-evaluation process has to be carried out by evaluators.

2.8 Results & Merit Generation

- a) The Bidder shall ensure generation of Results and Merit list based on the rules/validation shared by NBE.
- b) The Bidder should host the Results and Merit list.
- c) The bidder should support biometric verification of shortlisted/selected candidates during joining formalities. The bidder should be able to utilize the candidate biometric data captured at test center before exam for biometric verification purpose for joining formalities of selected/shortlisted candidates.

2.9 Security measures

- a) The Bidder shall prepare and provide Standard Operating Procedure (SOP) for all processes for safe and secure conduct of examination and Digital Evaluation along with rules for contingency and exception handling/emergency procedures.

- b) The Bidder is expected to draw the Examination plan and design the examination processes as follows:
- **Complete Security management processes**
 - Physical Security
 - Information Security
 - Server Security
 - Network Security
 - **Candidate handling process**
 - Mapping of candidates details with Exam Centers
 - Validation and verification of identity
 - Frisking of candidates using hand held metal detectors (HHMD)
 - Attendance and biometric (photograph and thumb impression) handling
 - Machine/seat allocation and handling of security parameters
 - Bulk/individualized SMS
 - Bulk/individualized emails
 - Customer care number for responding to queries
 - **Designing the Evaluation Plan and Processes in consultation with NBE at:**
 - Scanning Centres and Evaluation Centers.
 - Complete Security management processes (Physical and IT for scanning center and Evaluation Centers etc.)
 - Evaluator handling processes.
 - Click by Click Audit processes.
 - Other related processes involved for evaluation
 - **The Bidder shall provide documented inputs and support for handling**
 - Candidates queries
 - RTI queries
 - Court Cases

2.10 Infrastructure and Manpower requirement

- a) The Bidder shall provide specifications for Hardware and Software required at all stages of the examination and evaluation.

- Application management and generation of Admit cards
 - Exam Centers
 - Scanning Centre (centralized scanning center)
 - Evaluation center (centralized evaluation center)
 - Devices and systems to be used for authentication and audit trail mechanisms required for examination and evaluation
- b) The Bidder shall provide consulting, training and manpower support to handle the entire Examination and Digital Evaluation. The required Hardware, Software, networking including Internet (leased line) shall be installed by the Bidder on lease/rent basis, whose cost would be covered under the commercial bid.

Note:

- **Test Data Archiving:** The Bidder shall archive the examination data (excluding CCTV footage) for future references after specified time, as per requirement of NBE. CCTV footage will be handed over to the client within 20 days once assessment is over and this shall not be retained by the Bidder. Remaining examination related data like answers, results, logs etc. will be retained by Bidder as long as Contract is valid.
- **MIS generation/ customized reports:** The Bidder shall provide adequate information to the Examination Confidential Section as per the requirement of NBE.

3. Essential Technical Pre-requisites

3.1 Organizational Level

- a) The bidder should be a company/ firm registered (minimum 10 years old) in India. The registered bidder should be operating in India for a minimum of 5 years with an objective of offering relevant Examination and evaluation services that are the subject matter of this Tender.
- b) The bidder should participate as a single entity, no consortium or group companies will be allowed.
- c) The bidder shall be single point of contact with NBE and shall be solely responsible for the execution and delivery of the work. The Bidder will provide requisite examination delivery software.
- d) The average turnover of the bidder should be minimum 50 crores with after tax in each of during last 3 consecutive financial years. The turnover should be of the bidder and not of the group companies or consortium. The turnover refers to a company and not the composite turnover of its subsidiaries/sister concerns etc. for 2016-17, 2017-18 and 2018-19.

