

CENTRAL BOARD OF SECONDARY EDUCATION

Shiksha Kendra, 2, Community Centre

Preet Vihar, New Delhi – 110092

TENDER NOTICE

“Answer Book Monitoring and Reconciliation System for Guwahati Region”

Sealed tenders in two bid system (Technical and Financial) are invited for Answer Book Monitoring and Reconciliation System for Guwahati Region.

The last date for submission of the bids is 09 Dec, 2013 by 2:00 pm. The technical bid will be opened on the same day at 2:30 pm in the presence of bidders, if any. Tender document can be downloaded from cbse.nic.in and submitted with DD of Rs.5000/- towards the cost of the document favouring Secretary, CBSE and payable at Delhi.

For details please see cbse.nic.in

Joint Secretary (A&L)

REQUEST FOR PROPOSAL

(RFP)

FOR

**“Answer Book Monitoring and Reconciliation System for
Guwahati Region”**

(Ref No: CBSE/admin/printing/189 dated 15th Oct 2013)

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1. INTRODUCTION

1.1 CBSE ORGANISATION AND OBJECTIVES

The Central Board of Secondary Education (CBSE), a registered society and an autonomous organization under Ministry of Human Resource Development, Government of India, is one of the important National Board of the country. The main objectives of the Board are to serve the educational Institutions effectively and to be responsive to the educational needs of the students.

1.2 DETAILS OF NUMBER OF CBSE REGIONS AND AFFILIATED SCHOOLS

The Board has approx. 14,000 schools affiliated with it including 150 schools in twenty one countries. The prime focus of the Board is on (a) prescription of suitable curriculum for its various schemes of examination in both academic and vocational streams (b) regularly updating the pedagogical skills of the teachers and administrators by conducting in-service training programme and workshops, c) setting norms for affiliation of institutions for the purpose of public examination and; d) prescribing as well as updating the course of instructions to raise the academic standards in the country.

1.3 Examinations Conducted by CBSE

The Board conducts a number of examinations which are governed by the Examination Bye-laws 1995, updated from time to time. Among the various examinations, the All India/Delhi Senior School Certificate Examination (Class XII) and the All India/Delhi Secondary School Examination (Class X) are the oldest and some of the most complex, considering the sale and spread of the examinees undertaking these examinations. Guwahati Regional office of the Board is responsible for conducting the examination for the region covering Assam, Nagaland, Manipur, Meghalaya, Tripura, Sikkim, Arunachal Pradesh and Mizoram.

For the examinations conducted in March 2013,

- A total of 9,44,721 candidates registered for class XII examination representing an increase of about 15.81% candidates over that of last year
- A total 12,57,893 candidates registered for class X examination representing an increase of about 6.67 % candidates over that of last year

Within the Guwahati Region, a total of approximately 84,000 examinees appeared for the two examinations during March 2013.

These examinations are conducted across the country over a period of 2-3 weeks in CBSE approved examination centres. The Board maintains a strict qualification process for these centres and mandates that the centres have a certain minimum facilities available in order to qualify as an examination centres. The Board provides adequate

supplies of necessary consumables such as attendance sheets, primary and continuation answer booklets etc to the centres in order to ensure smooth conduct of examination.

During the examination the centre appointed invigilators are responsible for recording the attendance of candidates during each examination. This also serves as a complete log of each examinees complete attendance through the board examination.

The centres are responsible for ensuring that answer booklets (along with the continuation answer books) for each subject's examination are obtained from each examinee, tallied against the attendance of the day, properly packed and dispatched to the appointed offices of the Board. Currently, the entire process of answer book record keeping (recording, reconciling and monitoring) is manual. The geographical terrain and connectivity challenges in the North Eastern states adds to the challenge of tracking the dispatch and movement of answer booklets.

The Board is seeking to strengthen the process of answer book record keeping, monitoring and tracking in order to have real-time visibility of answer book collection from examinees, dispatch and movement status using a cost effective, easy to use software based solution which can be centrally hosted and accessed by centres. The Board intends to implement the system in time for board examinations to be conducted during March 2014 for Guwahati Region.

2. CURRENT PROCESS

This section describes the current process followed during examination and highlights the potential areas of improvement which the intended solution is required to adequately address.

The Board approves and appoints a number of Examination Centres where Class X and Class XII examinations are conducted. The centres meet the qualification criteria as set forth by the Board and provide various facilities as per the direction and specifications set forth by the Board. The number of approved examination centres for Class X and XII in Guwahati region are 269. The total number of candidates likely to appear in Class X and Class XII examinations within the region is 50000 and 40000, respectively.

The candidates appearing in Class X and Class XII examinations are provided examination Admit Card which that have to be produced at the examination centre by the candidates to be allowed inside the examination centre.

The answer booklets, along with supplementary booklets, to be used for answering the question paper are provided by the Board which are distributed to the candidates. Each answer booklet is pre-printed and bears a unique serial number. The pre-printed booklets are procured centrally by the Board and distributed to the examination centres along with other supporting material such as candidate attendance sheet in advance of

the examination. Annexure I of this RFP document contains sample answer booklets and candidate attendance sheet.

Once the candidates have completed the examination, they handover the answer booklets back to the invigilators in the examination halls. During the examination the candidates also sign attendance sheets.

The answer booklets collected from the candidates are put in bundles and packed for dispatch to the designated offices of the Board. Once the Board receives the answer booklets, they are distributed for evaluation to the designated evaluators. The evaluators complete the evaluation and return the marked answer booklets back to the Board.

The current process followed at the examination centre and thereafter to tag an answer booklet to a candidate's roll number and subsequent tracking / monitoring of the answer booklet is largely manual. The potential improvements that the Board is looking for from a software based solution are as follows:

- Tagging answer booklets to candidate roll numbers in a central system with a high degree of automation to improve efficiencies and reduce errors
- Alerting the examination centre if some answer booklets are missing and assist the centre personnel in locating the missing answer booklets using appropriate tracking technology based solution
- Provide real time visibility of collected answer booklets – summary and details – to all stakeholders including examination centre administration staff, the Board's regional and central offices – using a centralized system
- Maintain a tracking of the answer booklets dispatched from the examination centre to the designated offices of the Board, while providing an early alert to the regional offices of the dispatch details
- Provide mechanism at the designated Board location to perform inward receiving and reconciliation of the answer booklets received
- Provide features to the designated location staff to maintain records of repackaged bundles of answer booklets sent for evaluation, while providing early alert to the evaluator on the dispatches
- Provide features for inward receiving of the evaluated answer booklets and perform reconciliation of the answer booklets thus received
- Provide relevant MIS reports to all stakeholders, particularly the necessary reports required by the Board's regional and central offices

3. SCOPE OF WORK

The Board intends to engage an agency capable of providing an end to end solution for answer booklet tracking, monitoring and reconciliation. The Scope of the work will include:

- Design, Development and Implementation of the Solution (hardware, software etc); the solution will be hosted within CBSE data centres –however, provisioning of all hardware and implementation of the same in CBSE’s data centre facilities shall be the responsibility of the successful bidder
- The Board will conduct a comprehensive user acceptance testing of the implemented solution and post sign off the solution shall be rolled into production environment
- Train the required Board officials and / or examination centre personnel on the use of system
- Warranty support for a period of 1 year post acceptance of the system and AMC for an additional period of 2 years post completion of warranty support as per the terms laid out in Annexure VIII
- Maintain the system prior to, during and after the examination until the need to track answer booklets continues for a given examination cycle

Considering the scale of the examination and spread of the examination centres, the Board will prefer a solution which is easy to understand and adopt for the wide cross section of people involved in the examination process.

