



**BIHAR LEGISLATIVE ASSEMBLY SECRETARIAT
PATNA-800015**

**Request for Proposal for Selection of
Service Provider for
Conduct of Examination Process and
Related Activities for Different Posts in
Bihar Legislative Assembly Secretariat, Patna**

NIT NO:-2/2024

Date:-05 June, 2024

Website-www.vidhansabha.bih.nic.in

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1. Fact Sheet

S.No	Particulars	Details
1.	NIT No.	2/2024
2.	Tender date	05/06/2024
3.	Selection Method	Tender will be awarded to the Bidder with the highest score based on the QCBS Evaluation Method
4.	RFP issued by	Bihar Legislative Assembly Secretariat, Patna-800015
5.	Availability of RFP	RFP can be downloaded from www.vidhansabha.bih.nic.in
6.	EMD	Earnest Money Deposit of 12,00,000/- (Twelve Lakhs only). Demand Draft in favour of " D D O Bihar Vidhan Sabha Patna ", payable at Patna from any of the nationalized bank.
7.	Performance Bank Guarantee(PBG)	Bank Guarantee to be submitted after Award of the contract.
8.	Nodal Officer for correspondence and Clarification	Asim Kumar Director, Bihar Legislative Assembly Secretariat, Patna-800015 Tel.No.-0612-2217488, Email : kumar.asim64@gmail.com
9.	Last date for Pre bid queries	18/06/2024
10.	Pre bid meeting	15:30 Hrs. on 20/06/2024
11.	Issue of addendum/clarification(if any)	27/06/2024
12.	Last date of bid submission	Proposals must be submitted no later than 15:00 Hrs. on 03 July, 2024
13.	Opening of Technical bid	16.00 Hrs. on 03 July, 2024
14.	Technical Presentation / Demo	04 July, 2024, 11:30 Hrs onwards depending upon the number of bidders
15.	Opening of Financial bid	11.30 Hrs on 11 July, 2024
16.	Address for venue of bid opening	Official Chamber of Secretary, Bihar Legislative Assembly Secretariat, Patna-800015
17.	Address for Communication	Secretary, Bihar Legislative Assembly Secretariat, Patna-800015
18.	Email id for Communication	secretarybvs@gmail.com

2. Abbreviations

Sl.No.	Abbreviation	Description
1.	BLAS	Bihar Legislative Assembly Secretariat
2.	CBT	Computer Based Test
3.	CMMI	Capability Maturity Model Integration
4.	DC	Data Center
5.	DR	Disaster Recovery
6.	EMD	Earnest Money Deposit
7.	FY	Financial Year
8.	IPR	Intellectual Property Rights
9.	LAN	Local Area Network
10.	LOA	Letter of Acceptance
11.	LOI	Letter of Intent
12.	MIS	Management Information System
13.	NIT	Notice Inviting Tender
14.	PBG	Performance Bank Guarantee
15.	RFP	Request for Proposal
16.	SP	Service Provider

3. Notice Inviting Tender (NIT)

Bihar Legislative Assembly Secretariat, Patna-15

Notice Inviting Tender (NIT)

NIT No.-2/2024

“Request for Proposal for Selection of Service Provider for conduct of examination process and related activities for Different posts in Bihar Legislative Assembly Secretariat, Patna”

1. Bihar Legislative Assembly Secretariat invites Request for Proposals (RFP) from qualified, experienced, reputed, competent and professional firms/agencies for "**Design, Development, Customization, Implementation and Conduct of Computer Based Test or Offline Examination and related activities for Direct Recruitment of Different posts in Bihar Legislative Assembly Secretariat**" as detailed in the "Scope of Work" section of this RFP document.
2. The detailed RFP document (along with the formats and templates) can be downloaded from <http://www.vidhansabha.bih.nic.in> from **05/06/2024**. The downloaded RFP document shall be considered valid for participation in the bidding process subject to the submission of required EMD through Demand Draft in favour of "**D D O Bihar Vidhan Sabha Patna**" payable at Patna and must be submitted physically in the office of **Secretary, Bihar Legislative Assembly, Patna-15** latest by **03/07/2024** till **15:00 Hrs.** failing which the bid will be summarily rejected.
3. Bidder/Agencies are advised to study this RFP document carefully before submitting their proposals in response to the RFP Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

Raj Kumar

Secretary,

Bihar Legislative Assembly Secretariat,
Patna, Bihar-800015

4. Disclaimers

All information contained in this Request for Proposal (RFP) provided is in the good interest and faith. This is neither an agreement and nor an offer/ invitation to enter into an agreement of any kind with any party.

Though adequate care has been taken in the presentation of this RFP document, the interested bidders shall satisfy themselves that the document is complete in all respects. The information published in this document is not intended to be exhaustive. Interested Bidders are required to make their own enquiries and assumptions wherever required.

Intimation of discrepancy, if any, should be given to the specified office immediately. If no intimation is received by this office by the date mentioned in the document, it shall be deemed that the RFP document is complete in all respects and firms submitting their bids are satisfied that the RFP document is complete in all respects.

Bihar Legislative Assembly Secretariat reserves the right to reject any or all of the applications submitted in response to this RFP document at any stage without assigning any reasons whatsoever. Assembly Secretariat also reserves right to withhold or withdraw the process at any stage with intimation to all who have submitted their bids in response to this RFP. Assembly Secretariat reserves the right to change/ modify/ amend any or all of the provisions of this RFP document without assigning any reason at any time before the submission of bids. Any such change would be communicated to the bidders by posting it on the website of the Bihar Legislative Assembly.

Neither Assembly Secretariat nor their employees and associates will have any liability to any prospective respondent interested to apply or any other person under the law of contract to the principles or resolution or unjust enrichment or otherwise for any loss, expense or damage which may raise from or be incurred or suffered in connection with anything contained in this RFP document, any matter deemed to form part of this RFP document, the award of the Assignment, the information and any other information supplied by or on behalf of Assembly Secretariat or their employees and bidder or otherwise arising in any way from the selection process for the assignment.

Information provided in this document or imparted to any respondent as part of RFP process is confidential to Assembly Secretariat and shall not be used by the respondent for any other purpose, distributed to, or shared with any other person or organization.

