

Request for Proposal Document

For CBT Online Examination:

Conduct and Processing for Various
Examination of the AIIMS, New Delhi



Release 2.0

Examination Section

ALL INDIA INSTITUTE OF MEDICAL SCIENCES
ANSARI NAGAR, NEW DELHI – 110029, (India)
www.aiimsexams.org , www.aiims.edu



Disclaimer

This Tender is not an offer by the All India Institute of Medical Sciences, but an invitation to receive offer 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 All India Institute of Medical Sciences with the vendor.



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1. About AIIMS

AIIMS was created in 1956 to serve as a nucleus for nurturing excellence in all aspects of health care.

All-India Institute of Medical Sciences was established as an institution of national importance by an Act of Parliament with the objects to develop patterns of teaching in **Undergraduate** and **Post-graduate** Medical Education in all its branches so as to demonstrate a high standard of Medical Education in India; to bring together in one place educational facilities of the highest order for the training of personnel in all important branches of health activity; and to attain self-sufficiency in Post-graduate Medical Education.

The Institute has comprehensive facilities for teaching, research and patient-care. As provided in the Act, AIIMS conducts teaching programs in medical and para-medical courses both at undergraduate and postgraduate levels and awards its own degrees. Teaching and research are conducted in 42 disciplines. In the field of medical research AIIMS is the lead, having more than 1900 research publications by its faculty and researchers in a year. AIIMS also runs a College of Nursing and trains students for B.Sc. (Hons.) Nursing post-certificate) degrees.

Objectives of AIIMS

- To develop a pattern of teaching in undergraduate and postgraduate medical education in all its branches so as to demonstrate high standard of medical education to all medical colleges and other allied institutions in India.
- To bring together in one place educational facilities of the highest order for the training of the personnel in all important branches of the health activity.
- To attain self sufficiency in postgraduate in medical education.



1.1.EXAMINATION SECTION

Examination Section conducts various entrance examinations and recruitments of the Institute. Important examination with brief detail is given below:

S. No.	Name of Course	Eligibility	Duration	Month of Exam	Admission Notice	No. Cities where exam conducted in offline mode	No. of candidates registered in offline mode of exam in 2012
1.	B.Sc. (Hons). Paramedical Courses i) Ophthalmic Techniques ii) Medical Technology in Radiography	10+2 or equivalent with 50% marks (45% for SC/ST) in English, Physics Chemistry & Bio. or Maths	3 Yrs.	June	March	01 (Delhi)	300
2.	B.Sc. (Hons). Nursing	10+2 or equivalent with 50% marks (45% for SC/ST) in English, Physics Chemistry & Bio. Age 17Yrs. & above (for female candidates only)	4Yrs	June	March	01 (Delhi)	2000
3.	B.Sc. Nursing (Post Certificate)	10+2 or equivalent Certificate in Gen. Nsg. & Midwifery and be an 'A' Grade Nurse, registered with State Nurses Registration council. Minimum 3yrs. experience as a staff Nurse in a recognised hospital or as a public health nurse.	2 Yrs.	June	March	01 (Delhi)	100
4.(i)	M.Sc. Courses (Anatomy, Biochemistry, Physiology, Pharmacology)	B.Sc. (Minimum 3 years duration in any subjects) B.V. Sc./B. Pharma with 60% marks (55% for SC/ST) OR MBBS/BDS with at least 55% marks (50% for SC/ST)	2 Yrs.	July	March	01 (Delhi)	500
4.(ii)	M.Sc. (Perfusion Technology)	B.Sc. with Biology or B.Sc. In Perfusion Technology from a recognised University.	2 Yrs.	July	March		



4.(iii)	M.Sc. (Nuclear Medicine Technology)	B.Sc. In Nuclear Medicine from a recog. University OR B.Sc. with Physics/ Chemistry / Maths from a recognised University. OR B.Sc. in allied/related subject i.e. Radio Diagnosis (MRT) Radiotherapy from a recog. University. OR B.Sc. in Life Sc. with Physics as a subject from recognised University.	2 Yrs.	July	March		
4.(iv)	M.Sc. (Urology Technology)	B.Sc. with Science (Biology Compulsory at 10+2 level) OR B.Sc. Theatre Technique.	2 Yrs.	July	March		
4.(v)	M.Sc. Nursing Cardiological/CTVS Nursing Oncological Nursing Neurosciences Nursing Nephrological Nursing Critical Care Nursing Paediatric Nursing Psychiatric Nursing	B.Sc. (Hons.) Nursing, B.Sc. Nursing (PC)/ Post Basic from any recognised University with 60% marks (55% marks for SC/ST)	2 Yrs.	July	March	01 (Delhi)	900
4.(vi)	M. Biotechnology	B.Sc. (Minimum 3 years duration in any subjects) B.V. Sc./B. Pharma with 60% marks (55% for SC/ST) OR MBBS/BDS with at least 55% marks (50% for SC/ST)	2 Yrs.	July	March	01 (Delhi)	800
5.	MBBS	10+2 or equivalent with 60% marks (50% for SC/ST) in English, Physics Chemistry & Bio. Age: 17yrs. as on 31st of December of the year of admission & above	5½ Yrs.	1st. June	December	18	152219 (Registered Candidate in MBBS 2013)