While the scope includes complete implementation and maintenance of the solution, if the solution requires implementation of any hardware / software at individual examination centres, the centres may independently procure the same from the successful vendor. In order to facilitate this, the bidders are requested to provide adequate details separately identifying the ‘per school’ solution and implementation cost.

The Board does not prescribe a particular technology and bidders are encouraged to choose a solution meeting the requirements.

4. BIDDER QUALIFICATION CRITERIA

All prospective bidders must necessarily fulfil the minimum qualification criteria as laid out in this section and this should be evidenced in the Technical Response submitted by bidders and supported by necessary documentary proofs as enlisted in the table below. The Technical Response shall be strictly submitted in the Technical Bid Format as in Annexure V. The bidder in this context shall mean sole bidder and a consortium is not allowed.

S. No.	Qualification Criteria	Documentary Proof Required
1	The bidder is registered IT/ITES company in India as per Company Act 1956 and should have been in operation for a period of at least 3 years as on 31st March, 2013	Copy of Certificate of Incorporation / Registration, PAN Number Copy, Service Tax Registration Certificate, should be submitted along with technical bid
2	The Bidder has registered an average turnover of at least Rs. 1 crore for the last 2 financial years, i.e., 2012-13, 2011-12 (financial year shall mean the period 1st April to 31st March), as per the audited accounts. Further, the bidder should have registered net profit (after tax and provisions) for the said period. The figures should not include the turnover of associate companies.	Copy of audited Balance Sheet and Profit and Loss account should be submitted along with the technical bid.
3	The bidder should be owner of or developer of the software solution. The Bidder must be in a position to provide support / maintenance / up-gradation during the period of contract with Guwahati region or other regions if the solution is extended for use to other regions. In case the bidder's solution comprises a 3 rd Party standard off-the-shelf software / equipment, the bidder should submit a letter of authorization from the Owner / OEM / Authorized Agents of such software / equipment as per format provided in Annexure II of this RFP. In such a condition the bidder shall be the sole agency responsible for the project and a single point of contact for the Board for all purposes relating to the scope of work contained in this RFP. (For avoidance of doubt, the 3 rd Party software shall only mean commercially available off-the-shelf products or standard equipment drivers/APIs)	Letter of Authorization from the Owner / OEM / Authorized Agents as per format provided in Annexure II
4	The bidder should have supplied, installed and commissioned a centrally hosted tracking solution (Software & Equipments) to any organisation in India in the last two (2) financial years.	Bidder should submit experience certificate as obtained from the customer
5	The bidder should be an ISO 9001:2008 certified company with valid certificate	Copy of ISO 9001:2008 certificate

6	The bidder should not have been debarred or blacklisted by any government / non-government body in the last 2 financial years.	The Bidder should provide an undertaking to this effect on its company letterhead
7	The solution offered by the bidder should not include any software / equipment which are marked to be withdrawn from the market (End of Life) during the next 12 months, or reaching End of Support (EOS) in the next 12 months	The bidder should submit a self declaration to this effect for its own solution. For any 3 rd Party components, the Letter of Authorization as per the format in Annexure II shall suffice.

5. EVALUATION AND SELECTION CRITERIA

S. No	Eligibility Criteria	Details
1	Letter for responding to RFP as per format in Annexure III	Refer to Annexure III
2	Compliance Statement Declaration has been duly filled and included in the response by the bidder as per format in Annexure IV. Any deviations from the qualification criteria specified in Section 4 of this RFP can lead to bidder's response being summarily rejected and the Board will not be liable to entertain any further communication in this respect	Refer to Annexure IV
3	The Bidder should have submitted Rs. 5,000/- towards the cost of the RFP document	
4	The Bidder should ensure registration with appropriate statutory authorities and should enclose copy of their registration with Income Tax etc. as applicable.	
5	The Bidder should have furnished the Earnest Money Deposit (EMD) of Rs 5,00,000 (Rs Five Lakh only), by way of a Demand Draft drawn in favour of Secretary, CBSE, New Delhi payable at New Delhi or a Bank Guarantee as per format in Annexure V	Refer to format in Annexure V
6	The Bidder should be well qualified to provide the solution and services as requested by the Board. In this respect the technical response should be strictly in the format specified in Annexure VI and complete in all respects	Refer to formats in Annexure VI

The Board shall evaluate the technical responses submitted by each bidder. The board will inform all Bidders who qualify technically as per the criteria laid out in Section IV and the table above and such bidders will be called for a presentation / demonstration of their proof of concept. Considering the strict timeline adherence requirements, the Board shall not be able to reschedule such dates and bidders are advised to be in a state of readiness for such

presentations / proof of concept. Bidders declining the published dates will be liable for disqualification from future stages of selection.

5.1 Selection Criteria

S. No	CRITERIA	Marks
1	Proposed solution and implementation methodology and successful completion of a Proof of Concept	60
2	Details of similar centrally hosted tracking and monitoring related project experience <ul style="list-style-type: none"> • 2 similar systems – 10 marks • 3 similar systems – 15 marks • 4 or more similar systems – 20 marks 	20
3	<p>Technical / IT capability of the bidder shall be assessed in two parts</p> <p>a) Overall Technical capability (no. of software development / implementation professionals) – maximum marks 10</p> <ul style="list-style-type: none"> • Upto 15 – 3 marks • 16-20 – 6 marks • > 20 – 10 marks <p>b) Project Team planned for this project For a successful implementation a dedicated team comprising 1 Project Manager, 1 Technical Solution Development Lead, 1 Implementation Lead and 1 Data Centre/Server Administrator, are key. The evaluation on this aspect will be done as follows (max 10 marks)</p> <ul style="list-style-type: none"> • All named persons for each role as narrated above for the project (with their profiles enclosed in technical bid) with minimum qualification of BE/B.Tech/MCA - 4 marks • Prior experience of all named team members in similar projects <ol style="list-style-type: none"> i. 1 project – 3 marks ii. 2 or more projects – 6 marks 	20
<p>Note: similar experience for technical evaluation shall mean projects wherein the bidder has implemented and maintained solutions with a centrally hosted backend solution monitoring movable items / assets on a real time basis.</p>		

a) **Evaluation of Technical Bid :**

The Technical Evaluation Committee will examine all of the technical pre-requisites. Each Bidder will be awarded a Technical Score (TS) out of 100 points by the Committee based on the parameter given in the table above. The bidders are required to submit documents to establish their capability and will be called for a presentation / proof-of-concept (POC)

All and any costs associated with making the presentation and / or demonstrating the POC shall be borne by the bidder. The Board reserves the right to decide on the schedule of Presentation / POC and the dates assigned by the Board shall not be changed. Bidders who score a minimum of 80% in Technical Evaluation shall be considered for the next stage of evaluation. Bidders scoring less than 80% in Technical Evaluation shall automatically stand disqualified for next stage and their bids shall not be considered any further. If only one bidder qualifies the technical score criteria, the Board may at its discretion consider one or more bidders scoring the next highest scores. If none of the bidders are able to score the minimum required 80% marks for technical qualification, the Board reserves the right to consider the bids of top few scorers for the purpose of next stage of Financial Bid Opening.

b) **Evaluation of Financial Proposal :**

Financial Proposals of the bidders should be as per Annexure VII of this RFP and will be awarded Commercial Scores (CS) out of a maximum of 100 points by the Committee.

