



TATA INSTITUTE OF SOCIAL SCIENCES
V.N. Purav Marg, Deonar, Mumbai 400 08
(A Deemed University Under Section 3 of the UGC Act, 1956)

Tender No.TISS/02/NET/2018-19

21/08/2017

TENDER NOTIFICATION

Sealed tenders are invited from reputed Service Providers engaged in providing End-to-End Services (include setting of Question Papers) for conducting Computer-based (Online) National Entrance Tests (NET) 2018 for admission to (i) PG Programmes 2018-20 batch for which TISS-NET is to be conducted on 6th January 2018 and (ii) all UG Programmes of 2018-21 batch for which TISS-BAT is to be conducted on 5th May 2018. The Tender Document can be downloaded from the University Website www.tiss.edu . The last date for receiving bids is 3 p.m. on 05th September 2017.

Sd/-
REGISTRAR

Introduction:

The Tata Institute of Social Sciences (TISS) was established in 1936, as the Sir Dorabji Tata Graduate School of Social Work to meet the emerging need for trained human service professionals. TISS was one of the earliest institutions to be recognised as an institution Deemed to be University in 1964 to further teaching and research in the inter-disciplinary areas of Social Sciences. TISS is a centrally funded public university with the entire plan and non-plan grants provided by the University Grants Commission (UGC), Government of India (GoI) since 1964.

TISS has consistently worked for the promotion of sustainable and participatory development and creation of a just and equitable society. TISS has been engaged in research, policy support, programme development and evaluation, training, and advice on development interventions with the ministries and autonomous bodies of GoI; State Governments; bi-lateral and multi-lateral organisations; universities and institutions across the world; the non-government sector, industry, businesses at the national and international levels; and peoples' groups and networks.

A high degree of freedom and autonomy shape the positive work ethos and creativity in the Institute facilitating strong linkages between education, research, field action and knowledge dissemination. TISS was awarded a 5-Star rating by NAAC in 2002. In 2009, the NAAC re-accredited TISS and placed it in Grade 'A' with a score of 3.89 out of 4 the second highest amongst all universities accredited by NAAC until now.

TISS offers various Undergraduate and Post-graduate Degree Programmes in M.A., M.Sc, M.P.H, M.H.A., L.L.M. in the fields of Social Work, Social Sciences, Media, Law, Public Health, Human Resource, Environment and many more. To give students a choice of fields to apply, TISS lets each applicant apply to upto 3 programmes across any 2 campuses - Mumbai, Tuljapur, Hyderabad and Guwahati - by taking only 1 Exam - TISSNET.

I. Common Entrance Tests(CETs) for Admissions to all UG and PG courses of June 2018-20 Batch:

There will be a Common Entrance Test (TISSNET) for all the PG courses; another Bachelors Admission Test (TISSBAT) for the UG courses. However, all the 2CETs will be held on January 6, 2018 for PG programmes and on May 5, 2018 for UG programmes at the same Test Venues. The CETs will be held in the following below 39 cities across India. Around 35000 candidates are likely to apply for this CET.

Region	Cities
Northern Region	Chandigarh, Dehradun, New Delhi, Faridabad, Ghaziabad, Jaipur, Lucknow, Noida, Varanasi, Greater Noida, Mohali
Eastern Region	Bhubaneswar, Guwahati, Jamshedpur, Kolkata, Patna, Raipur, Ranchi, Dimapur, Silchar
Western Region	Ahmedabad, Aurangabad, Bhopal, Gwalior, Indore, Mumbai, Nagpur, Pune, Solapur, Navi-Mumbai, Thane
Southern Region	Bengaluru, Chennai, Hyderabad, Kochi, Visakhapatnam, Madurai, Thiruvananthapuram, Kozhikode

Points to be noted:-

- The CETs will be Computer-based (Online) for all courses.
- The questions asked in the CETs will be multi-disciplinary, multiple choice or what in common parlance are called 'Objective Type Questions'.
- If sufficient number of applications are not forthcoming for certain cities, TISS reserves the right to accommodate the candidates in the nearest cities. For example, if sufficient number of applications are not forthcoming for Srinagar and Shimla, TISS may divert these candidates to Jammu / Chandigarh.
- If there is a large number of applicants for certain cities (Test Centres), TISS may require the Service Provider/Vendor to arrange multiple Test Venues in such cities.
- The Test Venues must be arranged only within the geographical limits of the Corporation/Municipality/Nagar Panchayat of the designated cities. If in exceptional circumstances, this is not possible, TISS's prior written permission should be obtained to arrange a Test Venue outside the city limits.

TISS is looking for a Service Provider/Vendor who can provide End-to-End Services for the successful conduct of its Computer-based CET 2018, across India. This tender is aimed at selecting such a Service Provider/Vendor.

II. End-to-End Services to be Provided:

The End-to-End Services that the Service Provider/Vendor will be required to provide are:

- Arranging Test Venues with sufficient computers, relevant software and necessary personnel to administer the CETs smoothly without any hitch.

- Designing and development of a suitable IT platform for enabling a Computerbased examination (with multiple choice questions) to be held simultaneously in different cities in India. While questions and answer keys will be provided by TISS, the digital ‘transcription’ and ‘uploading’ of the same shall be the responsibility of the Service Provider/Vendor.
- Facility for applicants to take at least 3 Web-based ‘Mock Tests’ of a nature similar to TISS’s CETs.
- Conducting the CETs at the designated Test Venues.
- Evaluation of answers and publication of results.
- Maintaining a Master Database of all Applicants Registered; Attended CET; Results for use at any time during the Admission process; and transfer of the entire data (soft copy) to TISS after the whole process is completed.
- Such other items as deemed necessary by TISS for the proper conduct of the Computer-based CET and its immediate aftermath.

