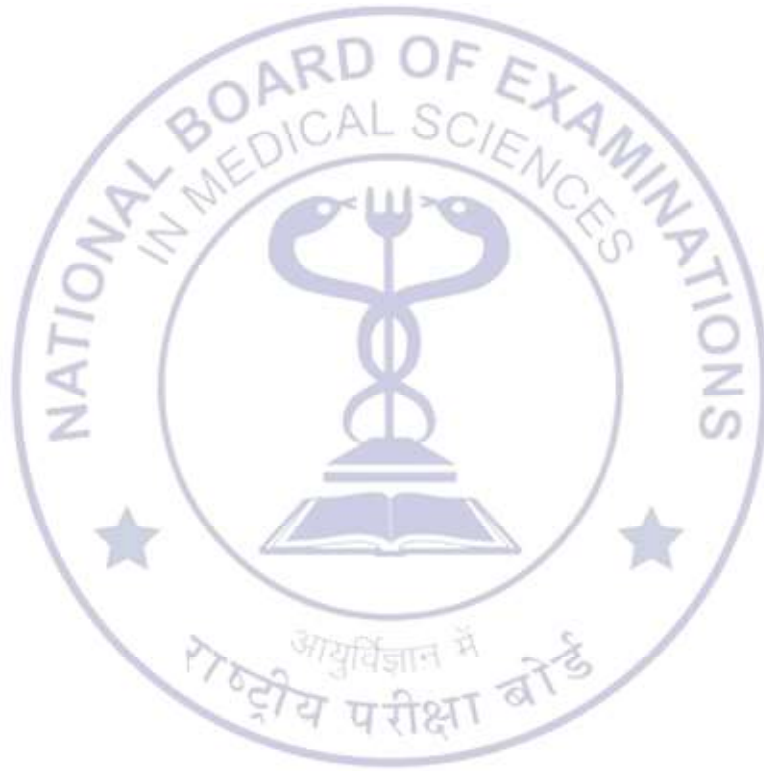


**Tender Document
for
Conduct of Computer Based Tests**



**NATIONAL BOARD OF EXAMINATIONS IN MEDICAL
SCIENCES
NAMS BUILDING, ANSARI NAGAR
NEW DELHI – 110029 (India) www.natboard.edu.in**

Cost: Rs.2500/-

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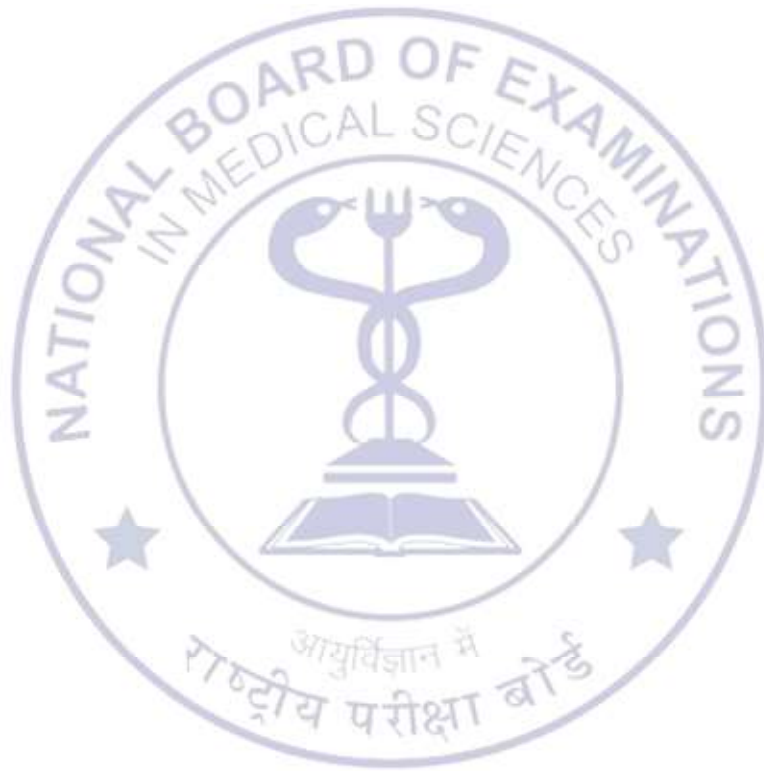
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Disclaimer

This Tender is not an offer by the National Board Of Examinations in Medical Sciences, but an invitation to receive offers from vendors.

No contractual obligation whatsoever shall arise from the tender process unless and until a formal contract is signed and executed by duly authorized Officers of the National Board Of Examinations in Medical Sciences with the vendor.

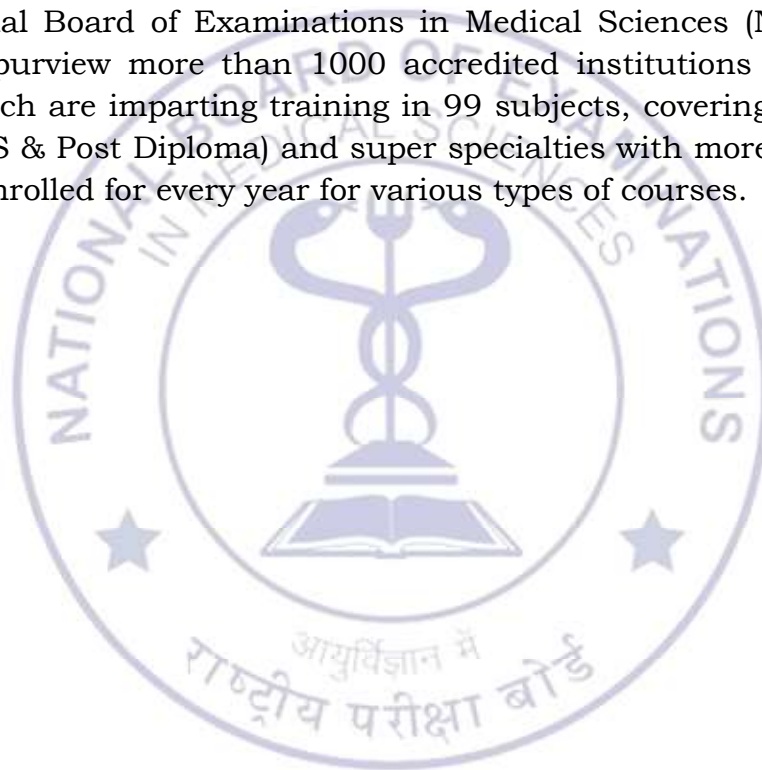


1. About NBEMS

The National Board of Examinations in Medical Sciences (NBEMS) 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 NBEMS.

The National Board of Examinations in Medical Sciences (NBEMS) has under its purview more than 1000 accredited institutions all over the country which are imparting training in 99 subjects, covering both broad (Post MBBS & Post Diploma) and super specialties with more than 7,000 students enrolled for every year for various types of courses.



2. Overview of Computer Based Tests (CBTs) conducted by NBEMS:

In addition to the offline examinations for our DNB and FNB courses held twice a year, the following Computer Based Tests (using Intranet / LAN, on a pan India basis), are being conducted by the National Board of Examinations in Medical Sciences:

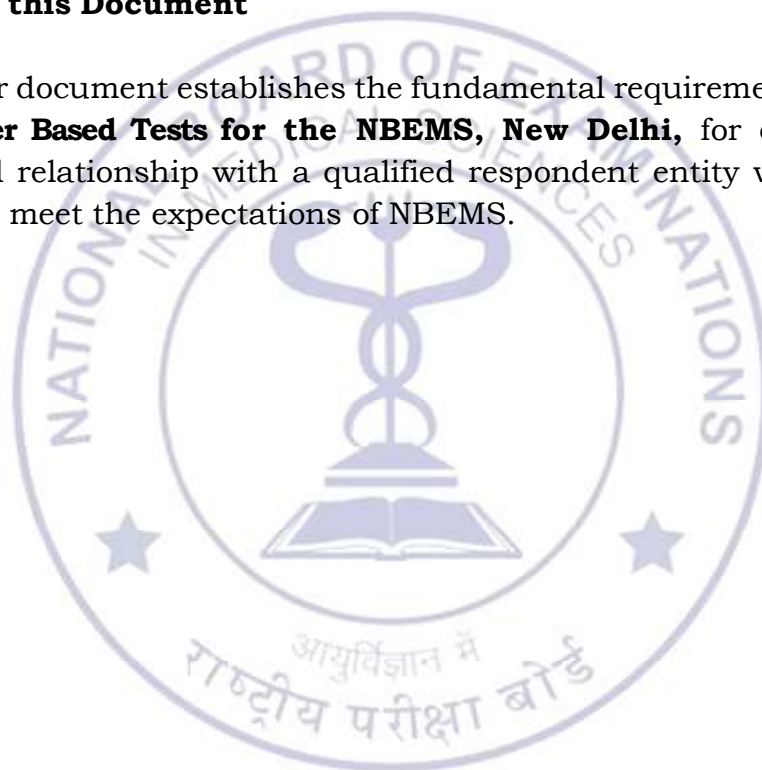
Sr. No.	Name of Exam.	Mode/ Type/ No. of Questions/ Duration of Exam *	Frequency of exam.	Approximate Number of candidates in last exam
1.	NEET-SS (for admission to DM/MCh courses)	CBT	Once in a Year	19093
2.	NEET-PG (for admission to MD/MS/PG Diploma seats)	CBT	Once in a Year	206541
3.	NEET-MDS (for admission to MDS courses)	CBT	Once in a Year	27202
4.	FMGE (Screening Test)	CBT	Twice in a Year	33001
5.	DNB PDCET (for admission to DNB Post Diploma courses)	CBT	Once in a Year	1892
6.	FET (Entrance Test for Fellowship)	CBT	Once in a Year	1587
7.	FDST (Foreign Dental Screening Test)	CBT	Once a Year	22
8.	MRE and DRE (Medical and Dental Registration Examinations)	CBT at International Test Centre	Twice a Year	130
9.	NBEMS Recruitment Test	CBT	As and when NBEMS conducts recruitment	28806

10.	Exit Examination for Diploma in Pharmacy (For PCI)	CBT	Twice a Year	To be conducted from next year
11	Any Other Examination to be conducted by NBEMS	CBT	As per decision of NBEMS	As and when decided

* Number of CBTs, questions and duration of exams may vary as per the decisions of NBEMS.

3. Purpose of this Document

This Tender document establishes the fundamental requirements for **Conduct of Computer Based Tests for the NBEMS, New Delhi**, for entering into a contractual relationship with a qualified respondent entity which is willing and able to meet the expectations of NBEMS.