Financial Proposals of those bidders will be opened for those organisations who pass the Technical Score TS criteria arrived at from the technical evaluation process described above.

The CS would be normalized on a scale of 100, with the lowest quote being normalized to 100 and the rest being awarded on a pro-rata basis i.e. the proposal with the lowest total cost will be awarded the highest CS of 100 points. The CBSE would constitute a panel of agencies.

The Bidders CS is normalized as follows:

$F_n = F_{min}/F_b * 100\%$ (rounded to 2 decimal places) where

F_n is the normalized CS for the bidder under consideration; F_b is the absolute financial quote (Total Cost of Ownership as indicated in the Financial Bid Format) for the bidder under consideration; and,

F_{min} is the quote of the lowest bidder

c) **Final Evaluation:**

The final evaluation will be based on a Quality and Cost Basis (QCBS). There will be 70% weighting for the Technical Evaluation and 30% weight for the Financial Evaluation.

Method of calculating of the Final Score (FS)

Final Score (FS) = TS * 0.7 + Normalized CS * 0.3

The bidder with the highest FS will be awarded the final contract.

6. Implementation Schedule

- a. The system should be operational by 31st January 2013

For a smooth roll out of the solution the successful bidder will meet with the CBSE to develop a common agenda for Implementation Schedule that will comprise a detailed plan showing deliverables and schedules through each phase of the project. The bidder should provide the following:

- b. Approach and methodology which the organization proposes to execute, illustrated with bar charts of activities. This will be followed by the Organization to achieve the stated deliverables.
 - Approach
 - Methodology
 - Work plan
 - Quality Management
- c. Complete project management methodology including the following :
- d. Responsibilities of the Service provider
- e. Project planning and execution
- f. Project Monitoring and Control
- g. Change Management

The Board will inform all schools and examination centres within Guwahati region through circulars regarding the selection of agency/ies and the School/Examination Centre and the agency/ies shall have to coordinate between them. For any school/examination centre implementation, the prices discovered through this RFP process shall be informed to the schools/examination centres and the same shall be collected by the agencies from such schools on their own.

7. INSTRUCTION TO THE BIDDERS

7.1 General information

This document should be read in consonance with any Addendum that may be issued with the RFP. The bidder is required to read the RFP document and the Addendum(s) and would be deemed to be in knowledge of the provisions of both the document and the Addendum(s). No claim of any nature whatsoever shall be entertained in this regard. In case of any conflict between the addendum(s) and the RFP document, the provisions of the RFP document shall prevail for all intents and purposes.

Proposals duly filled-in and accompanying all supporting documents should be submitted on or before the given time after which no RFPs would be accepted.

- The bids will be opened at the given address in the presence of representatives of the participating bidders as per the bid schedule mentioned below. The Bids of only those bidders who have submitted the RFP document fees and EMD will be opened.

7.2 Schedule of Bidding Process

The Board shall endeavour to adhere to the following schedule:

- 1. Pre-Bid meeting 02.12.2013 at 3:00 PM**
- 2. Bid Due Date 09.12.2013 up to 2:00 PM**
- 3. Opening of Technical Bids 09.12.2013 at 2:30 PM**
- 4. Presentation / Proof of Concept 12.12.2013**
- 5. Opening of Financial Bids 16.12.2013**
- 6. Declaration of successful bidder 16.12.2013**

(Validity of Bids 120 days of Bid Due Date)

- Similarly, the Financial Bids of only the bidder's short-listed from the Technical bids will be opened.
- The bids will be opened on the scheduled date and time even in case of absence of the bidder. RFPs shall be submitted fully in accordance with the requirements of the General Terms and Conditions. Appropriate format prescribed with this document shall be used for filling quotations. Incomplete, illegible and unsealed RFPs will be rejected. Telegraphic RFPs will not be accepted and no correspondence will be made in this regard.
- All offers should be made in English. Conditional offers and offers qualified by vague and indefinite expressions such as "Subject to immediate acceptance" etc. shall be summarily disqualified.
- The price and conditions of the offer should be valid for at least a period of 120 days from the date of RFP opening. RFP with validity of less than 120 days will be rejected.

- The bidder shall carefully examine the RFP documents and the technical specifications and fully acquaint themselves as to all the conditions and matters, which may in any way, affect the work or the cost thereof. Should a RFP find discrepancies in or omissions from the specifications or other documents, or should there be any doubt as to their meaning, he should at once notify Jt. Secretary, A&L, Central Board of Secondary Education, New Delhi and obtain clarification by e-mail (js.al.cbse@gmail.com). This however does not entitle the bidder to ask for time beyond the due date fixed for receipt of RFPs.
- Submitted RFP forms, with overwritten or erased or illegible rate or rates not shown in figures and words in English, will be liable for rejection. In case of discrepancy between words and figures noted against each item of the RFP and between unit rates and the total amount, the decision of the competent authority will be final and binding on the bidders.

Total of each item and grand total of whole RFP should be clearly written. Corrections in the RFP, if unavoidable, should be made by rewriting with dated initial of the bidder after scoring out of the incorrect entries. Clerical and arithmetical mistakes may result in rejection of the RFP.

- Request from the bidder in respect of additions, alterations, modifications, corrections etc. of either terms or conditions or rates after opening of the RFP will not be considered.

7.3 Sealing and Marking of Bids

1. The complete bid response shall comprise of three parts, each part in separate envelope. The three (3) parts will be as follows:
 - i. Technical Bid Response
 - ii. Financial Bid Response
 - iii. Accompanying Documents
 - a Demand Draft or bank Guarantee of Rs 5,00,000/- towards Bid Security
 - b Either a copy of proof of payment towards cost of RFP document or a Demand Draft of Rs 5,000/- as payment towards cost of RFP document
 - c any other supporting documents
2. The three (3) envelopes containing the above three separate sections shall be placed in an outer envelope sealed and marked as

“ BID FOR ANSWER BOOKLET MONITORING SYSTEM” and addressed to

**The Secretary
Central Board of Secondary Education
Shiksha Kendra
2, Community Centre
Preet Vihar, New Delhi - 110092**

The outer envelope should also clearly state the bidders name, address and contact phone numbers, fax number and email ID.