5. Definitions

1. 'Applicable Law' means the contract shall be interpreted in accordance with the laws of India.
2. 'Bidder' means any firm offering the solution(s), service(s) and/ or materials required in the tender call. The word Bidder when used in the pre award period shall be synonymous with bidder or Service provider and when used after award of the contract shall mean the successful bidder with whom client signs the contract for rendering of goods and services.
3. 'Client' means the Bihar Legislative Assembly Secretariat, Patna.
4. 'Service Provider' (SP) means the firm providing the solution under this contract as named in RFP/ Technical specifications/scope of work.
5. 'Contract' means the agreement entered into between the Client and the Service Provider (Bidder), as recorded in the Contract Form signed by the parties including all attachments and appendices thereto and all documents incorporated by reference therein.
6. Contract Price means the price payable to the Service Provider under the Contract for the full and proper performance of all its contractual obligations.
7. Bidder's representative means the duly authorized representative of the Service Provider, approved by the Client and responsible for the Service Provider's performance under the contract.
8. Effective Date means the date on which the Agreement is executed.
9. Financial bid or the Commercial Bid means the part of offer that provides price schedule.
10. Goods and services mean the solution(s), service(s), materials or a combination of them in the context of the tender call and specifications.
11. Performance security means on receipt of notification of award from the client, the successful bidder shall furnish the security in accordance with the conditions of contract, in the form acceptable to the Client.
12. Pre-qualification and Technical bid means that part of the offer that provides information to facilitate assessment, by professional, technical and financial standing of the bidder, conformity to specifications etc.
13. Products mean all the equipment, Hardware, Software, supplies and consumable items that the SP is required to install or provide under the contract, plus the associated documentation.
14. Project Plan means the document to be developed by the Bidder and approved by the Clients, based on the requirements of the Contract and the preliminary project plan included in the Bidder's bid. Should the Project Plan conflict with the Contract in any way; the relevant provisions of the Contract shall prevail in each and every instance.
15. Specification means the functional and technical specifications or statement of work, as the case may be.
16. Tender call or invitation for bids means the detailed notification seeking end to end solution.
17. Go-live shall be defined as the date of acceptance of prerequisite conditions as specified in subsequent clauses.

6. Request for Proposal

Tenders are invited from eligible, reputed and qualified IT/ Assessment Firms with sound technical and financial capabilities for conducting Examination process and related activities for Different Posts in Bihar Legislative Assembly Secretariat, Patna detailed out in the Scope of Work of this RFP Document. This invitation to bid is open to all Bidders meeting the pre-qualification criteria as mentioned in this RFP Document.

The intent of this RFP is to invite proposals from the agencies/Firms/Companies (also referred to as bidders) to enable the Assembly Secretariat to select a Service Provider for conducting Examination process and related activities.

6.1. Background Information

Basic Information

- a) Bihar Legislative Assembly Secretariat invites responses (“Proposals”) to this Request for Proposals (“RFP”) from Companies / Agencies (“Bidders”) for selection of “Service Provider”.
- b) Proposals must be received not later than the time, date at the venue mentioned in the Fact Sheet. Proposals received after the deadline will not be considered in this procurement process.
- c) Interested bidders are advised to study the RFP document carefully. Submission of response shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

6.2. Project Background

BLAS intends to implement a system that will manage the recruitment examination process. The system shall mainly comprise of the following activities:

- Application designing
- Generation / Download of Admit cards
- Preparation of centers for Computer Based Test / Offline Examination
- Secured Question paper/s creation
- Conduct of Computer Based Test (CBT), Offline Examination (OMR Answer Sheet Based Test), Physical Efficiency Test, Computer Based Typing Test, Stenography, Pen Paper Based Descriptive Test as the requirement may be
- Setting-up of Help desk
- Preparation/compilation of Result
- Generation of Merit List

6.3. Key Information

- Total number of candidate to be assessed will be approximately as follows :-
 - (i) End to end Computer Based / Offline recruitment – 50,000 (Approx)
 - (ii) Computer based recruitment / offline Exam for already received application- 3,00,000 (Approx)
 - (iii) Non examination process – 50,000 (Approx)
- Exam will be conducted in multiple-shifts in the major cities of Bihar (preferably in Patna) on multiple days.
- Tentative date of the examination – Date will be decided immediately after selection of Service Provider.

7. Scope of Work

This Scope of Work has been divided into following three broad phases

- Pre- Examination Phase
- Examination Phase
- Post Examination Phase

Following shall be made available by BLAS:

- Newspaper Notice

Following shall be made available by the Bidder

- Question paper for the conduct of examination.
- Soft copy of Candidates Application Master Database having Roll No., Centre No., Shift, Photographs, Signature and address.
- Admit cards to the candidates
- Soft Copy of Centre Master Database having Centre No. and Centre Details
- Complete candidates' response during the examination, audit trail and biometric data
- Complete response related data of all the candidates
- Raw Scores

7.1. Pre Examination Phase

1. The Bidder should design the application for candidates to register themselves for the Computer Based Test / Offline Examination and make online payment of exam fees.
2. The Bidder should make provisions for admit card download. The candidate should be able to download and take a printout of the successfully filled applications.
3. The Bidder is expected to draw the examination plan and design the examination processes as follows:
 - Complete Security management processes
 - Physical Security
 - Information Security
 - Server Security
 - Network Security
 - Candidate handling process
 - Mapping of candidates details with Exam Centers
 - Validation and verification of identity
 - Attendance and biometric (photograph and thumb impression) handling
 - Machine/seat allocation and handling of security parameters
 - Bulk/individualized SMS
 - Bulk/individualized emails
 - Customer care number for responding to queries
4. The Bidder shall prepare and provide Standard Operating Procedure (SOP) for all processes for safe and secure conduct of examination along with rules for contingency and exception handling/ emergency procedures.
5. The Bidder shall provide specifications for Hardware and Software required at all stages of the examination.
 - Application management and generation of Admit cards
 - Exam Centers
 - Devices and systems to be used for authentication and audit trail mechanisms required for Exam.
6. The Bidder shall provide consulting, training and manpower support to handle the entire Examination. The required Hardware, Software, networking including Internet (leased line) shall be installed by the Bidder on lease/rent basis, whose cost would be covered under the commercial bid.
7. The Bidder shall provide a question paper authoring tool which will ensure end-to-end security of the question paper with 256 bit AES encryption along with proper training for the usage of the software.