4. Bidding process

a) Time lines:

Name of Work	Conduct of Computer Based Tests
Last date and address for submission of sealed bids	10.07.2023 at 12 noon (at National Board of Examinations in Medical Sciences, NAMS Building, Ansari Nagar, New Delhi – 110029)
Earnest Money Deposit	Rs.50 Lakhs(Rupees Fifty Lakhs Only)
Date of Pre-bid Meeting	03.07.2023 at 16:00 PM
Date and place of opening of Technical Bids	10.07.2023 at 16:00 PM (at National Board of Examinations in Medical Sciences, PSP Area Sector-9, Dwarka New Delhi- 110075)
Date of opening of Financial Bids, of eligible and technically compliant bidders	To be decided later

b) Eligibility Criteria /Pre requisites

- i). The agency/firm (bidder) should be a body registered for more than 5 years, operating in India for more than 3 years, having branch office in Delhi NCR.;
- ii). Should have been Registered with appropriate Tax authorities like Income Tax and GST;
- iii). The Bidder must have its own CERT-In certified Datacenter located in India. Datacenter should be a Tier III and above;
- iv). The agency must use 256-bit encryption;
- v). The agency must have authorized and globally accepted software certifications i.e. ISO-27001, ISO 9001 and SEI CMMi Level 5 for the Software and Services.
- vi). Bidder should be an OEM and should own the complete source code of the software being used for conducting the CBT, Copyrights of the source codes and its components.
- vii). The Bidder should not be blacklisted by the Central / State Govt. departments / undertakings on the date of submission of bid;
- viii). Bidder should not have incurred any loss during the last preceding 3 years;
- ix). The Annual Turnover of the CBTs Unit / Division of the Bidder, from the Conduct of CBTs, (in India) during last preceding 3 years should be 20 Crores or more on incremental basis in each year over the last three years. Copies of Company balance sheet, certified by the chartered accountant to be submitted.; (Parent Company / Group's turnover shall not be considered);
- x). Bidder should have successfully conducted CBTs, in a single day in a single session, on all India basis in 100 or more cities covering at least 20 states. (Documentary evidence in form of work order and performance report must be enclosed on client letter head).
- xi). The agency must have successfully conducted computer-based exams, in a single day in a single session, on pan India basis for at least 2.0 lakh candidates, once in the last 3 preceding years.
- xii). Bidder should have capabilities of Video Surveillance of CBTs;
- xiii). Should be capable of providing Post Examination Analytic Reports;

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- xiv). The bidder should have at least 500 or more technical employees employed in-house on regular basis (in India) for conduct of exam, development of software, maintenance of software, networking and data security, the proof of ESI/PF registration etc. shall be submitted.

c) General Information and Instruction to the Bidders:

Submission of offers

The Vendor shall submit their proposals in two parts i.e. as Technical Bid & Financial Bid, as mentioned below:

- i). 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 price Bid Form - IX. In case, any bidder encloses the financial bid within technical bid, the same shall be rejected summarily.
- ii). 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.
- iii). The Tenders should be typewritten. There should not be any overwriting or cutting or interpolation. Correction, if any, shall be made by neatly crossing out, initialing, dating and rewriting. **The name and signature of bidder’s authorized person should be recorded 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 agency’s letter head.**
- iv). Bidders must keep their offer open for a minimum period of 120 days from the date of opening of the tender, within which the bidders cannot withdraw their offer. However, subject to the period may be extended further, if required, by mutual agreement from time to time.

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- v). 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. The NBEMS may also independently seek information regarding the performance from the clients.
- vi). The bidder is advised to attach any additional information, which he/she thinks is necessary in regard to his/her capabilities to establish that the bidder is capable in all respects to successfully complete the envisaged work. He/She is however, advised not to attach superfluous information. No further information will be entertained after tender document is submitted, unless the NBEMS calls for it.
- vii). **Incorrect or misleading information: If the bidder deliberately gives incorrect or misleading information in their tender or wrongfully creates circumstances for the acceptance of the tender, NBEMS reserves the right to reject such a tender at any stage and appropriate administrative action would be taken by NBEMS.**
- viii). All explanatory remarks and clarifications, which the Bidder may desire to make, must be, incorporated in the offer form, failing which the remarks / clarifications shall be ignored and the tender dealt with as it stands.
- ix). Even though agency may satisfy the qualifying criteria, it is liable to disqualification if it has record of poor performance or not able to understand the scope of work etc.
- x). Prospective bidders may seek clarification regarding the project and/ or the requirements for pre-qualification through email (admin1@natboard.edu.in) from NBEMS, till 03.07.2023 4:00 PM.
- xi). The tender document has to be downloaded from NBEMS's web site (www.natboard.edu.in) and be submitted along with a fee of Rs. 2500/- (Rupees Two Thousand Five Hundred Only) (nonrefundable) in form of demand draft in favour of National Board Of Examinations in Medical Sciences payable at New Delhi. There is no exemption from payment of tender document fees and tenders without requisite fees shall not be accepted. The Technical and Financial bids should be kept separately in sealed envelopes and both of these envelopes should be kept in one envelope, superscribing "**Tender for Conduct**

of Computer Based Tests” so as to reach the **Honorary Executive Director, National Board Of Examinations in Medical Sciences, NAMS Building, Ansari Nagar, New Delhi – 110029, by 10.07.2023 (up to 12.00 Noon)**. Late tenders shall not be accepted. The technical bid shall be opened as per schedule in clause (4.a) in presence of bidders who may like to be present.

- xii). Offers sent by post should be sent by Registered Post with date/ Postmark so as to reach us before closing date i.e.10.07.2023**(up to 12.00 Noon)** with acknowledgement due.
- xiii). Apart from the original quotation to be submitted in the manner detailed above, no copies should be sent to any other office of NBEMS. Such offers will not be valid quotations. Offers not submitted in the standard formats given in the tender document will be summarily rejected.
- xiv). The payment shall be in Indian Rupees and shall be paid only after successful completion of work without error and delays. No advance payment shall be made and 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. In case the bidder fails to execute the contract, the NBEMS shall have liberty to get it done through any other agency with full cost recoverable from the bidder in addition to damages and penalty.
- xv). Bidders are neither allowed to join hands to participate in the tender nor allowed to submit multiple bids. In case of detection of such, their bid (s) is/are liable to be rejected. Bidding through consortium is not allowed.
- xvi). NBEMS reserves right to award the work/cancel the award without assigning any reason. In case of differences, if any, the decision of the NBEMS shall be final. The work can be awarded to one or more agencies if need arises.
- xvii). Initially the contract will be for three years extendable for another two year at the discretion of competent authority.
- xviii). The contract can be terminated at any point of time, in case of unsatisfactory service. Separate Agreement shall be executed in this regard on finalization of tender with successful bidder.

5. Price Quotation

- a) The bidder shall indicate the prices/rates as specified in the quotation format.
- b) The bidders should quote their most competitive prices/rates and it should be noted that their quotations would not ordinarily be subject to further negotiations. Negotiations may however, be carried out as per rules and instructions on the subject at the discretion of the NBEMS, New Delhi.
- c) All prices/rates should be clearly written both in figures and in words. Failure to write prices/rates both in figures and in words shall render the tender liable for rejection. Bidders should avoid alterations / corrections in the prices/rates submitted by them. However, if alterations / corrections in prices/rates are inescapable each alteration / correction should be indicated both in figures and words and duly attested under the full signature of the Bidder/Authorized Signatory.
- d) In case of a discrepancy between the prices/rates in figures and words, the prices/rates in words will be considered correct.
- e) The prices/rates quoted shall be firm throughout the period of the validity of the offer and subsequently during the currency of the contract and shall not be subject to any variation/revision. All applicable Govt. taxes and increase/revision, if any, shall be payable by the Bidder.

6. Security Deposit/EMD

- a) The bidder should enclose EMD of Rs.50 Lakhs/- (Rupees Fifty Lakhs Only) in the form of Demand Draft drawn in favour of National Board Of Examinations in Medical Sciences and payable at New Delhi, with the Technical proposal/bid.
- b) The tenders without EMD (except those having exemption from depositing EMD) shall be summarily rejected.
- c) The successful bidder shall be required to deposit Performance Security Deposit equivalent to 3% of annual contract value to NBEMS before release of his EMD.
- d) Earnest money will be returned to unsuccessful bidders without interest after award of contract or setting aside the tender, as the

case may be. However, the Earnest money of successful bidder will be returned after submitting the performance guarantee.

- e) Earnest money will be forfeited if the bidder unilaterally withdraws the offer, or unilaterally amends, impairs or rescinds the offer within the period of its validity.

7. Acceptance of offer

NBEMS reserves the right to accept any bid under this tender in full or in part, or to reject any bid or all bids without assigning any reason.

8. Evaluation Process

- a) Detailed technical evaluation shall be carried out by Technical Evaluation Committee pursuant to Technical prerequisite /criteria and 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 terms and conditions (mandatory as well as preferable/optional) of the tender without any material deviation.
- b) Each proposal would be evaluated against the 70-30 criteria on the parameters mentioned below. This means 70% weightage will be given to Technical proposal and 30% to financial proposal.

- i). Technical Proposal Evaluation:

As a first step, the Technical proposal submitted by each organization would be assessed against the following 12 technical eligibility criteria set by the Tender evaluation committee of NBEMS:

- a) ISO-27001, ISO 9001:2008 or higher certifications;
- b) Ownership of Cert-in Tier 3 or higher certification Data Centre located in India;
- c) Bidder should be an OEM and should own the complete source code of the software being used for conducting the CBT, Copyrights of the source codes and its components.
- d) Bidder should have authorized and globally accepted software certification CMMi level 5.
- e) Bid is on “End to End outsourced basis” or not;
- f) Adequate no. of Technical & Admin. Manpower and

infrastructure;

- g) Capabilities of providing Video Surveillance;
- h) Capabilities of providing Post Examination Analytic Reports as detailed in the scope of work;
- i) Quality of Emergency Management Plan;
- j) Entire solutions support centre on 24x7x365 basis;
- k) Quality of Presentation;
- l) Quality of Demonstration;

ii). Financial Proposal Evaluation:

In the next step, the financial proposals would be assessed against the following 16 mandatory eligibility criteria set by the Tender evaluation committee of NBEMS:

- a) Payment of Cost of Tender (Sum of costs for S. No 1,2,3,5&6 of Form – IX – Price Bid will be taken into consideration to determine the cost
- b) Submission of Earnest Money Deposit;
- c) Tender submitted in two bid system;
- d) Tender submitted with Forms I to VIII duly filled;
- e) Offer open for a minimum period of 120 days;
- f) Bidder registered for more than 5 years, operating in India for more than 3 years, having branch office in Delhi NCR.;
- g) Bidder should not have incurred any loss during the last preceding 3 years;
- h) Registered with appropriate Tax authorities;
- i) Annual Turnover of the Bidder's CBTs Unit / Division, exclusively from Conduct of CBTs, (in India) during last preceding three years should be 20 Crores or more; (Parent Company / Group's turnover shall not be considered);
- j) Submission of Affidavit that, the Bidder should not be blacklisted by the Central / State Govt. departments / undertakings on the date of submission of the bid;
- k) Name and Signature of bidders on each page of the Bid;
- l) Submission of Certificates/References/ Info. etc., of respective clients, duly signed;

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- m) Participation of Bidder in self bidding or multiple bidding.
 - n) Successful conduct of CBTs, in a single day in a single session, on all India basis in 100 or more cities covering at least 20 states.
 - o) Successful conduct of computer based exams, in a single day in a single session, on pan India basis for at least 2.0 lakh candidates, once in the last 3 preceding years.
 - p) The bidder should have at least 500 or more technical employees employed in-house on regular basis (in India) for conduct of exam, development of software, maintenance of software, networking and data security, the proof of ESI/PF registration etc. shall be submitted.
- c) The Technical Evaluation Committee may invite eligible and technically compliant bidders for demonstration/ presentation for about 30 minutes, to facilitate and assess their understanding of the scope of work and its execution.
 - d) Date, time and venue for the said demonstration/ presentation shall be intimated in due course.
 - e) Financial bids of only those eligible and technically compliant bidders shall be opened (as mentioned under time lines on 4(a)).

