

Earnest Money Deposit: Rs. 6,00,000



Tata Institute of Social Sciences
V.N. Purav Marg, Deonar, Mumbai 400 088.

TISS e-Procurement/e-Tendering

Website Name: <https://www.tiss.edu/tenders/>

Or

<https://www.tenderwizard.com/TISS>

e-Tender Document

eTender No: Acad/2022/TDNETRATBAT/16122022/1

**For Conducting Online Examination (Computer Based Test) TISS-NET 2023
(M.A. Programme), TISS-RAT 2023 (Ph.D Programme), TISS-BAT 2023 (B.A. Programmes),
Recruitment Test etc. of Tata Institute of Social Sciences**

The Section Officer
Academic Section
Tata Institute of Social Sciences
V.N. Purav Marg, Deonar, Mumbai 400 088
Contact No. 022-25525262
email: so-acad.exam@tiss.edu

Fact Sheet: -

SL	Particulars	Details
1.	e-Tender ID	No. TISS/02/CET/2023-24
2.	Tender date	15 th December 2022
3.	Selection Method	Tender will be awarded to the Bidder with the highest score based on the QCBS Evaluation Method
4.	EMD & e-Tender Processing Fees	Rs. 6,00,000/- (Six Lakh only) Earnest Money Deposit (EMD) will be deposited through online link given in e-tender portal and ITI e-Tender Processing Fees (Non-Refundable). Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past performance and project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criterion in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.
5.	Performance Bank Guarantee(PBG)	The Contractor selected would be required to furnish a Performance Security equal to 10% of the cost of the work order issued , in the form of Demand Draft/ FDR/ Bank Guarantee from any Scheduled Bank in favour of “The Registrar, Tata Institute of Social Sciences payable at Mumbai. In case the Performance Security is submitted in the form of Bank Guarantee, the same should be valid for a period of 3 (three) months beyond the date of expiry of the contract.
6.	Nodal Officer for correspondence and Clarification	The Section Officer Tata Institute of Social Sciences V.N. Purav Marg, Deonar, Mumbai 400 088 Contact No. 022-25525262 email: so-acad.exam@tiss.edu

7.	Pre-Bid Meeting	A pre bid meeting shall be held at 11.00 AM on 21-12-2022 in Registrar Office Committee Room, TISS Mumbai Campus, in which the bidders shall be briefed about the scope of work and resolve the queries of bidders if any. All the query will be addressed during Pre-Bid meeting only. No further Query/clarification will be entertained/responded.
8.	Availability of tender document/ addendum/clarification(if any)	Same will be access on Institute Website (https://www.tiss.edu/tenders/ or https://www.tenderwizard.com/TISS)
9.	Last date of bid submission Online	05-01-2023 by 01.30 pm
10.	Opening of Technical bid Online	05-01-12-023 by 02.00 pm
11.	Bidder's Presentation and Demonstration	05-01-2023 by 02.30 pm
12.	Opening of Financial bid Online	To be communicated later to the technically qualified bidder's

1. Technical Bid & Financial Bid to be submitted online within the due date.
2. Tenders should be submitted only through e-Tender portal and obtain the Tender Acknowledgement copy as a proof of successful submission.
3. All prospective bidders are requested to visit our TISS E-PROCUREMENT WEBISTE regularly for **any such updates / corrigendum's/amendments if any** which will be published on TISS e-Procurement website only.
4. Please see attached e-Tender Documents.

Standard e-Tender Terms & Conditions For TISS e-Procurement .

TISS e-Procurement Website are : <https://www.tenderwizard.com/TISS> or <https://www.tiss.edu/tenders>

1. The details of tender notification can be downloaded from www.tenderwizard.com/TISS or <https://www.tiss.edu/tenders> under "Tender of TISS" link in the homepage.
2. Vendors should obtain the USER ID and PASSWORD from www.tenderwizard.com/TISS or <https://www.tiss.edu/tenders> by clicking on "Enrolment" link in the homepage.
3. The Vendor registration fees has to be paid to ITI Ltd for **Rs. 2,360/-**. Using the e-Payment link provided at the time of registration, and the mode of payments are Credit Card, Debit Card and Internet Banking. Vendor Registration is Valid for 1year.
4. For further details on e-Tender participation, please contact ITI Help desk on :

Telephone: 080- 40482100 (Bangalore) & Sanjay KC – Mumbai, Pune & Maharashtra (09665721619)
Email : sanjay.kc@etenderwizard.com

Email: harishkumar.kb@etenderwizard.com, ambasa@etenderwizard.com.