8. The Bidder shall securely transmit, download, install and implement Question Papers from Customer location to the examination centers.
9. The Bidder shall install Jammers at the Examination Centers as per the requirement
10. The Bidder shall identify required Exam Centers in the major cities in Bihar ensuring that 10% of the systems are available as backup per shift i.e. if 100 systems are going to be used, the center shall have 110 systems available per shift.
11. The Bidder shall ensure that all Exam Centers have the prescribed Hardware, Software, Internet and LAN connectivity for conducting Examination.
12. The Bidder shall ensure that UPS facilities and Generator facility are available at each Exam Centre for uninterrupted power.
13. The Bidder shall carry periodic audit at Exam Centers for
 - Hardware, Operating System, Processor Speed, RAM, Network and internet connectivity, Keyboards etc.
 - Software - Screen resolution, bandwidth for internet and LAN connectivity, Browser.
 - Working condition of UPS and Generator.
14. The Bidder shall ensure suitable drinking water and separate toilet facilities for both Boys and Girls at each examination center.
15. The Bidder shall provide a facility to candidates for static mock link for mock test within a fortnight of signing the contract. The same facility should also be available online to be run through web server. The mock test should be a replica of the examination software.
16. The Bidder shall provide help to candidates through a call center (telephone/email) ensuring service quality on a 9 a.m. to 6 p.m. on normal working days basis.
17. The Bidder shall host and manage the CBT examination process through intranet based solution at Exam Centers.
18. The Bidder shall ensure checking of original documents and admit card of the candidates at the examination gate. Individual password shall be given to each candidate by the Bidder at the examination center after verification of the documents.
19. The Bidder shall ensure that the Signature of the candidate is taken in the attendance sheet and Verification of the signature in attendance sheet is done vis-à-vis the signature in the admit card
20. The Bidder shall ensure complete registration process of the candidates (digital photo, fingerprint etc.) and allow candidates to appear for exam at Exam Centre through randomly allotted seat/machine.
21. The Bidder shall arrange/provide adequate displays and provide required instructions/ information to the candidates appearing for exam at Exam Centers.
22. All pre-examination phase processes shall be carried out by the Bidder in consultation with BLAS.

7.2. Examination Phase

1. The Bidder shall conduct the following types of examination:-
 - CBT (Computer Based Test)
 - Offline Examination (OMR Answer Sheet Based)
 - Physical Examination and Physical Efficiency Test
 - Stenography Test
 - Computer Based Typing Test
 - Skill Test for Driver
 - Pen Paper Based Descriptive Test
as the requirement may be

2. The Bidder shall provide adequately trained manpower as per the ratio mentioned below: Each Exam Centre should have the following minimum number of personnel, as described below, to be deployed by the Bidder;
 - i. Exam Centre Administrator - 1
 - ii. IT Manager - 1 per 250 nodes / candidates (minimum 1 per center)
 - iii. Invigilators - 1 per 25 nodes / candidates with a minimum of 2 in a room
 - iv. Support Staff - Minimum 1 per 100 students (Suitability need to be justified with centers) and locations
 - v. Security Guards - Minimum 1 per 100 students (Suitability need to be justified with centers)
 - vi. Peons - Minimum 2 per 100 students
 - vii. The above staff should be increased proportionally on the basis of size of the center in terms of nodes / candidates for exam.
3. The Examination shall be Computer Based with the questions being provided on screen on a random basis with multiple choice answers, without any manual intervention. Offline Test will be conducted in OMR Sheet, Physical Efficiency Test, Computer Based Typing Test, Stenography Test, Descriptive Test will be conducted as when required.
4. Sufficient time of 10 minutes shall be allotted before the exam for providing orientation to the candidates on the structure of the exam, time limits and guidelines for answering the question papers.
5. Computer based exam software should support standard features such as automatic calculation of test score, negative marking, time left, flag questions for review, navigation to unanswered questions and prompt for submission.
Required number of servers for a center must be provided by the Bidder for assured performance. Additional equivalent and suitable servers for backup and mirror services will need to be provided by the Bidder.
6. Must support at least 100 terminals without any perceivable degradation in performance. All mouse/key clicks are to be recorded for each terminal with time stamp for audit purposes.
7. The Bidder shall complete registration process of the candidates after they report at the exam center.
8. Biometric fingerprint of candidates will be captured after they have taken their allotted seat in the exam centre.
9. The Bidder shall arrange/provide adequate displays and required instructions/ information to the candidates appearing for test at Examination Centers.
10. The Bidder shall maintain audit trails of all activities of the candidate (click by click) during the course of the examination.
11. The Bidder shall obtain candidate's feedback through online Feedback Form, after the examination is over.
12. The Bidder shall provide blank paper sheet/s to the candidates as per requirement.
13. The Bidder shall have a contingency plan for Student management/Shifting in case of any emergency.
14. The Bidder shall monitor and supervise Exam Centre activities on monitoring console to be installed by the Bidder in BLAS at Patna. The data should be real time data generated from each Exam Centre during the examination.
15. Each of the examination halls should be equipped with CCTV with provision for constant recording during the conduct of exam. CCTV footage of each exam centre will have to be submitted to BLAS after conduct of exam.

16. At the end of the exam, transfer/export of candidate response and audit trails shall be done by the Bidder on secured channel from local server to Central server of the Bidder within 4 Hours from each exam center. Other data such as attendance sheet, fingerprint, seating plan etc. (if any) should be sent to BLAS within 7 days of conclusion of each exam shift.

7.3. Post Examination Phase

1. The Bidder shall calculate marks obtained by each candidate as per requirement of BLAS.
2. The candidate's responses, biometric, audit trails should be uploaded automatically from the local server to Bidder's data center in a secured manner. There should not be any traces of any data pertaining to candidate whatsoever post uploads left on the exam server.
3. The Bidder should be able to hand over the raw responses/data to BLAS immediately (same day) after the candidate's response upload from local exam server. The software should have capability to take the answer key post examination.
4. The Bidder shall provide documented inputs and support for handling
 - o Candidates queries
 - o RTI queries
 - o Court Cases

Note:

1. The Bidder will have to carry/ demonstrate complete System Test Run (STR) with test data to BLAS before implementation of the software. The Bidder should also be able to demonstrate click by click audit trail for any type of enquiry.
- 1) **Test Data Archiving:** The Bidder shall archive the examination data for future references after specified time, as per requirement of BLAS.
 - 2) **MIS generation/ customized reports:** The Bidder shall provide adequate information to the Examination section as per the requirement of BLAS.

8. Essential Technical Pre-requisite

The Bidder must possess the requisite experience, strength and capabilities in providing the services necessary to meet the requirements as described in the RFP document. Keeping in view the complexity & volume of the work involved, the Bidder must also possess the Technical know-how and the Financial wherewithal that would be required to successfully provide the required support services sought by BLAS. The bid must be complete in all respect and shall cover the entire scope of work as stipulated in the tender document. The invitation to Bid is open to the Bidders who qualify the eligibility criteria as given below:

1. The bidder should be a company registered under the Companies Act, 1956 and its subsequent amendments and should have experience in fields of organizing tests and exams for more than 5 years. The bidder should have a registered office with legal presence in India. The relevant Registration certificate of the bidder like self attested copy of Memorandum & Articles of Association of the Company shall be provided.
2. **Consortium or JV of legally separate entities is not allowed.**
3. The bidder shall have satisfactorily conducted computer-based examinations / Offline examinations for at least 5 (Five) Government Departments/ Central PSUs / State PSUs / State Govt. / Higher Educational Institutions / Universities etc. over last 5 years as on date of bid submission
4. The bidder should have conducted computer based examinations / Offline examinations for a minimum of 10 lakh candidates in last 5 years.