9. Deliverables

The agency will be responsible to successfully execute and monitor the following main categories of deliverables as mentioned using technically qualified manpower & robust IT infrastructure.

10. IT Competencies:

a) For online submission of application forms

- i). The online application form for registration should be hosted on Fully Managed Web Server(s) and maintained by the service provider itself. All the system administration services also should be handled by the bidder itself.
- ii). The Service Provider should provide 24x7x365 days uninterrupted

service and should ensure that back up is taken on a daily basis; they should have automated scripts for this task. The data backup taken should be easily retrievable as and when needed. They have also ensured that the website should map to dedicated Disaster Recovery System / Server(s) at offsite.

- iii). The Service Provider should also ensure timely deployment of all latest update / upgrades of patches / versions / releases for all software / system software released by the developers.
- iv). The Hosting service provider should take care of all the activities of mapping the domain names as per the requirements of NBEMS.
- v). The Service Provider should provide all necessary support with regard to the installation and maintenance of active email services as required for NBEMS. The service provider has to provide the website integrated applications for mass e-mailing and bulk SMSs including customized SMSs, as per the requirement of each examination. The service provider shall get the contents of SMSs white-listed with TRAI as per prescribed regulations.

b) Website maintenance and support

- i). The service provide should be required to present several designs of templates for online application out of which some templates will be selected by NBEMS with/ without suggestions for changes which the service provider will have to incorporate.
- ii). The application form should be customized as per the requirement for each specific examination and relevant changes should be demonstrated and verified before making the application forms live.
- iii). The online application form should have an in-built intelligence to allow/verify upload of images (such as photograph, signatures and thumb impressions) as per prescribed guidelines only.
- iv). The service provider should incorporate data validation and different types of prompting, highlighting, instructions, guidelines etc. while filling the application by the candidate.
- v). The Service Provider has to ensure that the Uptime for the application availability is at least 99.5% and 99.99% for the systems availability. Any issues with the application registration should be dealt without any delay. The service provider should ensure adequate bandwidth of the server such that it can support NBEMS applications/portal access

at very good speed even in case any other high volume applications/portals are made live by the service provider concurrently for some other organization.

- vi). Technical Queries/Grievances handling – the issues related to the online submission of application raised by the candidates should be immediately attended to and appropriate solutions to be incorporated in website immediately, after obtaining the approval of NBEMS.
- vii). The technical changes in the website/application form should be done only after consultation/approval from the competent authority of the NBEMS.
- viii). The service provider should ensure that the application is compatible to all the popular operating systems and web browsers in all respects including Mobile browsers.
- ix). The service providers has to ensure the designing and structuring of database is in such a way that the information collected shall meet all the requirements of NBEMS in future without any data loss.
- x). The system developer has to provide a user demo on the application website to the guide the candidate how to fill the application form.
- xi). The service provide should identify amongst its regular employees selected dedicated developers for work related to development/ changes/ updation of NBEMS website/application form in order to provide time-bound development services to NBEMS as per requirements.
- xii). The service provider should identify amongst its well-trained regular employees a Single Point of Contact (SpOC) who shall be coordinating with NBEMS for all operations related to NBEMS examinations. The SPoC should be changed if his/her services are not found upto the mark by NBEMS. Any change in the SPoC on part of the service provider should only be an informed decision and should be undertaken gradually over a period such that the alternative SPoC takes over the NBEMS assignments smoothly.

c) IT Security

- i). The service provider should ensure various levels of securities against the vulnerabilities, both at its datacenter and engaged test centres,

such as Physical Level (Authorization, Authentication, CCTV, Biometric access etc), Logical Level (Firewalls, Intrusion Detection, Anti-virus, etc) and Data Level (Encryption, Recovery etc.). It is also to ensure that the online application for registration and software used for administering assessments should have Comprehensive security solution to avoid hacking, phishing, and any other data/application threats. All servers (be at data centre level or at local test centre level) used for the conduct of examinations for NBEMS shall have Logical Level security systems such as Firewalls, Intrusion Detection, Anti-virus, etc.

- ii). The service provider should ensure the load balancing and also implement WAF (Web Application Firewall) and DDoS prevention solution. They should have an arrangement to stop/protect DDoS attacks.
 - iii). The service provider must ensure that the online application form for registration developed by them comply with the 'Guidelines for Indian Government Websites (GIGW)' <http://guidelines.gov.in/> and that the website(s) / web portal(s) / application(s) are security audited by a CERT-IN empanelled agency.
- d) **IT Support for online payment of fee.**
- i). The application web portal is to be designed, developed and integrated with a secured payment gateway. This Integration of online payment gateway services must accept credit and debit cards (Rupay, Visa, Master and Maestro), UPI and internet banking of major public/ private banks. The service provider is to ensure that the system provided can generate receipts /acknowledgements and also will provide an automated reconciliation and payment/ receipt reports.
 - ii). The service provider shall ensure timely reconciliation of payments received through secure payment gateway such that the payments received from applicant candidates are updated in real time and refunds, if any, for failed transactions can be processed without any delay.
- e) **Certifications**
- i). The web portal developed should run on secured https

certification. The developer shall be responsible for any kind of security threat and data loss.

- ii). The web portal developer must ensure that the development and maintenance of the web portal must be undertaken in purview of Cyber laws of Govt. of India.
- iii). The web portal developer must ensure that Websites / Web Portal(s) comply with the 'Guidelines for Indian Government Websites (GIGW)' <http://guidelines.gov.in/> and that the website(s) / web portal(s) / application(s) are security audited by a CERT-IN empanelled agency.
- iv). The service provider has to ensure that the website is SSL/SSA certified.

11. SCOPE OF WORK

Scope of work related to the conduct of NBEMS's Computer's Based Tests (CBTs) is divided into two operations:

- a) Pre Examination Work;
 - b) Conduct of CBTs;
 - c) Post Examination work;
- a) **PRE EXAMINATION WORK:**
- Preparation and issue of all information bulletins, notices etc. for all MCQ examinations as mentioned herein above and as per requirement.
- i) Development, Testing and Deployment of e-application form compatible with all popular browsers including Mobile browsers.
 - ii) Candidate registration and submission of online application form should be carried out over a period of one month, dates shall be notified later.
 - iii) Development & maintenance of website for candidate registration and submission of online application form as per requirements of the NBEMS including portal design, development and maintenance. Every exam will have a separate application form.
 - iv) The application form should be customized as per the requirement for each specific examination and relevant changes should be demonstrated and verified before making the application forms live.
 - v) Managing online (24x7) candidate registration and login for online application submission with data fields & menu options as specified

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- by NBEMS, processing of Online Application Form with OTP based validation of candidate's email and mobile number, registration login profiles for candidates and passwords, uploading of candidate photograph, documents and signature, screening and consolidation of candidate data using secure database management systems & protocols.
- vi) The online application form should have an in-built intelligence to allow/verify upload of images (such as photograph, signatures and thumb impressions) as per prescribed guidelines only.
 - vii) Integration with convenient online payment gateway, payment reconciliation and processing for refund of fee for multiple/failed payments wherever required.
 - viii) Application receipt status information, identifying duplicate candidates/blocked or debarred candidates as per requirements of NBEMS, generation of Face ID and Biometric verification reports of candidates comparing the database generated across NBEMS examinations, online display application status with facility for Downloading/Printing of registration statuses/Admit Cards, online dispatch of admit cards (as per approved format) to eligible candidates in their registered email IDs
 - ix) Provide facility to candidates to edit information and documents online in application form (with certain exceptions as mutually agreed) after submission of online application form up to pre-specified date using login profile and password. The service provider should be able to restrict editing of selected information as may be required by NBEMS.
 - x) Checking of photographs/signature/thumb impression uploaded by each registered candidate against the guidelines prescribed by NBEMS and submit a report of images which are not in line with the said guidelines.
 - xi) Validation of the Application forms according to the eligibility criteria and corrections should be carried out online.
 - xii) Data validation and its purifications as per requirements of NBEMS
 - xiii) Formatting of Data for examination.
 - xiv) Report generations such as issuance of online acknowledgement receipt/email, template of final application form Online Admit Cards,

submitted application forms, Score Card, Publication of result (Dynamic & Static both), Sending email & SMS as per requirement, publication of notices on webportal as per requirements etc. provide various reports at test centres on requirement basis such as Admit Cards, coloured attendance sheets for candidates, No-relation Certificates, Attendance sheets of staff deployed at centres etc., Use of barcodes/ QR Codes in various documents/reports etc. as needed.

- xv) Technical Queries/Grievances handling through phone and e-mail should be dealt by the Bidder from 9 am to 6 pm on all days.
- xvi) Provision to send individual common or customized messages through email and or SMS to the candidates (either individual /group/s) as required by NBEMS.
- xvii) Adequate candidate care and support for query handling from the start of registration till the declaration of result. A 10 seated dedicated contact centre is to be maintained for handling queries received during the online submission of application form and till the declaration of result. The contact centre team shall work in close coordination with NBEMS through the SPoC of Service Provider.
- xviii) Complete Security Management Processes (Physical and Technical for all examination, servers, Desktops, LAN, Firewalls etc). Strong cyber security system to monitor any attempt using malwares / software applications to gain unauthorized / remote access to any server or terminal used for online application submission portal and to ensure that there is no leakage, loss and corruption of any data at any stage. A certificate to this effect shall be furnished to NBEMS by the service provider before conduct of respective examination.
- xix) Detailed Audit of Software and Hardware i.e. Server/Desktop/LAN etc. to be used during the online submission of application form.
- xx) Other related processes involved for online registration through web portal as required by NBEMS.
- xxi) To prepare and provide documentary manuals, user manuals and informative video or animations of all processes, for safe and secure online registration to be followed along with rules for contingency and exception handling/ emergency procedures.
- xxii) To provide specifications for Hardware and Software required at all stages of online registration and for Devices and systems to be used

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- for authentication and audit trail mechanisms required for NBEMS exams. The bidders should ensure that only genuine, legitimate and authorized software is used in all the systems used for these pre examinations activities.
- xxiii) To provide complete data, information and documents collected through online application form, immediately after closure of the application window, through secured data transfer protocols as mutually agreed.
 - xxiv) To provide complete audit logs of application registration by candidates.
 - xxv) To provide verified and reviewed images (photographs, signatures, thumb impressions etc) of candidates during and/or completion of application registration window.
 - xxvi) To provide consultancy, training and manpower support to NBEMS for all activities related to online submission of application form and related activities.
 - xxvii) To provide training/ manpower for generation and handing over of encrypted confidential data that will be used for test delivery across various Centres. Hand over to NBEMS, complete candidate data, images, application forms in PDF of all applicants and complete backup of website/web applications developed for NBEMS on demand, in appropriate media.
 - xxviii) To print reports and coloured attendance sheets as per requirement of NBEMS. The stationery in this regard shall be arranged by the concerned agency.
 - xxix) Upload Admit cards and any other information as per the requirement of NBEMS.
 - xxx) Designing the Computer based examination plan and examination process under consultation with NBEMS for :
 - a) Selection of secure and sanitized Examination Centers / Test City in all States covering all States capitals and major cities. The agency should have a proven track record of conducting exams in a single session in 100 cities in one go. The agency should be able to provide test centres at international locations to conduct a computer based examination through LAN, if so required by NBEMS.