5. Tenders should be submitted only through e-Tender portal and obtain the Tender Acknowledgement copy as a proof of successful submission.

INFORMATION & INSTRUCTIONS TO THE BIDDERS
FOR USING ONLINE ELECTRONIC TENDERING SYSTEM (eTS).

Special Conditions & instructions for using online Electronic Tendering System through portal (website) <http://www.tenderwizard.com/TISS> adopted by Tata Institute Of Social Sciences , Mumbai .Vendor Registration Fees Rs.2,000/-+ 18%(GST) through e-Payment Gateway on TISS e-Procurement Portal i.e., <https://www.tenderwizard.com/TISS>

Note: The e-Payment Gateway are available on e-Procurement Portal for making the Online Vendor Registration Payment. Bidders are required to Enroll for Vendor Registration on the TISS e-Procurement Tender wizard Portal

(URL: <https://www.tenderwizard.com/TISS>) by clicking on the link “ **Enrolment** ” on the home page of e- Portal which is chargeable. **(Rs.2000/- + GST(18%)(Non-Refundable)** to be paid online by e-payment gateway).

The bidders are required to submit soft copies of their bids electronically on the TISS Tender Wizard e-Procurement Portal, using valid Class III Digital Signature Certificates. The step by step instructions about e-Tender Process are given in “Vendor Help Manual “ .

Class III Digital Signature Certificate are mandatory for e-Tender /e-Procurement. Contact to us for the digital signature certificate.

Note : Information about e-Procurement Portal.

More information useful for submitting online bids on the NIA e-Procurement Tenderwizard Portal may be obtained at: <https://www.tenderwizard.com/TISS> or <https://www.tiss.edu/tenders>.

N.B: Bidders can download the Vendor’s manual by visiting on home page of TISS e-Procurement Website: <https://www.tenderwizard.com/TISS> or <https://www.tiss.edu/tenders>.

KEY INSTRUCTIONS for BIDDERS by clicking on “Latest Circulars/Formats/Help Manuals/Faq”. The complete Step by Step “Vendors Help Manual For e-Procurement / e-Tendering Process , Vendors Registration Process , System Settings Requirements & JAVA Settings Manuals , e-Payment Guidelines” & “Digital Signature Certificate Process” this details are available on TISS e-Procurement Website for e-Tenders.

Note: Online Support / Web Support / E-Mail Support / Phone Support are also available for Bidders as well as Department Officials. Online support through “Team viewer” , “Ammy Admin “ Or “Any Desk”

Remote software only. For Downloading this software, the downloading software links are available on home page of TISS e-Procurement Website.

Request for Proposal:

Online Tenders are invited from eligible, reputed and qualified IT Firms with sound technical and financial capabilities for implementation and maintenance of Computer Based System for conducting Programme NATIONAL ENTRENCE TEST(NET) and Research Aptitude Test (RAT) and BACHELORS ADMISSION TEST(BAT) and Recruitment Test of TISS as detailed out in the Scope of Work of this RFP Document. This invitation to bid is open to all Bidders meeting the qualification criteria as mentioned in this RFP Document.

Background Information:

- a) TISS 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 (Page-2)**. 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.

Project Background:

TISS intends to implement a system that will manage the Programme National Entrance Test (NET), Research Aptitude Test (RAT), Bachelors Admission Test (BAT) and Recruitment examination process of TISS. The system shall mainly comprise of the following activities:

- Secured platform for Question paper/s creation
- Conduct of Computer Based Examination at different Centres across India OR **Remote Proctored Examination**
- Preparation/compilation of Result as per TISS requirement

Key Information:

- On the basis of previous trend, the total number of candidate to be assessed in CBT will be approximately as follows:
 - TISS-NET - 40,000 TO 60,000
 - TISS-BAT (if conducted in future) - 400 TO 4000
 - TISS-RAT - 400 TO 4000
 - RECRUITMENT TEST- 20 TO 2000
 - Remote Proctored Exam
 - Any other Exams

- 1.2. **Tentative date** of the examination – TISS-NET will be conducted in January/February 2023, TISS-RAT will be conducted in February 2022 and RECRUITMENT TEST will be conducted as per requirement, if any, throughout the year, for which the date will be notified time to time.
- 1.3. All said exam is normally conducted in single shift in a day.
- 1.4. For TISSNET is will be conducted in Pan India Basis in **40 Cities** approximately; however, name of the examination city will be decided later. Rest of the exam mentioned above will be conducted according to the number of the candidates and requirements.