5. The bidder should have experience of setting question papers for at least 10 clients over last 5 years, out of which the bidder should have set bilingual question papers for 5 nos. of Government Departments / Central PSUs/ State PSUs/ State Govt./ Higher Educational Institutions/University clients. The bidder should also have the experience of conducting at least one multi batch examination for the same post. An undertaking / Self-Declaration is to be submitted in this regard with customer details.
6. The bidder should have an average annual turnover of at least Rs.10 Crore for the last three Financial Years i.e. 2021-22, 2022-23 & 2023-24 from examination and recruitment related works. For the same the bidder should submit audited balance sheets along with separate certificate signed by a Chartered Accountant specifically mentioning turnover from examination and recruitment related works for each FY.
7. The bidder should have at least 150 nos. of manpower on its payroll (on permanent basis) as on 01.01.2024. An undertaking is to be submitted in this regard.
8. The bidder should not be blacklisted by any Government Departments/ Central PSUs/ State PSUs/ State Govt./Higher Educational Institutions/Universities as on date of bid submission.
9. Bidder should have a valid Goods & Service Tax (GST) registration and TIN/PAN. The Bidder should also possess ISO-9001, ISO-27001, CMMI level 5 certificate.

9. Evaluation of Technical Bids:

The Technical bid would be evaluated on basis of methodology as tabulated below:

S. No.	Technical Criteria	Parameters & scale	
Experience in fields of organizing tests and exams (10 Marks)			
1	The bidder should have experience in field of organizing tests and exams in India	>=5 years and <10 years	3 Marks
		>=10 years and <15 years	5 Marks
		>= 15 years	10 Marks
Number of Clients for which computer-based examinations & Offline Exam conducted (15 Marks)			
2	The bidder shall have satisfactorily conducted computer-based examinations and Offline Examinations for at least 5 Government Departments / Central PSUs / State PSUs / State Govt. / Higher Educational Institutions / Universities etc. in last 5 years	> = 5 and <7	5 Marks
		> =7 and <10	10 Marks
		> = 10	15 Marks
Bidder's experience in CBT (Computer Based Test) and Offline Exam in Bihar (10 Marks)			
3	The Bidder should have experience of conducting Computer Based Test (CBT) and Offline Examination process of Candidates in the state of Bihar.	>=5,000 and <20,000	5 Marks
		>=20,000 and <50,000	8 Marks
		>=50,000	10 Marks
Bidders Financial Capability (15 Marks)			
4	The bidder should have an average annual turnover of at least Rs. 10 Crore for the last three Financial Years i.e. 2021-22, 2022-23 and 2023-24 from examination and recruitment related works. For the same the bidder should	Average Annual Turnover from examination and recruitment related works (15 Marks)	
		>= 10 Crore and < 20 Crore	5 Marks

	submit audited balance sheets along with separate certificate signed by Chartered Accountant specifically mentioning turnover from examination and recruitment related works for each FY	>=20 Crore and < 30 Crore	10 Marks
		>= 30 Crore	15 Marks
Bidder's Certifications (10 Marks)			
5	The bidder should have Cert-In (for Computer based Examination Software), CMMI Level 5 certifications, ISO 9001, ISO 27001 (Proofs to be submitted)	ISO 9001, 27001, CMMI level 5	3 Marks
		ISO 9001, 27001, CMMI Level 5, Cert-in Certificate (For Computer Based Examination Software)	5 Marks
		ISO 9001, 27001, CMMI Level 5, Cert-in (For Computer Based Examination Software) and STQC certificate for test platform.	10 Marks
6	Presentation to Technical Evaluation Committee on Technical Solution and methodology.		40 Marks

The evaluation committee shall evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference, sub criteria, Essential Technical Pre-requisite criteria. A Proposal shall be rejected at this stage if it does not respond to important aspects of the RFP (including Essential Technical Pre-requisite criteria). Bidders shall be called for Presentation before Evaluation Committee on 04 July, 2024. The bidder would present their approach and methodology of executing the assignment. The bidder may also highlight various issues envisaged by them in carrying the assignment and their approach for handling those issues.

Technical score (Tn) for each bidder will be arrived at after totaling each their respective score on parameters as per S. No. 1 – 5 and marks allotted by the Evaluation Committee on the presentation made by the bidder.

At this stage, minimum qualifying Technical score (Tn) will be 60 marks (out of 100). Financial Proposals of only such technically qualified bidders who have scored 60 or more marks on Technical criteria (as above) will be opened.

10. Evaluation of Bids

Financial Bid (F_b)

There are three types of activities involved in this recruitment process and the bidder has to submit separate quotes for each of the activities listed below.

1. Activity-I: End to End Computer Based Recruitment Test / Offline Examination which involves Online application processing with payment gateway support, generation and issue of the call letter through online mode to all the eligible candidates, SMS & Email support, Help Desk support (telephonic & email), Question paper setting, conduct of computer based Recruitment Test, Offline Examination (OMR Answer Sheet Based Test), Physical Efficiency Test, Stenography Test, Computer Based Typing Test as

required, handling candidate representations post examination, result processing and Merit list generation

2. Activity-II: Computer Based Recruitment Test / Offline Examination for already received applications which involves processing of application, generation and issue of the call letter through online mode to all the eligible candidates, SMS & Email support, Help Desk support (telephonic & email), Question paper setting, conduct of computer based Recruitment Test, Offline Examination (OMR Answer Sheet Based Test), Physical Efficiency Test, Stenography Test, Computer Based Typing Test as required, handling candidate representations post examination, result processing and Merit list generation
3. Activity-III: Non Examination Process which involves online application processing, generation and issue of the call letters through online mode to all the eligible candidates for the document verification to be conducted in Patna as applicable. Sending communications to the candidates through email & SMS, providing the printed copies of the documents submitted by the candidate in online mode as docket, score compilation and generating Merit list in coordination with BLAS

However, for determining the financial bid / Final commercial offer of a technically qualified bidder, the method of **aggregate of weighted average of rates quoted for the three activities will be considered**. The Activity-I, Activity-II and Activity-III will be assigned a ratio of 50:40:10 respectively. For determining final commercial offer / Financial bid (**F_b**), rates quoted by the bidder for an activity will be multiplied by the ratio.

For example, the rates quoted in financial bid will be determined as under:

Rate quoted for Activity-I (In Rs.) X 0.50 + Activity-II (In Rs.) X 0.40 + Rate quoted for Activity-III (In Rs.) X 0.10 = Aggregate of weighted average (In Rs.) will be considered as the financial bid (**F_b**) of a bidder for Evaluation process.

Note: (i) The aforesaid formula will be used only for determining the financial bid for QCBS evaluation process. However, the payment will be made as per the rate quoted for such Activity as per the payment schedule to the successful bidder.