III. Deliverables of this Project

The main deliverable of this Project is the successful conduct of the Computerbased Common Entrance Tests (CET) of the Tata Institute of Social Sciences, Mumbai on 6th January 2018 and 5th May 2018 and the provision of the End-to-End Services listed in (II) above. Other deliverables are:

- (a) To provide/deploy the necessary Personnel, Hardware, Software, Networking, Internet connectivity, Power back-up, Air-conditioning, System Security, Testing, Validation, Audit, and other measures for the proper and satisfactory conduct of the CETs 2018 at the designated Test Venues.
- (b) To ensure that the Web application is able to handle a large volume of online traffic for a period of approximately 6-8 weeks and to keep it active so as to answer any queries coming forth during that period and also later for tasks handled by it on real time basis (maximum within 24 hours).
- (c) To provide at each Test Venue computer terminals equal to the number of Hall Tickets/Admit Cards issued for that Test Venue plus a buffer of 20%.
- (d) The computer systems and servers shall be of latest configuration and LAN must be scaled enough to handle the traffic in real time with proper backup and redundancy at each level.
- (e) To ensure that the examination is not "online only" and conducted in CBT mode so that it is not affected by Internet issues.
- (f) To securely transmit, download, install and implement confidential data received from the Senior Software Project Manager (SSPM) or the Assistant Registrar (Academic), TISS. The Question Papers installation and implementation shall be as per requirement of the TISS in real time situation.
- (g) To transfer/export the data in encrypted format including raw scores data from local server to Central server and vice versa at the instruction of the SSPM, TISS.
- (h) To prepare and provide documentary manuals for all processes for safe and secure conduct of examination to be followed along with rules for contingency and exception handling/emergency procedures.

- (i) To ensure the fool-proof functioning of the Computer-based CET delivery system by conducting adequate Dry Runs at all Test venues before the date of the CET, and to conduct a final Dry Run on the day before the CET in all venues simultaneously thereby simulating actual CET-like conditions.
- (j) To have a comprehensive Business Continuity Plan/Disaster Recovery Plan and practice in place which should be shown to TISS when called upon to do so.
- (k) To maintain complete log of all activities of candidate during the course of the CET to enable complete auditability of the assessment process.
- (l) To ensure suitable drinking water facilities and separate toilet facilities both for Boys and Girls at the Test venues. And also, ensure a sufficient seating arrangement for candidates Parents at the Test venues.
- (m) To arrange/provide adequate signage's/displays/instructions/information to the candidates appearing for CET 2018 at the designated Test Venues.
- (n) To arrange frisking of candidates at examination centre to disallow any electronic gadgets, pen, paper (other than Admit Card), bag, purse (except wallet) etc., as per the guidelines of the TISS.
- (o) To obtain feedback from candidates after examination is over through online Feedback Form.
- (p) To provide automated scoring as per rules defined and agreed.
- (q) To evaluate the answer sheets and furnish the merit list and such other processed data to TISS in the formats prescribed.
- (r) To provide documented inputs and support for handling
 - Students queries
 - Press interaction
 - RTI queries
 - Court Cases
- (s) To be in a position to conduct an alternative Test at the Bidder's cost at the Test venue(s) at short notice (but with a different question paper) if there has been a complete failure of the Test delivery process.

IV. Minimum Manpower Deployment:

- (a) The Bidder will be required to depute a capable I.T Manager to TISS, Main office from the date of commencement of receipt of applications for a CET till the date of publication of results to liaise between TISS and the Bidder and to function as a consultant, trainer and helper to TISS to effectively handle all the end-to-end services.
- (b) For the successful conduct of the CETs 2018, the Bidder shall deploy the following complement of staff at each Test Venue:
 1. Test Venue Administrator: 1

2. I.T Manager: 1

3. Invigilators: 1 for every 25 candidates.

There shall be 1 Chief Invigilator if the number of candidates at a Test Venue is 100 - 300, and 2 Chief Invigilators if a Test Venue has over 300 candidates.

4. Support staff/peons: 2 for up to 100 candidates, 1 extra for every 50 candidates.

5. Security guards: 2 for up to 100 candidates, 1 extra for every 50 candidates.

Illustration 1: The number of candidates at a Test Venue (based on the number of Hall Tickets/Admit Cards issued) is 65. The complement of staff to be posted at that Test Venue shall be: One Test Venue Administrator, one I.T Manager, three Invigilators, no Chief Invigilator, two support staff, and two security guards.

Illustration 2: The number of candidates at a Test Venue (based on the number of Hall Tickets/Admit Cards issued) is 140. The complement of staff to be posted at that Test venue shall be: 1 Test Venue Administrator, 1 I.T Manager, 6 Invigilators, 1 Chief Invigilator, 3 support staff, and 3 security guards.

It shall be incumbent upon the Bidder to finalise the list of names & contact numbers of the Administrators, I.T Managers, Invigilators, Chief Invigilators, Supports staff and Security Guards together with the names of those on stand-by in the event of absentees allocated to each Test Venue and submit the same to TISS within the date prescribed.