- e) The bidder's Average Annual Turnover during last three financial years should be Rs 30 crores or more in India from Examination business (Attach documentary evidence such as audited Balance Sheet etc.).
- f) The bidder should not have incurred any loss during last three years up to financial year ending 31st March 2019. The bidder should submit certified copies of their company Balance Sheet and Profit and Loss Account duly audited for the last three financial years.
- g) The Bidder should be registered with appropriate tax authorities such as Income Tax, GST and should submit valid certificates of registration with these authorities.
- h) The bidder must have successfully executed 3 projects (conduct of computer-based exam or offline examination) in all India basis, out of which at least one project should be Conduct of Computer based Examination with capability of 30,000 or more candidates appeared in single shift. The documentary evidence in form of work order/contract and performance report must be enclosed on the client's letterhead. (Bidder's past achievement in this regard shall be considered for technical evaluation)
- i) The bidder must have successfully executed at least 3 digital evaluation (Scanning and Digitizing of the pages of Answer scripts, preparation for LAN Based Digital Evaluation, organizing Evaluation Centre, Training of Evaluators and Supervisors/ reviewers, Dynamic allocation of digitized Answer scripts to Evaluators, Providing the tabulated marks to the customer in soft copy format) projects in India for Govt. Central or State University/ School Boards/ Public service Commission out of which at least one project should be digital evaluation of 2 Lacs Answer script in a single order in any one year during the last 3 years.
- j) Any experience as a consortium partner will not be considered.
- k) The bidder/ group companies must have primary Data Center with DR site infrastructure for data Security. Both the Data Centers should be located in India in different seismic zones. The data center must be Tier III and ISO certified. Data Center should be certified as per the Government of India Guidelines. The infrastructure of the bidder must be Cert – in certified.
- l) The bidder must have authorized and globally accepted certifications i.e. ISO-27001, ISO 20000, ISO 9001 and SEI CMMi Level 3.
- m) The Bidder should have infrastructure in all the major cities across India with validated nodes/computers, appropriate technology, hardware and software, dedicated connectivity, trained proctoring staff, adequate security measures and due diligence etc.

- n) The contract shall be on “End to End outsourced basis” and the bidder should have all relevant facilities and logistics available to execute the work. Bidders having CMMI Certificate in Services will be given preference.
- o) The bidder must show and submit suitable emergency management plan during any crisis situations/ redundancy of servers, switches, nodes additional center locations, students’ data.
- p) The bidder should not have been blacklisted by Central / State Government Departments / Undertakings.

3.2 Platform Level

- a) The proposed software must be In-house developed by the bidder and the bidder must own the complete source code of the software. They must have the copyright of the source code and all its components. Bidders having CMMI certificate in Development will be given preference.
 - (i) The bidder should have all the necessary components and dependency of source code of the proposed software in place so that any change required in any of the components of the software can be undertaken by their in-house technical team. Required skills should be made available to make necessary configuration changes. The major/minor configuration changes in software requested by NBE must be met immediately. The bidder should have at least regular 300 or more Technical employees employed In-house in India for Conduct of exam, development of software, maintenance of software, networking and data security. The proof of ESI/PF registration or self-declaration shall be submitted.
 - (ii) Different versions of Software code should be managed appropriately in a standard version control system within the organization.
 - (iii) Software code should have multiple backup systems in place so that anytime source code can be recovered in case of any disaster.
 - (iv) The bidder should own the test cases and regression testing code to produce, to prove that they have done necessary testing of the software to scale up to conduct large scale assessments. Testing should not be limited to system features and functionality. The system used to conduct the exam must be tested for Performance, Security, Usability, High-Availability, Business Continuity, and Disaster-Recovery.
 - (v) The bidder should design a highly secure system and conduct security tests to verify that there are no vulnerabilities that can make the system susceptible to attacks. Comprehensive testing of source code, software binaries and the infrastructure must be carried out. Results of such security tests should be made available for each major release of the system used to conduct the exam.

- (vi) The bidder should have In-house Quality Assurance group and a strong quality management system to do quality check of the software.
- (vii) Proper security provision for source codes shall be maintained.
- b) The proposed software should be Govt. of India compliant CERT-IN certified for IT security.
- c) The bidder must use 256-bit encryption for Question paper transfer.
- d) The bidder should be able to support the entire solution (across INDIA) and response in a reasonable timeframe.
- e) The system should support question randomization with option shuffling ensuring that no two question papers are alike.
- f) At any time before the submission of bids, NBE may amend the Tender Documents 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. NBE has the right to cancel or modify the Tender.
- g) Even though bidders may satisfy the above requirements, they may be disqualified if they have:
 - (i) Made misleading or false representation or facts or deliberately suppressed the information to be provided in the forms, statements and enclosures of this document. Record of poor performance such as abandoning work, not properly completing the contract or financial failures/weaknesses.
 - (ii) If confidential inquiry reveals facts contrary to the information provided by the bidder.
 - (iii) If confidential inquiry reveals unsatisfactory performance in any of the selection criteria.