Scope of Work:

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

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

Note – Following shall be provided by TISS:

- Candidate application data
- Issue admit cards to candidates
- Question Paper/s for the conduct of examination.

Pre Examination Phase:

- 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
 - Machine/seat allocation and handling of security parameters
- The bidder shall provide the candidate to exam center mapping data to TISS.
- 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.
- The Bidder shall provide specifications for Hardware and Software required at all stages of the examination.
- The Bidder shall provide complete solution of 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.
- The bidder shall provide secured software to TISS for secured question paper creation by the SMEs from TISS.
- The software should support question creation for both objective and subjective types. This will be informed as per requirement of the exam.
- The Bidder shall securely transmit, download, install and implement Question Papers to the examination centers.
- The Bidder shall identify required Exam Centers in the major cities of across India 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. Bidder's having owned infrastructure will be given preference.

- The Bidder shall ensure that all Exam Centers have the prescribed Hardware, Software, Internet and LAN connectivity for conducting Examination.
- The Bidder shall ensure that UPS facilities and Generator facility are available at each Exam Centre for un-interrupted power.
- The Bidder shall carry periodic audit at Exam Centers for
 - Hardware, Operating System, Processor Speed, RAM, Network and internet connectivity, Key Boards etc.
 - Software - Screen resolution, bandwidth for internet and LAN connectivity, Browser.
 - Working condition of UPS and Generator.
- The Bidder shall ensure suitable drinking water and separate toilet facilities for both Boys and Girls at each examination center.
- The Bidder shall provide a facility to candidates for static mock link for mock test as per Institute requirement. 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.
- The Bidder shall host and manage the examination process through intranet-based solution at Exam Centers.
- 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.
- 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
- The Bidder shall arrange/provide adequate displays and provide required instructions/ information to the candidates appearing for exam at Exam Centers.
- All pre-examination phase processes shall be carried out by the Bidder in consultation with TISS.

Examination Phase:

- 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 (minimum 1 per center)
- iii. Invigilators - 1 per 30 nodes
- 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

The above staff should be increased proportionately on the basis of size of the center in terms of nodes for exam.

- The Examination shall be computer based with the questions being provided onscreen on a random basis with multiple choice answers and descriptive, without any manual intervention. The details of the questions and their pattern will be communicated to the firm who qualified for the award of work and the requirements of pattern of the questions will be as per TISS and will be binding to the firm.
 - For descriptive type questions, a text box should be available where the candidate can type the answer.
 - 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.
 - 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.

Minimum Candidate System Pre-requisites

Screen Resolution	1024 X 768
Operating System	Windows XP Professional Service Pack 3 or higher or any other OS for conducting computer based examination.
Browser	Internet Explorer 7.0 or above as supported by above Operating Systems
Browser settings	Java Script enabled Pop-up blocker disabled Under 'Settings' of 'Temporary Internet Files', set 'Check for newer versions of stored pages' to 'Every visit to the page' Proxy disabled (Direct Internet) USB disabled, Keyboard disabled during exam after login

Minimum Exam Centre Server Prerequisites

Processor	CPU Speed: 1.5 GHz or above.
RAM	4GB or higher
Screen resolution	1024 X 768
Operating system	Compatible for candidates systems as clients, must meet the performance criteria

Performance Criteria	Must support at least 100 clients without any perceivable degradation in performance. All mouse/key clicks are to be recorded for each client with time stamp for audit purposes. Response time for question/page loading must be less than 5 seconds. All responses to be acted upon in real time.
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Required number of servers for a center must be provided by the Bidder for assured performance. Additional equivalent and suitable servers for backup will need to be provided by the Bidder.