3. The inner envelope containing Technical Bid Response should be sealed and marked as “TECHNICAL BID FOR ANSWER BOOKLET MONITORING SYSTEM” clearly identifying the bidders name, address and contact details
4. The inner envelope containing Financial Bid Response should be sealed and marked as “FINANCIAL BID FOR ANSWER BOOKLET MONITORING SYSTEM” clearly identifying the bidders name, address and contact details
3. The inner envelope containing accompanying documents should be sealed and marked as “ACCOMPANYING DOCUMENTS FOR ANSWER BOOKLET MONITORING SYSTEM BID RESPONSE” clearly identifying the bidders name, address and contact details
4. The Technical Bid Response and the accompanying documents should NOT contain the financial bid or any indication of the price by the bidder otherwise the bidders response will be summarily rejected without assigning any further reason whatsoever
5. Each of the envelopes shall be addressed to so as to reach latest by 09.12.2013 up to 2:00 PM at the address included above in Point No 2 in this section
6. Bidders should note that:
 - If the envelopes are not sealed and marked as instructed above, the Board assumes no responsibility for the misplacement or premature opening of the contents of the Bid submitted
 - While RFPs are under consideration, bidders and their representatives or other interested parties, are advised to refrain

from contacting by any means bidders' personnel or representatives, on matters relating to the RFPs under study. CBSE, New Delhi if necessary will obtain clarification on RFPs by requesting such information from any or all the bidders either in writing or through personal contact as may be necessary. The bidder will not be permitted to change the substance of his offer after the RFPs have been received in CBSE, New Delhi. Any attempt by any bidder to bring pressure of any kind, may disqualify the bidder for the present RFP and the bidder may be liable to be debarred from bidding for CBSE RFPs in future for a period of two years. CBSE reserves all rights to cancel the RFP without assigning any reason thereof.

- Govt. Levies like service tax shall be paid at actual rates applicable on the date of delivery. Rates should be quoted accordingly giving the basic price excluding Service Tax etc.
- The proposal should be submitted in English Language and prices quoted in INR.
- Bidder shall stamp & sign all pages of RFP and page numbering must be done. Total no. of pages in the bid also may be indicated.
- In case of any discrepancy between rates mentioned in figures and words, the latter shall prevail.
- Any attempt to influence direct or indirect on the part of the RFP with the authority to whom he has submitted the RFP or authority who is competent finally to accept it after he has submitted his RFP or any endeavour to secure any interest for an actual or prospective bidder or to influence by any means the acceptance of a particular RFP will render the RFP liable to be excluded from consideration.

7.4 Amendments to RFP

- At any time prior to the deadline for submission of Bids, the Board may, for any reason, whether at its own initiative or in response to clarifications requested by a Bidder, modify the RFP by the issuance of Addenda.
- Any Addendum thus issued will be notified only on the website for information to all the Bidders and no other means of communications will be used by CBSE.

- In order to afford the Bidders a reasonable time for taking an Addendum into account, or for any other reason, the Board may, at its own discretion, extend the Bid Due Date.

7.5 Pre Bid Conference

- Pre-Bid conferences of the Bidders shall be convened at the designated date. The time and place shall be notified on the Board's website. A maximum of two representatives of each Bidder shall be allowed to participate in the conference.
- During the course of Pre-Bid conferences, the Bidders will be free to seek clarifications and the Board shall endeavour to provide clarifications and such further information as it may, in its sole discretion, consider appropriate for facilitating a fair, transparent and competitive Bidding Process.

7.6 COST OF BIDDING

The Bidder shall bear all costs associated with the preparation and submission of its bid and Board will in no case be responsible or liable for these costs, whether or not the Bid is finally accepted.

The RFP Document could be downloaded from Board's website (cbse.nic.in) on payment of Rs. 5,000/- as the cost of the document, to be remitted, in the form of a Cash/DD in favour of CBSE New Delhi payable at New Delhi. The bid response should be accompanied by either proof of prior payment or a Demand Draft of Rs 5,000/- drawn in favour of CBSE New Delhi, payable at New Delhi

7.7 PROPOSAL VALIDITY

Technical and Financial Proposals shall remain valid for a period of 120 days from the date specified for opening of Technical Bid. CBSE, New Delhi shall reject the Proposal as being non-responsive if it is valid for a shorter period. In exceptional circumstances, prior to expiry of the original Proposal validity period, CBSE, New Delhi may extend the period of validity for a specified additional period. The request and the responses thereto shall be made in writing to or by facsimile on the listed contact information of the Bidders. In such cases, the Bidders shall not be required or permitted to modify the Proposal, but shall be required to extend the validity of the Proposal for the extension period.

7.8 EMD / Bid Security

The bidder shall furnish, as part of its general bid, an EMD of amount Rs 5,00,000/- (Rupees Five lakh only). The EMD shall be in the form of Demand Draft from any Scheduled Commercial Bank located in India, drawn in favour

of CBSE New Delhi, payable at New Delhi or a bank Guarantee as per the format in Annexure V, and will not be liable for any interest. Any bid, not containing the EMD will be rejected as non-responsive. Unsuccessful bidder's EMD will be discharged / returned as promptly as possible without interest.

7.9 BID OPENING

Bids will be opened in the presence of the representatives of the bidders who wish to attend the opening of the bids. Technically qualified bids will be taken up for further processing. Financial Bids of technically qualified bidders will be opened in the presence of the bidders / representatives on a separate date and time which will be notified separately. No discussion / interaction will be held with the bidders whose bids have been rejected / disqualified. CBSE, New Delhi reserves the right to accept or reject in part or full any or all the offers without assigning any reasons whatsoever. The RFP Evaluation Committee(s) shall evaluate the Prequalification Bids, Technical Bids and Financial bids. The decisions of the Evaluation Committee(s) in the evaluation of the bids shall be final. No correspondence will be entertained outside the process of negotiation / discussion with the Committee(s). At the date, time and location of the bid opening as specified in the RFP, the Evaluation Committee(s) shall open the Proposals, in the presence of Bidders' designated representatives who choose to attend. The Bidders' representatives who are present shall sign a register evidencing their attendance. The Bidders' names, and any such other details as the Evaluation Committee(s) may consider appropriate, will be announced by the Evaluation Committee(s) at the opening. The Evaluation Committee(s) reserves the right at any time to postpone or cancel a scheduled bid opening. The bids will be opened at the address specified in RFP.

7.10 LANGUAGE OF BID & CORRESPONDENCE

The Bid will be prepared by the Bidder in English language only. All the documents relating to the Bid (including brochures) supplied by the Bidder should also be in English, and the correspondence between the Bidder & CBSE, New Delhi will be in English language only.

7.11 BID CURRENCIES

Prices shall be quoted in INDIAN RUPEES, inclusive of all prevailing taxes.

7.12 EVALUATION & SELECTION CRITERIA

The Evaluation Committee will carry out a detailed evaluation of the Proposals as per section 4 of RFP in order to determine whether the technical aspects are in accordance with the requirements set forth in this document.