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- b) Complete Security Management Processes (Physical and Technical for all examination centers, servers, Desktops, LAN etc). The local servers at all test centres engaged should have a suitable Firewall installed to prevent any hacking, remote access or such unethical attacks etc. A certificate to this effect confirming installation of Firewalls at all test centres engaged for conduct of NBEMS examinations shall be furnished to NBEMS before conduct of respective examinations.
- c) Strong cyber security system to monitor any attempt using malwares / software applications to gain unauthorized / remote access to any server or terminal used for CBT. The service provider shall be required to provide a demonstration and presentation to NBEMS of the capabilities in this regard.
- d) Candidate handling & identification process at Examination Centre. The agency should be able to make provisions for touch free entry, Social distancing amongst the candidate during entry, exit and while taking examination, Isolation labs etc. to attend to situations such as COVID-19 pandemic.
- e) Detailed Audit of Software and Hardware i.e. Server/Desktop/LAN etc. to be used at Examination Centres. A report to the effect of computer systems and servers proposed to be utilized at each test centre for the purpose of administering NBEMS examination to be furnished before conduct of examination.
- f) Other related processes involved for conducting examinations on CBT mode as required by NBEMS.
- xxxii) To provide specifications for Hardware and Software required at all stages of exam at Examination Centres and for Devices and systems to be used for authentication and audit trail mechanisms required for NBEMS exams. The bidders should ensure that only genuine, legitimate and authorized software is used in all the systems used for these examinations.
- xxxii) To prepare and provide documentary manuals of all processes, for safe and secure Conduct of examination, to be followed along with rules for contingency and exception handling/ emergency procedures.

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- xxxiii) To provide consultancy, training and manpower support to handle the entire NBEMS Computer based exams project team at NBEMS. The required Hardware, Software, networking shall be installed by agency at NBEMS, New Delhi.
- xxxiv) To provide and setup secured software for question banking, Authoring and Complete Examination Management Process at NBEMS, New Delhi which can be customized as per requirement of NBEMS.
- xxxv) To provide training/ manpower for generation and handing over of encrypted confidential data that will be used for test delivery across various centres.
- xxxvi) To provide CBT delivery software as per requirement of NBEMS.
- xxxvii) To provide MCQ based question papers for recruitment examinations of NBEMS comprising of 200-300 MCQs on requirement basis.
- xxxviii) To identify required secure Test Centres in various cities as per requirement of NBEMS after receiving intimation regarding city locations and approximate number of candidates and provide details in writing within a month along with details of the facilities offered at each of centre. The location of examination centres/venues should be easily accessible to the candidates and well connected to public transport. As far as possible it should be in a centrally located within the City limits. At least one centre in each test city must be accessible by differently-abled candidates.
- xxxix) To arrange video surveillance for the entire exam at the exam center:
- a) Continuous and adequate CCTV monitoring of the entire registration process of all candidates at the exam center;
 - b) CCTV footage shall be able to identify the name of NBEMS examination, unique test centre number, lab numbers, seat numbers utilized for conduct of NBEMS examination
 - c) CCTV surveillance of entry & exit points, lobbies, server room and stairways;
 - d) Continuous, fixed & adequate CCTV covering all the candidates during the examination. The CCTV recordings should be reasonably of good quality and view(s) that peeping and other unfair activities by any candidate or site staff inside the exam hall should be clearly visible. Cameras should be

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- installed such that face of each candidate is clearly visible in the footage recorded.
- e) Provide CCTV recordings of specific candidates whenever required.
 - f) Capability to provide live feed of test centre CCTV footage at Command Centre on optional basis, if NBEMS requires the live feed.
- xl) While providing computers and relevant software with necessary security systems, the bidder shall keep in view the requirements of PwD candidates.
 - xli) Each exam centre should have 10% systems as buffer.
 - xlii) At each examination centre there should be sufficient no. of additional switches that can be used at the time of emergency.
 - xliii) To ensure that Test Centre has the required suitable Hardware, Software, Internet, Firewall and LAN connectivity for Conduct of Computer based test of NBEMS.
 - xliv) To ensure 3 tier electric power supply availability and power backup through Uninterrupted Power Supply (UPS) and Generator for at least the number of hours of examinations to be conducted at each Test Centre.
 - xlv) Minimum one centre at each city should be PWD friendly.
 - xlvi) To ensure that sufficient no. of Air conditioners should be available in the examination lab during summer and rainy seasons and they should be working properly during the examination. In case of unavailability of Air Conditioners at some exceptional centres, sufficient number of air coolers and exhaust fans to be installed. No labs in the test centres shall be in the basement area and/or without windows/proper ventilation mechanisms. Rooms heaters shall be provided in test centres located in hilly areas in winter seasons.
 - xlvii) To carry out pre-examination audit of Test Centres for :-
 - a) Hardware - Processor Speed, RAM, Network and internet connectivity, Key Boards, mouse etc;
 - b) Software - Operating System, Screen resolution, bandwidth for internet and LAN connectivity, Browser compatibility.

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- c) Working conditions of UPS and Generator.
 - d) Firewalls installed at all test centre.
- xlvi) Adequate number of registration desks should be provided at each test centres. The registration desks at each test centre should have provisions for candidate to sit while his/her image and biometrics are captured. The background of the registration desk should be a white board.
- xlvii) To ensure availability of bottled water (at least 500 ml) and separate clean toilet facilities for both Ladies and Gents, at each floor of examination centre.
- xlviii) To ensure availability of proper security, frisking (body pat as well as Hand Held Metal Detector) at the examination centres.
- xlix) To provide facility of mock test for candidates through website and any support required in this regard is to be provided through call centre. Providing Toll free number will be advantageous for technical consideration.
- l) To ensure the functioning of Computer based Test delivery system by conducting adequate mock drills of actual test delivery system at all examination centers before and a Final mock drill to be conducted a day before actual examination on all centers at same time just like simulating the examination day. All computers including buffer computers to be used on examination day shall be logged in through dummy roll numbers and report shall be submitted to NBEMS.
- li) To provide Hardware and Software required to set up Command Center at NBEMS or mutually agreeable place for Monitoring, Administration and Control of all activities at all stages during conduct of exam.
- lii) To ensure biometric capture of candidate after each bio-break taken during examination.
- liii) The various blocks of Exam centre to be used for examination should be within the same premises not very far from each other. The entire premises should be secure and not be accessible to unauthorized individuals. There should be a secure entry & exit gate that can be

closed to prevent unauthorized entries. The backup server should be properly configured to ensure the redundancy in case the primary server fails.

- lvi) The Examination Centre must have facilities for installing security and access control systems including signal silencers/jammers, Video surveillance etc. It would be desirable to have facilities for keeping belongings of candidates in Examination Centre.
- lvii) The test Centres to be engaged for NBEMS examinations shall not have mobile towers on their roof/in vicinity such that it would adversely affect the jamming of mobile signals.
- lviii) The approach road to the test centres shall be wide enough to accommodate the rush of entering & exiting high number of candidates.
- lix) Any other related or incidental task, decided by NBEMS on the basis of requirement of the individual examination.
- lx) To ensure that any data obtained during the examination process is not shared/leaked to any 3rd party / unauthorized person / agency at any stage of the examination process or thereafter.
- lxi) To provide (before the conduct of examination) details of manpower deputed for conduct of NBEMS examination at each test centre, along with their no-blood relation certificates with candidates appearing in respective examination.
- lxii) The pre-test visit to be conducted around 1 month before the examinations by NBEMS appointed appraisers and suggestions regarding improvements in the test centers shall be attended by the bidder. Centers which are found not to meet the minimum NBEMS requirements repeatedly shall be blacklisted for conducting any NBEMS examination in future.
- lxiii) The test centers should largely meet the minimum quality standards as defined by NBEMS. The infrastructure at test centers shall meet the minimum technical specifications and quality standards as may be prescribed by NBEMS.

b) **CONDUCT OF ONLINE EXAMINATIONS**

- i). Minimum manpower deployment at each examination centre must be as per the following requirement. Each Exam Centre of capacity of

200 + 10 % buffer should have the minimum following personnel's to be deployed by the agency:

a)	Test Centre Administrator	1 (One for each centre)
b)	IT Manager	1 for each 200 candidates
c)	Invigilators	02 per 24 candidates
d)	Support Staff	02 per 100 candidates
e)	Security Guards	02 per 100 candidates
f)	Electrician	01 (One for each centre)
g)	Peons /Waterman	02 per 100 candidates

Note: Above staff should be increased proportionately on the basis of candidates allotted to that centre.

- ii). At least, the Test Centre Administrator and IT Manager shall be regular employees of the service provider.
- iii). The Conduct of examination would be multidisciplinary / multiple subject as per scheme of examination. Henceforth, the test delivery system should be able to handle this aspect of multidisciplinary / multiple subjects very well.
- iv). To host the exam and manage the test delivery process through intranet based solution at Examination Centres, the computer systems and servers shall be of latest configuration and LAN must be scaled enough to handle the traffic in real time with proper backup and redundancy at each level.
- v). To securely transmit, download, install and implement confidential data received from NBEMS using standard encryption and security protocol. The question paper installation and implementation shall be as per requirement and instruction of NBEMS and executed in real time situation.
- vi). To arrange frisking of candidates at examination centre including use of hand held metal detectors, to disallow any electronic gadgets, pen, paper (other than admit card), bag, purse (Except wallet), any ornaments etc. as per the guidelines of NBEMS.
- vii). To provide Hardware and Software required for Biometric and Face ID capture/verification of all candidates at the time of registration. The registration software shall be able to initiate the Aadhaar

Authentication Process of the candidate against the UIDAI Aadhaar database.

- viii). To complete registration process of the candidates before start of examination with capturing digital photo, bio-metric finger print, signatures, Iris, etc and after that allow candidates to appear for test at Examination Centres.
- ix). The service provider shall be able to verify the identity of candidates through biometrics and/or Face ID captured at the time of registration for the test against the database of previous NBEMS examinations. Reports to be generated for debarred candidates, mismatched candidates etc.
- x). To arrange provision for collection of physical thumb impression (using non-staining inkpad) and signature on physical attendance sheets. (to be arranged by the vendor).
- xi). To arrange/provide adequate displays/signages and required instructions/ information to the candidates appearing for test at Examination Centers.
- xii). To maintain step by step complete log of all candidate activities during the course of examination, to enable complete audit ability of the assessment process.
- xiii). To obtain candidate's feedback through Feed Back Form, after examination is over.
- xiv). To arrange Video Surveillance at all examination centres as mentioned above. **Video Surveillance with recordings have to be submitted after completion of exam in suitable format in Hard Disk Drive after appropriate mapping of each candidate, not later than 2 weeks of conduct of the examination.**
- xv). To capture during examination attendance digitally in form of photograph and finger biometric at desk of each candidate and submit a comparative report of candidate seated vis-à-vis candidate allocated to that computer system.
- xvi). The Examination Centre must have facilities for installing security and access control systems including signal silencers/jammers, Video surveillance etc. It would be desirable to have facilities for keeping belongings of candidates in Examination Centre.
- xvii). To devise and setup system for monitoring and supervision of

Examination Centre activities (Centre level/ Candidate's level) at designated office/Control Room set up by NBEMS for these examinations.