V. Time Line

Time is of the essence of this contract. The time line for important milestones of Computer-based CETs 2018 (which may be modified slightly by TISS if warranted) shall be as follows:

(A) For the Tender

- (i) Date of Announcement of Bids on TISS website on August 21, 2017 (Monday)
- (ii) Last date for receipt of bids: 3.00 pm on 05th September 2017 (Tuesday)
- (iii) Opening of Technical Bids : 11th September 2017 (Monday)
- (iv) Discussion and Presentation : 12th September to 15th September 2017 (Tuesday to Friday)
- (v) Opening of Financial Bids : 18th September 2017 (Monday)
- (vi) Issue of Purchase Order to successful Bidder: 25th September 2017 (Monday)
- (vii) Furnishing of Security Deposit by the successful Bidder and execution of Contract with TISS: 5.00 pm on 26th September 2017 (Tuesday)

(B) For the January 2018 CET(TISS-NET)

- (i) Date by which the Service Provider/Vendor shall furnish to TISS the provisional list of Test Venues(Centres) in the designated 39 cities with details of the computer systems and other facilities available at each Venue: 31st October 2017.
- (ii) Last date for receipt of applications: 30th November 2017
- (iii) Date by which the Vendor should furnish the final list of Test Venues in the designated cities with details of the computer systems and other facilities available and the names/contact numbers of the administrative & technical officers, invigilators and other staff allocated to each Test Venue: 25th December 2017
- (iv) Date of Common Entrance Test: 2.00pm to 3.40 pm on 6th January 2018
- (vi) Date of Publication of CET results: 27th January 2018

(C) For the May 2018 CETs (TISS-BAT)

- (i) Date by which the Service Provider/Vendor shall furnish to TISS the provisional list of Test Venues in the designated 39 cities with details of the computer systems and other facilities available at each Venue: February 28, 2018.
- (ii) Last date for receipt of applications: 19th March 2018
- (iii) Date by which the Vendor should furnish the final list of Test Venues in the designated cities with details of the computer systems and other facilities available and the names/contact numbers of the administrative & technical officers, invigilators and other staff allocated to each Test Venue: 28th February 2018
- (iv) Date of Common Entrance Test: 2.00 pm to 4.00 pm on 5th May 2018
- (vi) Date of Publication of CET results: 25th May 2018

The successful Bidder/Vendor must meet these deadlines without any slippage.

VI. Qualifications of Bidders:

Along with time, quality is of the essence of this contract. TISS is looking for a Bidder who has proven capacity to provide End-to-End services for conducting a Computer-based Test in multiple venues across India in a single shift for over Twenty Five thousand candidates. Accordingly, TISS has opted for a Quality-cum-Cost based System (QCBS) of Tender Evaluation in which 75% weightage will be given to the Technical Bid and 25% weightage to the Price Bid.

Since the capacity to conduct Computer-based Tests (CBTs) in multiple venues across India in a single shift for thousands of candidates on a similar or even greater scale without any hitch is of paramount importance and crucial to the success of TISS's new venture, TISS has prescribed 2 sets of technical criteria:

(A) Minimum Eligibility Criteria – Bidders who do not possess ALL these criteria will be screened and not taken up for Technical Evaluation.

(B) Technical Evaluation Criteria – Bidders who possess all the Minimum Eligibility Criteria will be given marks based on certain well defined criteria which are indicative of their technical capacity to undertake projects similar to or bigger than TISS's Computer-based CET 2018. The Technical Score (TS) of the Bidder getting the highest mark will be treated as 75, and those of the others will be arrived at proportionately using the formula: $TS = (T/T_{max}) \times 75$ where T_{max} is the highest mark secured in the Technical Evaluation by one of the Bidders, and T is the mark secured by any given Bidder. In this manner, each Bidder will be assigned a Technical Score (TS) out of 75.

N.B. The Bidder may furnish modes of proof other than the ones indicated below but it shall be entirely up to TISS whether to accept them or not.

(A) The Minimum Eligibility Criteria shall be as follows:

1. The Bidder should have been in the business of conducting similar Computer-based Tests (CBTs) for Admissions or Recruitments on behalf of Educational Institutions/Public Service Commissions /Companies and the like since 2013-14 or earlier. [Mode of Proof: Copy of Purchase Order/Contract showing that the Bidder had conducted a similar CBT since 2013-14 or earlier].

2. The Bidder should have successfully implemented during 2013-14, 2014-15, 2015-16 and 2016-17 at least 2 (two) CBTs/Projects each of value not less than Rs.50 lakhs. [Mode of Proof: Copy of Purchase Order/Contract for proving 'Award of Work'. Copy of Completion Certificate/Final Invoice/Letter indicating return of Security Deposit for proving satisfactory 'Completion of Work'. Should be furnished for each of the 3 Projects. Value of a Project = No. of candidates x Rate per candidate].

N.B: The distinction between a 'Contract', a 'Project' and a 'shift' must be clearly understood. 'Project' refers to a Computer-based Test (CBT) similar to TISS's CET that is implemented by the Service Provider on behalf of a client in one or more 'shifts'. The individual 'shifts' do not count as a 'Project'; only the CBT as a whole counts as one. A 'Contract' may cover a single CBT/Project or several CBTs each of which is deemed a separate 'Project'.