6.	AIIMS-PG (MD/MS/MDS)	MBBS/BDS with 55% marks (50% for SC/ST) and must have completed 12 months compulsory internship in a recognised hospital.	3 Yrs.	May & November	March & August	05	35000 (Jan. Session) 27000 (July Session)
7.	DM	MD in required specialty Age limit 35 yrs (5 yrs. relaxable for SC/ST) upper age limit is not applicable for sponsored candidates.	3 Yrs.	June & December	March & August	01 (Delhi)	2300 (Jan. Session) 2200 (July Session)
8.(i)	M.Ch.	MS in General Surgery of AIIMS OR any other University recognised by MCI Age limit: 35 yrs. relaxable for SC/ST) upper age limit is not applicable for sponsored candidates.	3 Yrs.	June / December	March & August		
8.(ii)	M.Ch. (6 yrs. course)	MBBS degree & one year compulsory Internship with 55% marks in aggregate in all MBBS professional exams. The eligibility criteria are the same as specified for MD/MS (3 year course)	6 Yrs.	June / December	March & August		included with AIIMS PG exam at Srl. 6.
9.	MHA	<u>Medical Graduate:</u> MBBS with 55% marks minimum 3 yrs. exp. in a recognised hospital OR 5 yrs. experience as Gen. Practitioner. <u>Non Med. Graduates:</u> <u>Eligible for sponsored seat only</u> Bachelor's degree in Arts or Science Nursing OR Business Admn. OR Commerce OR Engineering OR any Technical subject with at least 60% marks. Experience of 7 yrs. in responsible	2 Yrs. for Medical Graduates 3 Yrs. for non-Medical Graduates	June/ December June/ December	March & August March & August		included with DM/MCH at Srl 7 & 8(i)



		Administrative position.					
10.	Ph.D Programme (Admission to Ph.D. is subject to availability of research/ funds/ fellowship/grant from recognised funding agencies)	M.Sc. OR Master Degree in any subject allied to Bio-Medical Sciences OR Master degree in Nursing with 60% marks. OR Master of Surgery OR Doctor of Medicine OR MBBS with a minimum of 55% marks. in the professional examinations OR an equivalent Degree OR Diplomat of the NBE.	3-5 Yrs.	January / July	March & August	01	600 (Jan. Session) 600 (July Session)

2. Purpose of this RFP

This Request for Proposal (RFP) establishes the fundamental requirements for CBT Online Examination for Various Examination of the All India Institute of Medical Sciences, New Delhi for entering into a contractual relationship with a qualified respondent entity which is willing and able to meet the expectations of AIIMS.



3. Bidding Process

3.1. Invitation for Bids

Name of Work	<u>CBT Online Examination : Conduct and Processing for Various Examination of the All India Institute of Medical Sciences, New Delhi</u>
Pre-bid Conference on	24th July 2013 at 11.30 AM
Location of Pre-bid Conference	Examination Section, AIIMS, New Delhi
Earnest Money	Rs. 5,00,000.00
Sealed bids will be received up to (Date and time)	16th August 2013 at 3.00 PM
Bids will be opened on (Date and time)	16th August 2013 at 3:15 PM Date for Financial bid shall be announced later
Place of bid submission and opening	Asst. Controller of Exams, Examination Section, AIIMS, Ansari Nagar, New Delhi-110029

3.2. General Information and Instruction to the Bidders

3.2.1. Submission of offers

The Vender shall submit their proposals in two parts (i) Technical Proposal and (ii) Financial Proposal

- a) The tender is a "Two Bid" document. The **technical proposal** should contain all the relevant information and desired enclosures in the prescribed format along with Earnest Money Deposit (EMD). The **financial proposal** should contain only price Bid Form - IX. In case, any bidder encloses the financial bid within technical bid, the same shall be rejected summarily.
- b) All information called for in the enclosed forms should be furnished against the respective columns in the forms. If information is furnished in a separate document, reference to the same should be given against respective columns in such cases. If any particular query is not applicable, it should be stated as "**Not Applicable**". However the bidders are cautioned that not giving complete information called for in



the tender forms or not giving it in clear terms or making any change in the prescribed forms or deliberately suppressing the information may result in the bidder being summarily disqualified.

- c) The Tenders should be typewritten or handwritten but there should not be any overwriting or cutting or interpolation. Correction, if any, shall be made by neatly crossing out, initialling, 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.
- d) 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 being extended further, if required, by mutual agreement from time to time.
- e) 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 AIIMS may also independently seek information regarding the performance from the clients.
- f) The bidder is advised to attach any additional information, which he thinks is necessary in regard to his capabilities to establish that the bidder is capable in all respects to successfully complete the envisaged work. He is however, advised not to attach superfluous information. No further information will be entertained after tender document is submitted, unless The Institute calls for it.
- g) ***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, AIIMS reserves the right to reject such a tender at any stage.
- h) 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.
- i) 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.
- j) Prospective bidders may seek clarification regarding the project and/ or the requirements for pre-qualification, in writing through fax 011-



26588789, 011-26588663 or through email (ace.aiims@gmail.com) till 25th July 2013 from Asst. Controller (Exams), AIIMS, New Delhi.