- xviii). To provide blank paper sheet/s and pen to the candidates as per requirement.
- xix). Contingency plan for Candidate management/Shifting in case of any emergency.
- xx). Candidate responses to question paper should be sent back to the central Server (Datacenter) from the server of an exam centre within half an hour from the conclusion of examination.
- xxi). To transfer/export the data in encrypted format including raw score data from local server to Central server and vice versa as per the instruction of NBEMS.
- xxii). To send confidential data of examination as per instruction of NBEMS.
- xxiii). Any other related or incidental task.

c) **POST EXAMINATION WORK**

- i). To perform statistical analysis of examination to identify any questions with doubtful technical parameters and flag these items for review.
- ii). To calculate scores/ percentile obtained by each candidate as per requirement of NBEMS after NBEMS provides with the key of the questions used.
- iii). To carry out other works related to post processing of responses & other confidential data and providing data as required by NBEMS.
- iv). To collect and consolidate all types of data generated during examination (including log files of servers and firewalls used) and have to preserve at least for a period of 3 years in multiple geographical locations.
- v). To provide Hardware and Software required for Biometric, Face ID and Iris verification and Aadhaar Based authentication of all candidates at the time of counseling/admission.
- vi). Upload Results and other relevant information as per the requirement

of NBEMS and to retain them live on the online portals for access of concerned candidates for at least 1 year or the period as may be required by NBEMS.

- vii). To provide Post Examination Analytics Report in the following manner:
- a) Item analysis of MCQ responses of the candidates (difficulty index and discrimination index etc.) as required in some examinations of NBEMS
 - b) Student performance Analysis;
 - c) Analyze audit logs and provide summary of audit logs like number of clicks, time log, MAP, IP address with MAC address of computer systems etc.
 - d) To provide forensic analysis report regarding proxy candidates, unfair means report etc utilizing data generated across all examinations to be conducted by the agency.
 - e) Any other reports by analyzing the data stored, whenever required by NBEMS.
- viii). To provide following data and documents related to conduct of examinations at test centres within 2 weeks of conduct of examination:
- a) CCTV footage of all test centres engaged
 - b) Attendance Sheets for candidates
 - c) Documents collected from candidates, if any
 - d) Attendance of invigilators, staff on exam duty
 - e) Audit logs of Firewalls installed at test centres
 - f) Lab wise, seat-wise mapping of candidates
 - g) Exam day registration images (photographs, signature, Iris scan, thumb impressions)
 - h) Exam day during exam images (photographs, finger biometrics)
 - i) Exam day bio-break images & proforma (photographs, finger biometrics)
 - j) System change log, if any
 - k) Forensic analysis of use of unfair means in the examination based on various parameters including but not limited to

physical verification, CCTV footage captured, biometric captured during instant examination vis-à-vis captured previously in other NBEMS examinations, if any, face comparison report etc

- 1) Face comparison report of images submitted by candidate during online application registration v/s images captured on exam day.
- ix). To provide documented inputs and support for handling:
- a) Candidates queries;
 - b) Press interaction;
 - c) RTI queries;
 - d) Court Cases;
- x). To provide technical support and manpower to set up Biometric, Aadhaar based Authentication, Iris and Face ID Kiosks for Biometric, Iris and Face ID Verification on pan India basis as per requirement of NBEMS/Counseling Authorities.

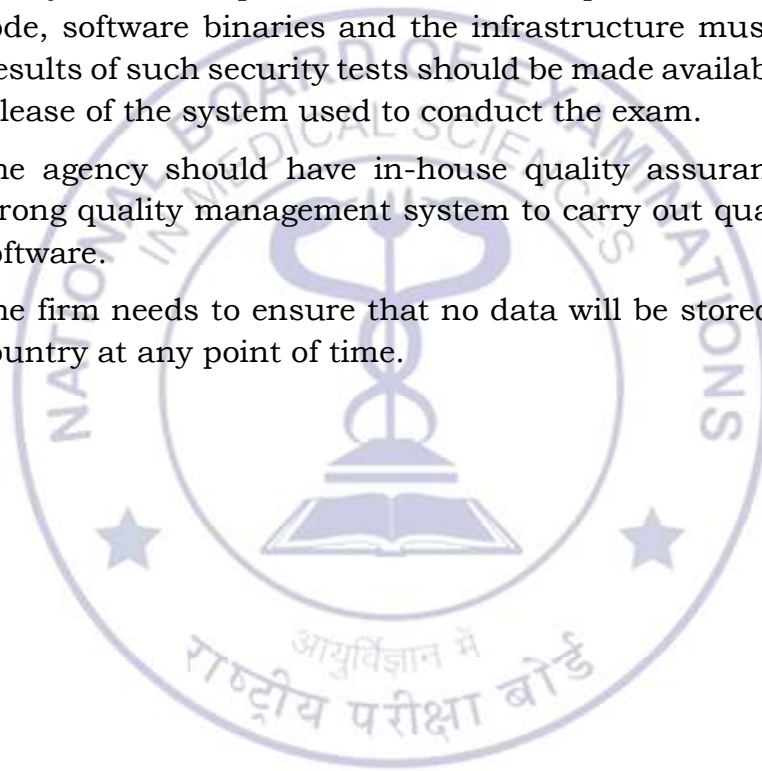
Note: The agency shall have to carry/ demonstrate complete System Test Run (STR) with test data to NBEMS before implementation. The agency should also be able to demonstrate click by click audit trail for any type of enquiry.

12. Exam Security

In addition to the details already specified in the document above, the Bidder should ensure that the following security measures are in place for all Computer Based Tests:

- i). Robust and sanitized IT infrastructure having strong cyber security.
- ii). Firewall installed at all test centres to prevent any remote access, hacking into local network at test centres and to provide firewall logs for exam day
- iii). IT in-charge and administrative in-charge at each centre should be a regular employee of the agency and should be on their pay rolls.
- iv). Continuous CCTV surveillance as stated above. The CCTV footage of each centre is to be provided to NBEMS in external hard disk drives which shall be procured by agency itself.
- v). Biometric, Iris and Face ID capture and verification for 100% candidates. Aadhaar based authentication of candidates who have been issued Aadhaar number and provided the said details in application forms.

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- vi). Complete power backup.
 - vii). Provision of deployment of mobile phone jammers at each centre
 - viii). Maintaining audit and server logs and handing it to NBEMS.
 - ix). Forensic analysis / data analysis post examination.
 - x). Setting up of biometric, Aadhaar based authentication , Face ID and Iris kiosk for verification all across the country.
 - xi). The agency 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.
 - xii). The agency should have in-house quality assurance group and a strong quality management system to carry out quality check of the software.
 - xiii). The firm needs to ensure that no data will be stored/sent out of the country at any point of time.



13. General clauses

a) **Standard of performance**

- i). The Bidder shall provide the services and carry out its other obligations under the agreement with due diligence, efficiency, economy, confidentiality, promptness and techniques. The Bidder shall adhere to professional, engineering and consulting standards recognized by international professional bodies while observing sound management, technical and engineering practices. It shall apply appropriate advanced technology and safe and effective methods during execution of this Project and shall always act in respect of any matter relating to this agreement, as faithful advisors to the NBEMS. The Bidder shall always support and safeguard the legitimate interests of the NBEMS, in any dealings with the third party.
- ii). The Bidder shall abide by the provisions of the legislation(s), related to the Information Technology, prevalent in this country.
- iii). The Hardware, Software and other services provided under this contract shall conform to the standards laid down in the Scope of Work.
- iv). The security of the system should be foolproof and shall be treated “not foolproof”, where unauthorized persons being able to access/infiltrate in to the system. The system may be the application software or a process adopted by vendor.
- v). The successful bidder shall be liable to the NBEMS for financial losses by way of some of system and process failure.

b) **Intellectual Property Rights**

- i). No software or services covered by the contract shall be developed, sold, disposed or done by the Bidder in violation of any right whatsoever of third party, and in particular, but without prejudice to the generality of the foregoing of any patent right, trademark or similar right, or of any charge, mortgage or lien.
- ii). The Bidder shall warrant that there is no infringement of any patent or intellectual proprietary rights caused by the supply of IT Infrastructure and Software and the documents, which are subject matter of this project.

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- iii). Intellectual Property right on database, designs etc. all remains with NBEMS and the vendor has to submit all kind of data including designs and others to NBEMS.

c) **Applicable Law**

The contract shall be interpreted in accordance with the laws of the Union of India and the Government of NCT-Delhi.

- i). Governing Law and Choice of Forum :

- a) The laws of India shall govern this project. Any suit, action or proceeding shall be confined to the exclusive jurisdiction of Courts at New Delhi.
- b) Any suit/legal action filed by any third party on account of the supply made by the vendor against any item related/pertaining to this project shall be settled by the vendor at his own cost. NBEMS will NOT be a party to the same.

d) **Performance Security**

- i). Within 7 days of the Bidder's receipt of notification of award, the Bidder shall furnish performance security of 3% of the annual contract, valid up to 90 days after the date of completion of the contract.
- ii). The performance security shall be payable to the NBEMS as compensation for any loss resulting from the failure of the Bidder to meet out its obligations under the Contract. This shall be in addition to any other action/penalty taken by NBEMS for failure, after adequate opportunity is given to the bidder to represent itself.
- iii). The Performance Security shall be denominated in Indian Rupees and shall be in the form of A/C payee Bank Draft, issued by a Nationalized Bank, located in India. Such Performance Security will be valid only after its realization into NBEMS account. Alternatively, the Bidder may also deposit this security in the form of Bank Guarantee of a Nationalized Bank, which is valid for the entire period in favour of the NBEMS.
- iv). The Performance Security will be discharged by the NBEMS and returned to the Bidder not later than 90 days following the date of completion of the Bidder's performance obligations.
- v). In the event of any contract amendment, the Bidder shall, within 7 days of receipt of such an amendment furnish the amendment to

performance security, rendering the same valid for duration of the contract as amended for further period of 90 days thereafter.

e) **Governing Language**

The bid & contract shall be written in English language. All correspondences and other documents pertaining to the contract, which are exchanged between the parties, shall be written in the English language.

f) **Consortium**

No consortium will be entertained by NBEMS. The bidder shall hold the full responsibility of the contract. Any consortium formed by the bidder at his end which was formed either to gain entry into the agreement with NBEMS or during the project for the execution of the agreement will be at the sole risk and responsibility of the bidder and would lead to rejection of tender or termination of contract with penalty.