7.13 DISQUALIFICATION OR REJECTION OF RFP

The RFP is liable to be rejected or the bidder be disqualified at any stage on account of the following. If the bid or its submission is not in conformity with the instruction mentioned herein.

- If the bid is not accompanied by the requisite RFP document cost
- If the bid is not accompanied by the requisite EMD.
- If it is not signed with seal, on all the pages of the bid document.
- If it is received after the expiry of due date and time.
- If it is incomplete and required documents are not furnished.
- If it is misleading or false statements/ representations are made as part of prequalification requirements
- If found to have a record of poor performance such as having abandoned work, having been inordinately delayed completion and having faced commercial failures etc.

7.14 FORFEITURE OF EMD (BID SECURITY)

EMD submitted by the bidder may be forfeited under the following conditions:

- If the bid or its submission is not in conformity with the instruction mentioned herein.
- If the bidder withdraws the RFP before the expiry of the validity period.
- If the bidder violates any of the provisions of the terms and conditions of the RFP.

In the case of a successful bidder fails to

- Accept award of work,
- Sign the Contract Agreement with CBSE, New Delhi, after acceptance of communication on placement of award,
- Furnish performance security, or the bidder violates any of such important conditions of this RFP document or indulges in any such activities as would jeopardize the interest of CBSE. The decision of Chairman CBSE, regarding forfeiture of bid security shall be final and shall not be called upon question under any circumstances.

A default in such a case may result in black-listing of the bidder by CBSE

7.15 COMPENSATION FOR TERMINATION OF CONTRACT

If the bidder fails to carry out the award / work order in terms of this document within the stipulated period or any extension thereof, as may be allowed by CBSE, New Delhi, without any valid reasons acceptable to it, may terminate the contract after giving one month notice, and the decision of

Chairman CBSE, in the matter shall be final and binding on the bidder. Upon termination of the contract The Secretary, CBSE, New Delhi shall be at liberty to get the work done at the risk and cost of the bidder through any other agency, and to recover from the bidder compensation or damages and to impound the performance guarantee.

7.16 FINANCIAL BID

The contract will be for an initial period of one year for the examinations to be conducted in March 2014. The Board at its discretion may choose to implement the solution at some or all examination centres within its region and if found suitable may be extended to other regions at the discretion of the Board at the same commercials discovered below for a period of 3 years from the date of award of the project.

The format in which bidders are expected to submit the Financial Bid is included in Annexure VII. Financial bids need to be strictly submitted in this format. Any conditional bids or bids not submitted in format as in Annexure VII will be summarily rejected without recourse for further consideration of the bids.

8. AWARD OF WORK

The Secretary, CBSE, New Delhi reserves the right to accept or reject any or all bids-

- Notwithstanding anything else contained to contrary in this RFP Document, Chairman, CBSE reserves the right to accept or reject any Bid or to annul the bidding process fully or partially, or modifying the same and to reject all Bids at any time prior to the award of work, without incurring any liabilities in this regard.

8.1 NOTIFICATION OF AWARD

Prior to the expiry of the period of Bid validity, **The Secretary**, CBSE, New Delhi will notify the successful Bidder in writing by speed post or Fax or email that its Bid has been accepted. The liability of the bidder to perform the services will commence from the date of notification of Award. The Completion Period shall be counted from the date of 'Notification of Award of Work'.

8.2 SIGNING OF CONTRACT

Within 10 (Ten) days of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to the CBSE. Any

incidental expenses on execution of agreement shall be borne by the successful Bidder. A Service Level Agreement (SLA) will be signed with the bidder at the time of awarding the contract. The SLA will cover the response time for various technical and non-technical issues.

8.3 CORRUPT OR FRAUDULENT PRACTICES OR CONFLICT OF INTEREST

The Board requires that the bidders under this RFP observe the highest standards of ethics during the bidding and execution of the contract. In pursuance of this policy, the CBSE defines the terms set forth as follows:-

- (a) **“corrupt practice”** means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Bidding Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the Board who is or has been associated in any manner, directly or indirectly with the Bidding Process or the Award of Work or has dealt with matters concerning the Service Level Agreement or arising therefrom, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the Board, shall be deemed to constitute influencing the actions of a person connected with the Bidding Process); or (ii) engaging in any manner whatsoever, whether during the Bidding Process or after the issue of the Award of Work or after the execution of the Service Level Agreement, as the case may be, any person in respect of any matter relating to the work or the Award of Work or the Service Level Agreement, who at any time has been or is a legal, financial or technical adviser of the Board in relation to any matter concerning the work; (b) **“fraudulent practice”** means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Bidding Process ; (c) **“coercive practice”** means impairing or harming, or threatening to impair or harm, directly or indirectly, any person or property to influence any person’s participation or action in the Bidding Process; (d) **“undesirable practice”** means (i) establishing contact with any person connected with or employed or engaged by the Board with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bidding Process; or (ii) having a Conflict of Interest; and (e) **“restrictive practice”** means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or

manipulating a full and fair competition in the Bidding Process. (f) "**Conflict of Interest**" means without limiting the generality of the word, a Bidder shall be considered to have a Conflict of Interest that affects the Bidding Process, if: (i) such Bidder (or any constituent thereof) have common controlling shareholders or other ownership interest, or (ii) a constituent of such Bidder is also a constituent of another Bidder; or (iii) such Bidder receives or has received any direct or indirect subsidy from any other Bidder, or has provided any such subsidy to any other Bidder; or (iv) such Bidder has the same legal representative for purposes of this Bid as any other Bidder; or (v) such Bidder has a relationship with another Bidder, directly or through common third parties, that puts them in a position to have access to each others' information about, or to influence the Bid of either or each of the other Bidder; or (vi) such Bidder has participated as a consultant to the Board in the preparation of any documents, design or technical specifications of the proposal. The Chairman CBSE will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices or conflict of interest in competing for the contract in question. The Chairman CBSE, will declare a Bidder ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it is determined that the Bidder has engaged in corrupt and fraudulent practices in competing for or in execution of the contract.

8.4 TERMINATION FOR DEFAULT

Chairman, CBSE, may without prejudice to any other remedy for breach up of terms and conditions (including forfeiture of Performance Security) by written notice of default sent to the bidder, terminate the work / task in whole or in part, after sending a notice to the bidder in this regard: If the bidder fails to deliver or complete the job assigned in the terms and conditions within the time period (s) specified in the RFP Document.

If the bidder fails to perform any other obligations under the terms and conditions.

8.5 PROGRESS OF THE PROJECT

- Progress of the Project may be intimated in writing to the The Secretary, CBSE, New Delhi with a copy to the Chairman, CBSE, on a weekly basis. The Board shall review the progress on quarterly

basis and further extension of contract shall be subject to satisfactory performance in previous quarter.