- k) The tender document has to be downloaded from Institute's web site (www.aiimsexams.org or www.aiims.edu) and be submitted along with a **fee of Rs. 1,000/- (non refundable)** in form of demand draft in favour of Director, AIIMS payable at Delhi. There is no exemption from payment of tender document fees and tenders without requisite fees shall not be accepted. The technical and financial documents should be kept separately in sealed envelopes and both of these envelopes should be kept in one envelope super-scribing "**Tender for CBT Online Examination : Conduct and Processing**" so as to reach **Asst. Controller of Exams, Examination Section AIIMS, Ansari Nagar, New Delhi – 110029 by 3:00 PM on 16.08.2013**. Late tenders shall not be accepted. The technical bid shall be opened as per schedule in clause (3.1) in presence of bidders who may like to be present.
- l) Offers sent by post should be sent by Registered Post with date/ Postmark so as to reach us before closing date i.e by 3:00 PM on 16th August, 2013 with an acknowledgement due.
- m) Apart from the original quotation to be submitted in the manner detailed above, no copies should be sent to any other office of AIIMS. Such offers will not be valid quotations. Offers sent through telegram/telex, and offers not submitted in the standard formats given in the tender document will be summarily rejected.
- n) 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 AIIMS shall have liberty to get it done through any other agency with full cost recoverable from the bidder in addition to damages and penalty.
- o) 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.
- p) *The Director, AIIMS reserves right to award the work/cancel the award without assigning any reason.* In case of differences, if any, the decision of the Director, AIIMS shall be final. The work can be awarded to one or more agencies if need arises. Initially the contract will be for one year extendable upto 3 years at the discretion of competent authority.



3.2.2. 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 Examination Section, AIIMS, 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.

3.2.3. Security Deposit/EMD

- a) The bidder should enclose **EMD of Rs.5,00,000/- (Rupees five Lakhs only)** in form of Demand Draft drawn in favour of Director, AIIMS 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 Bank Guarantee equivalent to 20% of contract value to the Institute 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.
- 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.

3.2.4. Acceptance of offer

AIIMS 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.



3.2.5. Evaluation Process

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.

The technical evaluation committee may call the responsive bidders for discussion or presentation to facilitate and assess their understanding of the scope of work and its execution. However, the committee shall have sole discretion to call for discussion/presentation.

Each proposal would be evaluated against the 70-30 criteria. This means 70% weightage will be given to Technical proposal and 30% to Financial proposal.

Technical Proposal Evaluation

As a first step, the Technical proposal submitted by each organization would be assessed against the evaluation criteria set by the Examination Section, AIIMS. Based on the criteria, each technical proposal would be assigned a score called as Technical Score **(TS)** out of 70.

The Marking system will be explained on the day of opening of tender.

Financial Proposal Evaluation

In the next step, the financial proposals would be assessed against the evaluation criteria set by the Examination Section AIIMS. Based on these criteria, each of the financial proposals would be assigned a score out of 30.

Formula to determine the scores for the Commercial Bids shall be as follows:

$$\mathbf{FS = 30 \times (FL/F)}$$

- **FS** is the Financial Score
- **FL** is the value of lowest financial bid
- **F** is the price quoted in the bid under consideration (Average)

$$\mathbf{Total\ Score\ (TotS) = TS + FS}$$

The Bidder with the highest **Total Score (TotS)** would be awarded the contract subject to other terms and conditions of Tender.



4. Scope of work

Scope of work is limited to conduct and processing of examinations conducted in online mode and required to be conducted in online mode in future. At present examinations under 4.1 are proposed to be in online mode (*the examinations will also be conducted in offline mode depending upon the choice of the candidate*).

4.1. Scheme of Examination to be conducted in online mode

A. AIIMS-PG :

- i. AIIMS-PG entrance examination conducted twice in a year for January and July Session.
- ii. Computer Based Test (CBT) using Intranet/ (LAN) – in 4 Metro cities. *
- iii. Question will be of MCQ type.
- iv. Duration of examination will be:
 - a. MD/MS/M.Ch (6 yrs) - three hours
 - b. MDS – one and half hours and
 - c. DM/MCH (Multidisciplinary/multiple subject) – one and half hours.
- v. Medium of examination will be English only.

B. M.B.B.S.:

- a. Conducted Each year on 1st day of June of that year.
- b. Computer Based Test (CBT) using Intranet/(LAN) – in 4 Metro cities. *
- c. Question will be of MCQ type.
- d. Duration of examination will be three and a half hour.
- e. Medium of examination will be both English and Hindi.

C. Senior Resident / Senior Demonstrator (SR/SD):

- a. Conducted twice in a year in June and January.
- b. Computer Based Test (CBT) using Intranet/(LAN) – in Delhi only
- c. Question will be of MCQ type.
- d. Duration of examination will be one and a half hour.
- e. Medium of examination will be both English.

* *The number of cities can be increased / decreased at discretion of AIIMS.*

4.2. Schedule of Examination

- Please refer section 1.1 or visit www.aiimsexams.org for key dates.



4.3. Volume of work

The work can be extended to other examination & proposed to be conducted in online mode of examination on same terms and conditions during validity of contract depending upon the decision of competent authority to conduct that examination in online mode.

Please see clause 4, 4.1 and 4.2 above

4.4. Deliverables

The deliverable of the project is the successful conduct and processing for the various examinations of the Institute in online mode (Computer Based Test). The deliverables have been divided into three main categories as given below:

- i. PRE EXAMINATION WORK**
- ii. CONDUCT OF ONLINE EXAMINATION**
- iii. POST EXAMINATION WORK**

4.4.1. PRE EXAMINATION WORK

- (a) Designing the online examination plan and examination process under consultation with Examination Section for :
 - i. Selection of online Examination Centers / Venues
 - ii. Complete Security Management Processes (Physical and Technical for all online examination centers, servers, Desktops, LAN etc)
 - iii. Student handling process at examination centre.
 - iv. Detailed Audit (from certified agencies) of Server/Desktop/LAN etc.
 - v. Other related processes involved for conducting AIIMS online exams as per instruction of Examination Section.
 - vi. AIIMS reserves the right to cross verify all the activities/reports/services at any point of time.