(ii) The Bidders will have not to quote more than Rs. 50/- for "Activity-III Non Examination Process"

Evaluation of Financial Bids: BLAS shall also notify the shortlisted firms after the technical evaluation. The Financial Proposals shall be opened at 11:30 Hrs on 11 July, 2024 in the presence of the Bidders (representatives who choose to attend). The name of the Bidders and the technical and presentation scores of the bidders shall be read aloud. The lowest evaluated Financial Proposal will receive the maximum score of 100 marks. The score for other Financial Proposal is inversely proportional to its quoted price. The commercial scores will be calculated as

$F_n = F_{min} / F_b * 100$; where,

F_n = financial score of the bidder under consideration

F_b = Financial bid by the Bidder under consideration

F_{min} = Lowest Bid quoted by any bidder under consideration

Final Evaluation - Evaluation of Bid :- Following completion of evaluation of Technical and Financial Proposals, final ranking of the Proposals will be determined on basis of Quality and Cost Based Selection (QCBS). 80% weightage shall be provided to Technical Score

(T_n) & 20% weightage shall be provided to Financial Score (F_n). The overall score will be calculated as follows: -

$$B_n = 0.80 * T_n + 0.20 * F_n$$

Where B_n = overall score of bidder under consideration

T_n = Technical score for the bidder under consideration

F_n = financial score of the bidder under consideration

The bidder with highest score shall be awarded the work. After completion of final evaluation process if client find there are more than one bidder scoring equal points, only such bidders will go in for negotiation offer with the client and the Negotiation may be called for techno-commercial negotiations. During the negotiations a revised Commercial Bid will be taken from the representative of the Bidder by way of sealed bids. This offer will replace/supersede the earlier Commercial Bids.

The scoring system of this “Quality-Cum-Cost-Based” to be used for obtaining final scores is illustrated below. Technical proposal score & financial proposal offer & scores shown below have been assumed for illustration purpose only.

	Technical Proposal	Financial Proposal		Combined Score		
	Technical Score (T _n)	Bid amount (in Rs.)	Financial score = (minimum amount / bid amount) *100	Technical weightage	Financial weightage	Total
	1	2	3	4 = 1*0.80	5 = 3*0.20	6 = 5 + 4
Bidder 1	60	5	100	48	20	68
Bidder 2	65	5.5	90.9	52	18.18	70.18
Bidder 3	70	6	83.33	56	16.67	72.67
Bidder 4	75	6.5	76.92	60	15.38	75.38

Bidder 4 having emerged with the highest total score will be awarded the work

11. Important Instructions

1. The Bidder should follow defined Software Change Management processes to manage changes in the software. Such a process would include Change Request Management, Impact Analysis, Change Approval, Change Implementation, Version Control, Version labelling, Testing, OA Certification and Deployment into production.
2. The Bidder must employ multiple backup systems including offline backups to securely maintain the software and its corresponding source code.
3. The Bidder should have an in-house quality assurance and product testing team with a robust quality management processes that are followed to test and certify the system used to conduct the exam. The bidder should maintain documented test cases and maintain evidence of successful test execution covering all test cases. Rigorous testing must be done for major as well as minor and patch releases.
4. Testing should not be limited to system features and functionality. The system used to conduct the exam must be tested for Performance, Security, Usability, High-Availability, Business Continuity, and Disaster-Recovery.

5. The Bidder should design a high-performance system and conduct performance tests to verify successful achievement of high concurrency, fast response time, and long-stress duration required of the system used to conduct the exam. Results of such performance tests should be made available for each major release of the system used to conduct the exam.
6. The Bidder should design a highly secure system and conduct security tests to verify that there are no vulnerabilities that can make the system susceptible to attacks. Comprehensive testing of source code, software binaries, and the infrastructure must be carried out. Results of such security tests should be made available for each major release of the system used to conduct the exam.
7. Suitable emergency management plans towards any crisis situations/redundancy of servers, nodes additional center locations, students' data etc. should be maintained by the Bidder.
8. The Bidder should be able to support the entire solution (across INDIA) on a 24 x 7 basis with a maximum response time of 3 hours.
9. At any time before the submission of bids, BLAS 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.
10. If the amendment is substantial, Bidder(s) shall be given reasonable time to make amendment or to submit revised bid and the deadline for submission of bids will be extended by BLAS.

12. General Information

1. The tender is a "Two Bid" document. The technical bid should contain all the relevant information and desired enclosures in the prescribed format along with Earnest Money Deposit (EMD). The financial bid should contain only commercials. In case, any bidder encloses the financial bid within the technical bid, the same shall be rejected summarily.
2. All information called for in the enclosed forms should be furnished against the respective columns in the forms. If information is furnished in a separate document, reference to the same should be given against respective columns in such cases. If any particular query is not applicable, it should be stated as "Not Applicable". However, the bidders are cautioned that not giving complete information called for in the tender forms or not giving it in clear terms or making any change in the prescribed forms or deliberately suppressing the information may result in the bidder being summarily disqualified. Tenders made by fax and those received late will not be entertained.
3. The Responses should be typewritten or handwritten but there should not be any overwriting or cutting. Correction, if any, shall be made by neatly crossing out, initialing, dating and rewriting. The name and signature of bidder's authorized person should appear on each page of the application. All pages of the tender document shall be numbered and submitted as a package along with forwarding letter on bidder's letter head.
4. The bidder should enclose bid security (EMD) of BLAS in form of Demand Draft from any bank drawn in a favour of **D D O Bihar Vidhan Sabha Patna**, payable at Patna. The tenders without EMD shall be summarily rejected. No exemption for EMD will be entertained. The successful bidder shall be required to deposit performance security in form of bank guarantee valid for a year, equal to ten percent (10%) of contract value within 15 days from the date of the award of the work. The EMD of the unsuccessful bidders shall be returned without interest after award of work to the successful bidder. The EMD of the successful bidder shall be returned only after the signing of the contract along with performance security deposit. The EMD stands forfeited in case the bidder withdraws or amends his bid after submission of tender document.