3.3 Scoring Model

Sr. No.	Criteria	Score
1.1	Bidder's profile	10
1.1.1	Legal Structure	5
	Partnership /Proprietary	1
	Private Limited	3
	Limited Company	5

1.1.2	Overall regular staff strength (Project Management/ Development/ Quality Assurance /Implementation/ Operations)	5
	= 300 - 500	1
	> 501 - 1000	3
	> 1000	5
1.2	Bidder's Certification	20
1.2.1	CMMi level Development	10
	CMMi level 3 Development	2
	CMMi level 4 Development	5
	CMMi level 5 Development	10
	CMMi level Service	10
1.2.2	CMMi level 3 Service	2
	CMMi level 4 Service	5
	CMMi level 5 Service	10
1.3	Bidder's Financial Capability	15
1.3.1	Average annual turnover from examination service for the period 2016-17, 2017-18, 2018 – 19	15
	More than 30 CR and Less than 50 Crore INR	5
	More than 50 CR and Less than 100 Crore INR	10
	More than 100 Crore INR	15
1.4	Bidder's experience in Examination and Evaluation	20
1.4.1	Maximum no of candidates appeared in computer-based examination in single shift completed in India in last three financial years (as on date of bid submission)	10
	30,000 - 80,000 Candidates	2
	80,001 – 1,20,000 Candidates	5
	> 1,20,000 Candidate	10
1.4.2	No of Answer scripts evaluated through computers in a single order for any government project in India for Indian Govt. University/ School Board/ Public Service Commission	10
	2,00,000 – 4,00,000 answer scripts	2
	4,00,001 – 8,00,000 answer scripts	5
	> 8,00,000 answer scripts	10
1.5	Bidder's infrastructure capability	20
1.5.1	Owned Node (available 24X7 with minimum 250 nodes in each center) Capability across India (Proof to be submitted)	10
	<=50,000	2
	50,001 – 1,00,000	5
	>1,00,000	10

1.5.2	Primary Data Center with Secondary DC site to be managed by the bidder/ group of companies for data Security	10
	'Tier III DC infrastructure with Secondary DC outsourced by the bidder/ group of companies	2
	'Tier III DC infrastructure with Secondary DC owned by the bidder/ group of companies	5
	'Tier III DC infrastructure with Secondary DC owned by the bidder/ group of companies with Cert-in Certified infrastructure	10
1.6	Bidder's Presentation and Demonstration	15
1.6.1	Presentation and Demonstration	15

4. Evaluation of Bids

4.1 Technical Evaluation

- a) Detailed technical evaluation shall be carried out along with other conditions in the Tender document to determine the substantial responsiveness of each Tender. For this clause, the substantially responsive bid is one that conforms to all the eligibility and terms and condition of the tender without any material deviation.
- b) The evaluation committee may call the responsive bidder(s) who comply with all terms and conditions of the Tender for discussion and presentation to facilitate and assess their understanding of the scope of work and its execution. The bidder should give a detailed presentation on how their technology is best suited for NBE. However, the committee shall have sole discretion to call for discussion/presentation.

4.2 Financial Evaluation

- a) The Financial Bid of those Bidders who have been found to be Technically compliant will be opened. The Financial bids of non-compliant bidders will not be opened.
- b) The Financial Bids shall be opened in the presence of representatives of technically compliant Bidders, who may like to be present. NBE shall inform the date, place and time for opening of the Financial Bid.

4.3 Evaluation and Comparison of Bids

- a) 80 % weightage will be awarded for Technical Evaluation and 20 % weightage will be awarded for Financial Evaluation
- b) Technical Bid will be assigned a Technical score (Ts) out of a maximum of 100 points, as per the Scoring Model provided in the previous section.

- c) The commercial scores would be normalized on a scale of 100, with lowest score being normalized to 100 and the rest being awarded on a pro-rata basis. Such normalized scores would be considered for the purpose of QCBS based evaluation, explained in section below.

4.4 Final Evaluation Criteria-Quality and Cost based selection (QCBS)

- a) The individual Bidder's commercial scores (CS) are normalized as per the formula below:

$F_n = F_{min} / F_b * 100$ (rounded off to 2 decimal places) Where,

F_n = Normalized commercial score for the Bidder under consideration

F_b = Absolute financial quote for the Bidder under consideration

F_{min} = Minimum absolute financial quote

Composite Score (S) = $T_s * 0.80 + F_n * 0.20$

- b) The Bidder with the highest Composite Score(S) would be awarded the contract.