Note: On the day of examination no other activity than AIIMS examination is allowed on the examination centre. Centre of capacity less than 160 computer system + 20% buffer i.e. total of 192 computer system (configuration as specified) will not be accepted. Proper separation of computer system by maintaining mandatory distance of 2-3 feets or by creating temporary partition between each system is also required.

- (b) To prepare and provide documentary manuals for all processes for safe and secure conduct of examination to be followed along with rules for contingency and exception handling/ emergency procedures.



- (c) To provide specifications for Hardware and Software required at all stages of the AIIMS online exams at Examination Section, at online Examination Centres and for Devices and systems to be used for authentication and audit trail mechanisms required for AIIMS online exams
- (d) To provide consultancy, training and manpower support to handle the entire AIIMS online exams project at the Examination Section. The required Hardware, Software, networking shall be installed by agency.
- (e) To provide and setup secured software for Authoring and Complete Examination Management Process.
- (f) To provide training/ manpower for generation of encrypted confidential data that will be used for test delivery across various centres.
- (g) To provide Online Examination (CBT) delivery software as per customization of The AIIMS.
- (h) To identify required secure Test Centres in various cities as per requirement of examination section, with each centre of minimum capacity of 160+20% buffer i.e. 32 systems as buffer for each online examination slot/session.
- (i) To ensure that Test Centre has the required suitable Hardware, Software, Internet and LAN connectivity for conducting AIIMS online exams.
- (j) The LAN at examination centre must be structured LAN using at least eCAT 5 cable , redundant network line, secure managed layered switches (Router-layered switch layer2-layer3 preferable)
- (k) The Computer system to be used for student at test centre shall be of minimum processor speed of 2.0 GHz, 2 GB DDR3 RAM with licensed Operating system (Minimum Windows XP SP3 (or its equivalent) or higher) updated for all known vulnerabilities & Updated Antivirus. On the day of exam in each Student computer system no other application shall be available other than the test Delivery application. For servers to be used in online examination only Laptops owned and tested by the vendors shall be used and shall not be less than 2.0 GHz, 2GB RAM.
- (l) To ensure that Uninterrupted Power Supply (UPS) facility are available at each Test Centre to IT infrastructure and To ensure that Generator facility are available at each Test Centre.
- (m) To ensure adequate Air-conditioning in labs for test.
- (n) To carry periodic audit at Test Centres for :-
 1. Hardware -Processor Speed, RAM, Network and internet connectivity, Key Boards etc.
 2. Software - Operating System, Screen resolution, bandwidth for internet and LAN connectivity, Browser. *(The internet connectivity shall be reliable and of sufficient bandwidth (not less than 2 mbps) to download/upload examination materials on the day of*



examination without fail before & after the examination. The successful download/upload is the sole responsibility of the Bidder.)

3. Working conditions of UPS and Generator

- (o) To ensure suitable drinking water and separate toilet facilities both for Boys and Girls.
- (p) To ensure availability of proper security, frisking at the examination centres.
- (q) To provide facility to candidates for mock test – through website and support & system through call centre. *Providing Toll free number will be advantageous for technical consideration.*
- (r) To ensure the functioning of Online 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 before a day of examination on all centers at same time just like simulating the examination day. All desktops including buffer computers to be used on examination day shall be logged in through dummy roll numbers and report shall be submitted to the Examination Section.

4.4.2. CONDUCT OF ONLINE EXAMINATION

- (a) Minimum manpower deployment at each examination centre must as per following requirement :-
Each Exam Centre of capacity of 100 + 20 buffer should have the minimum following personnel's to be deployed by the agency

Test Centre Administrator	1 (One for each centre)
IT Manager	1 for each 200 candidates
Invigilators	2 per 25 systems or per lab
Support Staff	2 per 100 candidate
Security Guards	2 per 100 students
Peons	2 per 100 students

Above requirement should be increased proportionately on the basis of candidates allotted to that centre.

- (b) The examination conducted would be multidisciplinary / multiple subject as per scheme of examination. Henceforth the test delivery system should handle this aspect of multidisciplinary / multiple subjects as well.
- (c) To host the test 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.



There must be active-active server for each server in use in online examination at each examination centre.

- (d) To securely transmit, download, install and implement confidential data received from Examination Section. The Question Papers installation and implementation shall be as per requirement of The Examination Section AIIMS and instruction from Examination Section at the execution time in real time situation.
- (e) To arrange frisking of candidates at examination centre to disallow any electronic gadgets, pen, paper (other than admit card), bag, purse (Except wallet) etc. as per the guidelines of the AIIMS.
- (f) To complete registration process of the candidates before start of examination (digital photo, bio-metric finger print etc) and allow candidates to appear for test at Test Centre.
- (g) To arrange/provide adequate displays and provide required instructions/information to the candidates appearing for test at Online examination Centers.
- (h) To maintain complete log of all activities of candidate during the course of examination to enable complete audit ability of the assessment process.
- (i) To obtain feedback from candidates after examination is over through online Feed Back Form.
- (j) To devise system for monitoring and supervision of Test Centre activities (Centre level/ Candidate's level) at designated office.
- (k) To transfer/export the data in encrypted format including raw scores data from local server to Central server and vice versa at the instruction of Examination section.
- (l) To print candidate response sheet at the end of the test as per requirement of The Institute.
- (m) To send confidential data of examination of AIIMS online exams as per instruction of Examination section.