Illustration: A Service Provider may have entered into a 'Contract' with a Public Service Commission to conduct 5 different CBTs in the course of a year, and each CBT may be conducted in multiple 'shifts'. There are 5 'Projects' here with each CBT counting as a separate 'Project'.

3. The Bidder should have successfully implemented at least 2(two) CBTs/Projects during 2013-14, 2014-15, 2015-16 and 2016-17 each of which had Test Venues covering simultaneously 39 (thirty five) or more cities across India. [Mode of Proof: Copy of Purchase Order/Contract for proving 'Award of Work' and the locations of the various Test centres. Copy of Completion Certificate/Final Invoice/Letter indicating return of Security Deposit for proving satisfactory 'Completion of Work'. Should be furnished for each of the 3 Projects].

4. The Bidder should have successfully implemented at least 2 (two) CBTs/Projects during 2013-14, 2014-15, 2015-16 and 2016-17 in each of which the Test was administered to 25,000 (Twenty Five thousand) or more candidates in a single shift. [Mode of Proof: Copy of Purchase Order/Contract for proving 'Award of Work' and any internal communication between the Service Provider and Client proving the total number of candidates covered in a single shift. Copy of Completion Certificate/Final Invoice/Letter indicating return of Security Deposit for proving satisfactory 'Completion of Work'. Should be furnished for each of the 2 Projects].

5. The Bidder should NOT have been debarred or blacklisted by any government department/agency in the past 3 (three) years on account of fraudulent or corrupt practices or inefficient/ineffective performance. Mode of Proof: The bidder should give an undertaking for this. The Bidder must possess ALL the 5 Minimum Qualifying Criteria. If he/she does not possess even one of these, he/she shall stand disqualified and his/her bid will not be taken up for technical evaluation.

(B) The Technical Evaluation Criteria shall be:

1. Does the Bidder own the source code of the Test Engine Software? [Proof to be furnished].
2. What is the Capability Maturity Model Integration (CMMI) Level of the Bidder - CMMI 3 or CMMI 5?[Proof to be furnished].
3. What is the level of sophistication of the Bidder's Information Security Management? Does he have ISO-IEC 27001:2005 certification? [Proof to be furnished].
4. With what Advanced Encryption Standards (AES) does the Bidder comply – 128 bit or 256 7

bit?[Proof to be furnished]. [N.B. For Criteria (5) to (8) below, the mode of proof should be similar to that prescribed under (A) Minimum Qualifying Criteria (3) to (5)].

5. (a) Total number of CBTs/Projects successfully implemented by the Bidder during 2013-14, 2014-15, 2015-16 and 2016-17 of value between Rs.50 lakhs and Rs.1 crore.

(b) Total number of CBTs/ Projects successfully implemented by the Bidder during 2013-14, 2014-15, 2015-16 and 2016-17 of value greater than Rs.1 crore.

6. (a) Total number of CBTs/Projects successfully implemented by the Bidder during 2013-14, 2014-15, 2015-16 and 2016-17 each of which had Test venues covering simultaneously 35 to 50 cities across India. (b) Total number of CBTs/Projects successfully implemented by the Bidder during 2013-14, 2014-15, 2015-16 and 2016-17 each of which had Test venues covering simultaneously more than 50 cities across India.

7. (a) Total number of CBTs/Projects successfully implemented by the Bidder during 2013-14, 2014-15, 2015-16 and 2016-17 in each of which the Test was administered to 15,000 – 20,000 candidates in a single shift.

(b) Total number of CBTs/Projects successfully implemented by the Bidder during 2013-14, 2014-15, 2015-16 and 2016-17 in each of which the Test was administered to more than 20,000 candidates in a single shift.

8. Total number of CBTs/Projects successfully implemented by the Bidder during 2013-14, 2014-15, 2015-16 and 2016-17 which contained ALL of the following components/activities:

(a) Online Application Registration and processing.

(b) Secure Payment Gateway and Offline (challan-based) Payment Management.

(c) Hall Ticket/Admit Card upload.

(d) CBT delivery in at least 40 Cities across India.

(e) Results processing.

9. The Bidder should be a reputed company registered under the Companies Act, 1956 with substantial financial capacity. What is the annual turnover of the Company in India in each of 2014-15, 2015-16 and 2016-17? [Mode of Proof: Copy of Registration Certificate, Copy of Profit & Loss Account of the company for each of the 3 years authenticated by a Chartered Accountant (or) Copy of Income Tax return for each of the 3 years authenticated by a Chartered Accountant].” The weightage given to each of the Technical Evaluation Criteria will be announced just before the opening of the Technical Bids.

VII. Submission of Bids

(a) The Bidders shall submit their bids in two parts:

(i) Technical Bid, and (ii) Price Bid.

(b) The Technical and Price Bids should be kept separately in sealed envelopes and both these envelopes should be kept in one sealed envelope superscribing “Tender for Tata Institute of Social Sciences's Computer-based Common Entrance Test, 2018”. In case any Bidder encloses the Financial Bid within the Technical Bid, the same shall be rejected summarily.

The Bid Document must be addressed to:

**The Registrar,
Tata Institute of Social Sciences,
V.N. Purav Marg, Opp. Deonar Bus Depot,
Deonar, Mumbai 400 088.**

They must sent only by Registered/Speed Post or through Special Messenger under proper acknowledgement so as to reach by 3:00 PM on Tuesday the 5th of September 2017. Late tenders shall not be accepted.