The Bidder shall arrange/provide adequate displays and required instructions/ information to the candidates appearing for test at Examination Centers.

- While exam will be conducted on local LAN, data of test progress should be transferred to central server every 5 minutes for monitoring purposes. Bidder should provide reports accordingly to TISS to view the test progress.
- The Bidder shall maintain audit trails of all activities of the candidate (click by click) during the course of the examination.
- The Bidder shall obtain candidate's feedback through online Feedback Form, after the examination is over.
- The Bidder shall provide stationary such as blank paper sheet/s to the candidates as per requirement.
- The Bidder shall have a contingency plan for Student management/Shifting in case of any emergency.
- The Bidder shall monitor and supervise Exam Centre activities on monitoring console to be installed by the Bidder in TISS, Mumbai Campus. The data should be real time data generated from each Exam Centre during the examination.
- 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 Hour from each exam center. Other data such as attendance sheet, finger print, seating plan etc. (if any) should be sent to TISS within 7 days of conclusion of each exam shift.

Post Examination Phase:

- The candidate's responses, 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.
- The Bidder should be able to hand over the raw responses/data to TISS 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.
- **The Objective type questions** should be auto evaluated by the system based on the correct answer key.
- The bidder should provide an **online evaluation system for evaluating the descriptive responses of the candidates by the evaluators of TISS**. The evaluation will be Internet based and hence, evaluators can perform the evaluation activity anywhere any time.
- The Bidder shall calculate marks obtained by each candidate as per requirement of the TISS by combining the scores of the objective and subjective questions or as per TISS per requirement.
- The Bidder shall provide all documented inputs and support for handling
 - Candidates queries

- RTI queries
- Court Cases
- The Bidder will have to carry/ demonstrate complete System Test Run (STR) with test data to TISS before implementation the software. The Bidder should also be able to demonstrate click by click audit trail for any type of enquiry.
- The Bidder shall **archive the examination data** for future references after specified time, as per requirement of TISS. The examination related data like answers, results, logs etc. will be retained by Bidder as long as contract is valid.
- The Bidder shall provide adequate information to the Examination section as per the requirement of TISS.

Essential Technical Pre-requisite (Below Documents Scan Copies should be uploaded online)

Organizational Level:

- 1) The bidder should be a company/ firm registered (**minimum 10 years old**) in India. The registered bidder should be operating in India for a minimum of 5 years with an objective of offering relevant Computer Based Examination Services that are the subject matter of this tender.
- 2) The bidder should participate as a single entity, no consortium or group companies will be allowed.
- 3) The bidder shall be single point of contact with TISS and shall be solely responsible for the execution and delivery of the work. The Bidder will provide examination delivery software as per TISS requirement.
- 4) The average turnover of the bidder should be minimum 50 crores with after tax in each of during last 3 consecutive financial years. The turnover should be of the bidder and not of the group companies or consortium. The turnover refers to a company and not the composite turnover of its subsidiaries/sister concerns etc. for 2019-20, 2020–21 and 2021-22.
- 5) The bidder should not have incurred any loss during last three years up to financial year ending 31 March 2022. The bidder should submit certified copies of their company Balance Sheet and Profit and Loss Account duly audited for the last three financial years.
- 6) The Bidder should be registered with appropriate tax authorities such as Income Tax, GST and should submit valid certificates of registration with these authorities. The bidder should possess PAN No. and GST No., copies of the same should be uploaded.
- 7) The bidder must have successfully executed **5 similar projects (conduct of CBT)** in all India basis for minimum **25,000** or more candidates appeared in single shift, out of which at least one project should be Conduct of Computer based Examination with capability of **50,000 or more candidates appeared in single shift**. The documentary evidence in form of work order/contract and performance report must be enclosed on the client's letterhead. (Bidder's past achievement in this regard shall be considered for technical evaluation)
- 8) Any experience as a consortium partner will not be considered.
- 9) The bidder/ group companies must have primary data center with DR site infrastructure for data Security. Both the Data Centers should be located in India in different seismic zones. The data center must be Tier III and ISO certified. **Data Center should be certified as per the Government of India Guidelines**. The infrastructure of the bidder must be Cert – in certified as per Govt. of India guidelines.