8.6 CONFIDENTIALITY

- Any information pertaining to the CBSE or any other agency involved in the project, matters concerning CBSE that comes to the knowledge of the bidder in connection with this contract, will be deemed to be confidential and the contractor will be fully responsible, for the same being kept confidential and held in trust, as also for all consequences of its concerned personnel failing to observe the same. The bidder shall ensure due secrecy of information and data not intended for public distribution. The affidavit to this effect should be submitted along with security deposit.

8.7 FORCE MAJEURE

- This clause shall mean and be limited to the following in the execution of the contract
 - o War / hostilities
 - o Riot or civil commotion
 - o Earth Quake, Flood, Tempest, Lightning or other natural physical disaster Restrictions imposed by the Government or other statutory bodies, which is beyond the control of the consultant, which prevent or delay the execution of the order by the consultant

The Agency shall inform The Secretary, CBSE, New Delhi in writing the beginning and the end of the above clauses of delay, within 7 days of occurrence and cessation of the force majeure conditions. In the event of a delay lasting for more than one month, if arising out of clauses of force majeure, **Chairman**, CBSE, reserves the right to cancel the contract without any obligation to compensate the bidder in any manner for whatsoever reason, subject to the provision of clause mentioned.

8.8 ARBITRATION

- All disputes, differences, claims and demands arising under the contract shall be referred to the **Chairman**, CBSE, New Delhi for final decision and the same shall be binding on all parties.
- Any other terms and conditions mutually agreed prior to finalization of the order / agreement shall be binding on the bidder.
- **Chairman**, CBSE and the selected agency shall make every effort to resolve amicably through direct negotiation, any disagreement or dispute arising between them under or in connection with the work order. If any dispute arises between parties on aspects not

covered by this agreement, or the construction or operation thereof, or the rights, duties or liabilities under these except as to any matter the decision of which is specially provided for by the general conditions, such disputes shall be referred to two arbitrators, one to be appointed by each party and the said arbitrators shall appoint an umpire in writing before entering into the reference and the award of the arbitration or umpire, as the case may be shall be final and binding on both the parties. The arbitrators or the umpire as the case may be, with the consent of parties, may modify the time frame for making and publishing the award. Such arbitration shall be governed in all respects by the provision of the Indian Arbitration and Conciliation Act, 1996 or later and the rules there under and any statutory modification or re-enactment thereof the arbitration proceeding shall be held in Delhi.

8.9 LEGAL JURISDICTION

- All legal disputes are subject to the jurisdiction of Delhi courts only.

8.10 COMPLETENESS OF RFP OFFER

- The Bidder is expected to examine all instructions, forms, terms, conditions and deliverables in the RFP Documents. Failure to furnish all information required by the RFP documents or submission of a RFP offer not substantially responsive in every respect to the RFP documents will be at the Bidder 's risk and may result in rejection of its RFP offer. The RFP offer is liable to be rejected outright without any intimation to the Bidder if complete information as called for in the RFP document is not given therein, or if particulars asked for in the Forms / Performa in the RFP are not fully furnished.

8.11 SOFTWARE OWNERSHIP

- Organization should have all the necessary processes in place for entire Software
- Development Life Cycle (SDLC)
- It would be preferable for the bidder to have all the necessary components of source code in place and any change required in any of the components of the software, in-house technical skill should be available to make necessary changes
- Software code should be versioned, labelled and base lined appropriately in a standard version control system within the organization
- Software code should have multiple backup systems in place so that anytime source code can be recovered in case of any disaster

- Organization should have the test cases and regression testing code to prove that they have done necessary testing for the software. This should include performance testing also.
- Organization should have in-house quality assurance group and a strong quality management system to do quality check of the software

8.12 INTELLECTUAL PROPERTY RIGHTS

All issues arising out of Intellectual Property Rights will be dealt by the vendor

If the IPR of some free content is already with a 3rd party, and the vendor is using it with the consent of the 3rd party, then the IPR will continue with the 3rd party and be used with permission.

8.13 PERFORMANCE GUARANTEE

The winning bidder will have to give a performance guarantee in the form of a bank guarantee for an amount equal to 10% of the contract value for the duration of the contract.

ANNEXURE I – COPY OF CLASS X & CLASS XII ANSWER BOOKS

ANNEXURE II – LETTER OF AUTHORIZATION FROM OWNER / OEM / AUTHORIZED AGENT

(On Owner / OEM / Authorized Agent's Company Letterhead)

[Date]
The Secretary
Central Board of Secondary Education
New Delhi

Ref: Supply of Equipment / Software for the RFP for <Name of the Equipment / Software / Solution> under ANSWER BOOKLET MONITORING SYSTEM project

Dear Sir,

We < Name of the company of Owner / OEM / Authorized Agent> having registered office at < Address of Owner / OEM / Authorized Agent > who are established and reputed manufacturers/developers/authrORIZED rellers of < Name of the Item(s) > hereby authorize < Name of the Bidder> having its registered office <Address of Bidder> , to bid negotiate and conclude the contract with you against the above mentioned RFP for the above mentioned equipment /software / items manufactured /developed /supplied by us.

We also confirm the following:

- 1) That <Name of Bidder> is an authorized < Name of the company of Owner / OEM / Authorized Agent> partner and/or service provider for the resale of our products for the purpose of this RFP response
- 2) We will support the bidder in meeting the delivery schedule as presented in their response to the RFP
- 3) The equipment / software / items supplied are not reaching end of life within 12 months of submission of RFP response and that the spares / support for the equipment will be available for the next 3 calendar years
- 4) We assure you that in the event of <Name of Bidder> not being able to fulfil its obligation as our service provider in respect of standard < Name of the company of Owner / OEM / Authorized Agent> warranty terms, we would continue to meet such warranty terms through alternate arrangements. Yours faithfully,

For and on behalf of <Name of the firm>
(Signature)

Name: _____

Designation: _____

ANNEXURE III – LETTER FOR RESPONDING TO RFP

(On Bidder's Letterhead)

[Date]
The Secretary
Central Board of Secondary Education
New Delhi

Ref: Response to Board's RFP for ANSWER BOOKLET MONITORING SYSTEM project

Dear Sir,

In response to your notification dated _____ calling applicants to submit technical and financial commercial proposals for the above project, we are submitting this bid and advise as under:

- i) In the capacity of the applicant for the project, we declare that we are interested in the project should the Board select us for this purpose
- ii) We are submitting this response to the Request For Proposal (RFP) on our own
- iii) If selected, we understand that the selection would be on the basis of our organisational, technical, financial capabilities and experience taken together, as specified in the RFP document. We agree that any adverse change in our status, as mentioned in our response, may result in our disqualification, at the discretion of the Board
- iv) If selected, we hereby undertake that the equipment / peripherals / software shall be new and original only, from respective OEMs / Authorized Resellers of the products and that no refurbished / duplicate / second hand items will be supplied
- v) We understand that you are not bound to accept any or all responses to RFP you receive. We understand and accept that our response does not confer any right on us with regard to participation in any manner whatsoever and Board will have unfettered right and discretion in its decision at all times and is authorised to suspend our candidature without assigning any reason
- vi) We declare that we have neither entered into nor are party to (whether by conduct or by acquiescence) any restrictive trade practice or collective arrangement with any other person or entity including the other applicants for the project, in connection with the preparation and/or submission of our responses
- vii) We undertake that, in competing for and, if we are selected, in executing the project agreements, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".
- viii) As on date, we are not under any declaration of ineligibility for corrupt and fraudulent practices issued by the Government of India ("Gol")/State governments/Regulatory agencies.