(d) The Bid Document can be downloaded from TISS web site www.tiss.edu and submitted along with a fee of Rs. 5,000/- (non-refundable) in the form of a Demand Draft in favour of “Tata Institute of Social Sciences payable at Mumbai”. There is no exemption from payment of bid document fees and bids without requisite fees shall not be accepted.

(e) The Technical Bid should contain all the relevant information and desired enclosures in the prescribed format [Statement no.2] along with a Earnest Money Deposit (EMD) of Rs.1 lakh in form of Demand Draft drawn in favour of Tata Institute of Social Sciences and payable at Mumbai. The tenders without EMD shall be summarily rejected. The EMD will be forfeited if the Bidder unilaterally withdraws the offer, or unilaterally amends, impairs or rescinds the offer within the period of its validity.

(f) The Technical Bid will have 2 Schedules: Schedule 1 contains “Minimum Eligibility Criteria” while Schedule 2 contains the “Evaluation Criteria”. If a bidder does not possess ALL the Minimum Eligibility Criteria laid down in Schedule 1, then Schedule 2 of his/her Technical Bid will not be taken up for marking and evaluation nor will his/her Financial Bid be opened.

(g) The Price Bid should be in the prescribed format (Statement no.3) and contain only the quote of ‘Rate per Candidate’ for all the three tests.

[N.B. The number of candidates to whom Hall Tickets/Admit Cards have been issued shall be treated as ‘Number of Candidates’ for purposes of payment].

(h) All prices/rates in the Price Bid should be clearly written both in figures and in words. In case of a discrepancy between the prices/rates in figures and words, the prices/rates in words will be considered correct.

(i) Bidders should avoid alterations/corrections in the prices/rates submitted by them. However, if alterations/corrections in prices/rates are inescapable each alteration/ correction should be indicated both in figures and words and duly attested under the full signature of the Authorized Signatory of the Bidder.

(j) All the pages of the Bid Document shall be continuously numbered and submitted as a package along with a Covering Letter in the prescribed proforma (Statement no. 1) letter on the Bidder’s letter head.

(k) Information, references and certificates from the respective clients certifying technical, delivery and execution capability of the Bidder should be signed and the contact numbers of all such clients should be mentioned. The TISS, Mumbai may also independently seek information

regarding the performance from the clients.

(l) If the Bidder deliberately gives incorrect or misleading information in his tender or wrongfully creates circumstances for the acceptance of the tender, then TISS, Mumbai reserves the right to reject such a tender at any stage and also blacklist/debar the Bidder from future tenders for a period of not less than 3 years.

(m) Bidders are not allowed to submit multiple bids nor bid through a consortium

(n) Bidders are not allowed to sub-contract any part or whole of this contract except with the prior written permission of TISS.

VIII. Tender Evaluation Process

(a) The Technical Bids will first be opened at 2.30 pm on 8th September 2017 in the presence of the bidders (if any).

(b) Before opening the Technical Bids, the weightage assigned to the various Technical Evaluation Criteria listed in Schedule 2 of the Technical Bid will be explained to the Bidders so that the process is fair and transparent.

(c) Schedule 2 will be marked and evaluated only in respect of bidders who possess ALL the Minimum Eligibility Criteria laid down in Schedule 1.

(d) The TISS shall have the right to call upon the Bidders to explain/substantiate/prove the various claims made by the Bidder in Schedules 1 and 2, and if satisfactory explanation/proof is not forthcoming, the TISS reserves the right to treat the claim as 'Not Proved' and ignore it.

(e) Schedule 2 of the Technical Bid submitted by each Bidder would be assessed based on the Technical Evaluation Criteria already announced. The Technical Score (TS) of the Bidder getting the highest mark will be treated as 75, and those of the others will be arrived at proportionately, using the formula: $TS = (T/T_{max}) \times 75$ where T_{max} is the highest mark secured in the Technical evaluation by one of the Bidders, and T is the mark secured by any given Bidder. In this manner, each Bidder will be assigned a Technical Score (TS) out of 75.

(f) The Price Bids shall be opened at 4.00 pm on 18th September 2017 in the presence of the eligible bidders present (if any). The Price Bids of those Bidders who did not possess the Minimum Eligibility Criteria laid down in Schedule 1 and whose Schedule 2 of the Technical Bid was not marked and evaluated, will not be opened.

(g) This Tender, being a Quality-cum-Cost based Tender, with quality and integrity of the examination process being paramount, will be evaluated on 75:25 basis. This means 75% weightage will be given to Technical Bid and 25% weightage will be given to the Price Bid.

(h) The Financial Score (FS) out of 25 for each bidder will be arrived at using the formula: $FS = (P_{min}/P) \times 25$ where P_{min} is the value of the lowest Price Bid, and P is the value of the Price Bid of a given Bidder.

(i) The Total Score for a Bidder (out of 100) = TS + FS.

(j) The Bidder with the highest Total Score will be awarded the contract subject to other terms and conditions of Tender. The TISS shall issue a Purchase Order to the successful bidder giving him 4 days' time to furnish the Security Deposit and execute the Contract with TISS in the prescribed format.

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

(l) The Contract between TISS and the successful Bidder (Vendor) will be for all the Computer-based CETs held in the calendar year 2018 only.

IX. Security Deposit

(a) Within 3 days of the successful Bidder's receipt of notification of award, the Bidder shall furnish a Security Deposit of Rs.5 lakhs in the form of a A/C Payee Demand Draft. The EMD already paid can be adjusted against the Security Deposit.