5. 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. BLAS may also independently seek information regarding the performance from the clients.
6. The Bidder is advised to attach any additional information, which they think is necessary in regard to their capabilities to establish that the bidder is capable in all respects to successfully complete the envisaged work. They are however, advised not to attach superfluous information. No further information will be entertained after tender document is submitted, unless BLAS calls it for.
7. Even though bidder may satisfy the qualifying criteria, they are liable for disqualification if they have a record of poor performance or not able to understand the scope of work etc.
8. Prospective bidders may seek clarification regarding the project and/ or the requirements for prequalification, in writing through mail within a reasonable time.
9. The tender document has to be downloaded from BLAS website (www.vidhansabha.bih.nic.in). The technical and financial documents should be kept separately in sealed envelopes and both these envelopes should be kept in one envelope super scribing "Tender for selection of Service provider for conduct of examination process and related activities for different posts in BLAS" so as to reach BLAS by 15:00 Hrs. on 03 July, 2024. Late tenders shall not be accepted. The technical bid shall be opened on the same day at 16:00 Hrs. in the presence of bidders who may like to be present.
10. BLAS reserves right to award the work/cancel the award without assigning any reason. Initially the contract will be for Two years and may be extended for further period depending upon successful completion of the job and performance review and upon mutual agreement of the parties.
11. In case of any differences and disputes arising out of or in connection with this Agreement shall be settled by mutual discussions and negotiations if such disputes and differences cannot be settled and resolved by discussions and negotiations then the same shall be referred to arbitration in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and the venue of such Arbitration shall be Patna whose decision shall be final and binding on both the parties. If dispute not resolved by the Arbitrator appointed by both the parties then dispute shall be subject to the exclusive jurisdiction of Patna High Court, Patna.
12. The venue of the arbitration proceeding shall be Patna. The arbitrator shall make an award, which shall be final and binding on the Parties. Pending the submission of and/or decision on the Dispute and until the arbitral award is made, the Parties shall continue to perform all of their respective obligations under this Agreement without prejudice to a final adjustment in accordance with such award.
13. The contract shall be interpreted in accordance with the laws of the Union of India & will be under the jurisdiction of court in Patna.
14. Subject to this provision, any dispute arising out of or in connection with or as a consequence of this Agreement shall be subject to the exclusive jurisdiction of the courts at Patna.
15. The payment shall be in Indian Rupees and shall be paid only after successful completion of work. The successful bidder has to sign an agreement on non-judicial stamp paper which shall contain clauses related to liquidated damages on account of delays, errors, cost and time over runs etc., which shall not exceed more than 10% of the contract value.

16. Bidders are neither allowed to join hands to participate in the tender nor allowed to submit multiple bids. Any such act will make the bid liable for rejection.
17. Any disputes arising out of this tender will be subject to the courts in Patna only
 - Even though bidders may satisfy the above requirements, they may be disqualified: If misleading or false representation of facts are made or deliberately suppressed in the information provided in the forms, statements and enclosures of this document.
 - If they have a record of poor performance such as abandoning work, not properly completing the contract or financial failures/weaknesses.
 - If confidential inquiry reveals facts contrary to the information provided by the bidder.
 - If confidential inquiry reveals unsatisfactory performance in any of the selection criteria. In such cases, BLAS has the right to cancel or modify the tender.
18. The technical bid shall consist of –
 - Technical information as desired in prescribed format.
 - The financial information as per Annexure –I
 - The details of experience of similar works as per Annexure – II
 - Organizational Structure and information as per Annexure III
 - Technical and Administrative manpower available for this work as per Annexure IV
 - Physical Infrastructure such as availability of Exam Centers, technology, hardware, software etc. as desired and scope of work under Section 3.
 - EMD.

13. Appointment of Successful Bidder

13.1. Award Criteria

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

13.2. Right to Accept Any Proposal and to Reject Any or All Proposal(s)

BLAS reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals at any time prior to award of contract without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for BLAS action.

13.3. Notification of Award

Prior to the expiration of the validity period, BLAS will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, BLAS may request the bidders to extend the validity period of the bid.

The notification of award will constitute the formation of the contract. Upon the successful bidders furnishing of Performance Bank Guarantee, BLAS will notify each unsuccessful bidder and return their EMD. The EMD of successful bidder shall be returned only after furnishing of Performance Bank Guarantee and signing of Contract.

13.4. Performance Guarantee

BLAS will require the selected bidder to provide an irrevocable, unconditional Performance Bank Guarantee within 15 days from the Notification of award, for a value equivalent to 10% of the total cost. The Performance Guarantee should be valid for a period of 24 months. The Performance Guarantee shall be kept valid till completion of the project and Warranty period. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, BLAS at its discretion may cancel the order placed on the selected bidder without giving any notice. BLAS shall invoke the performance guarantee in case the selected Bidder fails to discharge their contractual obligations during the period or BLAS incurs any loss due to Bidders negligence in carrying out the project implementation as per the agreed terms & conditions.

13.5. Signing of Contract

After BLAS notifies the successful bidder that its proposal has been accepted, BLAS shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the bidder between BLAS and the successful bidder with mutually agreed terms and conditions.

13.6. Penalty

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

13.7. Time Frame

The successful bidder would be required to make the system up and operational within a period of 30 Days from the date of signing of Contract.

13.8. Information security and data privacy

The successful bidder will be responsible for providing secure systems. The successful bidder is expected to adhere to Information Security Management procedures as per acceptable standards with best practices.

The bidder shall be responsible for guarding the Systems against virus, malware, spyware and spam infections using the latest Antivirus corporate/Enterprise edition suites which include anti-malware, anti-spyware and anti-spam solution for the entire system. The bidder shall have to maintain strict privacy and confidentiality of all the data it gets access to.

13.9. Payment Schedules

The payment to the service provider shall be made in Indian rupees and shall be paid only after the successful completion of the entire work as per the schedule. No advance payment shall be made.

13.10. Fraudulent and Corrupt Practices

The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, BLAS shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt

practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the “Prohibited Practices”) in the Selection Process. In such an event, BLAS shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for, inter alia, time, cost and effort of the Authority, in regard to the RFP, including consideration and evaluation of such Bidder’s Proposal.

For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:

_ “corrupt practice” means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of BLAS who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOI or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of BLAS, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical consultant / adviser of BLAS in relation to any matter concerning the Project;

_ “fraudulent practice” means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;

_ “coercive practice” means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person s participation or action in the Selection Process;

_ “undesirable practice” means (i) establishing contact with any person connected with or employed or engaged by BLAS with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and

_ “restrictive practice” means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

13.11. Termination for misrepresentation of facts

1. In case if any misrepresentation of fact/ information, corrupt or fraudulent practices by successful bidder comes to the notice/ information of BLAS even after signing of the contract, in that case, BLAS shall provide notice of seven (7) days to successful bidder for providing the clarification.
2. Where issue is not resolved within 7 days of notice to the successful bidder/ or if the satisfactory clarification is not rendered by the successful bidder in 7 days, in that case, Bidder may, without prejudice to any other remedy for breach of contract, by written notice to the successful bidder, terminate the contract in whole or in part:
 - a. If the successful bidder, in the judgment of BLAS, has engaged in misrepresentation of facts/information, corrupt or fraudulent practices in competing for the bid or in executing this contract;
 - b. If the successful bidder submits to BLAS a false statement/facts.

c. BLAS may also forfeit the performance guarantee or take other necessary legal action.

13.12. Suspension

BLAS may, by written notice of suspension to the bidder, suspend all payments to the bidder hereunder if the bidder fails to perform any of its obligations under this Contract, including the carrying out of the Services, provided that such notice of suspension

- a. shall specify the nature of failure, and
- b. shall allow the bidder to remedy such failure, if capable of being remedied, within a period not exceeding thirty (30) days after receipt by the bidder of such notice of suspension.