- 10) The bidder must be able to conduct computer based examination in multidisciplinary / multiple subjects as well.
- 11) The bidder must have authorized and globally accepted certifications **i.e. ISO-27001, ISO 20000, ISO 9001 and SEI CMMi Level 3 for the last 3 years.**
- 12) The contract shall be on “End to End outsource basis” and the bidder should have all relevant facilities and logistics available to execute the work. Bidders having CMMI Certificate in Services will be given preference.
- 13) **The bidder should not have been blacklisted by central / state government departments / undertakings.**

Assessment Platform Level:

- 1) The proposed software must be in-house developed by the bidder and the bidder must own the complete source code of the software being used for conducting the Computer based exam. Bidders having CMMI (Capability Maturity Model Integration) certificate in Development will be given preference.
 - a) The bidder should have all the necessary components and dependency of source code of computer based examination system in place so that any change required in any of the components of the software can be undertaken by their in-house technical team. Required skills should be made available to make necessary configuration changes. The major/minor configuration changes in software requested by TISS must be done immediately. The bidder should have at least regular **250 or more technical employees** employed in-house in India for Conduct of exam, development of software, maintenance of software, networking and data security. **The proof of ESI/PF registration or self-declaration shall be submitted.**
 - b) Different versions of Software code should be managed appropriately in a standard version control system within the organization.
 - c) Software code should have multiple backup systems in place so that anytime source code can be recovered in case of any disaster.
 - d) The bidder should own the test cases and regression testing code to produce, to prove that they have done necessary testing of the software to scale up to conduct large scale assessments. Testing should not be limited to system features and functionality. The system used to conduct the exam must be tested for Performance, Security, Usability, High-Availability, Business Continuity, and Disaster-Recovery.
 - e) 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.
 - f) The bidder should have in-house quality assurance group and a strong quality management system to do quality check of the software.
 - g) Proper security provision for source codes shall be maintained.
- 2) The proposed software should be Govt. of India compliant CERT-IN certified for IT security.
- 3) The bidder must use 256 bit encryption for Question paper transfer.

- 4) The bidder should be able to support the entire solution (across INDIA) and response in a reasonable timeframe.
- 5) The system should support question randomization with option shuffling ensuring that no two question papers are alike.
- 6) At any time before the submission of bids, TISS may amend the tender by issuing an addendum in writing or by standard electronic means. If the amendment is substantial, Bidder(s) shall be given reasonable time to make amendment or to submit revised bid and the deadline for submission of bids will be extended if required by TISS. TISS has right to cancel or modify the tender. All amendments if any will only be available on TISS website (<https://www.tiss.edu/tenders/>).
- 7) Even though bidders may satisfy the above requirements, they may be disqualified if they have:
 - a) Made misleading or false representation or facts or deliberately suppressed the information to be provided in the forms, statements and enclosures of this document. Record of poor performance such as abandoning work, not properly completing the contract or financial failures/weaknesses.
 - b) If confidential inquiry reveals facts contrary to the information provided by the bidder.
 - c) If confidential inquiry reveals unsatisfactory performance in any of the selection criteria.

Scoring Model:

Sr. No.	Criteria	Score
1.1	Bidder's profile	10
1.1.1	Legal Structure	5
	Partnership /Proprietary	1
	Private Limited	3
	Limited Company	5
1.1.2	Overall regular staff strength (Project Management/ Development/ Quality Assurance /Implementation/ Operations)	5
	=250 - 500	1
	>500 - 1000	3
	>1000	5
1.2	Bidder's Certification for the last 3 years	20
1.2.1	CMMi level Development	10
	CMMi level 3 Development	2
	CMMi level 4 Development	5
	CMMi level 5 Development	10
	CMMi level Service	10
1.2.2	CMMi level 3 Service	2
	CMMi level 4 Service	5
	CMMi level 5 Service	10
1.3	Bidder's Financial Capability	15
1.3.1	Average annual turnover from examination service for the period 2019-20, 2020-21, 2021 – 22	15
	More than 50 CR and Less than 100 Crore INR	5
	More than 100 CR and Less than 200 Crore INR	10
	More than 200 Crore INR	15
1.4	Bidder's experience in CBT	10
1.4.1	Maximum number of candidates appeared in computer based examination in single shift completed in India any of the last three financial years (as on date of bid submission)	10
	25,000 - 50,000 Candidates	2
	50,001 – 1,00,000 Candidates	5
	> 1,00,000 Candidate	10