5. Important Instructions

- a) The Bidder should follow defined Software Change Management processes to manage changes in the software. Such a process would include Change Request Management, Impact Analysis, Change Approval, Change Implementation, Version Control, Version labelling, Testing, OA Certification and Deployment into production.
- b) The Bidder must employ multiple Back-up systems including offline backups to securely maintain the software and its corresponding source code.
- c) The Bidder should have an In-house quality assurance and product testing team with a robust quality management processes that are followed to test and certify the system used to conduct the exam. The bidder should maintain documented test cases and maintain evidence of successful test execution covering all test cases. Rigorous testing must be done for major as well as minor and patch releases.
- d) Testing should not be limited to system features and functionality. The system used to conduct the exam must be tested for Performance, Security, Usability, High-Availability, Business Continuity, and Disaster-Recovery.
- e) The Bidder should design a High-performance system and conduct performance tests to verify successful achievement of high concurrency, fast response time, and long-stress duration required of the system used

to conduct the exam. Results of such performance tests should be made available for each major release of the system used to conduct the exam.

- f) The Bidder should design a highly secure system and conduct security tests to verify that there are no vulnerabilities that can make the system susceptible to attacks. Comprehensive testing of source code, software binaries, and the infrastructure must be carried out. Results of such security tests should be made available for each major release of the system used to conduct the exam.
- g) Suitable emergency management plans towards any crisis situations/redundancy of servers, nodes additional center locations, students' data etc. should be maintained by the Bidder.
- h) The Bidder should be able to support the entire solution (across INDIA) on a 24 x 7 basis with a maximum response time of 3 hours.
- i) At any time before the submission of bids, NBE may amend the Tender by issuing an Addendum in writing or by standard electronic means. The addendum shall be sent to all bidders and will be binding on them. Bidders shall acknowledge receipt of all amendments.
- j) 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 by NBE.

6. General Information

- a) The Tender is a 'Two Bid' document. The Technical Bid should contain all the relevant information and desired enclosures in the prescribed format along with Earnest Money Deposit (EMD). The Financial Bid should contain only commercials. In case, any bidder encloses the Financial bid within the Technical bid, the same shall be rejected summarily.
- b) All information called for in the enclosed forms should be furnished against the respective columns in the forms. If information is furnished in a separate document, reference to the same should be given against respective columns in such cases. If any particular query is not applicable, it should be stated as "Not Applicable". However, the bidders are cautioned that not giving complete information called for in the Tender Forms or not giving it in clear terms or making any change in the prescribed forms or deliberately suppressing the information may result in the bidder being summarily disqualified. Tenders made by Email and those received late will not be entertained.
- c) The Responses should be typewritten or handwritten but there should not be any overwriting or cutting. Correction, if any, shall be made by neatly crossing out, initialing, dating and rewriting. The name and signature of bidder's authorized person should appear on each page of the application.

All pages of the Tender document shall be numbered and submitted as a package along with forwarding letter on Bidder's letter head.

- d) The bidder should enclose bid security (EMD) of **Rs 22,50,000/-** (Rupees Twenty-Two Lakh Fifty Thousand only) in the form of Demand Draft drawn in a favor of **National Board of Examinations**, New Delhi.
- e) The EMD of the unsuccessful bidders shall be returned without interest after award of work to the successful bidder. The EMD of the successful bidder shall be returned only after the signing of the contract along with Performance Security.
- f) The EMD stands forfeited in case the bidder withdraws or amends his bid.
- g) The successful bidder shall be required to deposit Performance Security in form of bank guarantee valid for three years, equal to ten percent (10%) of exam value within 15 days from the date of the Award of the work.
- h) Reference, information and certificates from the respective clients certifying technical, delivery and execution capability of the bidder should be signed and the contact numbers of all such clients should be mentioned. NBE may also independently seek information regarding the performance from the clients.
- i) The Bidder is advised to attach any additional information, which they think is necessary in regard to their capabilities to establish that the bidder is capable in all respects to successfully complete the envisaged work. They are however, advised not to attach superfluous information. No further information will be entertained after tender document is submitted, unless NBE calls it for.
- j) Even though bidder may satisfy the qualifying criteria, they are liable for disqualification if they have a record of poor performance or not able to understand the scope of work etc.
- k) Prospective bidders may seek clarification regarding the project and/ or the requirements for prequalification, in writing through mail within a reasonable time.
- l) The Tender document can be downloaded from NBE's web site (www.natboard.edu.in) or Central Public Procurement Portal (<https://eprocure.gov.in/epublish/app>).
- m) The Technical and Financial documents should be kept separately in sealed envelopes and both these envelopes should be kept in one envelope super scribing "**Tender for Conduct of Hybrid Examinations (Offline) and Digital Evaluation of Answer scripts**". The tenders must be addressed to the Executive Director, National Board of Examinations.
- n) Interested bidders may submit their Sealed Bids by **12 noon of 31st August, 2020 (last date)**, in a tender box kept at following address:

National Board of Examinations,
NAMS Building, Medical Enclave,
Ansari Nagar, Mahatma Gandhi Marg,
New Delhi – 110029

- o) Late tenders shall not be accepted.
- p) The Envelopes containing the **Technical Bid** shall be opened on the same day at **4 pm** at the following address:

National Board of Examinations,
(Opposite Dwarka Courts)
PSP Area, Sector 9, Dwarka,
New Delhi – 110075

- q) NBE reserves right to award the work/cancel the award without assigning any reason. In case of differences, if any, the decision of NBE shall be final.
- r) The contract will be initially for a period of Three years. The same may be extended depending upon the performance, on mutually agreed terms and conditions.
- s) The payment shall be in Indian Rupees and shall be paid only after successful completion of work. 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 runs etc.
- t) Bidders are neither allowed to join hands to participate in the Tender nor allowed to submit multiple bids. Any such act will make the bid liable for rejection.
- u) The Technical bid shall consist of:
 - (i) Technical information as desired in prescribed format.
 - (ii) The financial information as per Annexure –I
 - (iii) The details of experience of similar works as per Annexure – II
 - (iv) Organizational Structure and information as per Annexure III
 - (v) Technical and Administrative manpower available for this work as per Annexure IV
 - (vi) Physical Infrastructure such as availability of Exam Centers, technology, hardware, software etc. as desired and scope of work under Section 3.
 - (vii) Earnest Money Deposit (EMD).
- v) NBE exercises its rights to reject bid(s) and disqualify Bidders:
 - (i) If misleading or false representation of facts are made or deliberately suppressed in the information provided in the forms, statements and enclosures of this document.
 - (ii) If the Bidder has a record of poor performance such as abandoning work, not properly completing the contract or financial failures/weaknesses.
 - (iii) If confidential inquiry reveals facts contrary to the information provided by the bidder.

- (iv) If confidential inquiry reveals unsatisfactory performance in any of the selection criteria.
- w) All disputes arising shall be subject to the jurisdiction of appropriate court of New Delhi alone and shall be governed by the law of India.

7. Appointment of Successful Bidder

7.1 Award Criteria

NBE will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bid as per the process outlined above.

7.2 Right to Accept Any Proposal and To Reject Any or All Proposal(s)

NBE reserves the right to accept or reject any proposal, and to annul the Tendering process / Public procurement process and reject all proposals at any time prior to Award of Contract without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for NBE's action.

7.3 Notification of Award

- a) Prior to the expiration of the validity period, NBE will notify the successful bidder in writing or by Email, that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, NBE may request the bidders to extend the validity period of the bid.
- b) The notification of award will constitute the formation of the Contract. Upon the successful bidders furnishing of Performance Security, NBE will notify each unsuccessful bidder and return their EMD. The EMD of successful bidder shall be returned only after furnishing of Performance Security and signing of Contract.

7.4 Performance Guarantee

- a) NBE will require the selected bidder to provide an irrevocable, unconditional Performance Security within 15 days from the Notification of award, for a value equivalent to 10% of Contract Value in favour of 'National Board of Examinations, New Delhi' covering the period of contract and 60 days beyond the date of completion.
- b) The Performance Security shall be kept valid till completion of the project and Warranty period. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Security as and when it is due on account of non-completion of the project and Warranty period.

- c) In case the selected bidder fails to submit Performance Security within the time stipulated, NBE at its discretion may cancel the Order placed on the selected bidder without giving any notice.
- d) NBE shall invoke the Performance Security in case the selected Vendor fails to discharge the contractual obligations during the period or NBE incurs any loss due to Vendors negligence in carrying out the project implementation as per the agreed Terms & Conditions.

7.5 Signing of Contract

After NBE notifies the successful bidder that its proposal has been accepted, NBE shall enter into a Contract, incorporating all clauses, pre-bid clarifications and the proposal of the bidder between NBE and the successful bidder with mutually agreed Terms and Conditions.