- ix) We submit herewith, all necessary documents and authenticated copies of documentary evidence including the company's audited balance sheet and profit and loss statement of the last three years
- x) We declare that we have disclosed all material information, facts and circumstances to the Board.
- xi) We acknowledge and understand that in the event that the Board discovers anything contrary to our above declarations, it is empowered to forthwith disqualify us from further participation in the process

Yours faithfully,

Authorised Signatory

(Name & Title of Signatory)

Name of Applicant:

Address:

Direct Telephone Number :

Fax Number :

Mobile Number of Contact person :

Email ID :

ANNEXURE IV – COMPLIANCE STATEMENT DECLARATION

(On Bidder's Letterhead)

[Date]
The Secretary
Central Board of Secondary Education
New Delhi

Ref: Response to Board's RFP for ANSWER BOOKLET MONITORING SYSTEM project

COMPLIANCE STATEMENT

We hereby undertake and agree to abide by all the terms and conditions stipulated by the Board in the tender document including all annexures, addendum and corrigendum (if any).

We confirm that our bid complies with the requirements of the Bid Document (Ref No: CBSE/GUW/AB/189 dated _____) without any deviation, except the following:

Deviations, if any:

Signature and Seal of Bidder

ANNEXURE IV – FORMAT OF EMD BANK GUARANTEE

[Date]
The Secretary
Central Board of Secondary Education
New Delhi

Subject: EMD Bank Guarantee Related to Central Board of Secondary Education's for ANSWER BOOKLET MONITORING SYSTEM project.

WHEREAS Central Board of Secondary Education (CBSE), having its offices at Preet Vihar, New Delhi and regional offices in other cities in India has invited Request for Proposal for supply, installation, integration and maintenance of an Answer Booklet Monitoring and Reconciliation System on the terms and conditions mentioned in the RFP documents,

It is one of the terms of said Request for Proposal that the bidder shall furnish a Bank Guarantee for a sum of Rs. _____ (Rupees _____ lakhs only) as Earnest Money Deposit.

M/s _____, (hereinafter called as bidder), who are our constituents intends to submit their tender for the said work and have requested us to furnish guarantee in respect of the said sum of Rs. _____ (Rupees _____ lakhs only).

NOW THIS GUARANTEE WITNESSETH THAT

We _____ (Bank) do hereby agree with and undertake to the Central Board of Secondary Education, their Successors, assigns that in the event of the CBSE coming to the conclusion that the bidder has not performed their obligations under the said conditions of the RFP or have committed a breach thereof, which conclusion shall be binding on us as well as the said bidder, we shall on demand by the CBSE, pay without demur to the CBSE, a sum of Rs. _____ (Rupees _____ lakhs only) or any lower amount that may be demanded by Central Board of Secondary Education. Our guarantee shall be treated as equivalent to the Earnest Money Deposit for the due performance of the obligations of the bidder under the said conditions, provided, however, that our liability against such sum shall not exceed the sum of Rs. _____ (Rupees _____ lakhs only).

We also agree to undertake to and confirm that the sum not exceeding Rs. _____ (Rupees _____ lakhs only) as aforesaid shall be paid by us without any demur or protest, merely on demand from the CBSE on receipt of a notice in writing stating the amount is due to them and we shall not ask for any further proof or evidence and the notice from the CBSE shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. We undertake to pay the amount claimed by the CBSE

within a period of one week from the date of receipt of the notice as aforesaid. We confirm that our obligation to the CBSE under this guarantee shall be independent of the agreement or agreements or other understandings between the CBSE and the bidder. This guarantee shall not be revoked by us without prior consent in writing of the CBSE.

We hereby further agree that –

Any forbearance or commission on the part of the CBSE in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said tender and/or hereunder or granting of any time or showing of any indulgence by the CBSE to the bidder or any other matter in connection therewith shall not discharge us in any way our obligation under this guarantee. This guarantee shall be discharged only by the performance of the bidder of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding Rs. _____ (Rupees ___ lakhs only)

Our liability under these presents shall not exceed the sum of Rs. _____ (Rupees _____ lakhs only)

Our liability under this agreement shall not be affected by any infirmity or irregularity on the part of our said constituents in tendering for the said work or their obligations there under or by dissolution or change in the constitution of our said constituents.

This guarantee shall remain in force for a period of one year, provided that if so desired by the CBSE, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.

Our liability under this presents will terminate unless these presents are renewed as provided herein up to three years or on the day when our said constituents comply with their obligations, as to which a certificate in writing by the CBSE alone is the conclusive proof, whichever date is later. Unless a claim or suit or action is filed against us within six months from that date or any extended period, all the rights of the CBSE against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.

Yours faithfully,

For and on behalf of (Signature) Authorized Official

(NB: This document will require Stamp Duty as applicable in the State, where it is executed and shall be signed by the official whose signature and authority shall be verified).

ANNEXURE VI – TECHNICAL BID FORMAT

S. No.	Particulars	Details									
1.	<p>Executive Summary</p> <p>a) Brief description of the company, with details like ownership structure, business history, growth, business areas, activities etc.</p> <p>b) Brief commentary on capabilities of the company, as demonstrated in past record</p> <p>c) Details of workforce – total qualified software development team including details such as total numbers, total numbers in sub-areas, experience profile, educational profile etc</p>										
2.	<p>Basic Information</p> <p>a) Company Name</p> <p>b) Date of Incorporation / Registration</p> <p>c) Whether IT/ITeS Company</p> <p>d) Whether company is ISO 9001:2008? If yes, validity of the certificate</p> <p>e) Office Address</p> <p>f) Contact Person for this Bid</p> <p>g) Phone No.</p> <p>h) Fax No.</p> <p>i) Email Address</p> <p>j) Have you been debarred / blacklisted by any government / non-government body in the last 2 financial years?</p>										
3.	<p>Financial Information (Rs. In Crores)</p> <p>a) Turnover for last 2 years</p> <p>b) Net Profit for last 2 years</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 60%;"></th> <th style="width: 20%; text-align: center;">2011-12</th> <th style="width: 20%; text-align: center;">2012-13</th> </tr> </thead> <tbody> <tr> <td>Turnover</td> <td></td> <td></td> </tr> <tr> <td>Net Profit</td> <td></td> <td></td> </tr> </tbody> </table>		2011-12	2012-13	Turnover			Net Profit		
	2011-12	2012-13									
Turnover											
Net Profit											
4.	<p>Solution Details</p> <p>a) Is this an existing application?</p> <p>b) Brief Overview of Solution</p> <p>c) Technical Architecture</p> <p>d) Detailed Description of application software</p> <p style="padding-left: 40px;">a. Centrally Hosted Software</p>										