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1.5	Bidder's infrastructure capability	25
1.5.1	Owned Node (available 24X7 with minimum 250 nodes in each centre) Capability across India (Proof to be submitted)	10
	<=25,000	2
	25,001 – 50,000	5
	>50,000	10
1.5.2	Primary Data Centre with Secondary DC site to be managed by the bidder/ group of companies for data Security	15
	"Tier III DC infrastructure with Secondary DC outsourced by the bidder/ group of companies	5
	"Tier III DC infrastructure with Secondary DC owned by the bidder/ group of companies	10
	"Tier III DC infrastructure with Secondary DC owned by the bidder/ group of companies with Cert-in Certified infrastructure	15
1.6	Bidder's Presentation and Demonstration	20
1.6.1	Cert-in Certified Solution	10
1.6.2	Presentation and Demonstration	10

2. Evaluation of Bids

Technical Evaluation:

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

Financial Evaluation:

The Financial Bid of those Bidders who have been found to be technically eligible will be opened. The Financial bids of ineligible bidders will not be opened.

The Financial Bids shall be opened in the presence of representatives of technically eligible Bidders, who may like to be present. TISS will inform the schedule of opening of the Financial Bid.

Evaluation and Comparison of Bids:

70% weightage will be awarded for Technical Evaluation and 30 % weightage will be awarded for Financial Evaluation. Technical Bid will be assigned a Technical score (Ts) out of a maximum of 100 points, as per the Scoring Model provided in the previous section (Point 5).

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

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

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

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

F_n = Normalized commercial score for the Bidder under consideration

F_b = Absolute financial quote for the Bidder under consideration

F_{min} = Minimum absolute financial quote

Composite Score (S) = $T_s * 0.70 + F_n * 0.30$

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

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, TISS may amend the tender by issuing an addendum in writing or by standard electronic means on its website only (<https://www.tiss.edu/tenders/>). 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 TISS.
11. The Bidder should have infrastructure in all the **major cities across India with validated nodes/computers**, appropriate technology, hardware and software, dedicated connectivity, trained proctoring staff, adequate security measures and due diligence etc.
12. The bidder must show and submit suitable emergency management plan during any crisis situations/ redundancy of servers, switches, nodes additional center locations, students' data.

General Information:

The tender is a "Two Bid" document. The technical bid should be uploaded with all the relevant information and documents in the prescribed format along with Earnest Money Deposit (EMD) and **EMD of Rs. 6,00,000/- will be deposited through online link given in tender portal only**. The tenders without EMD shall be summarily rejected. The financial bid should contain only commercials. In case, any bidder uploaded the financial bid within the technical bid, the same shall be rejected summarily. No exemption for EMD will be entertained. **The e-Payment Gateway are available on TISS e-Procurement Portal for making the Tender Form /Cost Fees & EMD payment. through online payment method by the payment gateway in e-Tender portal i.e. <https://www.tenderwizard.com/TISS> . E-Tender Processing Fees are applicable (Non-Refundable)**

The successful bidder shall be required to deposit performance security in form of bank guarantee valid for three years, equal to ten percent (10%) of exam value within 15 days from the date of the award of the work. The EMD of the unsuccessful bidders shall be returned without interest after award of work to the successful bidder.

Bidders shall not be permitted to withdraw their offer or modify the terms and conditions of the tender. In case the Bidder fails to observe and comply with the stipulations made herein or backs out after quoting the rate, or only undertake to do portion of the work, the aforesaid amount of earnest money will be forfeited by the TISS. Besides, the Bidder will also be debarred/ blacklisted from participating in the future tendering of the University or fined.

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 in the bid. TISS may also independently seek information regarding the performance from the clients.

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.