(b) The Security Deposit will be discharged by the TISS and returned to the Vendor not later than 90 days following the date of completion of the Vendor's performance obligations.

(c) The proceeds of the Security Deposit shall be payable to the TISS as compensation for any loss(es) resulting from the failure of the Vendor to meet out its obligations under the Contract. This shall be in addition to any other action/penalty taken by TISS for delays/default/failure on the part of the Vendor.

X. Payment Terms:

(a) No advance will be paid to the Vendor.

(b) The payments to the Vendor for the implementation of each CET will be regulated as follows:

(i) 40% - As soon as the Vendor furnishes to TISS the final list of Test Venues in the designated cities with details of the computer systems and other facilities available and the names/contact numbers of the staff allocated to each Test Venue, and submits a report that the Hall Tickets/Admit Cards have been fully uploaded and are available for downloading by the candidates.

(ii) 60% - As soon as the Vendor submits a detailed report that the Computerbased CET 2018 has been successfully conducted at all the designated Test Venues and that the results of the

CET have been published and that all the Data and other relevant records have been duly submitted to TISS.

TISS reserves the right to test check whether the claims/reports made by the Vendor are correct.

(c) The above payment schedule is subject to timely and satisfactory completion of all the steps/activities leading to each stage. In the event of delays on the part of the bidder not attributable to TISS or to Force Majeure causes, TISS shall have the right to make 'cuts' in payment at the rate of 0.50% of the amount payable per day of delay but not exceeding 10% of

the amount payable after giving a 3-day notice to show cause against the same.

(d) In the event of unsatisfactory performance or non-performance of any of the steps/activities not attributable to TISS or to Force Majeure causes, TISS shall have the right to withhold the corresponding payment for these steps/activities either fully or partly after giving a 7-day notice to the Vendor to show cause against the same, and to take such other legal action to make good the losses caused by the Vendor to TISS. TISS shall also have the right to terminate the contract altogether.

(e) TISS shall have the right to determine what the “amount payable/corresponding payment” for any step/activity is, and while the Vendor has a right to represent/clarify, TISS’s determination of the same shall be final without prejudice to the Vendor’s rights to seek alternative remedy through arbitration/Courts.

(f) In the event of the bidder bringing TISS into disrepute by his failure to conduct the CETs, TISS shall reserve the right to blacklist/debar the Vendor for a period of at least 3 years.

XI. Confidentiality

The Bidder and their personnel shall not, either during implementation or after completion of the project, disclose any proprietary or confidential information or data relating to TISS’s Computer-based CET 2018 without the prior consent of the TISS. TISS reciprocally agrees to do likewise regarding any proprietary or confidential information or data relating to the Bidder which may come into the possession or custody of TISS in the course of the project.

XII. Resolution of Disputes

Should any dispute arise between the Bidder and the TISS which cannot be resolved amicably through mutual negotiations, the same shall first be resolved through Arbitration, failing which in a Court of competent jurisdiction based in Chennai irrespective of the locus of the dispute.

Bid Document
TISS, Mumbai – CET, 2018
Statement No.1

Covering Letter to Accompany Technical Bid

[On the Letter head of the Bidder and to be put in a separate sealed cover along with Statement no. 2 (Technical Bid), and DDs for Bid Document fee of Rs.5,000, and EMD of Rs. 1 lakh]

Reference: TISS's Tender Notification for CET 2018

From
 Name & Address of the Bidder

To
The Registrar,
Tata Institute of Social Sciences,
V.N. Purav Marg, Opp. Deonar Bus Depot,
Deonar, Mumbai 400 088.

Sir,

We are a -----

[Introduce your company and its activities with particular reference to your experience in conducting Computer-based Entrance Tests. Also furnish particulars of your registration with various statutory Tax authorities. Not more than 200 words].

2) We hereby submit our Bid for conducting Computer-based (Online) Common Entrance Tests (CET) 2018 for admission to (i) All PG Programmes June 2018 batch for which CET is to be conducted on 6th January 2018 in 39 designated cities; (ii) all UG Programmes of July 2016 batch for which CETs are to be conducted on 5th May 2018 in 25 designated cities. We understand that in a few cases the number of Cities and shifts may increase or decrease on mutual understanding.

3) We have enclosed a Demand Draft bearing No. dated for Rs.5,000 towards the cost of the Bid Document and another Demand Draft bearing No. dated for Rs.1 lakh towards Earnest Money Deposit (EMD) in the name of the Tata Institute of Social Sciences.

4) We have read and understood and hereby agree to all the terms and conditions stipulated by the TISS in this tender including the Quality-cum-Cost based System (QCBS) of Tendering with 75% weightage to the Technical Bid and 25% weightage to the Price Bid, the Deliverables under the Project, the Time Line for delivery, Payment Terms, etc.

5) We certify that all the particulars furnished in our Bid are true and correct and based on documentary evidence. We understand that if any of the particulars is found to be false or misleading, TISS has the right to summarily reject our bid at any stage and that our company is liable to be blacklisted/debarred by TISS for at least 3 years.

6) In the event of our being awarded the work, and understanding the urgency involved, we undertake to remit the Security Deposit and execute the Contract with TISS within 3 (three) days from the date of issue of the Purchase Order failing which the Purchase Order may be cancelled and the EMD forfeited.