4.4.3. POST EXAMINATION WORK

- (a) To calculate marks obtained by each candidate as per requirement of The Institute.
- (b) To carry out other works related to post processing of response & other confidential data and providing data as required by the Examination Section.
- (c) To perform post examination statistical analysis (Data as well as Chart) as per requirement of AIIMS. Must be dedicated technical team to provide reports promptly.
- (d) To provide system of capture & verification of biometrics as required by the AIIMS, New Delhi.
- (e) To provide documented inputs and support for handling



- i. Students queries
- ii. Press interaction
- iii. RTI queries
- iv. Court Cases

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

5. Eligibility Criteria / Pre-Requisite

- 5.1. The bidder should be a company/ firm registered (minimum 3 year old) in India and having a branch office in Delhi/NCR. The registered agency should be operating in India for a minimum of three years with an objective of offering relevant IT Solutions and Services that are the subject matter of this tender.
- 5.2. The bidder shall be single point of contract with AIIMS and shall be solely responsible for the execution and delivery of the work.
- 5.3. The bidder must have successfully executed similar project(s) on all India basis, out of which at least one should be of conduct of Competitive Examination in 4 Metro cities or more and should have proven minimum capacity of conduct of online mode exam of 20000 candidates in online exam in a single shift. The proof in form of work/contract/satisfactory client report shall be enclosed. *(Bidder's past achievement in this regard shall be considered for technical evaluation)*
Note: Similar nature of work means conduct & processing of CBT online examination
- 5.4. The bidder should have capacity to conduct online examination of 100000 candidates in a single shift on a single day. The detailed name list of available test centres city wise with capacity must be provided.
- 5.5. The bidder must have its own software for online examination (client as well as server) which can be customized as per the requirements of The Institute.

Important:-

1. Organization should be able to completely customize the software being used for conducting the exam. They shall be single point for all customization in software within given time and no third party involvement is acceptable. It is preferred that the bidder owns the copyright of the software application used for the test delivery.
2. The Application software must be tested for all kind of bugs, security threats.
3. Organization should have authorized and globally accepted software certification, CMMI Level 3. Organizations having CMMI Level 5 would be given more weightage in technical evaluation.



4. Organization should have all the necessary components and dependency of online examination system in place and any change required in any of the components of the software, in-house technical skill should be available to make necessary customization. The major/minor changes in software requested by AIIMS must be met immediately.
 5. Different version Software code should be managed appropriately in a standard version control system within the organization.
 6. Software, Complete documentation of software including design and development part should have multiple backup systems in place so that anytime source code can be recovered in case of any disaster.
 7. The system proposed to conduct the examination in CBT online form must be tested for Performance, Security, Usability, High-Availability, Business Continuity, and Disaster-Recovery. Organization should have the test cases and regression testing code to produce that they have done necessary testing for the software to scale up to conduct large scale assessments.
 8. The test delivery system must be highly secure system and security tests must have been conducted 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 changes in the the system used to conduct the exam.
 9. Must be able to conduct online examination in multidisciplinary / multiple subject as well.
-
- 5.6. The bidder should have ready infrastructure (as per guideline & requirement given in clause 4.4.1 and 4.4.2) in the pre-defined cities of India.
 - 5.7. The bidder should not have incurred any gross loss during last three years upto financial year ending 31-03-2013. The bidder should submit certified copies of their company Balance Sheet and Profit and Loss Account duly audited for the last three financial years.
 - 5.8. The bidder should have on his pay roll sufficient number of Technical and Administrative employees for the proper execution of the contract. The bidder should submit a list of the employees stating clearly how these would be involved in this work.
 - 5.9. The agency should have at least 500 or more regular technical employees employed in-house in India for conduct of exam, development of software, maintenance of software, networking and data security. The proof of ESI/PF registration etc. shall be submitted.
 - 5.10. The Bidder should be registered with appropriate Indian tax authorities such as Income Tax, Service Tax etc and should submit valid certificates of registration with these authorities as applicable.



-
- 5.11. The bidder's Average Annual Turnover during last three years should be Rs 100/- crores or more in India (Attach documentary evidence such as audited Balance Sheet etc). The turnover refers to a company and not the composite turnover of its subsidiaries/sister concerns etc. for 2010-11, 2011-12 and 2012 – 13.
 - 5.12. The Bidder should have ready infrastructure in all the major cities with validated nodes/computers, appropriate technology, hardware and software, dedicated connectivity, trained proctoring staff, adequate security measures and due diligence.
 - 5.13. The bidder should have all relevant facilities and logistics available to execute the work.
 - 5.14. The bidder having ISO 27001 certification would be preferred as technically more sound.
 - 5.15. Even though bidders may satisfy the above requirements, they may be disqualified if they have:
 1. Made misleading or false representation or facts or deliberately suppressed the information to be provided in the forms, statements and enclosures of this document. Record of poor performance such as abandoning work, not properly completing the contract or financial failures/weaknesses.
 2. If confidential inquiry reveals facts contrary to the information provided by the bidder.
 3. If confidential inquiry reveals unsatisfactory performance in any of the selection criteria.
 4. If bidder is engaged in any activity which can influence the conduct of professional exam such as conducting of coaching classes etc.
 - 5.16. Agency must show and submit suitable emergency management plan during any crisis situations/redundancy of servers, nodes additional centre locations, students' data.
 - 5.17. The bidder should be able to support the entire activity of conduct (including Pre as well post) of examination and solution (across India) on a 24 x 7 basis with a maximum response time of one hour.
 - 5.18. At any time before the submission of bids, AIIMS may amend the tender by issuing an addendum in writing or by standard electronic means. The addendum shall be sent to all Bidders and will be binding on them. Bidders shall acknowledge receipt of all amendments.
 - 5.19. If the amendment is substantial, Bidder(s) shall be given reasonable time to make amendment or to submit revised bid and the deadline for submission of bids will be extended if required by the Examination Section, AIIMS. The AIIMS has right to cancel or modify the tender.
 - 5.20. The technical bid shall consist of –