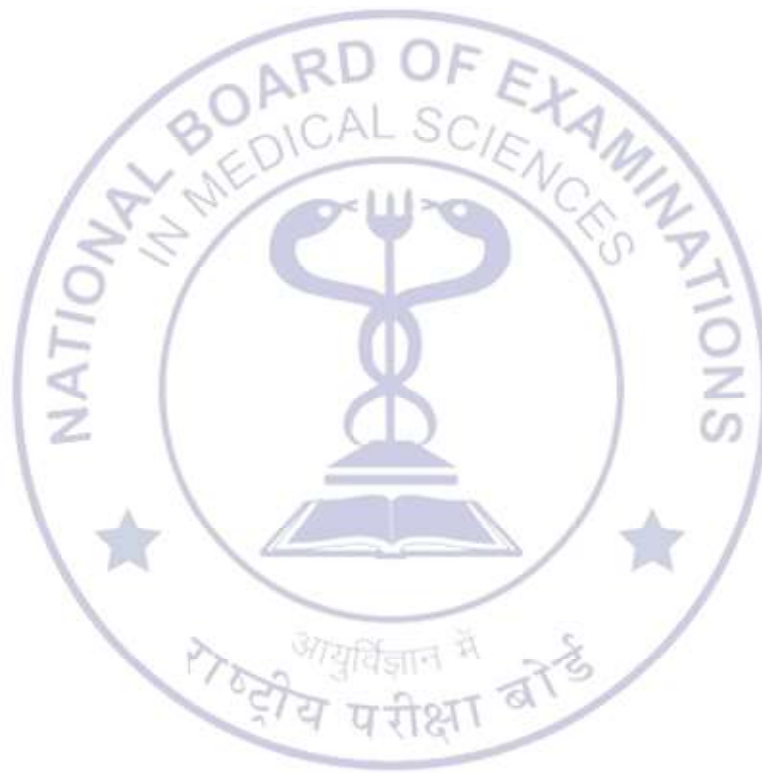
g) **Penalty Clause / Liquidated Damage**

- i) If any of the stages specified, either not completed or not completed satisfactorily as per the approved time schedule, forming part of the contract agreement due to reasons solely and entirely attributable to the bidder and not in any way attributable to NBEMS, a penalty @ 1.0% of the bid value of the delayed stage of the item, per day/unsatisfactorily completed item, per item (subject to maximum 20%) may be imposed and accordingly the time for the next stage be reduced by the NBEMS, to account for the delay, after adequate opportunity is given to the bidder to represent itself.
- ii) Penalty at rates stated herein above shall be applicable in instances of failure to provide satisfactory examination services, including but not limited to, application process affected/delayed due to technical issues with the application form; movement of candidates from test cities made available in application form and selected by the candidates; delay in start or completion of examination due to poor infrastructure at test centres/ technical issues; failure of examination software leading to delay in conduct of examination; post examination data and documents are delayed/lost; infrastructure & facilities at test centres engaged not as per NBEMS requirement etc. This list is only indicative in nature.
- ii) If the delay adversely affects conduct of examination the security deposit/ performance security will be forfeited and other legal action

would be initiated as per terms and conditions of contract. The NBEMS may rescind this part of the contract and shall be free to get it done from any other agency at the risk and cost of the Bidder.

h) **Prices**

The prices quoted for the items/services shall under no condition change during the period of agreement. The rates should be quoted for National Board of Examination, New Delhi.



i) **Fall Clause:**

The following Fall clause will form part of the contract placed on successful Bidder-

- i). The charges for the contract by the Bidder shall in no event exceed the lowest charges at which the Bidder provides the same services of identical description to any Organization including NBEMS or any department of the Central government or any Department of state government or any statutory undertaking of the central or state government as the case may be during the period till performance of all Work Orders placed during the currency of the contract is completed.
- ii). If at any time, during the said period the Bidder reduces its charges, provides or offers to provide such services to any organization including the NBEMS or any Deptt, of Central Govt. or any Department of the State Government or any Statutory undertaking of the Central or State Government as the case may be at a rate lower than the rate chargeable under the contract, the Bidder shall forthwith notify such reduction or sale or offer of sale to the National Board Of Examinations in Medical Sciences and the rate payable under the contract for the services of such reduction of rate or offer of the service shall stand correspondingly reduced.
- iii). The Bidder shall furnish the following certificate to the Paying Authority along with each bill for payment for provided against the said contract – “We certify that there has been no reduction in charges of the services identical to the services provided to the Government under the contract herein and such services have not been provided by us to any organization including the NBEMS or any department of Central Government or any Department state Government or any Statutory Undertaking of the Central or state Government as the case may be upto the date of bill/the date of completion of services against all work orders placed during the currency of the Contract at rates lower than the rate charged to the NBEMS under the contract;

j) **Integrity Pact**

The Bidder should be willing to enter into an integrity pact with the NBEMS, not to resort to any corrupt practices in any aspect/stage of the contract. The Bidder should commit itself to the promise: -

- i). Not to offer any benefit to the employees of NBEMS;
- ii). Not to enter into any undisclosed agreement or understanding with other bidders with respect to prices, specifications, certifications, subsidiary contracts; etc.
- iii). To disclose the name and address of agents and representatives in India and Indian Bidder to disclose its foreign principals or associates;
- iv). To disclose any past transgressions committed over the specified period with any other company in India or Abroad that may impinge on the anti-corruption principle;

Integrity Pact lays down the punitive actions for any violation.

k) **Subcontracts**

The Bidder shall not without written consent of the NBEMS subcontract the awarded contract or part thereof.

l) **Delays in the Bidder's Performance**

- i). The activities involved are time bound and it is expected that no extension of time for performance of any activity/ activities will either be sought or given in this project. However, if at any time during the course of the contract, the Bidder encounters conditions impeding the timely delivery of the items and the performance of the service, the Bidder shall promptly notify to the NBEMS in writing the fact of the delay, its likely duration and its cause(s). The NBEMS will evaluate the situation and in the exceptional circumstances and in the interest of work may extend the Bidder's time for execution of said item of work, But in no case extension shall be granted having adverse effect on scheduled conduct of examination. The dates declared for examinations are absolute unless changed by the NBEMS on its own.
- ii). Delay on part of the Bidder in the performance of its delivery obligations shall render the Bidder liable to the imposition of penalty unless an extension of time is agreed upon and cancellation of contract.

m) **Termination for Default**

- i). Either Party may, without prejudice to any other course of action for breach of contract, by written notice of 90 days to the other party, terminate the agreement in whole or in part, if:
 - a) The defaulting party fails to perform any or all of the obligations within the time period(s) specified in the agreement or any extension thereof granted, by the other party.
 - b) The quality of the delivery of various tasks is not up to the satisfaction of the NBEMS
 - c) The defaulting party fails to perform any other obligation under the agreement.
- ii). In the event of the NBEMS terminating the contract in whole or in part, the NBEMS may procure, upon such terms and in such a manner as it deems appropriate, items or services similar to those undelivered, and the Bidder shall be liable to the NBEMS for any excess costs for such similar items or services. However, the Bidder shall continue with the performance of the contract to the extent not terminated.
- iii). The Bidder shall stop the performance of the contract from the effective date of termination and hand over all the documents, data, equipment etc. to NBEMS for which payment has been made. The Bidder may withdraw items, for which payment has not been made. No consequential damages shall be payable to the Bidder in the event of termination.
- iv). In case of termination of contract, all Bank Drafts/ FDRs furnished by the Bidder by way of Bid Security / Performance Security shall stand forfeited.
- v). In case of suspension/termination, the Bidder shall be liable to pay compensation for any direct loss or additional liability, if incurred due to completion of work by another agency.

n) **Termination for convenience**

- i). The NBEMS, by written notice of at least 90 days sent to the Bidder, may terminate the contract, in whole or in part thereof, at any time for its convenience. The notice of termination shall specify that termination is for the NBEMS's convenience and also the extent to which performance of the Bidder under the contract is terminated, and the date on which such termination becomes effective.

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- ii). The NBEMS shall accept the items/services, which are completed and ready for delivery within 30 days after the Bidder's receipt of notice of termination, at the contract terms and prices. For the remaining items/services, the NBEMS may elect:
 - a) To have any portion completed and delivered at the contract terms and prices; and /or
 - b) To cancel the remainder and pay to the bidder an agreed amount for partially completed items/services and for services previously accomplished by the Bidder.

o) **Termination for Insolvency**

The NBEMS may at any time terminate the contract by giving notice to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the NBEMS.

p) **Suspension**

- i). The NBEMS may, after giving a written notice of suspension to the Bidder, and considering the representation, if any, submitted to him within a period of 15 days from receipt of such notice, suspend all payments to the Bidder, if the Bidder fails to perform any of its obligations (including the carrying out of the services) provided that such notice of suspension:
 - a) Shall specify the nature of the failure and
 - b) Shall direct the Bidder to remedy such failure within a specified period from the date of receipt of such notice of suspension by the Bidder
- ii). The NBEMS may engage some other agency for the completion of suspended work, which will be carried out at the risk, and cost of the Bidder.

q) **Confidentiality**

- i). The Bidder and their personnel shall not, either during implementation or after completion of the project, disclose any proprietary or confidential information relating to the services, agreement or the NBEMS's business or operations without the prior consent of the NBEMS. The legal liability for breach of confidentiality by the bidder and its employees solely lies with the bidder.

ii). NBEMS also reciprocally agrees with the Bidder that all information concerning trade secrets, know-how, technical data, research, products, development, inventions, processes, engineering techniques, strategies, internal procedures, employees and business opportunities, its customers either present or prospective and services rendered by the Bidder to such of its customers along with the information pertaining to its businesses and the proprietary information of the Bidder described herein as “confidential information”, belonging to the Bidder and which may come into the possession or custody of NBEMS in the course of providing services by the Bidder hereunder shall not be disclosed or divulged to any third parties or make use or allow others to make use thereof either for its own benefit or for the benefit of others directly or indirectly. (subject to provisions of the law of the land)

r) **Force Majeure**

- i). Notwithstanding anything contained in the Bid Document, the Bidder shall not be liable for forfeiture of security, liquidated damages or termination for default, if and to the extent that, its delay in performance or other failures to perform its obligations under the agreement is the result of an event of Force Majeure.
- ii). For purposes of this clause “Force Majeure” means an event beyond the control of the Bidder and not involving the Bidder’s fault or negligence and which was not foreseeable. Such events may include wars or revolutions, fires, floods, earth quakes, epidemics. The preventive majors for fire breakdown must be followed otherwise will not be applicable here. The decision of the NBEMS, regarding Force Majeure shall be final and binding on the Bidder.
- iii). If a Force Majeure situation arises, the Bidder shall promptly notify to the NBEMS in writing, of such conditions and the cause thereof. Unless otherwise directed by the NBEMS in writing, the Bidder shall continue to perform its obligations under the agreement as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
- iv). The NBEMS may, terminate this agreement by giving a written notice of a minimum 5 days to the Bidder, if as a result of Force Majeure; the Bidder is unable to perform a material portion of the services for a period of more than 10 days.

s) **Resolution of Disputes**

- i). The NBEMS and the Bidder shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute that may arise between them under or in connection with the Contract.
- ii). If, after 15 days from the commencement of such informal negotiations, the NBEMS and the Bidder are unable to resolve, amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanism. In all matters and disputes arising there under, the sole arbitrator shall be mutually agreed upon by the parties in writing, who shall decide the claim and its decision shall be final and binding on both the parties. However, during the period of doubt, disagreement or dispute, both the Bidder and the NBEMS shall ensure that the Project works in a normal way. Such doubts, disputes and disagreement shall not give any reason or freedom to either the NBEMS or the Bidder to interfere in or prevent normal functioning of the Project.