13.13. Force Majeure

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or BLAS as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:

- Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics.
- Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos
- Terrorist attack, public unrest in work area provided either party shall within 10 days from occurrence of such a cause, notifies the other in writing of such causes.

The bidder or BLAS shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity, confidentiality survive termination of the contract. However, BLAS shall make payment for all the services rendered by the bidder till such date of termination of contract.

13.14. Proprietary Rights

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

13.15. Limitation of Liability

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

ANNEXURE- I

FORMAT OF SENDING PRE-BID QUERIES

Name of the bidder:

Queries:

Sl. No.	Clause No.	Page No.	Content of RFP Requiring Clarification	Change Requested/Clarification required

Name of Authorized Personnel

Date of submission:

Note: Please send pre-bid queries in format as specified above in editable excel through email.

ANNEXURE- II

PRE-QUALIFICATION COVER LETTER

(To be submitted on the letterhead of the bidder)

Place:

Date:

To,

The Secretary

Bihar Legislative Assembly

Patna, Bihar-800015

Subject: Submission of proposal in response to the RFP for Selection of Service Provider for “Design, Development, Customization, Implementation and Conduct of Computer Based or Offline Examination and related activities for Direct Recruitment of Different Posts in Bihar Legislative Assembly Secretariat, Patna.”

Ref: RFP No. :

Dear Sir,

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in the RFP for the Appointment of Service Provider for the Project “Design, Development, Customization, Implementation and Conduct of Computer Based or Offline Examination and related activities for Direct Recruitment of Different Posts in Bihar Legislative Assembly Secretariat, Patna.”.

We attach hereto our responses to pre-qualification requirements and technical & financial proposals as required by the RFP. We confirm that the information contained in these responses or any part thereof, including the exhibits, and other documents and instruments delivered or to be delivered to Bihar Legislative Assembly Secretariat, Patna is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the Bihar Legislative Assembly Secretariat in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the selection process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so.

We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and also agree to abide by this RFP response for a period of 180 days from the date of submission of bid. We hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee bond in the form prescribed in the RFP.

We agree that you are not bound to accept any RFP response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the RFP response.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Signature of Authorized Signatory (with official seal)

Name:

Designation:

Address:

Telephone & Fax:

E-mail address:

ANNEXURE – III
FORMAT TO SHARE BIDDER'S PARTICULARS

Sl. No.	Information	Details
1.	Name of Bidding firm:	
2.	Address and contact details of Bidding firm:	
3.	Firm Registration Number and Year of Registration	
4.	Web Site Address	
5.	Status of Firm/ Company (Public Ltd., Pvt. Ltd., etc.)	
6.	Company's Service Tax Registration No. (GST)	
7.	Company's Permanent Account Number (PAN)	
8.	Company's Revenue for any 3 of last 5 financial years	
9.	Company's Profitability for any 3 of last 5 financial years (Year wise)	
10.	Name, Designation and Address of the contact person to whom all references shall be made regarding this RFP:	
11.	Telephone number of contact person:	
12.	Mobile number of contact person:	
13.	Fax number of contact person:	
14.	E-mail address of contact person:	

Please submit the relevant proofs for all the details mentioned above along with your Bid response

Authorized Signatory

Name

Seal

ANNEXURE - IV
FINANCIAL INFORMATION

Financial Analysis: Details to be furnished duly supported by figures in Balance Sheet/Profit & Loss Account for the last 05 (five) Financial Years and certified by the Chartered Accountant, as submitted by the Bidder to the Income-Tax Department (copies to be attached).

Sl. No.	Details	(1) 2023-24	(2) 2022-23	(3) 2021-22
(i)	Annual Turnover from examination and recruitment related works			
(ii)	Company's overall Annual Turnover			
(iii)	Revenue from examination and recruitment related works as %age of Company's total Revenue i.e. (i) / (ii)			

Note: Up to date Income Tax Clearance Certificate. Attach additional sheets, if necessary.

(Signature of Bidder)

ANNEXURE - V

DETAILS OF SIMILAR WORKS EXECUTED (Computer based or Offline Examinations)

Sl. No.	Information Sought Details		
Customer Information			
1	Customer Name		
2	Name of the contact person from the client organization who can act as a reference with contract coordinates		
	Name		
	Designation		
	Address		
	Mobile /Phone Number		
	Email ID		
Project Details			
3	Project Title		
4	Start Date/ End Date		
5	Current Status (In Progress/Completed)		
6	Number of responding firm's staff deployed on this project (peak time)		
Value of the Project			
7	For CBT	Order value of the project (in Rupees lakhs)	
		Total No. of candidates appeared in CBT	
		No. of Candidates in single shift	
	For Offline	Order value of the project (in Rupees lakhs)	
		Total No. of candidates appeared for Offline	
		No. of Candidates in single shift	
8	Narrative description of project: (Highlight the components / services involved in the project that are of similar nature to the project for which this RFP is floated)		
9	Description of actual services provided by the responding firm within the project and their relevance to the envisaged components / services involved in the project for which this RFP is floated		
10	Description of the key areas where significant contributions are made for the success of the project		
11	Order Copies and Performance Certificate received from Client is attached with this statement		

Note: The bidder is required to use above formats for all the projects referenced by the bidder for the pre-qualification criteria and Technical bid evaluation.

(Signature of Bidder)

ANNEXURE - VI

DECLARATION BY THE BIDDER FOR NOT BEING BLACKLISTED/DEBARRED

(To be submitted on the Letterhead of the responding firm)

Date:

To
The Secretary
Bihar Legislative Assembly
Patna, Bihar-800015

Subject: Submission of proposal in response to the RFP for Selection of Service Provider for “Design, Development, Customization, Implementation and Conduct of Computer Based or Offline Examination and related activities for Direct Recruitment of Different Posts in Bihar Legislative Assembly Secretariat, Patna.”

Ref: RFP No. :

Dear Sir,

I, authorized representative of _____, hereby solemnly confirm that the Company _____ is not banned by the Government of Bihar/Any other State Government/Government of India which includes any Centre/State Government Department, Public Sector Undertakings of the Government, Statutory Boards formed by the Centre/State Government, Local Bodies in the State, Co-operative Institutions in the State, Universities and Societies formed by the Centre/State Government for any reason as on last date of submission of the Bid. In the event of any deviation from the factual information/ declaration, Bihar Legislative Assembly Secretariat reserves the right to reject the Bid or terminate the Contract without any compensation to the Company.