- (i) Technical information as desired in prescribed format under Form – I to Form VIII
- (ii) The Price/Financial bid as per Form – IX shall be sealed separately in envelope as shall be in accordance terms in tender document.
- (iii) Physical Infrastructure such as availability of test centres, technology, hardware, software etc as desired under clause 4.0 Scope of work and 5.0 above
- (iv) Duly signed copies of Quality and Security certification.
- (v) EMD/Security deposit.
- (vi) A copy of bid document with all pages signed and stamped at the bottom by the bidders' authorized signatory.
- (vii) Envelopes must be sealed and superscribed as required.
** Must see Form – II Checklist.*

6. General clauses

6.1. Standard of performance

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 A.I.I.M.S. The Bidder shall always support and safeguard the legitimate interests of the A.I.I.M.S., in any dealings with the third party.

The Bidder shall abide by the provisions of the legislation(s), related to the Information Technology, prevalent in this country.

The Hardware, Software and other services provided under this contract shall conform to the standards laid down in the Scope of Work and Technical Specifications and Requirements. The Online Examination Application Software before installation will be subjected to 'quality assurance test' prescribed by the A.I.I.M.S.

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.

The vender shall be liable to the A.I.I.M.S for financial losses by way of some of system and process failure.



6.2. Intellectual Property Rights

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.

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.

6.3. Applicable Law

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

Governing Law and Choice of Forum :

- i. 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.
- ii. 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. AIIMS will NOT be a party to the same.

6.4. Performance Security

Within 7 days of the Bidder's receipt of notification of award, the Bidder shall furnish performance security of 20% of the total order value as demanded by the AIIMS, valid up to 90 days after the date of completion of the contract.

The proceeds of the performance security shall be payable to the A.I.I.M.S. as compensation for any loss (es) 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 AIIMS for failure.

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 AIIMS account. Alternatively, the Bidder may also deposit this security in the form of Bank Guarantee of a Nationalised Bank, which is valid for the entire period in favour of the A.I.I.M.S.

The Performance Security will be discharged by the A.I.I.M.S. and returned to the Bidder not later than 90 days following the date of completion of the Bidder's performance obligations.



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.

6.5.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.

6.6.Consortium

No consortium will be entertained by AIIMS. 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 AIIMS 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.

6.7.Penalty Clause / Liquidated Damage

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 AIIMS, a penalty @ 1.0% of the bid value of the delayed stage of the item, per day (subjected to maximum 20%) may be imposed and accordingly the time for the next stage be reduced by the A.I.I.M.S., to account for the delay.

If the delay adversely affects conduct of examination the security deposit and performance security will be forfeited and other legal action would be initiated as per terms and conditions of contract. The A.I.I.M.S. 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.

6.8.Prices

The prices quoted for the items/services shall under no condition change during the period of agreement. The rates should be quoted for Director AIIMS.

6.9.Subcontracts

The Bidder shall not without written consent of the A.I.I.M.S. subcontract the awarded contract or part thereof.



6.10. Delays in the Bidder's Performance

Conduct of the examination as per timeline is the main aspect of the work and performance of the Services shall be made by Bidder in accordance with the approved time schedule as notified from time to time by the Examination Section to the bidder and will become the forming part of the Contract Agreement.

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 A.I.I.M.S. in writing the fact of the delay, its likely duration and its cause(s). The A.I.I.M.S. 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 A.I.I.M.S. on its own

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.

6.11. Termination for Default

Either Party may, without prejudice to any other course of action for breach of contract, by written notice of 60 days to the other party, terminate the agreement in whole or in part, if:

- i. 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.
- ii. The quality of the delivery of various tasks is not up to the satisfaction of the A.I.I.M.S.
- iii. The defaulting party fails to perform any other obligation under the agreement.

In the event of the A.I.I.M.S. terminating the contract in whole or in part, the A.I.I.M.S. 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 A.I.I.M.S. 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.

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 AIIMS 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.

In case of termination of contract, all Bank Drafts/ FDRs furnished by the Bidder by way of Bid Security / Performance Security shall stand forfeited.

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.

6.12. Termination for convenience

The A.I.I.M.S., 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 A.I.I.M.S.'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.

The A.I.I.M.S. 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 A.I.I.M.S. may elect:

- i. To have any portion completed and delivered at the contract terms and prices; and /or
- ii. 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.

6.13. Termination for Insolvency

The A.I.I.M.S. 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 A.I.I.M.S.

6.14. Suspension

The A.I.I.M.S. 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:



- i. Shall specify the nature of the failure and
- ii. 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

The A.I.I.M.S. may engage some other agency for the completion of suspended work, which will be carried out at the risk, and cost of the Bidder.