t) **Legal Jurisdiction**

All legal disputes between the parties shall be subject to the jurisdiction of the courts situated in Delhi (India) only.

u) **Local Conditions**

The Bidder shall inspect the cities/sites of operation and shall satisfy himself of the cities/site conditions and availability of required resources and shall apprise himself of the procedure for engagement of agencies and shall collect any other information that may be required before submitting the bid. Claims and objections due to ignorance about site conditions shall not be considered after the submission of bid.

v) **Responsibilities of the successful Bidder**

- i). The bidder shall be responsible for the successful Conduct of Computer Based Tests for the NBEMS, New Delhi as per the terms and specification and direction of Examination Section, NBEMS
- ii). The bidder shall be responsible for the successful conduct of Computer Based Tests of NBEMS during the contract period through designed and maintained developed System Software as per scope of the work mentioned herein and subsequent directions of NBEMS, issued from time to time
- iii). In case of change in ownership of the bidder, the change must be

communicated to NBEMS, New Delhi, 3 months before the intended change of ownership.

w) **Interpretation**

In these Terms & Conditions:

- a) References to laws shall mean the applicable laws of India and references in the singular shall include references in the plural and vice versa.
- b) References to a particular article, paragraph, sub-paragraph or schedule shall, except where the context otherwise requires, be a reference to that article, paragraph, sub-paragraph or schedule in or to this TENDER DOCUMENT.
- c) The headings are inserted for convenience and are to be ignored for the purposes of construction.
- d) Whenever provision is made for the giving of notice, approval or consent by any Party, unless otherwise specified such notice, approval or consent shall be in writing and the words 'notify', 'approve', and 'consent' shall be construed accordingly.
- e) In case of any inconsistency between this TENDER DOCUMENT and the Bid made to NBEMS, the terms of this TENDER DOCUMENT shall prevail. In case the TENDER DOCUMENT is silent on the items contained in the bid, the decision of NBEMS shall be final & binding on the Bidder/ Bidders.

14. Quotation Formats

The following forms are required to be used for submission of bid –

- | | | |
|-----------|---|--|
| Form I | : | Bid Form |
| Form II | : | Checklist |
| Form III | : | Particulars and qualifications of the bidders. |
| Form IV | : | Duly authenticated list of full time Technical and Administrative Personnel to be employed for the work. |
| Form V | : | Details of Similar completed works during last 3 years. |
| Form VI | : | Details of work under execution or awarded. |
| Form VII | : | List of Satisfactory Performance report from clients |
| Form VIII | : | Undertaking (on Rs.10 Non Judicial stamp duly notarized) |
| Form IX | : | Price Bid (in separate sealed Envelope) |

Form I
Bid Form
[On the Letter head of Bidder]

Reference No.:

Date:

FILE NO. : _____
Name of the party in whose : _____
Favour the tender form has been : _____
Issued : _____

The Honorary Executive Director,
Nation Board of Examinations,
Ansari Nagar, New Delhi – 110029. (SEAL OF THE OFFICER)

Dear Sir,

I/ We hereby submit our tender for **Conduct of Computer Based Test for the NBEMS, New Delhi.**

I / We have enclosed the security deposit in the shape of demand draft of Rs. **50,00,000/-** (Refundable) in the name of National Board Of Examinations in Medical Sciences, payable at New Delhi, Demand Draft . No. _____ dated _____ issued by _____ Bank.

I / We hereby agree to all the terms and conditions, stipulated by the NBEMS, in this connection including delivery, penalty etc. quotations for each group are being submitted under separate covers and sheets and shall be considered on their face value.

I/ We have noted that overwritten entries shall be deleted unless duly struck out & re-written and initialed. Tenders are duly signed (No thumb impression should be affixed).

I / We undertake to sign the contract / agreement if required within 15 (fifteen days) from the issue of the letter of acceptance and start the work as per instruction immediately, failing which our / my security money deposited may be forfeited and our / my name may be removed from the list of service providers / suppliers at the NBEMS, New Delhi.

I / We agree to abide by this bid for a period of 120 (Number) days after the date fixed for bid opening or for any further period for which bid validity is extended and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

I / We agree that until a formal contract is prepared and executed, this bid together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

I / We understand that you are not bound to accept the lowest or any bid you may receive.

I / We have gone through all terms & conditions of the tender documents before submitting the same and accept the same.

NOTE: ALL TERMS & CONDITIONS SUCH AS TAXES ETC. HAVE BEEN INDICATED IN THE QUOTATION FAILING WHICH IT WILL BE PRESUMED THAT THE PRICES/RATES ARE INCLUSIVE OF ALL TAXES AND OTHER TERMS & CONDITIONS ARE ALSO AS PER YOUR REQUIREMENTS.

Yours faithfully,
Signature of the Authorised Signatory of Bidder
Full Address

WITNESS _____
WITNESS _____

Form II
Checklist

Please ensure that your offer contains the following documents:

- EMD : Rs. 50,00,000/- (Rs. Fifty Lakh only)
- Form I : Bid Form
- Form II : Checklist
- Form III : Particulars and qualifications of the bidders.
- Form IV : Duly authenticated list of full time Web Developer/Engineer to be employed for the work.
- Form V : Details of Similar completed works during last 2 years.
- Form VI : Details of work under execution or awarded.
- Form VII : List of Satisfactory Performance report from clients
- Form VIII : Undertaking (on Rs. 10/- Non-Judicial stamp duly notarized)
- Form IX : Price Bid (in separate sealed envelope)
- A copy of the bid document with all pages signed and stamped at the bottom by the bidder's authorized representative.
- Covering envelope sealed with superscription in prescribed format.
- Memorandum and article of association and copy of latest resolution in case of company, and partnership deed and power of attorney in case of firm, if required. All such documents should be duly attested by notary public.
- Brief resume of proposed team members in the following format:
 - Name:
 - Designation:
 - Proposed role:
 - Experience in years:
 - Areas of expertise:
 - Previous projects worked on, and role therein:
 - Qualification:
 - Date of Birth:

Form III

Particulars and qualifications of the bidders.

Particulars of the organization

1. Organization: -

Name _____
Year of Incorporation / Registration in India _____
Year of Start of Operation in India _____
TIN No. _____
PAN No. _____
GST REGISTRATION NO. _____
Total No. Web Developer/Engineer:

Total No. Administrative Manpower:

2. (a) Registered Office Address -----

Telephone No.(s) ----- Mobile Nos. -----
Fax No. (s) ----- Email: -----
Alternate Email:

(b) Delhi/NCR Office Address -----

Telephone No.(s) ----- Mobile Nos. -----
Fax No. (s) ----- Email: -----
Alternate Email:

3. Legal status of firm Company / Firm / Proprietorship/ Others (_____)

(attach proof MOA, AOA/ Partnership Deed along with registration of partnership detail/ Affidavit by proprietor with registration detail as the case may be)

4. Ownership -----

S. No.	Name of persons owning stake in the organization (In case of company incorporated in India List of Directors shall be provided)	Nationality of the stakeholders	Details of restrictions, if any on transfer of stake

In case the organization is a public sector undertaking: -----
Indicate the percentage share of Govt. holding.

5. Annual Turnover for the last 3 years

S. No.	Financial Year	Total Annual Turnover	Sector wise Annual Turnover			
			Conduct of Computer Based Tests	Software Development	Other IT related services	Other areas of operation (specify)

Note: Please attach Balance-Sheet or Income-Expenditure and Assets-liabilities status position during these 3 years, duly audited by Chartered Accountant/ Statutory Auditors.

10. Quality & Security Certification Detail (ISO, SEI-CMMI Level etc. if any) (attach proof)

11. Have your organization occurred loss during last three year : YES/NO

12. Are you able to support entire activity/solution 365x24x7 : YES/NO

13. Names, Designations, Addresses, Telephone & Fax No. of offices, as well as residences of at least two authorized persons dealing with the project

S. No.	Name, Designation and Address	Telephone & Fax No.		Extent of Involvement in this Project
		Office	Residence	

14. Last three years annual turnover of the division associated the project

S. No.	Financial Year	Annual Turnover	Financial Value of the largest project handled during the year

15. Particulars of EMD

- a) Name of the Bank -----
- b) Address of Bank branch, issuing the draft -----
- i). Code No. of Bank Branch -----
- ii). Amount of Draft: -----
- iii). Bank Draft No. & Date -----
- c) Valid up to ----- (Give Date)

16. Particulars of MOU with Banks for payment gateway.

S.No.	Names & Addresses of Bank	Validity Period of agreement	Encryption Level & SSL certification requirement	

Particulars of Authorisation of the person signing these documents on behalf of the bidder.

Name, Designation & Address of the authorized person.

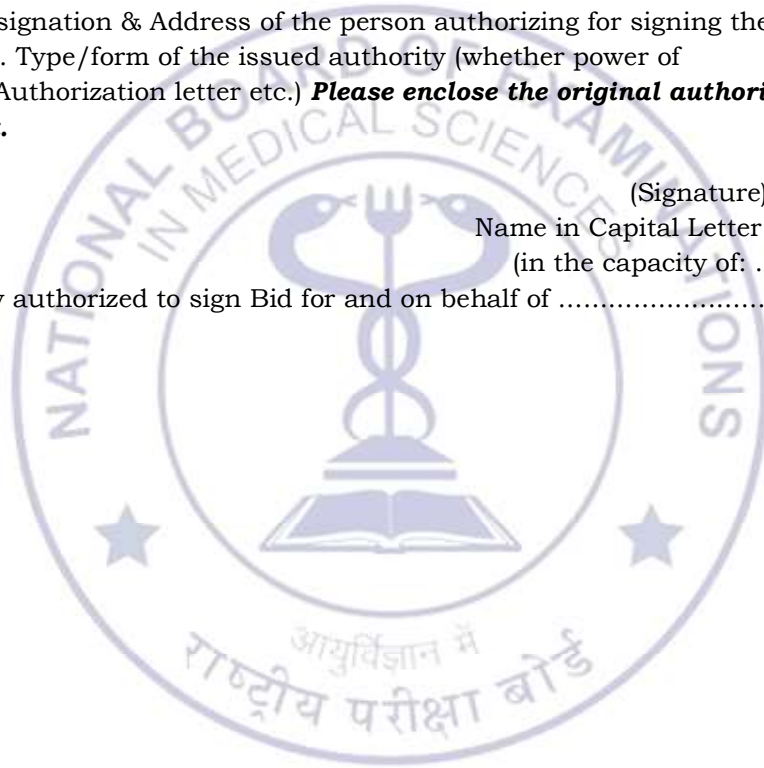
Name, Designation & Address of the person authorizing for signing the document. Type/form of the issued authority (whether power of attorney/Authorization letter etc.) **Please enclose the original authorisation document.**

(Signature)

Name in Capital Letter

(in the capacity of:)

Duly authorized to sign Bid for and on behalf of



17. Particulars of software capabilities of organizations and the division dealing with this project.

S.No.	Names & Addresses of Division independently engaged in software development work	Level of Certification of Software Capability Maturity Model (SW/CMMi level)	Level of certification of other equivalent systems of assessing software capabilities.	
			Name of certifying organizations	Level of certification

Note: Please attach duly authenticated copies of certification claimed regarding the division dealing with this project.