7.6 Penalty

The Bidder shall re-conduct assessment at no additional cost to NBE if Deficiency in Services (failure to conduct and complete the assessment on the scheduled date due to any technical issues such as network issues, server issues, power issues) are for reasons solely and entirely attributable to the Bidder that has been proved.

7.7 Time Frame

The successful bidder would be required to make the system up and operational within a period of 3 Weeks from Award of Contract.

7.8 Information Security and Data privacy

- a) The successful Bidder will be responsible for providing secure systems. The successful bidder is expected to adhere to Information Security Management procedures as per acceptable standards with best practices.
- b) The vendor shall be responsible for guarding the Systems against virus, malware, spyware and spam infections using the latest Antivirus corporate/Enterprise edition suites which include anti-malware, anti-spyware and anti-spam solution for the entire system. The vendor shall have to maintain strict privacy and confidentiality of all the data it gets access to.

7.9 Processing Norms

The NBE owns the candidate data and the successful Bidder shall only be a Processor/ Service Provider. NBE and the vendor acknowledge and agree that the provision of Services under this Tender may require the vendor to interact with NBE and suppliers of NBE relating to the Services as special agent for and on behalf of NBE and/or to process transactions, in accordance with the general or special guidelines, norms and instructions (“Processing Norms”) provided by NBE and agreed by the Parties. The vendor shall be entitled to rely on and act in accordance with any such

Processing Norms agreed by the parties and the selected bidder shall incur no liability for claims, loss or damages arising as a result of vendor's compliance with the Processing Norms. NBE agrees to indemnify, defend and hold vendor and its affiliates, their officers and employees involved in the Services, harmless from any and all claims, actions, damages, liabilities, costs and expenses, including but not limited to reasonable attorney's fees and expenses, arising out of or resulting from the selected bidder's compliance with Processing Norms. Further, NBE shall be responsible for all activity occurring under its control and shall abide by all applicable local, state, national and foreign laws, treaties and regulations in connection with their use of the Service, including those related to data privacy, international communications and the transmission of technical or personal data.

7.10 Payment Schedules

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 any errors. No advance payment shall be made.

7.11 Fraudulent and Corrupt Practices

- a) The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, NBE shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in the Selection Process. In such an event, NBE shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for, inter alia, time, cost and effort of the Authority, in regard to the RFP, including consideration and evaluation of such Bidder's Proposal.
- b) For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:
 - (i) "*corrupt practice*" means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of NBE who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOI or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of NBE, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in

any manner whatsoever, whether during the Selection Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical consultant/ adviser of NBE in relation to any matter concerning the Project;

- (ii) “*fraudulent practice*” means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;
- (iii) “*coercive practice*” means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person s participation or action in the Selection Process;
- (iv) “*undesirable practice*” means (i) establishing contact with any person connected with or employed or engaged by NBE with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and
- (v) “*restrictive practice*” means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

7.12 Force Majeure

- a) Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or NBE as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:
 - (i) Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics.
 - (ii) Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos
 - (iii) Terrorist attack, public unrest in work area provided either party shall within 10 days from occurrence of such a cause, notifies the other in writing of such causes.
- b) The bidder or NBE shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity, confidentiality survive termination of the contract. However, NBE shall make payment for all the services rendered by the bidder till such date of termination of contract.

7.13 Proprietary Rights

All rights, title and interests in and to the Services Environment and any other material used by the bidder in the provision of the Services shall exclusively belong to the bidder or its licensors (“Bidder Proprietary Material”). Any and

all Intellectual Property Rights with respect to the Services and the selected bidder Proprietary Material and all modifications, improvements, enhancements, or derivative works made thereto, shall always belong to the selected bidder or its licensors and NBE shall not be entitled to claim any rights therein. All rights, title and interests in NBE Data shall always remain with NBE. NBE acknowledges that the provision of the Services hereunder by the selected bidder shall be on a non-exclusive basis and the bidder shall be free at all times to provide the services or perform obligations same or similar to the Services and obligations envisaged hereunder to any of its other clients, either existing or future, and nothing herein shall preclude Bidder from providing such services or performing such obligations to its other clients.