	<ul style="list-style-type: none"> b. Software Implemented at School, if any c. Any other application component e) Details of Software application ownership f) Detailed description of hardware components including complete Bill of Material g) Details of ownership of the hardware components h) Any other supporting solution component / details, alongwith details of ownership of such components i) Details of development methodology followed by the company j) Is any solution component marked to be withdrawn from the market within the next 12 months k) Detailed Bill of Material comprising all software / hardware / any other solution component clearly specifying for each item, the make/model, manufacturer, specifications and quantity 	
5.	<p>Implementation & Support Methodology and Plan</p> <ul style="list-style-type: none"> a) Implementation Methodology the company wishes to adopt b) Support Methodology the company wishes to deploy c) Detailed Implementation plan from start of activities to system commissioning d) Details of Training plan for the schools e) Details of support locations – self owned or partner network 	
6.	<p>Project Team Details</p> <ul style="list-style-type: none"> a) Name and Profile of Project Head b) Key resources within design, development, testing, Implementation and server administration teams, including their profiles 	
7.	<p>Experience</p>	

	<p>a) Provide details of experiences in supply, installation and commissioning of centrally hosted tracking solution (including software & hardware)</p> <p>b) For each experience include following details</p> <ul style="list-style-type: none"> • Customer name • Brief summary of the work done • Contract Period • Total Contract Value • Current Status of the Project • Implementation, Support and warranty strategy adopted in these projects 	
8.	<p>Confirmation of Validity of the bid</p> <p>a) What is the validity period of your bid?</p>	
9.	<p>Litigation History</p> <p>Please provide details of any history of litigation or arbitration of value above Rs 25 lakhs (or equivalent) resulting from contracts executed in the last three (3) financial years</p>	
10.	<p>Legal</p> <p>Is there any legal case or judgement against the company, which may debar it from participating or bidding in this project? If yes, please provide details</p>	
11.	<p>Copy of Financial Bid <u>without</u> commercials (i.e. without Unit Price (A) & Total Price (B) in PART I) but with other details filled and duly stamped & signed by authorised signatory of the bidder</p>	
12.	<p>Mandatory documentary Proofs as required to be submitted as listed below</p> <p>a) Copy of company registration</p> <p>b) Copy of company's PAN Card</p> <p>c) Copy of company's sales tax registration</p> <p>d) Copy of company's service tax registration</p>	

	<ul style="list-style-type: none">e) Copy of board resolution or Power of Attorney evidencing authorization of signatory for submitting the proposalf) Certified copies of balance sheet and Profit & Loss Statement for the financial years 2010-11, 2011-12, 2012-13 (* Provisional balance sheet to be submitted if yet to be audited)g) Letter of Authorization from OEM / Authorized Agent of hardware and / or other components as per format in Annexure IIh) Customer Experience Certificate in support of experience cited under Section & above in Technical Bid Response (The certificate should be on customer's letterhead and duly stamped & signed)i) Copy of company's ISO 9001:2008 certificatej) Self declaration from company on company's letterhead stating that they have not been debarred / blacklisted by any government / non-government departmentk) Declaration on company's letterhead confirming that none of the components proposed are due to be withdrawn from the market within the next 12 months	
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ANNEXURE VII – FINANCIAL BID FORMAT

(All prices quoted are in Indian Rupees, exclusive of any applicable sales tax and service tax)

S. No.	Description	Qty (A)	Unit Price (B)	Price (C) For 1 st year	Price (C) For 2 nd year	Price (C) For 3 rd year	Total price for 3 years (col. 5+6+7)
(1)	(2)	(3)	(4)	(5)	(6)	(7)	
1	Total Central Solution Cost (one time)	1	TBF ₁₁	TBF ₁₂ <i>Note:</i> <i>Compute as = 1 * TBF₁₁</i>	TBF ₁₃ <i>Note:</i> <i>Compute as = 1 * TBF₁₁</i>	TBF ₁₄ <i>Note:</i> <i>Compute as = 1 * TBF₁₁</i>	
2	Total Solution Cost per examination centre, if any	500	TBF ₂₁	TBF ₂₂ <i>Note:</i> <i>Compute as = 500 * TBF₂₁</i>	TBF ₂₃ <i>Note:</i> <i>Compute as = 500 * TBF₂₁</i>	TBF ₂₄ <i>Note:</i> <i>Compute as = 500 * TBF₂₁</i>	
3	Total Other Costs, if any, per answer book	500,000 (answer books)	TBF ₃₁	TBF ₃₂ <i>Note:</i> <i>Compute as = 500,000 * TBF₃₁</i>	TBF ₃₃ <i>Note:</i> <i>Compute as = 500,000 * TBF₃₁</i>	TBF ₃₄ <i>Note:</i> <i>Compute as = 500,000 * TBF₃₁</i>	
Total Cost, TC, (Indian Rupees, exclusive of taxes)				= TBF ₁₂ + TBF ₂₂ + TBF ₃₂	= TBF ₁₃ + TBF ₂₃ + TBF ₃₃	= TBF ₁₄ + TBF ₂₄ + TBF ₃₄	
Financial Bid Value, Fb (Indian Rupees, exclusive of taxes)				= TC / 500,000	= TC / 500,000	= TC / 500,000	

Note:- For the purpose of evaluation of bid, average of three years' cost will be taken

TBF = to be filled

DATE:

Signature & Seal of Bidder

(Name of Authorized Signatory)

Note:

1. Prices quoted shall remain valid for a period of 3 years from the date of award of project to successful bidder

2. All hardware / software prices quoted above are inclusive of 1 year warranty and 2 year subsequent AMC
3. For purposes of evaluation, the number of examination centres assumed is 500 and the answer books to be monitored are assumed to be 500,000
4. Financial Bid Value, **Fb**, shall be used for evaluating the financial bid; the actual order size will be determined by the total number of answer books to be monitored which in turn shall be derived from the total students registered for Class X & Class XII examinations in the Guwahati region (and/or a part of Guwahati region, and / or any other region where the board may choose to deploy the solution)
5. The schedule of payment shall be as follows:
 - 20% of total order value payable on award of project for one year
 - 60% of total order value on implementation of solution for one year
 - 20% of total order value on completion of Class X & Class XII examination for one year
6. Payment for 2nd year and 3rd year also will be paid on the pattern mentioned in the '5' above.
7. The Bidder by this bid agrees that the Board at its discretion may choose to implement the solution for any number of examination centres within or outside Guwahati Region

ANNEXURE VIII – TERMS OF WARRANTY AND AMC

1. Warranty shall be for a period of one (1) year from the date of signoff of the User Acceptance Testing
2. Post Warranty, the successful bidder shall provide an AMC for the solution for a period of two (2) years
3. During warranty period, any defects in the software should be fixed immediately to keep the solution in operating condition at no additional cost to the Board. All version upgrades, software patches of the solution released by the successful bidder shall be made available to the Board at no additional cost to the Board.
4. The successful bidder shall ensure that the type of support extended during AMC period shall be absolutely similar to the one extended during the warranty period