- All disputes arising shall be subject to the jurisdiction of Mumbai alone and shall be governed by the law of India.
- TISS reserves right to award the work/cancel the award without assigning any reason. In case of differences, if any, the decision of TISS shall be final.
- Initially the contract will be for **one year** and may be extended for further **2 more year** depending upon successful completion of the job and performance review.
- 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.
- 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.
- If dispute or difference of any kind shall arise between TISS and the Contractor in connection with or relating to the contract, the parties shall make every effort to resolve the same amicably by mutual consultations.
- If the both parties fail to resolve their dispute or difference by such mutual consultation, the same shall be referred to the sole arbitrator, to be appointed by the Director, TISS at Mumbai as per the provisions of the Indian Arbitration and Conciliation Act, 1996 and the rules framed there under. His/ Her decision will be final & binding on both the parties. The venue of arbitration shall be Mumbai, India.
- Any disputes arising out of mere interpretation, then decision of TISS prevails.
- For any disputes of this tender will be subject to the courts in Mumbai 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.

The technical bid shall consist of – (Checklist) : (Technical Bid Documents scan copies should be uploaded online)

- 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 (**Online e-Payment Receipt**)

In such all above cases, TISS has the right to reject the bid.

Appointment of Successful Bidder

Award Criteria

TISS 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.

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

TISS 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 TISS action.

Notification of Award

Prior to the expiration of the validity period, TISS 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, TISS 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, TISS 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.

Performance Guarantee

TISS 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 of work order. The Performance Guarantee should be valid for a minimum period of 15 months which may be extended further subject to the extension of the contract. 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. In case the selected bidder fails to submit performance guarantee within the time stipulated, TISS at its discretion may cancel the order placed on the selected bidder without giving any notice. TISS shall invoke the performance guarantee in case the selected

Vendor fails to discharge their contractual obligations during the period or TISS incurs any loss due to Vendors negligence in carrying out the project implementation as per the agreed terms & conditions.

Signing of Contract

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

Penalty

- The bidder shall re-conduct assessment at no additional cost to TISS if Deficiency in Services (failure to conduct and complete the assessment on the scheduled date due to any technical issues such as network issues, server issues, power issues) are for reasons solely and entirely attributable to the bidder that has been proved.
- In case of failure to complete the job in time, TISS shall impose a penalty of Rs 5,000/- per hour subject to maximum of 25% on total bill shall be imposed without prejudice and initiate legal action, which the Institute may deem fit. The Contractor may also be blacklisted for future work. In such situation, TISS shall have the right to make alternative arrangement for completion of the work through some other Contractor of its choice at his/ her/ their risk and cost. In that event, the entire cost so incurred by TISS will have to be recovered from the original Contractor and the same will be deducted from the Bill/ Performance Security amount/ EMD.
- The firm shall not assign or sublet the work/ job to any other person or party. If it is noticed by TISS that the Contractor to whom work has been awarded, sublets the work to other Contractor/ party including those person or persons who participated in the bidding process, then penalty of up to 25% on total bill shall be imposed. Apart from above, such Contractor can also be blacklisted from future tendering of the University.
- In case of breach of any of terms and conditions, the TISS Competent Authority will have the right to cancel the work order/ job without assigning any reason thereof. Nothing will be payable by TISS in that event and the EMD and Performance security deposit shall also stand forfeited. Besides, the Bidder will also be debarred/ blacklisted from participating in the future tendering process of the Institute. TISS decision that a breach has occurred will be final and shall be accepted without demur by the Contractor.

Time Frame

The successful bidder would be required to make the system up and operational within a period of 15 Days from the date of signing of Contract.

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

Processing Norms

The TISS owns the candidate data and Bidder is only a processor. TISS and the vendor acknowledge and agree that the provision of Services under this tender may require the vendor to interact with TISS and suppliers of TISS relating to the Services as special agent for and on behalf of TISS and/or to process transactions, in accordance with the general or special guidelines, norms and instructions ("Processing Norms") provided by TISS and agreed by the Parties. The vendor shall be entitled to rely on and act in accordance with any such Processing Norms agreed by the parties and the selected bidder shall incur no liability for claims, loss or damages arising as a result of vendor's compliance with the Processing Norms. TISS agrees to indemnify, defend and hold vendor and its affiliates, their officers and employees involved in the Services, harmless from any and all claims, actions, damages, liabilities, costs and expenses, including but not limited to reasonable attorney's fees and expenses, arising out of or resulting from the selected bidder's compliance with Processing Norms. Further, TISS shall be responsible for all activity occurring under its control and shall abide by all applicable local, state, national and foreign laws, treaties and regulations in connection with their use of the Service, including those related to data privacy, international communications and the transmission of technical or personal data.