6.15. Confidentiality

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 A.I.I.M.S.'s business or operations without the prior consent of the A.I.I.M.S. The legal liability for breach of confidentiality by the bidder and its employees solely lies with the bidder

AIIMS 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 AIIMS 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)*

6.16. Force Majeure

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.

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 A.I.I.M.S., regarding Force Majeure shall be final and binding on the Bidder.



If a Force Majeure situation arises, the Bidder shall promptly notify to the A.I.I.M.S. in writing, of such conditions and the cause thereof. Unless otherwise directed by the A.I.I.M.S. 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. The A.I.I.M.S. may, terminate this agreement by giving a written notice of a minimum 15 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 30 days.

6.17. Resolution of Disputes

The A.I.I.M.S. 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.

If, after 20 days from the commencement of such informal negotiations, the A.I.I.M.S. 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 A.I.I.M.S. 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 A.I.I.M.S. or the Bidder to interfere in or prevent normal functioning of the Project.

6.18. Legal Jurisdiction

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

6.19. 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.



6.20. Responsibilities of the Bidder

The bidder shall be responsible for the successful conduct and processing of online examination (Computer Based Test) as per the terms and specification and direction of Examination Section, A.I.I.M.S.

In case of change in ownership of the bidder, the change must be communicated to AIIMS, New Delhi, 3 months before the intended change of ownership

6.21. Interpretation

In these Terms & Conditions:

References to laws shall mean the applicable laws of India and references in the singular shall include references in the plural and vice versa.

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 RFP.

The headings are inserted for convenience and are to be ignored for the purposes of construction.

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.

In case of any inconsistency between this RFP and the Bid made to AIIMS, the terms of this RFP shall prevail. In case the RFP is silent on the items contained in the bid, the decision of AIIMS shall be final & binding on the Bidder/ Bidders.

7. 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. : XX-13/CBT/AIIMS/Exam.Sec./09-2013
 Name of the party in whose : _____
 Favour the tender form has been : _____
 Issued : _____

The Director,
All India Institute of Medical Sciences,
Ansari Nagar, New Delhi – 110029.

(SEAL OF THE OFFICER)

Dear Sir,

I / We hereby submit our tender for **Online Examination (Computer Based Test): Conduct and Processing for Various Examination of the All India Institute of Medical Sciences, New Delhi**

I / We have enclosed the security deposit in the shape of demand draft of Rs. **5,00,000/- (Refundable)** in the name of the Director, AIIMS, New Delhi, payable at New Delhi, Demand Draft . No. _____ dated. _____ Issued from Bank _____ dated. _____

I / We hereby agree to all the terms and conditions, stipulated by the AIIMS, 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 AIIMS, 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 _____



7.1. Form II : Checklist

Please ensure that your offer contains the following documents:

- EMD : Rs. 500000/- (Rs. Five Lakhs only)
- 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)
- 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:
- Soft copy of Quotation formats (Form – I to Form - VIII) in write-protected format in CDR - Six Copies of CDR. (pdf or word format only)



7.2. 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. _____

SERVICE TAX REGISTRATION NO. _____

Total No. Technical Manpower:

Total No. Administrative Manpower:

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

Telephone No.(s) ----- Mobile Nos.

Fax No. (s) ----- Email:

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

Telephone No.(s) ----- Mobile Nos.

Fax No. (s) ----- 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 Director shall be provided)	Nationality of the stake-holders	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			
			Online Examination	Software Development	Other IT related services	Other areas of operation (specify)



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

6. Particulars of the Center/unit associated with this project

Name & Address of the Center/Unit _____
Associated with this project _____

7 . Address of the important offices

Address 1	Address 2	Address 3
Tel No (s)	Tel No (s)	Tel No (s)
Fax No (O)	Fax No (O)	Fax No (O)
No. Of Tech. Employee	No. Of Tech. Employee	No. Of Tech. Employee
No. Of Administrative Employee	No. Of Administrative Employee	No. Of Administrative Employee

8. Examination Detail as per criteria in point 5.3 (Attach proof)

Sl.No.	Particular	Description/Nos.
1	Name of Examination	
2	Maximum No. Of Candidates handled on a Single Day Single Shift	
3	No. of cities covered in said examination	

Note: for more than one entries create multiple rows in similar format in continuation.

9. Do you Own the complete source code of Application software used for complete online examination process (including test delivery system)

(If yes provide the language/platform used and No. of releases and latest release no.)



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

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

12. Are you able to support entire activity/solution 24x7 across India: YES/NO

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

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

14. Last 3 years' Annual Turnover of the Center/unit associated with the Project

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

15. Particulars of EMD

- (i) Name of the Bank -----
- (ii) Address of Bank branch, issuing the draft -----
Code No. of Bank Branch -----
- (iii) Amount of Draft -----
- (iv) Bank Draft No. & Date -----
- (vii) Valid up to -----

(Give Date)



16. Particulars of Software capabilities of organization and the center/unit dealing with this project.

S.No.	Names & Addresses of Centers/Units, independently engaged in Software Development work	Level of Certification of Software Capability Maturity Model (SW-CMM level)	Level of Certification of other equivalent systems of assessing software capabilities	
			Name of Certifying organizations	level to which certified.