7.14 Limitation of Liability

Neither party shall be liable to the other party for any special, indirect, incidental, exemplary, punitive or consequential losses or damages or loss of profit, loss of data, loss of revenue or operational losses whether in contract, tort or other theories of law, even if such party has been advised of the possibility of such damages. The total aggregate liability of either party under this Agreement shall not exceed the exam value paid to bidder by NBE for the Service that gives rise to such liability. The limitation on any Party's liability herein shall not apply to (i) liability for damages, resulting from the willful misconduct and (ii) breach of the use terms in respect of bidder's application system. The bidder shall not be held liable for any delay or failure in its obligations, if and to the extent such delay or failure has resulted from a delay or failure by or on behalf of NBE to perform any of NBE's obligations. In such event, Bidder shall be (a) allowed additional time as may be required to perform its obligations, and (b) entitled to charge NBE for additional costs incurred, if any, as may be mutually agreed upon between the Parties.

ANNEXURE- I

FINANCIAL INFORMATION

Financial Analysis: Details to be furnished duly supported by figures in Balance Sheet/ Profit & Loss Account for the last 3 (three) years and certified by the Chartered Accountant, as submitted by the Bidder to the Income-Tax Department (copies to be attached).

Sr. No.	Details	(1) F.Y. 2018-19	(2) F.Y. 2017-18	(3) F.Y. 2016-17
i)	Gross annual turnover similar works.			
ii)	Profit/Loss			
iii)	Financial Position:			
	a) Cash			
	b) Current Assets			
	c) Current Liabilities			
	d) Working Capital (b-c)			
	e) Current Ratio:			
	Current Assets/ Current Liabilities (b/c)			

Upto date Income Tax Clearance Certificate to be attached.

Note: Attach additional sheets, if necessary.

Name and Signature of:
Authorized Signatory of Bidder

ANNEXURE- II

PART 1 - DETAILS OF EXAMINATIONS EXECUTED

Sr. No.	Name of Work/ Project & Location	Owner of sponsoring organization	Total no of candidates	No of Candidates in single shift	Date of commencement as per contract	Actual date of completion	Litigation/ Arbitration pending in progress with details	Name, Designation and Address/telephone number of officer to whom reference may be made	Remarks
1	2	3	4	5	6	7	8	9	10

Name and Signature of:
Authorized Signatory of Bidder

PART 2 - DETAILS OF EVALUATIONS EXECUTED

SN	Designation	Total number of employees in that category	Number available for this work	Name	Qualification	Professional experience and details of work carried out	In what capacity these would be involved in this work	Remarks
1	2	3	4	5	6	7	8	9

Name and Signature of:
Authorized Signatory of Bidder

STRUCTURE OF THE ORGANIZATION

1. Name and address of Bidder:
2. Telephone No. / Fax No./Email address:
3. Legal status (Attach copies of original document defining the legal statuses).
 - a) An Individual :
 - b) A Proprietary/Partnership bidder :
 - c) A Trust :
 - d) A Limited Company or Corporation :
4. Particulars of Registration with various Government bodies & Statutory Tax Authorities (attach attested photocopy)
 1. Registration Number :
 2. Organization/Place of registration :
 3. Date of validity :
5. Name and titles of Directors & Officers with designation to be concerned with this work with designation of individuals authorized to act for the organization.
6. Were you or your company ever required to suspend the work for a period of more than six months continuously after you commenced the works? If so, give the name of the project and reasons for not completing the work.
7. Have you or your constituent partner(s) ever left the work awarded to you incomplete? If so, give name of the project and reasons for not completing the work.
8. Have you or your constituent partner(s) been debarred/black listed for tendering in any organization at any time? If so, give details.
9. Area of specialization and Interest
10. Any other information considered necessary but not included above.

ANNEXURE - IV

**DETAILS OF TECHNICAL AND ADMINISTRATIVE PERSONNEL TO BE
EMPLOYED FOR THE WORK**

Sr No.	Designation	Total number of employees in that category	Number available for this work	Name	Qualification	Professional experience and details of work carried out	In what capacity these would be involved in this work	Remarks
1	2	3	4	5	6	7	8	9

Name and Signature of:
Authorized Signatory of Bidder

ANNEXURE - V

FINANCIAL BID

(In Indian Rupees)

Sr. No.	Particulars	Per Registered Candidate per examination (in figure)	Per Registered Candidate per examination (in words)
1.	Conduct of End to End offline Examination and Digital Evaluation of Answer Scripts		

The rates quoted shall be exclusive of all Duties and Taxes.

Date :

Name and Signature of:
Authorized Signatory of Bidder