Particulars of Authorisation of the person signing these documents on behalf of the bidder.

Name, Designation & Address of the authorized person.

Name, Designation & Address of the person authorizing for signing the document.

Type/form of the issued authority (whether power of attorney/Authorization letter etc.)

Please enclose the original authorisation document.

(Signature)

Name in Capital Letter

(in the capacity of:)

Duly authorized to sign Bid for and on behalf of.....

Form IV

**Duly authenticated list of full time Technical and Administrative Personnel
to be employed for the work.**

**DULY AUTHENTICATED LIST OF FULL TIME WEB DEVELOPER/ENGINEERING
PROFESSIONALS WITH THE BIDDER**

Detailed Curriculum Vitae of key personnel along with their key role in the company, who will be associated with this project, is attached with the bid.

List of full time Professionals of the organization who will be associated with the project (at least 10 professional) to be given in the table below-

Sr. No.	Name	Designation	Educational Qualification	Date of Joining & No. of years of Experience
1				
2				
3				
4				
5				
6				

Date: _____

Place: _____

(Signature)

Name in Capital letter

(in the capacity of:)

Duly authorized to sign Bid for and on behalf of

Form V

Details of Similar completed works during last 2 years.

PROFORMA FOR PERFORMANCE STATEMENT

(SUMMARY PROFILES OF PROJECT COMPLETED DURING LAST THREE YEARS RELATED TO Conduct of Computer Based Tests

Sr. No.	Name , address, Tele no. and fax no. of organization for which Web portal has been developed & hosted (also mention Name, Designation and Contact No. of contact Person of the organization)	Description & Name of the of Examination	No. of Candidates (per session)	Period of Execution	Delay if any from scheduled time (give reasons)	Litigation/ Arbitration Pending in progress with detail	Remarks

The bidder will have to attach full details of similar projects of value more than 1 crore each, involving conduct of Computer Based Tests in India and Abroad, as Annexure to this list.

Date: _____

Place: _____

(Signature)

Name in Capital letter

(in the capacity of:

Duly authorised to sign Bid for and on behalf of

Form VI

Details of work under execution or awarded.

PROFORMA FOR PERFORMANCE STATEMENT

(SUMMARY PROFILES OF PROJECT UNDER EXECUTION / AWARDED RELATED TO

Conduct of Computer Based Tests

Sr. No.	Name , address, Tele no. and fax no. of organization for whom Conduct of Computer Based Tests has been executed (also mention Name, Designation and Contact No. of contact Person of the organization)	Description & Names of the of Examinations handled	No. of Candidates (per session)	Period of Execution	Slow progress if any and reasons thereof)	Litigation/ Arbitration Pending in progress with detail	Remarks

The bidder will have to attach full details of similar projects of value more than 1 crore each, involving Conduct and Processing of Online Examinations (CBT's) in India or Abroad, as Annexure to this list.

Date: _____

Place: _____

(Signature)

Name in Capital letter

(in the capacity of:

Duly authorised to sign Bid for and on behalf of

Form VII

List of Satisfactory Performance report from clients

PROFORMA FOR PERFORMANCE STATEMENT

(LIST OF SATISFACTORY PERFORMANCE CERTIFICATE FROM CLIENTS RELATED TO

Conduct of Computer Based Tests

Sr. No.	Name , address, Tele no. and fax no. of organization for which Web Portal has been developed and satisfactory service certificate has been enclosed)	Description & Names of the of Examinations handled	No. of Candidates (per session)	Period of Execution	Remarks

Note: Attach the Satisfactory Service Certificate(s) issued by organizations whose similar projects were executed successfully by you, as an Annexure to this list.

Form VIII:

Undertaking (on Rs.10 Non Judicial stamp duly notarized)

Undertaking

I/We hereby undertakes that :-

I/ We hereby submitted our tender for **Conduct of Computer Based Tests**

I / We have enclosed the EMD in the shape of demand draft of **Rs.50,00,000/- (Refundable)** in the name of National Board Of Examinations in Medical Sciences, payable at New Delhi, Demand Draft. No.____ dated.____ Issued from Bank _____

_____ dated and **for cost of tender document** demand draft of **Rs. _____ (Non Refundable)** in the name of the National Board Of Examinations in Medical Sciences, payable at New Delhi, Demand Draft No._____ Dated _____ Issued by Bank _____

I / We hereby agree to all the terms and conditions, stipulated by the NBEMS, in this connection including delivery, penalty etc. quotations for each group are being submitted under separate covers and sheets and shall be considered on their face value.

I/ We have noted that overwritten entries shall be deleted unless duly out & re-written and initialed.

Tenders are duly signed (No thumb impression should be affixed).

I / We undertake to sign the contract / agreement if required within 15 (fifteen days) from the issue of the letter of acceptance and start the work as per instruction immediately, failing which our / my security money deposited may be forfeited and our / my name may be removed from the list of suppliers at the NBEMS, New Delhi.

I / We agree to abide by this bid for a period of 120 (Number) days after the date fixed for bid opening or for any further period for which bid validity is extended and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

I / We agree that until a formal contract is prepared and executed, this bid together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

I / We understand that you are not bound to accept the lowest or any bid you may receive.

I / We have gone through all terms & conditions of the tender documents before submitting the same and accepts the same.

NOTE: ALL TERMS & CONDITIONS SUCH AS TAXES ETC. HAS BEEN INDICATED IN THE QUOTATION FAILING WHICH IT WILL BE PRESUMED THAT THE PRICES/RATES ARE INCLUSIVE OF ALL TAXES AND OTHER TERMS & CONDITIONS ARE ALSO AS PER YOUR REQUIREMENTS.

Yours faithfully.

Signature of the Authorised Signatory of Bidder

Name in Capital letter

Full Address

WITNESS _____
WITNESS _____

Form IX

Price Bid

[On the Letter head of Bidder and should be separately sealed as per instruction]

Reference No.:

Date:

FILE NO.

:

Name of the party in whose

:

Favour the tender form has been

Issued

The Honorary Executive Director,
National Board Of Examinations in
Medical Sciences,
Ansari Nagar, New Delhi – 110029.

Dear Sir,

I/ We hereby submit our price bid for **Conduct of Computer Based Tests for the NBEMS, New Delhi.**

Srl.	Activity	Rate per candidate	Rate per candidate (in words)
1.	Conduct of Computer Based Tests as per Scope of work and other conditions of the Tender (excluding S.No 2, 3, 4, 5, 6 & 7 below)		
2(A).	Social Distancing during conduct of examination (with a gap of one node between every two candidates), only in an event same is required by NBEMS		
2(B).	Social Distancing during conduct of examinations (with a candidates sitting next to each other as per normal practice), only in an event same is required by NBEMS		

3.	CCTV Live Feed as per requirement of NBEMS		
4.	Question paper for Recruitment Examination of NBEMS		
5.	Aadhar based authentication of candidates at test centres		
6.	Iris capture of candidates at the test centre of candidates appearing in the examination		
7.	Conduct of Computer Based Tests as per Scope of work and other conditions of the Tender at International Test Centres		

Note: The rates shall be inclusive of all costs and exclusive of all taxes paid or payable.

Date: _____

Place: _____

(Signature)

Name in Capital letter

(in the capacity of:

Duly authorised to sign Bid for and on behalf of

16. Definitions & Interpretations

The following bold/capitalized terms used in terms & conditions shall have the meanings set forth hereunder for the convenience of reference for this contract:

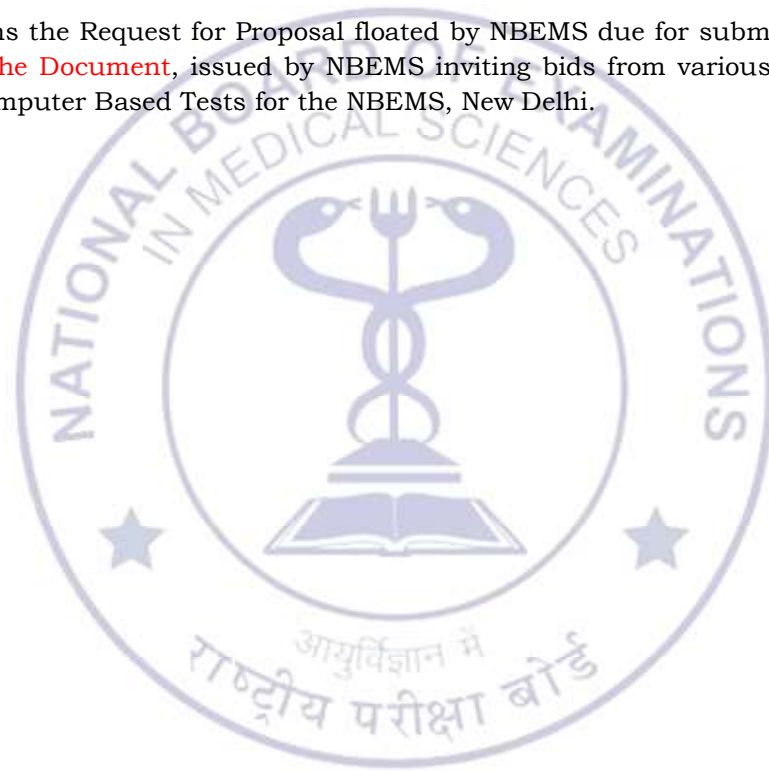
'**Agreement**' means this agreement, together with the schedules attached hereto;

'**NBEMS**' means the National Board of Examinations in Medical Sciences located at Ansari Nagar, New Delhi, India, acting through the Honorary Executive Director.

'**Bid**' means the Technical, Commercial and Financial bids

'**EMD**' Earnest Money Deposit

'**Tender**' means the Request for Proposal floated by NBEMS due for submission date and time **described in the Document**, issued by NBEMS inviting bids from various companies for the conduct of Computer Based Tests for the NBEMS, New Delhi.





NATIONAL BOARD OF EXAMINATIONS IN MEDICAL SCIENCES

Ministry of Health & Family Welfare, Govt. of India
NAMS Building, Ansari Nagar,
New Delhi – 110029

Determination of Technical Eligibility – Weightage (max. 70 marks)

Sr. No.	Eligibility Criteria (Technical)	Marks for affirmative responses	Marks for Non-affirmative responses
1.	Ownership of Cert-in Tier 3 or higher certification Data center, located in India; (clause 4 (b) (iii))	06	0 03 (if on rent)
2.	Possession of ISO-27001, ISO 9001:2008, CMMi level 5 or higher certifications; (clause 4 (b) (v))	06	0
3.	Ownership of OEM, complete Source codes, Software, their components and copyrights; (clause 4 (b) (vi))	06	0
4.	Whether the Bid is on “End to End outsourced basis”; (clause 8 (b) (i) (e))	06	0
5.	Whether adequate number of Technical & Admin. personnel have been engaged for the execution of this job, whether list is attached (clause 4 (b) (xiv))	06	0
6.	Capabilities of providing Video surveillance and Analytic reports, post each CBT. (clause 4 (b) (xii), (xiii))	06	0
7.	Quality of the Emergency Management plan during the crisis. (Part of Presentation)	-	-
8.	Details of 24 x 7 x 365 Solutions Support Centre; (Part of Presentation)	-	-
9.	Presentation	14	-
10.	Demonstration	20	-
Total		70	-