Payment Schedules

The payment to the service provider shall be made in Indian rupees and shall be paid only after the successful completion of the entire work as per the schedule, without any errors. No advance payment shall be made.

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, TISS 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, TISS 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 TISS 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 TISS, 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 TISS 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 TISS 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.

Force Majeure

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or TISS 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, pandemics 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 TISS 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 TISS requirement 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, TISS may consider for making payment for all the services rendered by the bidder till such date of termination of contract.

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 TISS shall not be entitled to claim any rights therein. All rights, title and interests in TISS Data shall always remain with TISS. TISS agrees that the bidder shall have the right to list TISS in its marketing material and use TISS logo with respect to such listing and for reference purposes. TISS 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.

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 TISS 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 TISS to perform any of TISS’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 TISS for additional costs incurred, if any, as may be mutually agreed upon between the Parties.

ANNEXURE- I

FINANCIAL INFORMATION

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

S. No.	Details	(1) 2021-22	(2) 2020-21	(3) 2019-20
i)	Gross annual turnover similar works.			
ii)	Profit/Loss			

- Up to date Income Tax Clearance Certificate.

Note: Attach / Upload additional sheets scan copies, if necessary.

(Signature of Bidder)

ANNEXURE- II

DETAILS OF SIMILAR WORKS EXECUTED

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

(Signature of Bidder)

ANNEXURE – III

STRUCTURE OF THE ORGANIZATION

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

ANNEXURE - IV

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

Sr No .	Designati on	Total number of employe es in that category	Number available for this work	Name	Qualificati on	Profession al experience and details of work carried out	In what capacit y these would be involve d in this work	Remark s
1	2	3	4	5	6	7	8	9

(Signature of Bidder

FINANCIAL BID

- TISS-NET - 40,000 TO 60,000
 - TISS-BAT (if conducted in future) - 400 TO 4000
 - TISS-RAT - 400 TO 4000
 - RECRUITMENT TEST- 20 TO 2000
 - Remote Proctored Exam
 - Any other Exams
- (In Indian Rupees)

Table : A

SL	Particulars	Weightage in %	Per Registered Candidate per examination (in figure)	Per Registered Candidate per examination (in words)
1.	Conduct of end to end computer based examination for TISS-NET (MA Programme) / TISS-BAT 2023 (BA Programme) if conducted with SD model	80		
2	Conduct of end to end computer based examination for TISS-NET (MA Programme) / TISS-BAT 2023 (BA Programme) without SD model	80		
3	Conduct of end to end computer based examination for T I S S - RAT 2023 (Ph.D Programme) with SD model	10		
4	Conduct of end to end computer based examination for T I S S - RAT 2023 (Ph.D Programme) without SD model	10		
5	Conduct of end to end computer based examination for Recruitment Test with SD model	5		
6	Conduct of end to end computer based examination for Recruitment Test without SD model	5		
7	Any other Test decides by the Institute with SD Model	5		
8	Any other Test decides by the Institute without SD Model	5		

* It is mandatory to quote the rates for the items mentioned in the **Table A** by the Bidders.

* However, the rates quoted shall be exclusive of duties and taxes.

SD Model: Social Distancing Model as per the COVID appropriate behaviour

Table : B (Remote Proctoring Mode)

Sr. No.	Particulars	Per Registered Candidate per examination (in figure)	Per Registered Candidate per examination (in words)
1.	Conduct of end to end computer based examination for TISS-NET (MA Programme) 2023 with Remote Proctoring mode		
	Conduct of end to end computer based examination for TISS-BAT 2023 (BA Programme) with Remote Proctoring mode		
2	Conduct of end to end computer based examination for T I S S - RAT 2023 (Ph.D Programme) with Remote Proctoring mode		
3	Conduct of end to end computer based examination for Recruitment Examination with Remote Proctoring mode		

* It is optional to quote the rates for the items mentioned in the **Table B** by the Bidders.

* However, the rates quoted shall be exclusive of duties and taxes.

Date:

(Signature of Bidder)