Thanking you,

Yours faithfully,

Signature of Authorized Signatory (with official seal)

Date:

Name:

Designation:

Address:

Telephone & Fax:

E-mail address:

ANNEXURE - VII
TECHNICAL BID COVER LETTER

(To be submitted on the Letterhead of the responding firm)

Date:

Place:

To,

The Secretary

Bihar Legislative Assembly

Patna, Bihar – 800015

Subject: Submission of proposal in response to the RFP for Selection of Service Provider for “Design, Development, Customization, Implementation and Conduct of Computer Based or Offline Examination and related activities for Direct Recruitment of Different Posts in Bihar Legislative Assembly Secretariat, Patna.”

Ref: RFP No. :

Dear Sir,

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in the RFP for **“Selection of Service Provider for Design, Development, Customization, Implementation and Conduct of Computer Based or Offline Examination and related activities for Direct Recruitment of Different Posts in Bihar Legislative Assembly Secretariat, Patna.”**

We attach hereto the technical response as required by the RFP, which constitutes our proposal. We undertake, if our proposal is accepted, to adhere to the implementation plan (Project schedule) for providing Professional Services in **“Design, Development, Customization, Implementation and Conduct of Computer Based or Offline Examination and related activities for Direct Recruitment of Different Posts in Bihar Legislative Assembly Secretariat, Patna”** put forward in RFP or such adjusted plan as may subsequently be mutually agreed between us and Bihar Legislative Assembly Secretariat (BLAS), Patna or its appointed representatives.

If our proposal is accepted, we will obtain a Performance Bank Guarantee issued by a nationalized bank in India, as prescribed in this RFP.

We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and also agree to abide by this RFP response for a period of 180 days from the date of submission of Bid and it shall remain binding upon us with full force and virtue, until within this period a formal contract is prepared and executed, this RFP response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and BLAS.

We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to BLAS is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead BLAS as to any material fact.

We agree that you are not bound to accept any RFP response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the RFP response.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Date:

(Signature)

(Name)

(In the capacity of)

[Seal / Stamp of bidder]

Witness Signature:

Witness Name:

Witness Address:

CERTIFICATE AS TO AUTHORISED SIGNATORIES

I _____, the Company Secretary of _____, certify that _____ who signed the above Bid is authorized to do so and bind the company by authority of its board/ governing body.

Date: Signature:

(Company Seal) (Name)

ANNEXURE - VIII

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

Sl. No.	Designation	Total number of employees in that category	Number available for this work	Name	Qualification	Professional Experience And details of work carried out	In what capacity these would be involved in this work	Remarks
1.								
2.								
3.								
4.								
5.								
6.								
7.								
8.								
9.								
10.								

(Signature of Bidder)

ANNEXURE - IX
FINANCIAL BID COVER LETTER

(To be submitted on the Letterhead of the responding firm)

To
The Secretary
Bihar Legislative Assembly
Patna, Bihar - 800015

Subject: Submission of proposal in response to the RFP for Selection of Service Provider for "Design, Development, Customization, Implementation and Conduct of Computer Based or Offline Examination and related activities for Direct Recruitment of Different Posts in Bihar Legislative Assembly Secretariat, Patna."

Ref: RFP No. :

Dear Sir,

We, the undersigned Bidders, have read and examined in detail all the bidding documents in respect of "**Selection of Service Provider for "Design, Development, Customization, Implementation and Conduct of Computer Based or Offline Examination and related activities for Direct Recruitment of Different Posts in Bihar Legislative Assembly Secretariat, Patna"**" do hereby propose to provide services as specified in the bid referred above.

1. PRICE AND VALIDITY

- All the prices mentioned in our bid are in accordance with the terms as specified in the bid documents. All the prices and other terms and conditions of this bid are valid for a period of 180 calendar days from the date of opening of the Bids.
- We hereby confirm that our bid prices include all taxes. Taxes are quoted separately under relevant sections, as specified in the bid formats.
- We hereby declare that if any income tax, surcharge on Income Tax, Professional and any other corporate Tax in altered under the law, we shall pay the same.

2. UNIT RATES

We have indicated in the relevant schedules enclosed, the unit rates for the purpose of payment as well as for price adjustment in case of any increase to / decrease from the scope of work under the contract.

3. DEVIATIONS

We declare that all the services shall be performed strictly in accordance with the bid documents and there are no deviations.

4. QUALIFYING DATA

We confirm having submitted the information as required by you in your instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our bid, we agree to furnish the same in time to your satisfaction.

5. BID PRICE

We declare that our bid Price is for the entire scope of the work as specified in the bid document. These prices are indicated in the subsequent sub-sections of this Section.

6. CONTRACT PERFORMANCE GUARANTEE BOND

We hereby declare that in case the contract is awarded to us, we shall submit the contract Performance Bank Guarantee in the form prescribed in the bid.

We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

We understand that our bid is binding on us and that you are not bound to accept a bid you receive. We confirm that no Technical deviations are attached here with this commercial offer.

Thanking you,

Your's faithfully,

Date:

(Signature of the Authorized Signatory)

Place:

Name

Office Address:

Designation Seal

ANNEXURE - X
FINANCIAL BID

(In Indian Rupees)

Sr. No.	Particulars	Price per candidate scheduled (in figure) [without GST]	Price per candidate scheduled (in words) [without GST]
1.	Activity-I: Conduct of end to end computer based examination (as explained in RFP)		
2.	Activity-II: Computer Based Recruitment Test / Offline Examination for already called applications		
3.	Activity -III: Non Examination Process (as explained in RFP)		

Date:

(Signature of the Authorized Signatory)

Place:

Name

Office Address:

Designation Seal

ANNEXURE - XI
CHECK-LIST

Sl. No.	Particulars	Page No. in submitted Technical BID	Remarks
1.	Registration certificate (as per the Companies Act, 2013) of the bidder / Self attested copy of Memorandum & Articles of Association of the Company/Bidder		
2.	Work order of the First Project of the Bidder (Experience in the field of organising Test/Exam)	Offline	
		Online	
3.	Work order of the Project completed in the last year as on date of Bid Submission		
4.	Work order of Project for CBT (Computer Based Test) examination / Offline examination		
5.	(i) An undertaking / self-declaration related to experience of setting question papers for at least 10 clients over last 5 years, out of which the bidder should have set bilingual question papers for 5 nos. of Government Departments/Central PSUs/State PSUs/ State Govt.		
	(ii) An undertaking / self-declaration related to experience of conducting at least one multi batch examination for the same post.		
6.	Audited balance sheets along with separate certificate signed by a Chartered Accountant specifically mentioning turnover from examination and recruitment related works for any three of last Five Financial Year (Average annual turnover of at least Rs. 10 Crore).		
7.	An undertaking / self-declaration regarding at least 150 nos. of manpower on payroll (on permanent basis) as on RFP date.		
8.	Certificate regarding ISO-9001, ISO-27001, CMMI level 5		
9.	Annexure-III		
10.	Annexure-IV		
11.	Annexure-V		
12.	Annexure-VI		
13.	Annexure-VIII		