7) Our Price Bid is inclusive of all taxes, duties and charges and the price quoted shall be firm till the execution of the contract.

8) We shall work closely with TISS and keep TISS posted at every stage about the progress made, and handover the entire database to TISS on conclusion of the project.

9) We shall render all assistance to TISS to make the project a success including provision of consulting, training and manpower support to the Assistant Registrar(Academic), TISS or any other designated officer in TISS premises to handle the entire Computer-based CETs 2018.

Yours faithfully,

Date:

Signature with Seal of Authorised Signatory:

Place:

15
TISS, Mumbai – CET, 2018

Statement No.2 - Schedule 1

TECHNICAL BID: Minimum Qualifying Criteria

1. (a) Whether in the business of conducting similar Computer-based Tests (CBTs) for Admissions/Recruitments on behalf of Educational Institutions/Public Service Commissions /Companies from 2013-14 or earlier: Yes/No

(a) Mode of Proof enclosed:

(b) Available at which page number of Bid Document:

2. Successful Implementation of 2 CBTs/Projects of value > Rs.50 lakhs during 2013-14, 2014-15, 2015-16 and 2016-17:

Sl. No.	Name & brief description of the CBT/Project	Name, Address & Contact No. of the Client for whom CBT was conducted	When was the CBT conducted?	No. of shifts in which the CBT was conducted	Value of the CBT / Project	Mode of Proof enclosed	Available at which page no. of Bid Document
1							
2							

Note 1: Only details of CBTs/Projects that have been fully implemented should be entered; not of those that are still under execution.

Note 2: Value of the CBT/Project = Total No. of candidates x Rate per candidate.

Note 3: The distinction between a 'Contract', a 'Project' and a 'shift' must be clearly understood. 'Project' refers to a Computer-based Test (CBT) similar to TISS's CET that is implemented by the Service Provider on behalf of a client in one or more 'shifts'. The individual 'shifts' do not count as a 'Project'; only the CBT as a whole counts as one. A 'Contract' may cover a single CBT/Project or several CBTs each of which is deemed a separate 'Project'.

3. Successful Implementation of 2 CBTs/Projects each of which had Test Venues covering simultaneously 35 (thirty five) or more Cities across India during 2013-14, 2014-15, 2015-16 and 2016-17:

Sl. No.	Name & brief description of the CBT/Project	Name, Address & Contact No. of the Client for whom CBT was conducted	When was the CBT conducted ?	No. of shifts in which the CBT was conducted	Value of the CBT / Project	Mode of Proof enclosed	Available at which page no. of Bid Document
1							
2							

Note 1: Only details of CBTs/Projects that have been fully implemented should be entered; not of those that are still under execution.

Note 2: The distinction between ‘Cities’ and ‘Test Venues’ must be clearly understood. There may be one or more Test Venues in a City depending upon the number of candidates appearing in a given City. Illustration: A CBT may have been conducted in 30 Cities across India. In 5 of those Cities, there may have been 3 Test Venues each. So the total no. of Test Venues for this CBT would be 40. But this CBT would NOT qualify as what is relevant for this qualifying criterion is the total no. of ‘Cities’ [35 or more] and NOT the total no. of ‘Test Venues’.

4. Successful Implementation of 2 CBTs/Projects in each of which the Test was administered to 15,000 (Fifteen thousand) or more candidates in a single shift during 2013-14, 2014-15, 2015-16 and 2016-17:

Sl. No.	Name & brief description of the CBT/Project	Name, Address & Contact No. of the Client for whom CBT was conducted	When was the CBT conducted?	No. of shifts in which the CBT was conducted	Total No. of candidates who appeared for the CBT (all shifts put together)	Maximum No. of candidates who appeared in a single shift	Mode of Proof enclosed	Available at which page no. of Bid Document
1								
2								

Note 1: Only details of CBTs/Projects that have been fully implemented should be entered; not of those that are still under execution.

5. Whether the Bidder has been debarred or blacklisted by any government department/agency in the past 3 (three) years on account of fraudulent or corrupt practices or inefficient/ineffective performance? Yes / No.

Declaration

I / We certify that all the particulars furnished above are true and correct and based on documentary evidence, and that I /we understand that if any of the above particulars is found to be false or misleading, our bid is liable to be summarily rejected at any stage and my /our company is liable to be blacklisted/debarred by TISS for at least 3 years.

Date:

Signature with Seal of Authorised Signatory

Place:

TISS , Mumbai – CET, 2018

Statement No.2 - Schedule 2

TECHNICAL BID: Technical Evaluation Criteria

[N.B. The various explanatory Notes given in Schedule 1 will also apply to this Schedule].

1. (a) Does the Bidder own the source code of the Test Engine Software ?

Yes/No.

If No, then from whom will the software be leased in?

(b) Mode of Proof enclosed:

(c) Available at which page number of Bid Document:

2. (a) What is the Capability Maturity Model Integration (CMMI) Level of the Bidder - CMMI 3 or CMMI 5?

(b) Mode of Proof enclosed:

(c) Available at which page number of Bid Document:

3. (a) Does the Bidder have ISO-IEC 27001:2005 certification? Yes/No.