Please attach duly authenticated copies of the certification claimed about the center/unit 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)
 (in the capacity of:)
 Duly authorized to sign Bid for and on behalf of



7.3. Form IV : Duly authenticated list of full time Technical and Administrative Personnel to be employed for the work.

DULY AUTHENTICATED LIST OF FULL TIME TECHNICAL AND ADMINISTRATIVE 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 25 professional) to be given in the table below-

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

Date (Signature)

Place (in the capacity of:

Duly authorised to sign Bid for and on behalf of

.....



**7.4. Form V : Details of Similar completed works during last 3 years.
PROFORMA FOR PERFORMANCE STATEMENT**

**(SUMMARY PROFILES OF PROJECT COMPLETED DURING LAST THREE
YEARS RELATED TO ONLINE EXAMINATION (CBT) CONDUCT &
PROCESSING)**

Sr. No.	Name , address, Tele no. and fax no. of organization for which Online Examination (CBT) work has been executed (also mention Name, Designation and Contact No. of contact Person of the organization)	Description & Name of the Examination	Value of Contract (in lakhs)	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 25 Lakhs each, involving application software development work, conduct and processing in India or abroad, as Annexure to this list.

Date (Signature)

Place (in the capacity of:

Duly authorized to sign Bid for and on behalf of

.....



7.5. Form VI : Details of work under execution or awarded.

PROFORMA FOR PERFORMANCE STATEMENT
(SUMMARY PROFILES OF PROJECT UNDER EXECUTION / AWARDED RELATED TO
ONLINE EXAMINATION (CBT) CONDUCT & PROCESSING

Sr. No.	Name , address, Tele no. and fax no. of organization for which Online Examination (CBT) work has been executed (also mention Name, Designation and Contact No. of contact Person of the organization)	Description & Name of the Examination	Value of Contract (in lakhs)	Period of Execution	Slow progresses 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 25 Lakhs each, involving application software development work, conduct and processing in India or abroad, as Annexure to this list.

Date (Signature)

Place (in the capacity of:

Duly authorized to sign Bid for and on behalf of

.....



7.6. Form VII : List of Satisfactory Performance report from clients
PROFORMA FOR PERFORMANCE STATEMENT
(LIST OF SATISFACTORY PERFORMANCE CERTIFICATE FROM CLIENTS RELATED TO
ONLINE EXAMINATION (CBT) CONDUCT & PROCESSING

Sr. No.	Name , address, Tele no. and fax no. of organization for which Online Examination (CBT) work has been executed and satisfactory service certificate has been enclosed)	Description & Name of the Examination	Value of Contract (in lakhs)	Period of Execution	Remarks

Note: Attach the Satisfactory Service Certificate from the organizations for whom similar projects executed successfully as Annexure to this list.



7.7. Form VIII : Undertaking (on Rs.10 Non Judicial stamp duly notarized)

Undertaking

I/We hereby undertakes that :-

I/ We hereby submitted our tender for **CBT Online Examination for Various Examination of the All India Institute of Medical Sciences, New Delhi**

I / We have enclosed the EMD in the shape of demand draft of Rs.**5,00,000/- (Refundable)** in the name of the Director, AIIMS, New Delhi, payable at New Delhi, Demand Draft . No. _____ dated. _____ Issued from Bank _____ dated and **for cost of tender document** demand draft of Rs.**1000/- (Non Refundable)** in the name of the Director, AIIMS, New Delhi, payable at New Delhi, Demand Draft . No. _____ dated. _____ Issued from Bank _____ dated.

I / We hereby agree to all the terms and conditions, stipulated by the AIIMS, 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 AIIMS, 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
Full Address

WITNESS _____
WITNESS _____



7.8. Form IX : Price Bid

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

Reference No.: _____ Date: _____
 FILE NO. : AIIMS/Exam.Sec./43-2/online/2013
 Name of the party in whose : _____
 Favour the tender form has been : _____
 Issued : _____

The Director,
 All India Institute of Medical Sciences,
 Ansari Nagar, New Delhi – 110029.

Dear Sir,

I/ We hereby submit our price bid for **CBT Online Examination : Conduct and Processing for Various Examination of the All India Institute of Medical Sciences, New Delhi.**

Candidates Strength Range	Rate in INR Per Candidate (in figure)	Rate in INR Per Candidate (in words)
Up to 10000		
10001-25000		
25001-50000		
50001-100000		
100001-200000		
More than 200000		

Note: The rates shall be inclusive of all cost as well as duties and taxes paid or payable. The rates payable shall be as per the Candidates strength range. For instance : For 10500 candidates, rates applicable shall be as those quoted for 10000 - 25000 range.

Date:.....

(Signature)

Place..... (in the capacity of:.....)

Duly authorized to sign Bid for and on behalf of



8. 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;

'AIIMS' / 'A.I.I.M.S.' means the All India Institute of Medical Sciences located at Ansari Nagar, New Delhi, India, acting through the Director.

'Bid' means the Technical, Commercial and Financial bids

'CBT' Computer Based Test.

'EMD' Earnest Money Deposit

'Examination Section' Examination Section, AIIMS, New Delhi- 110029

'Institute' means the All India Institute of Medical Sciences located at Ansari Nagar, New Delhi, India, acting through the Director.

'MCQ' Multiple Choice Question

'Online Examination' means the technological term for conducting exams on computers instead of the traditional paper and pen based exam, It can be conducted either offline (without internet) or online (with internet).

'Tender' means the Request for Proposal floated by AIIMS due for submission on 2nd April-2013, issued by AIIMS inviting bids from various companies for the CBT Online Examination for various examination of the Institute;