(b) Mode of Proof enclosed:

(c) Available at which page number of Bid Document:

4. (a) With what Advanced Encryption Standards (AES) does the Bidder comply – 128 bit or 256 bit? Yes/No

(b) Mode of Proof enclosed:

(c) Available at which page number of Bid Document:

5. (a) Details of CBTs/Projects of value between Rs.50 lakhs and Rs. 1 crore successfully implemented during 2013-14, 2014-15, 2015-16 and 2016-17:

Sl. No.	Name & brief description of the CBT/Project	Name, Address & Contact No. of the Client for whom CBT was conducted	When was the CBT conducted?	No. of shifts in which the CBT was conducted	Value of the CBT / Project	Mode of Proof enclosed	Available at which page no. of Bid Document
1							
2							
Etc.							

(b) Details of CBTs/Projects of value more than Rs. 1 crore successfully implemented during 2013-14, 2014-15, 2015-16 and 2016-17:

Sl. No.	Name & brief description of the CBT/Project	Name, Address & Contact No. of the Client for whom CBT was conducted	When was the CBT conducted ?	No. of shifts in which the CBT was conducted	Value of the CBT / Project	Mode of Proof enclosed	Available at which page no. of Bid Document
1							
2							
Etc.							

6. (a) Details of CBTs/Projects successfully implemented by the Bidder during 2013-14, 2014-15, 2015-16 and 2016-17: each of which had Test venues covering simultaneously 35 to 50 Cities across India.

Sl. No.	Name & brief description of the CBT/Project	Name, Address & Contact No. of the Client for whom CBT was conducted	When was the CBT conducted?	Total No. of Cities where the CBT was conducted	Total No. of Test Venues where the CBT was conducted	Mode of Proof enclosed	Available at which page no. of Bid Document
1							
2							
Etc.							

(b) Details of CBTs/Projects successfully implemented by the Bidder during 2013-14, 2014-15, 2015-16 and 2016-17: each of which had Test venues covering simultaneously more than 50 Cities across India.

Sl. No.	Name & brief description of the CBT/Project	Name, Address & Contact No. of the Client for whom CBT was conducted	When was the CBT conducted ?	Total No. of Cities where the CBT was conducted	Total No. of Test Venues where the CBT was conducted	Mode of Proof enclosed	Available at which page no. of Bid Document
1							
2							
3							
Etc.							

7. (a) Details of CBTs/Projects successfully implemented by the Bidder during 2013-14, 2014-15, 2015-16 and 2016-17: in each of which the Test was administered to 15,000 – 20,000 candidates in a single shift.

Sl. No.	Name & brief description of the CBT/Project	Name, Address & Contact No. of the Client for whom CBT was conducted	When was the CBT conducted?	No. of shifts in which the CBT was conducted	Total No. of candidates who appeared for the CBT (all shifts put together)	Maximum No. of candidates who appeared in a single shift	Mode of Proof enclosed	Available at which page no. of Bid Document
1								
2								
3								
Etc.								

(b) Details of CBTs/Projects successfully implemented by the Bidder during 2013-14, 2014-15, 2015-16 and 2016-17: in each of which the Test was administered to more than 25,000 candidates in a single shift.

Sl. No.	Name & brief description of the CBT/Project	Name, Address & Contact No. of the Client for whom CBT was conducted	When was the CBT conducted?	No. of shifts in which the CBT was conducted	Total No. of candidates who appeared for the CBT (all shifts put together)	Maximum No. of candidates who appeared in a single shift	Mode of Proof enclosed	Available at which page no. of Bid Document
1								
2								
3								
Etc.								

8. Details of CBTs/Projects successfully implemented by the Bidder during 2013-14, 2014-15, 2015-16 and 2016-17: which contained ALL five of the following components/activities: (a) Online Application Registration and processing, (b) Secure Payment Gateway and Offline (challan-based) Payment Management, (c) Hall Ticket/Admit Card upload, (d) CBT delivery in at least 40 Cities across India, (e) Results processing.

Sl. No.	Name & brief description of the CBT/Project	Name, Address & Contact No. of the Client for whom CBT was conducted	When was the CBT conducted?	Total No. of Cities where the CBT was conducted	Did the CBT contain ALL the 5 components (a) to (e)	Mode of Proof enclosed	Available at which page no. of Bid Document
1							
2							
3							
Etc.							

9. Audited Annual Turnover (in India) of the Company:

Year	Annual Turnover (in Crores of Rupees)	Mode of Proof enclosed	Available at which page no. of Bid Document
2014-15			
2015-16			
2016-17			

Declaration

We certify that all the particulars furnished above are true and correct and based on documentary evidence, and that we understand that if any of the above particulars is found to be false or misleading, our bid is liable to be summarily rejected at any stage and our company is liable to be blacklisted/debarred by TISS for at least 3 years.

Date:**Signature with Seal of Authorised Signatory****Place:**

**TISS, Mumbai – CET, 2018
Statement No.3**

Price Bid

[On the Letter head of the Bidder and to be put in a separate sealed cover]

From

Name & Address of the Bidder

To

**The Registrar,
Tata Institute of Social Sciences,
V.N. Purav Marg, Opp. Deonar Bus Depot,
Deonar, Mumbai 400 088.**

Dear Sir,

We hereby submit our Price Bid for the Computer-based Common Entrance Tests, 2018 of the Tata Institute of Social Sciences, Mumbai.

Rate in INR Per Candidate (in figures) (for all the Two tests)	Rate in INR Per Candidate (in words) (for all the Two tests)

The Rate quoted is inclusive of all taxes, duties and charges and shall be firm till the completion of the Contract.

Date:

Signature with Seal of Authorised Signatory

Place: