No./ 01/Dev. /D.U.H.S./2024 Dated: 23/08/2024

Pt.Deendayal Upadhyay Memorial Health Sciences and Ayush University Chhattisgarh

Sector-40, Uparwara, Atal Nagar, C.G. 493661

(Established by C.G. Act 21/2008)

Web Site: https://ddumhsaucg.ac.in

E-Mail : healthuniversitycg@yahoo.com

No./ 04 / Dev. /D.U.H.S./2024 Dated: 23/08/2024

Second Tender Notice

Tenders are hereby invited for Pre & Post Examination work. The tender document along with the details of works, terms and conditions can be downloaded from the University website https://ddumhsaucg.ac.in or may be procured from the University office as per detail below. Tender shall be received only through speed post/registered post/courier. The under signed reserves the right to cancel/amend the tender at any stage without assigning any reason therefore.

Last date of submission of Tender: 12/09/2024 Till 02:00 PM

Date of opening of Tender : 12/09/2024 Till 03:00 PM

Cost of Tender Document : 3000/-

Earnest Money Deposit : 350000/-

Estimated Value of Tender : 3.5 cr

Venue of the opening of the Tender: Office of Registrar, Pt.Deendayal Upadhyay Memo. Health Sciences & Ayush University, Raipur, Chhattisgarh

Registrar

1. Pt. Deendayal Upadhyay Memo.Health Sciences and Ayush University Raipur, ChhattisgarhProgram Requirements

1.1. About Pt. Deendayal Upadhyay Memo.Health Sciences and Ayush University Raipur, Chhattisgarh

The Ayush And Health Science University Of Chhattisgarh. Act, 2008 was enacted by the Chhattisgarh Legislature. The University was established on 16th September, 2008. It has now been named Pt. Deendayal Upadhyay Memorial Health Science and Ayush University of ChhattisgarhAnd with a view to establishing and incorporating a teaching, research and affiliating colleges for the purpose of ensuring efficient and systematic education, training, research and development of Health sciences including Modern System of Medicine, Ayurved, Yoga and Naturopathy Unani, Siddha, Homoeopathy, Dentistry, Physiotherapy, Nursing, Public Health,

1.2. Program Overview

Pt. Deendayal Upadhyay Memo.Health Sciences and Ayush University Raipur, Chhattisgarhintends to venture in the field of ExamManagement System forcomplete automation of all exam related processes followed in the university. Pt. Deendayal Upadhyay Memo.Health Sciences and Ayush University Raipur, Chhattisgarhis looking for a cloud based integrated exam management system including scanning of Answer book and On-screen Marking System. It is intended that the system will provide automation in line with Government of India's Digital India Mission and official activities are carried out in a paperless, quick, easy, and effective manner and at the same time it brings greater transparency and accountability.The system should be equipped with modern technologies such as Cloud Computing, Mobile Platform, Online Payment Gateway, and Auto SMS/Email. The system should provide secure, accurate and timely information to all users at all levels for better information and decision making.

In this context, Pt. Deendayal Upadhyay Memo.Health Sciences and Ayush University Raipur, Chhattisgarhintends to select a firm by issue of Request for Proposal for Implementation of Exam Management System that is hosted on a Cloud, under "Software as a Service (SaaS)" model. The respondent shall be invited to submit a Technical Proposal, along with Commercial Proposal. These proposals will be the basis for hiring of firm for implementation and support of the system. The contract will be valid for a period of 5 years and can be extended on mutual consent of both organizations. For the duration of the contract,Pt. Deendayal Upadhyay Memo.Health Sciences and Ayush University Raipur, Chhattisgarhintends to run the application in a 'Managed Services' model implying that the bidder will deploy manpower to Implement and Manage the system across all the operational processes. Scope of responsibility of bidder will be configuration of the system to make it ready for use, while the Pt. Deendayal Upadhyay Memo.Health Sciences and Ayush University Raipur, Chhattisgarhbe responsible for entering transactions in the system.

2. Instruction to Bidders

2.1. General Instructions

1. Bidders are advised to study the RFP document carefully. Submission of RFP shall be deemed to have been done after careful study and examination of the RFP Document with full understanding of its implications.
2. The Bidders must furnish RFP Document Fee of INR3000.00 only in favor of Registrar, Pt. Deendayal Upadhyay Memo.Health Sciences and Ayush University Raipur, Chhattisgarhin the form of Demand Draft from any bank payable at Raipur, failing which the bid will be rejected.

3. The Bidders must furnish Earnest Money Deposit (EMD) of INR3.5 lakh in favor of Registrar, Pt. Deendayal Upadhyay Memo.Health Sciences and Ayush University Raipur, Chhattisgarhin the form of Demand Draftfrom any bank payable at Raipur failing which the bid will be rejected.
   In case of bidders are not considered for placing the purchase order, the Earnest Money Deposit (EMD) will be refunded without any interest within one month of taking the purchase decision.
4. The RFP documentsare not transferable.
5. Pt. Deendayal Upadhyay Memo.Health Sciences and Ayush University Raipur, Chhattisgarhreserves the rights to reject any RFP or all the RFP without assigning any reasons.
6. Validity of the RFP is 90 days from last date of submission of RFP.

Note: Pt. Deendayal Upadhyay Memo.Health Sciences and Ayush University Raipur, Chhattisgarhshall not be responsible for any postal delays about non-receipts/ non-delivery of the documents. All late RFP/ incomplete RFP would be rejected out rightly.

2.2. Documents for Submission by Bidder

The RFP prepared by the bidder shall comprise of components mentioned below.

2.2.1. Technical Bid documents

Technical Bid shall consistminimum of the following. Bidder may give more information as per its understanding.

1. Cover Letter (as per **Form 1**)
2. Documentary proof of qualifying the eligibility criteria by the firm.
3. Documentary proof of the technical information for technical evaluation.
4. Bidder Details sheet (as per **Form 2**) duly filled in, signed and complete in all respects.
5. All proposals must be accompanied by **Tender Fee** of INR3000.00 in the form of Demand Draft from any bank in favor of "**Registrar, Pt. D.D.U. Memo. H.S. & Ayush University of C.G. Raipur"** Payable at Raipur, failing which the bid will be rejected.
6. All proposals must be accompanied by an **Earnest Money Deposit (EMD)** of INR 3.5 lakh in the form of Demand Draft from any bank in favor of "**Registrar, Pt. D.D.U. Memo. H.S. & Ayush University of C.G. Raipur"** Payable at Raipur, failing which the bid will be rejected.
7. Detailed work breakdown structure and post implementation Support plan as per **Form 3**
8. Relevant (similar scope of services have been implemented)project experience as per **Form 4**
9. Specify the roles and responsibilities of the project team members. And brief out the details in terms of their roles and responsibilities as per **Form 5**
10. The bidder is required to provide the compliance on the Functional and Technical requirements mentioned in the **Detailed Requirements at Section 8**

2.2.2. Commercial Bid document

Commercial Bid as per the Commercial Template **(Section 9)** of the tender document.

2.3. Procedure for Submission of RFP

1. The tender is "Two Bid' document. The technical bid should contain all the relevant information and desired enclosures in the prescribed format along with Tender Fees and Earnest Money Deposit (EMD). Technical Bid should be submitted in a separate sealed envelope clearly indicating that it is a "TECHNICAL BID".

2. The financial bid is needed in a separate sealed envelope clearly indicating that it is a "FINANCIAL BID". It should contain only commercial in the prescribed format. In case, any bidder encloses the financial bid within technical bid, the same shall be rejected summarily.
   Both covers (Technical bid and Financial bid envelopes) be placed in sealed bigger envelope and marked with the bidder's name. The tender complete in all respect, as prescribed in the tender document, should be delivered to **Registrar, Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarh** on or before 12/08/2024 - 2:00 pm failing which tender will not be accepted.
3. The firm shall have to qualify the eligibility criteria on the basis of documents to be submitted in Technical Bid for further shortlist for implementation.
4. The sealed envelopes of the bidders containing "Technical Bid" shall be opened on 12/09/2024 - 3:00 pm If bids opening day is a government holiday, then the technical bids shall be opened on next working day at the same time. Maximum two representative of each bidder may participate at the time of opening the technical bids.
5. The cover thus prepared should also clearly indicate the name and address of the firm to enable the Bid to be returned unopened in case it is received "Late" or due to any other reason.
6. The RFP received late and declared late by the Bid Evaluation committee after the last date and time for receipt of RFP prescribed in the bid document or otherwise shall be rejected and/or returned unopened to the firm.
7. The bid should contain complete documents with Index & page numbering and should be bound as a volume. Each page of the submitted bid should be signed and stamped by the bidder. In case the bidder is signing the bid digitally, the digital signature must be available on all the forms, annexures, self-declarations, financial bid and on the last page of the entire bid document.

3. Key RFP Terms and Conditions

3.1. Cost of Bidding

1. The bidder shall bear all costs associated with the preparation and submission of its bid, including cost of presentation for the purposes of clarification of the bid, if so desired by the client and client will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
2. The firm is expected to carefully examine all instructions, forms, terms,and specifications in the bid document. Failure to furnish all information required in the bid document or submission of a bid not substantially responsive to the bid document in every respect will be at the firm's risk and may result in the rejection of the bid.

3.2. Amendment in Tender Document

1. At any time up to the last date for receipt of RFP, the firm may, for any reason, whether at his own initiative or in response to a clarification requested by a prospective firm, modify the Bid Document by an amendment.
2. The amendment will be notified on Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhwebsite and by e-mail to the prospective bidders who have received the Bid Documents and will be binding on them.

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

Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhreserves 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 Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhaction.

3.4. Award Criteria

Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhwill 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.

3.5. Notification of Award

Prior to the expiration of the validity period,Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhwill 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, Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhmay 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, Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhwill 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.

3.6. Performance Guarantee

Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhwill require the selected bidder to provide an irrevocable, unconditional Performance Bank Guarantee within 15 days from the signing of contracton mutual terms and condition, for a value equivalent to 3% of the annual contract value. The Performance Guarantee should be valid for a period of 36 months. The Performance Guarantee shall be kept valid till completion of the project and Warranty period. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhat its discretion may cancel the order placed on the selected bidder without giving any notice.

3.7. Signing of Contract

After Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhnotifies the successful bidder that its proposal has been accepted, Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhshall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the bidder between Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhand the successful bidder with mutually agreed terms and conditions.

3.8. Key Contract Terms

3.8.1. Arbitration

1. All disputes or differences, whatsoever, arising between the parties out of or relating to the interpretation, meaning and operation or effect of this contract or the breach thereof, shall be resolved through mutual consultation and negotiation.

2. Any dispute not resolved by mutual consultations shall be settled through arbitration by arbitrator duly appointed by both the parties mutually. The award of the said Arbitrator shall be final and binding on both parties. The place of the Arbitration shall be atRaipur. It is the terms of this Contract that in the event of such arbitrator to whom the matter is originally referred, being transferred or on vacating his office, being unable to arbitrate for the aforesaid reason, his successor shall be appointed as Sole Arbitrator by the aforesaid authority and the new incumbent shall resume arbitration proceedings from the stage where his predecessor has left. The Arbitration may from time to time, with the consent of the parties, enlarge the time for making and publishing the award subject to the aforesaid, the Arbitration and Conciliation Act, 1996, shall apply to the aforesaid arbitration proceedings. The performance under this Contract shall not stop for any reason whatsoever during the said dispute / proceedings, unless the supplier / party are specifically directed by Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhto desist from working in this behalf. The award of Arbitrator so appointed shall be final and binding upon the parties hereto.
3. Arbitration cost will be borne jointly by both the parties to the Contract.

3.8.2. Proprietary Rights

All rights, title and interests in and to the Services Environment and any other material used by bidder in the provision of the Services shall exclusively belong to bidder or its licensors ("BidderProprietary Material"). Any and all Intellectual Property Rights with respect to the Services and the bidderProprietary Material and all modifications, improvements, enhancements, or derivative works made thereto, shall always belong to bidderor its licensors and the Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarh shall not be entitled to claim any rights therein. All rights, title and interests in the Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, ChhattisgarhData shall always remain with the Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarh. However, biddershall have the right and license to use the Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, ChhattisgarhData for support, testing and product enhancement purposes with permission from Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarh. Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhagrees that BIDDER shall have the right to list the Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhname in its marketing material and use Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhlogo with respect to such listing and for reference purposes. Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhacknowledges that the provision of the Services hereunder by biddershall be on a non-exclusive basis and biddershall 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 bidderfrom providing such services or performing such obligations to its other clients.

3.8.3. Compensation

In consideration of the Services hereunder, Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhshall pay bidderthe fees and expenses ("Charges") as specified in Commercial. All amounts payable to bidderare exclusive of any Taxes. Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhshall be entitled to deduct from applicable payments to bidder, any tax on bidder' income deductible at source at the rates applicable as per the provisions of Income Tax Act 1961 and provide bidderwith evidence or certificate of payment of such tax to the taxing authorities. biddershall submit invoices to Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhin accordance with the payment schedule in Commercial of this document. Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhshall remit payment to bidderwithin thirty (30) days from the date of invoice. biddershall invoice and Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhshall make payment, in advance, in accordance with the billing period specified in Commercial of this

document. If any invoice remains unpaid after the aforesaid period, biddershall be entitled to recover the unpaid invoices with interest @ 1.5% per month calculated from the payment due date until the recovery is made in full with interest and/or suspend the Services.

3.8.4. Representations and Warranties

Bidder warrants that the Services will be provided in a skilful and workman like manner and in conformity with the scope described in Scope of Work Proposed Functional Scope of this document. Notwithstanding the aforesaid, any Services which are provided by bidder free of charge or are otherwise not chargeable shall be provided on an 'AS IS' basis without any warranties whatsoever. Each Party represents, warrants and covenants to the other that: (i) it is duly organized and validly existing and in good standing under the laws of the state of its incorporation or formation; (ii) it has the full right and authority to enter into and that this Agreement constitutes a legal, valid and binding obligation; and(iii) its execution, delivery and performance of this Agreement does not and will not conflict with, or constitute a breach or default under, its charter of organization, or any contract or other instrument to which it is a party. Except as set forth in this clause, bidder makes no warranties to Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhexpressed or implied, with respect to any services or deliverables provide hereunder or under scope of work including without limitation any implied warranties of Merchantability or fitness for a particular purpose. All such other warranties are hereby disclaimed by bidder.

Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhwarrants that, it shall provide all information, material, data and other assistance (including knowledge transition) required by Bidder to enable Bidder to provide Services to the Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhin accordance with this Agreement. Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhwarrants that it shall limit the access to Bidder Application System and Hosting Environment only to the Authorized Personnel. Further, Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarh warrants that each Authorized Personnel shall follow the security policies and rules as have been notified by Bidder. Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhfurther warrants that the Services are for Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarh's own business use only and agrees that the Customer shall not, in any way, commercially exploit the Services otherwise.

Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhwarrants to Bidder that the materials, data, information and other assistance ('Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarh Materials') supplied to Bidder or uploaded by Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhon Bidder Application System for the purpose of execution of the terms of the Agreement are either Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarh owned properties or are properties obtained by Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarh under proper intellectual property licenses. Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhfurther warrants that the said Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, ChhattisgarhMaterial provided by Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhor uploaded by the Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhon Bidder Application System shall not infringe any intellectual property rights or proprietary rights of any party. Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhfurther warrants to Bidder that Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, ChhattisgarhMaterial supplied to Bidder or uploaded by Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhon bidderApplication System shall not violate any applicable laws and regulations. If the Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, ChhattisgarhMaterials supplied byPt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhor uploaded by Pt. Deendayal Upadhyay Memo.

Health Sciences and Ayush University Raipur, Chhattisgarhon Bidder Application System are found to infringe the intellectual property rights of any party or is in violation of any law or regulation, then Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhshall defend Bidder and its directors, officers and employees from and against any such suit ,claim , proceeding and indemnify and hold Bidder harmless against all judgment, damages, costs, fine, penalty and expenses (including, reasonable attorney fees).This clause shall survive the termination of this Agreement. HoweverParties agree that, Bidder shall have the right and license to use the Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, ChhattisgarhMaterials for support, testing and enhancement

3.8.5. Limitation of Liability

Neither Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhnor the bidder shall be liable to the other for any special, indirect, incidental, consequential (including loss of revenue, data and/or profit), exemplary or punitive damages, whether in contract, tort or other theories of law, even if the Party has been advised of the possibility of such damages. The total cumulative liability of either party under this Agreement shall not exceed in aggregate the amount paid to bidder by the Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhfor the Service that gives rise to such liability during the twelve month period immediately preceding such claim. The limitation on any Party's liability herein shall not apply to liability for damages, resulting from (i) the wilful misconduct; and (ii) breach of the use terms in respect of use of bidder Application System. 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 Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhto perform any of Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarh'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 Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhfor additional costs incurred, if any, as may be mutually agreed upon between the Parties.

3.8.6. Processing Norms

Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhand Bidder acknowledge and agree that the provision of Services under this Agreement may require Bidder to interact with the Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarh and suppliers of Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhrelating to the Services as special agent for and on behalf of the Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhand/or to process transactions, in accordance with the general or special guidelines, norms and instructions ("Processing Norms") provided and / or validated and / or accepted by Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhand agreed by the Parties. Candidate data including but not limited to Personal Data, images of the candidate shall belong to the Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarh, with Bidder being a data processor for the Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarh. Bidder shall be entitled to rely on and act in accordance with any such Processing Norms agreed by the parties and Bidder shall incur no liability for claims, loss or damages arising as a result of Bidder's compliance with the Processing Norms. Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhagrees to indemnify, defend and hold Bidder and its affiliates, their officers and employees involved in the Services, harmless from any and all claims, actions or proceedings and damages, liabilities, costs and expenses, including but not limited to reasonable attorney's fees and expenses, incurred or suffered by Bidder arising out of or resulting from Bidder' compliance with Processing Norms. Further, Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhshall 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.

3.8.7. Confidential Information

Each Party (the "Receiving Party") acknowledges and agrees to maintain the confidentiality of Confidential Information (as hereafter defined) provided by the other Party (the "Disclosing Party") hereunder. The Receiving Party shall not disclose or disseminate the Disclosing Party's Confidential Information to any person other than those employees, agents, contractors, subcontractors and licensees of the Receiving Party, or its affiliates, who have a need to know it in order to assist the Receiving Party in performing its obligations, or to permit the Receiving Party to exercise its rights under this Agreement. In addition, the Receiving Party (i) shall take all such steps to prevent unauthorized access to the Disclosing Party's Confidential Information, as it takes to protect its own confidential or proprietary information of a similar nature, which steps shall in no event be less than a reasonable standard of care, (ii) shall not use the Disclosing Party's Confidential Information, or authorize other persons or entities to use the Disclosing Party's Confidential Information, for any purposes other than in connection with performing its obligations or exercising its rights hereunder, and (iii) shall require all persons and entities who are provided access to the Disclosing Party's Confidential Information, to execute confidentiality or non-disclosure agreements containing provisions substantially similar to those set forth in this Clause. The provisions of this Clause respecting Confidential Information shall not apply to the extent, but only to the extent, that such Confidential Information is: (a) already known to the Receiving Party free of any restriction at the time it is obtained from the Disclosing Party, (b) subsequently learned from an independent third party free of any restriction and without breach of this provision; (c) is or becomes publicly available through no wrongful act of the Receiving Party or any third party; (d) is independently developed by the Receiving Party without reference to or use of any Confidential Information of the Disclosing Party; or (e) is required to be disclosed pursuant to an applicable law, rule, regulation, government requirement or court order, or the rules of any stock exchange. Upon the Disclosing Party's written request at any time, or following the completion or termination of this Agreement, the Receiving Party shall promptly return to the Disclosing Party, or destroy, all Confidential Information of the Disclosing Party provided under or in connection with this Agreement, including all copies, portions and summaries thereof.

3.8.8. Force Majeure

Neither Party shall be liable for any failure or delay in the performance of its obligations under this Agreement to the extent such failure or delay is caused by any reason beyond its reasonable control, such as fire, flood, earthquake, elements of nature or acts of God, acts of state, strikes, acts of war, terrorism, riots, civil disorders, rebellions or revolutions; quarantines, embargoes, cyber attacks (including DDoS attacks) and other similar governmental action (a "Force Majeure Event"). The affected Party will immediately notify the other by reasonable detail of the Force Majeure Event. If a Force Majeure Event continues for more than 30 days, either Party may, by a written notice to the other Party, terminate this Agreement, without liability.

3.8.9. Language of RFP

The RFP prepared by the firm and all correspondence and documents relating to the RFP exchanged by the bidder and the Client, shall be written in the English language, provided that any printed literature furnished by the firm may be written in another language so long as accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.

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4. Eligibility and Pre-Qualification Criteria

The minimum pre-qualification criteria for the bidders to be eligible for this RFP process are specified below. Responses not meeting the minimum pre-qualification criteria will be rejected as soon as such proposals are received and will not be considered for Technical evaluation.

1. The bidder should be a company/ firm registered (minimum 10 years old) in India.
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 Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhand shall be solely responsible for the execution and delivery of the work.
4. The average turnover of the bidder should be minimum 200 crores from India 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. for2021-22, 2022-23, 2023-24.
5. The bidder should not have incurred any loss during last three years up to financial year ending 31 March 2024. 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.
7. The bidder must have its own 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 or above 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 Government of India guidelines.
8. The bidder must have authorized and globally accepted certifications i.e., ISO-27001, ISO 9001.
9. 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 must have CMMI 5 Certificate in Services and Development.
10. The bidder should have on his pay roll minimum 500 technical and administrative employees for the proper execution of the contract.
11. The bidder must have experience in implementation of cloud-based education process automation solution in at least 5 (five) Central Universities/ State Universities/ Private Universities/ Boards/ Educational Institutes/ Professional Institutes/ Exam Conducting Bodies in India. The bidder should submit the contract copy or experience certificate as documentary proof.
12. The bidder must have experience in implementation of cloud-based exam management system in at least 3 (three) Central/ State/ Private Universities/ Boards/ Educational Institutes in India with least one project more than 50,000 users as part of scope. The bidder should submit contract copy or experience certificate as documentary proof.
13. The bidder must have executed projects, for scanning of answer books and providing solution for On-screen Marking system during the last three (3) years.
14. Any experience as a consortium partner will not be considered.
15. The bidder should not be blacklisted by central / state government departments / undertakings as on date of bid submission.
16. The bidder should own the copyright of the source code of the solution. Bidder should submit the self-declaration for the same.

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.

5. Bid Evaluation Process

a) Evaluation criteria will be based on evaluation of the bidder meeting the technical qualification (including eligibility criteria) and subsequently evaluation of financial bid. The evaluation shall consist of following phases:

i) Phase I – Evaluation of Technical bid
ii) Phase II - Evaluation of Financial bid following QCBS Method

b) It is mandatory for the bidder to qualify all the Technical qualifications (including eligibility criteria) to be technically qualified and for being considered for opening of their Financial Bid and evaluation thereof.

Phase I - Evaluation of Technical Bid:

- Detailed technical evaluation shall be carried out and other conditions in the tender document to determine the substantial responsiveness of each bid. For this clause, the substantially responsive bid is one that conforms to all the eligibility and terms and condition of the tender.
- The evaluation committee may call the responsive bidder(s) who comply 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/offered solution is best suited for the Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarh. However, the committee shall have sole discretion to call for discussion/presentation.

Phase II - Evaluation of financial bids:

The financial bid shall be opened of only those Bidders who have got more than 60 marks in Technical Evaluation. The financial bids shall be opened in presence of representatives of technically eligible Bidders, who may like to be present. The Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhshall inform the date, place, and time for opening of financial bid.

Bidder Proposal shall be given scoring as below

Technical Bid will be assigned a Technical score (Ts) out of a maximum of 100 points. As per the technical evaluation criteria.
The bidder who has quoted the lowest price will be assigned a score of 100 in the financial bid. The other bidders will be allotted score relative to the score of bidders with the lowest quote as below:

Fs = 100 * Fl /F

Where:
Fs = The financial score of the Financial Proposal being evaluated
Fl = The price of lowest priced Financial Proposal
F = The quoted price of Financial Proposal under consideration

QCBS Evaluation

The score of technical proposal including presentation would be given 80% weightage, and the financial proposal would be given 20% weightage. The weighted combined score of the Technical bid including

presentation (Ts), and Financial proposals (Fs) shall be used to rank the bidders on the basis of formula given as below:

Combined Score = 80 % * Ts+ 20 % * Fs

Bidder with highest Combined Score shall be declared selected Bidder.
P.S.: In the event that two or more Bidders/organizations with same final score, the Bidder with more marks in technical evaluation shall be selected.

Evaluation Criteria
In the below table, technical parameters for technical evaluation are mentioned:

Sr. No.	Criteria	Score
1.1	**Bidder's profile**	**15**
1.1.1	**Legal Structure**	**5**
	Partnership /Proprietary Private Limited Limited Company	1 3 5
1.1.2	**Overall regular staff strength (Project Management/ Development/ Quality Assurance /Implementation/ Operations)**	**10**
	>= 500 and < 1000 >= 1000 and < 1500 >= 1500	2 5 10
1.2	**Bidder's Financial Capability**	**10**
1.2.1	**Average annual turnover from India for the period 2021-22, 2022-23, 2023-24**	**10**
	More than INR 200 Crore and Less than INR 300 Crore More than INR 300 Crore and Less than 500 Crore More than INR 500 Crore	2 5 10
1.3	**Bidder's Infrastructure**	**10**
1.3.1	**Primary Data Center with Secondary DC site to be managed by the bidder for data Security**	**10**
	Tier III DC infrastructure with Secondary DC outsourced by the bidder with Cert-in Certified infrastructure Tier III DC infrastructure with Secondary DC owned by the bidder with Cert-in Certified infrastructure Tier IV DC infrastructure with Secondary DC owned by the bidder with Cert-in Certified infrastructure & MeitY empanelled cloud service provider	2 5 10
1.4	**Bidder's Experience**	**40**
1.4.1	**Bidder's experience in implementation of cloud-basedexam management system at multiple physical sites as part of a single Central/ State University project**	**10**
	>=50 sites and <75 sites >=75 sites and <100 sites >=100 sites	2 5 10
1.4.2	**Total number of users, in one Central/ State University/ Private University/ Educational Institute/ Professional Institute, where solution has been implemented for exam management**	**10**
	>= 50,000 student Users and <100,000 student Users >= 100,000 student Users and <150,000 student Users	2 5

	>= 150,00 student Users	10
1.4.3	**Experience of Implementing cloud-based projects in Govt. Depts./ PSUs/ Educational Institutions in India with a Project Cost of not Less than INR 2 Crore per project**	**10**
	= 3 projects > 3 projects and <= 5 projects > 5 projects	2 5 10
1.4.4	**Number of answer books evaluated through computers in a single order for any government project in India for Indian Govt. University/ School Board/ Public Service Commission/ Professional Institutions.**	**10**
	=4,00,000 4,00,001-8,00,000 >8,00,000	2 5 10
1.5	**Bidder's Presentation and Demonstration**	**25**
1.5.1	**Presentation and Demonstration**	**25**

6. System Overview

6.1. Deployment Model

The Bidder is responsible for all the hardware required for running the application and storing the data and will be deploying the hardware on cloud in minimum Tier 3 data center. The Bidder shall provide all necessary processes and functionality to deliver the benefits of cloud computing which includes virtualization, multi-tenancy, automated provisioning, dynamic provisioning and rapid scalability of the system resources.

The bidder shall provide the product and any associated services on a cloud-based subscription model by delivering the "Software as a Service". All the stakeholders shall be provided access to the system as per the specific requirements. The bidder shall ensure the below points:

- **Accessibility:** End user shall not require any software installation to run the solution. Only standard browsers such as Mozilla and Chrome shall be required to access and operate the system. Moreover, users should be able to access the system using any internet connected device.
- **Reduced TCO:** The bidder shall ensure that minimum CAPEX investment is required. The provisioned system shall not require any investments on servers and infrastructures.
- **Scalability:** The Bidder shall demonstrate with relevant proof that the provisioned system can be scaled up to a level to meet the requirements.
- **No technology Obsolescence**: The Bidder shall ensure that the provisioned solution shall be based on a perpetual beta model to ensure the upgrade the functionalities, user interface and statuary compliance as a planned activity.
- **Business Continuity** –The Bidder shall be responsible for a Business Continuity Management System (BCMS). As part of this following must be ensured -
    - Provision in the event of system or network failure, there must be a back-up circulation function capable of handling all issue and return transactions without disruption to services.
    - Provision for the recovery of transactions must be possible as soon as the system is back online.
    - Provision for all recovered transactions to be time stamped so that later transactions supersede earlier ones.

- **Security** - The scope of the security requirements covered shall cover all infrastructure components and resources (hardware and software, physical and logical) and processes used in the provisioning and management of the System Services.
  The Bidder shall ensure that adequate IT security resources are available to co- ordinate information security across the entire SaaS cloud environment (SaaS services and operations) by which system is operating and relying upon. Details of Security requirement is captured in subsequent sections.
- **Integration** - The system should support REST services to enable integration with 3rd party applications.
- **Device** - The solution shall be device agnostic.

6.2. Implementation Model

The proposed solution shall be implemented as a managed services delivery. Bidder is responsible for setting up the system initially as part of implementation and also configure the system "ready for use" every term and year as needed. Results processing should be done by the bidder based on University's requirements configured in the system.

Below table shows ownership of work between University and Bidder.

Ownership of work			
Configuration	**Data Upload**	**Transaction**	**Deliver Output**
Bidder	University (provide data) Bidder (upload data)	University/ End User	Bidder

7. Scope of Work

7.1. Examination Management

The Examination Management module shall support all pre-exam and during-exam processes while planning and conducting the university exams. Below listed are activities which need to be digitized by the selected bidder, detailed scope is given in section 8.

1. Student Registration
2. Course Registration
3. Exam Enrolment
4. Internal Marks Capture
5. Attendance Capture
6. Exam Eligibility Check
7. External Marks Capture
8. Result Processing, Grading, and Result Analysis
9. Result Tabulation
10. Marks List Generation
11. Supplementary / Backlog Management
12. Reports & Dashboards
13. Mobile Application

7.2. On-Screen Marking of Answer Book

The On-Screen Evaluation Solution shall mainly comprise of the following activities:

1. Cut Scanning of Answer books
2. On-Screen Marking
3. Post evaluation activities

Note- Following shall be made available by Pt.Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarh:

- Scanning center with covered space for storage and scanning, power back up, air conditioner, storage raks, internet connectivity, CCTV, furniture such as table and chairs, drinking water, housekeeping staff and security guards.
- Question Paper and marking scheme.
- Evaluators for conducting the marking activity.
- Marking center with space for marking, power backup, air conditioner, computers (bidder to suggest configuration) for marking activity, storage racks, internet connectivity, CCTV, furniture such as tables and chairs, housekeeping staff, and security guards.
- Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarh will provide drinking water, refreshments, lunch etc. for the markers.

7.3. Helpdesk Services

1. The Bidder must provide a helpdesk solution to log ticket under various categories which can be operated by Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhand its appointed administrators.
2. Any technical defect identified must be attended by bidder's helpdesk team.A monthly Service Desk report shall be submitted to Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarh.
3. The Bidder shall make available its technical support- Service Desk 5 days a week with support during working hours (between 9 am to 6 pm), with email, and web support to University team without any limit on the number of incidents reported.

7.4. User Training

Training plan will have to be developed by the bidder in line with overall project plan. The trainer needs to provide the training on the system in detail to the Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhofficials.

Training plan should include users at different levels. Bidder should facilitate separate training Schedules for University and Affiliated colleges based on the Scope.The training plan should be designed to train users in order to successfully handle the system, based on the roles and the responsibilities assigned to them.

7.5. History Data Migration

Bidder is expected to migrate past semester marks of all active students, who are currently studying regular subjects or still having backlog subjects. University will provide assistance in preparing data in excel templates that can be loaded into Bidder's system.

Scope of work does not include any printing services, onsite helpdesk,and exam day management services. Prices to be quoted exclusive of this.

7.6. Key Information

- Number of affiliated colleges – 159 colleges
- Number of students in University Campus – NIL students
- Number of students in affiliated colleges - 50,000 students
- Number awards - 35
- No of students for semester based exam – 30,000
- No of students for annual exam – 20,000

- Total number of Answer books per year- 400,000
- Number of pages/ sides per answer book – 36/52
- Duration of exam – 100-120 days
- Expected duration to complete the scanning activity per exam – 5 to 10 days
- Expected duration to complete the evaluation activity per exam – 10 to 15 days
- Number of scanning centers – 10 to 20 centre
- Number of evaluation centers – 10 to 20 centre
- Number of concurrent evaluators to be accommodated – 500
- Number of evaluations per Answer book – A single valuation 45000, B Double valuation 5000
- Percentage of review – 10%

8. Detailed Requirements

Given below are the detailed functional and technical requirements that are required as part of the proposed system. Bidder is expected to indicate the availability of each of this requirement in their product.

8.1. Functional Requirements – Exam Management System

S No	Functionality	Available (Y/ N)	Remarks
	Student Registration at University		
1.	Provision to provide login (multiple) for university		
2.	Provision to provide login (multiple) for affiliated colleges		
3.	Provision for student login		
4.	Provision to update the student profile information by the affiliated colleges		
5.	Provision for registration of students with course of study and subjects		
6.	Provision for online payment of registration fee		
7.	Provision for approval of students by colleges and University		
8.	Provision for payment reconciliation		
9.	Provision for registration correction form		
10.	Provision for generation of registration number as per rule		
11.	Provision for generation of registration certificate (pdf format)		
	Exam Enrolment		
12.	Provision for all types of exams -for example Regular, Lateral Equivalency, Backlog, Aggregate Fail and Forced Enrolment		
13.	Provision for examination fees management for regular and backlog exams		
14.	Provision for online enrolment with integrated online fee payment.		
15.	Provision for defining the registration window for students to register for subjects as per the subject selection rule applicable in the academic session.		
16.	Provision for Choice Based Credit System: Student can themselves register to extra credit, audit course or open elective subject		
17.	Provision for Choice Based Credit System: Admin user can enroll students to extra credit, audit course or open elective subject.		
18.	Provision for student subject enrolment: Enroll students to core subjects and any applicable electives		
19.	Provision for student subject correction form		
20.	Provision for examination roll number generation based on rules		
21.	Provision for student eligibility checks and approval by colleges		
22.	Provision for enrolment request verification and approval by college admin and University admin		
23.	Provision for enrolment of applicant in solution on University Admin Approval		
	Internal Marks Capturing		
24.	Provision for department wise faculty authorization for theory subjects		
25.	Provision for marks capturing window based on specific dates		
26.	Provision to capture marks for internal exams by college users (E.g., Teacher Assessment, Class Test)		
27.	Provision for extension of marks capturing window		
	Exam Schedule Creation and Centre Mapping		

28.	Provision for exam schedule upload for regular and backlog subject		
29.	Provision for allocation of centre to students		
30.	Provision for invigilator assignment		
31.	Provision for subject attendance in-charge assignment		
32.	Provision for exam centre attendance in-charge assignment		
33.	Provision for checklists and nominal rolls distribution		
34.	Provision for centre wise, day wise answer book requirement		
	Hall Ticket Generation		
35.	Provision for bulk generation of hall ticket		
36.	Provision for issuance of online hall ticket to student		
37.	Provision for college admin to download hall tickets of his college		
38.	Provision to block hall ticket for ineligiblestudents		
	Exam Attendance Marking		
39.	Provision for configurable attendance marking window		
40.	Provision for attendance marking by subject faculty		
41.	Provision for attendance marking by room invigilator		
42.	Provision for attendance marking by centre attendance in-charge		
43.	Provision for student wise attendance marking		
44.	Provision for list of absentees and UFM		
	External Marks Capturing		
45.	Provision for faculty authorization for an exam - subject wise or department wise		
46.	Provision for configurable marks capturing window and option of extend for selective college		
47.	Provision for external practical marks capturing subject wise		
48.	Provision for external theory marks capturing subject wise		
	Result Processing		
49.	Provision for assigning default grade to absentees and who did not register for the exams		
50.	Provision for processing of regular internal marks		
51.	Provision for processing of regular external marks and semester level marks		
52.	Provision for processing of backlog marks		
53.	Provision for application of grace marks		
54.	Provision for result processing student wise or in bulk		
55.	Provision to edit processed score if required - bulk and student wise		
	SGPA/CGPA Processing		
56.	Provision for bulk processing of SGPA/CGPA		
	Result Publishing		
57.	Provision for exam session/exam wise result publishing to be viewed by faculty, student, and parent		
58.	Provision to withhold results for a student if required		
59.	Provision for 360-degree view of regular and backlog result		
60.	Provision to freeze scores – making it read only for users		
	Tabulation Register / Report (TR) Generation		
61.	Provision to generate TR in bulk		

62.	Provision to publish TR		
63.	Provision to view/download/print TR by students		
	Marks Review Application		
64.	configuring application fees and window		
65.	online application with online fees payment		
66.	re-totaling /re-valuation /re-re-valuation marks capturing		
67.	result reprocessing after re-totaling /re-valuation /re-re-valuation		
	Report Card Generation		
68.	Provision to check eligibility for report card generation		
69.	Provision to generate report card in bulk for regular exam		
70.	Provision to generate report card in bulk for backlog exam		
71.	Provision to download/print report card		
72.	Provision for online report card delivery to students		
	Promotion		
73.	Provision for promotion of students in bulk		
	Certificate Generation		
74.	Provision for online request for certificates like provision certificate, degree certificate, transfer with online fee payment		
75.	Provision for request approval by university admin		
76.	Provision for generation of certificates (only PDF generation is in scope and physical printing of mark sheet is not in scope)		
	Mobile Application (web based)		
77.	Provision for students and parents to view the exam results through web based mobile application		

8.2. Functional Requirements – Scanning of Answer Books and On-Screen Marking System

S No	Functionality	Available (Y/ N)	Remarks
	Pre Evaluation Phase		
1.	The service provider should design the marking plan and marking process in consultation with Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhfor: a) For scanning centers and marking centres b) Complete security management processes (IT security for scanning and marking center) c) Evaluator handling process d) Click by click audit processes e) Training of moderators/ evaluators and confidential section staff of customer on On-Screen marking towards capacity building of all involved stakeholder(s)		
2.	The service provider would prepare and provide documentary manuals for all processes for safe and secure scanning of answer books, conduct of marking to be followed along with scanning and On-Screen marking software		

	requirement, implementation strategy, infrastructure set up plan, operational support system, hardware requirement, rules for contingency and exception handling/ emergency procedures.		
3.	The service provider would provide specifications for hardware and software required at all stages of the marking as per requirement for a) Scanning Centre b) Marking centre c) Devices and systems to be used for authentication and audit trail mechanisms required for marking.		
4.	The service provider would setup scanning center at a central location identified by Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarh.		
5.	The Answer books in sealed bags/ packets received from examination center will be handed over to the service provider by customer officials for counting, comparing with answer books proforma submitted by Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhofficial giving details on actual number of answer books received from exam center for processing leading to scanning and On-Screen marking. The suitable number of trained manpower for opening sealed packets/ bags contains answer books and statements shall be supplied by the service provider.		
6.	Sufficient number of scanners and required expertise manpower should be provided by the service provider to complete the entire work as per the duration		
7.	A secret coded number should be added to each answer book to hide the identity of the candidate.		
8.	Scanning should be done by cutting the spine of the answer booklet by deploying appropriate scanners.		
9.	All the pages of the answer books should be scanned, including blank pages and identified with the scripts ID number as printed on the answer scripts pages.		
10.	The Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhwill provide internet facilities with minimum bandwidth of 150 Mbps.		
11.	The Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhwill provide required CCTV surveillance system and security personal to ensure the security of physical answer scripts bags kept at the scanning centre.		
12.	Scanning should be done with actual colors not black & white.		
13.	The service provider would ensure local server deployment.		
14.	The service provider must provide an application utility to ensure that the number of pages in scanned answer book is equal to the number of pages of		

	an answer book.		
15.	The scanned answer books to be securely uploaded to the service provider's Data Center and then made available to the evaluator for On-Screen marking at the marking center by the service provider.		
16.	The service provider would work with the customer to ensure that Marking Centre has the required suitable infrastructure available.		
17.	The service provider would carry out periodic audit for Marking Center for the below facilities provided by Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarh a) Hardware - operating system, processor speed, ram, network and internet connectivity, keyboards, mouse etc. b) Software - screen resolution, bandwidth for internet, browser c) Working conditions of UPS and generator		
18.	The service provider shall undertake to train the officials of confidential section, the moderators/ evaluators appointed by Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhto know the process of On-Screen marking. Later the moderator/ evaluator will be trained as per the marking scheme (if any) provided by Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarh. A detailed report of evaluators and their performance for each day shall be shared with Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarh.		
	Evaluation Phase		
19.	The service provider would manage the marking process at the marking centre.		
20.	The software should facilitate standardized and unbiased marking using answer book benchmarking process.		
21.	The service provider would provide unique username/ password to the evaluators via email or SMS.		
22.	The software should support evaluator verification using facial recognition process.		
23.	The software should support online training using real marking images or service provider should have web-based training module.		
24.	The scoring process should maintain anonymity, where evaluators only receive the image of the response without any student information.		
25.	The software should allow for flexibility in scoring supervision (e.g., supervisors can monitor evaluators assigned to one exam, to a group of exams or to a subject or group of subjects.)		
26.	The software should be able to allow for flexible workflow (e.g., the supervisor/ administrator should be able to define how much work one or more evaluators receives)		
27.	The software should ensure the evaluators are verified at regular intervals using facial recognition.		
28.	There should be software-based validation/ check to ensure that evaluator		

	has visited each and every page/ question of an answer book.		
29.	The software should be able to alert the supervisor/ administrator when the multiple scores of an answer sheet result in very diverse scores.		
30.	The software should allow for the real-time checking of evaluator's work quality.		
31.	The software should allow for real time supervisor access to any evaluator's work as well and to answer books already scored, with the ability to modify assigned scores.		
32.	The software should maintain complete log of all activities of evaluators during the course of marking to enable complete audit ability of the marking process.		
33.	The software should auto calculate marks obtained by each candidate.		
34.	The software should support real time reports to monitor evaluators' production and scoring operation progress. The service provider would provide command center facility for monitoring and supervision of evaluator activities by the competent authority.		
35.	The software should support the daily marking report post scoring by the evaluator.		
36.	The software should allow for customized results reports based on user needs or service provider should have standard reporting format.		
37.	The service provider would ensure transfer/export of the candidate scores in secured format including raw scores data from marking centre to central Data Center.		
	Post Evaluation Phase		
38.	The service provider would submit data reports soft copy as per format provided by Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhduring the entire period of contract to Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhor any other officer designated by Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhfor use by Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhor any other designated agency for result preparation, research as decided by Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarh.		
39.	The service provider would submit a certificate to the effect that no data in any form concerning the project or its outcome will be shared /supplied /sold to any party/individual by the service provider and the selected service provider will be liable under relevant clauses of I.T. Act for any breach of this clause.		
40.	The service provider would submit soft copies of all the evaluated answer books.		

8.3 Technical Requirements – Exam Management System

S No	Feature/ Requirement	Available (Y/N)	Remarks
System			
1.	System shall be hosted on cloud.		
2.	System shall provide the support for custom URLs to ensure short and easy-to-remember web address.		
3.	System should have an availability rate of at least 98% (uptime) excluding planned downtime.		
Performance			
4.	Batch runs should not influence online performance.		
5.	Bidder should monitor the usage of System, to guarantee optimal performance (to support growth). The bidder should be able to upscale quickly in response to this monitoring.		
Maintainability			
6.	Bidder should be responsible for carrying out the application upgrades/patches		
7.	The bidder should make a standardized process available by which layouts, configurations and data can be copied from and to the acceptance and product environment.		
8.	The bidder shall have separate environments for testing, training, and production		
9.	All major releases should be communicated by the bidder and all updates for the same to be made available.		
10.	The bidder shall provide release notes with each upgrade, patch, and bug fix.		
Security			
11.	Bidder shall ensure the System and underlying infrastructure is secure and capable of appropriately protecting data for the duration of the contract.		
12.	The logging database must NOT be accessible to unauthorized users.		
13.	The bidder should guarantee that communications over the network will be encrypted		
14.	The bidder shall carry out security updates properly and efficiently as soon as they are available.		
15.	The scope of the security requirements shall cover all infrastructure components and resources (hardware and software, physical and logical) and processes used in the provisioning and management of the System.		
16.	The Bidder shall ensure that adequate IT security resources are available to co- ordinate information security across the cloud environment.		

17.	Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhshall own all data stored in its provisioned instance and, which has been created either by Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhor by its end-users.		
18.	Bidder shall propose a security management and governance framework to ensure that the System is able to meet security best practices.		
Compatibility			
19.	The System should be supported on current and future version of common web browsers used in India such as Firefox and Google Chrome.		
20.	If new browser versions are released, they should also be supported within a reasonable period of time the same applies to relevant browser plug-ins.		
Business Continuity and Disaster Recovery			
21.	Bidder should have a primary and back-up center in India		
22.	The bidder should take care of and is responsible for backups of all data (the database) in the System		
23.	The bidder should ensure that Loss of Data is prevented when Data are exchanged.		
24.	The system should offer the possibility to restore to the last working day in case of a System crash		
25.	There shall be a procedure available for recovering data after any System crash or interruption.		
26.	The Bidder shall develop a Business Continuity Plan/ Disaster Recovery (BCP/ DR) that addresses various aspects to enable the System to maintain business continuity and disaster recovery.		
27.	The Bidder shall plan, coordinate and conduct exercises to test the BCP/ DR and share a detailed report to the University		
28.	The Bidder shall regularly maintain the BCP/ DR documents		
Profile based Access Management			
29.	The System shall support multiple profiles owned by Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarh to support different roles and responsibilities, as and when required		
30.	Provision for a user to change his/her password.		
31.	Each account shall have different access control mechanisms to allow activation of different System functions/services		
32.	Access to System administrative functions shall be tightly controlled, monitored and accounted for.		
33.	Access rights of the System should be granted based on role needs and will be reviewed periodically by Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarh. Any accounts that are not needed shall be deleted by Administrator (from Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur,		

	Chhattisgarh) after review and authorization.		
34.	The Bidder shall have proper approval process and tracking mechanism for all access to the System and information to ensure proper usage and accountability.		
35.	Based on the IP range the System access may be restricted for any profile of user or individual user.		
36.	Security measures to restrict and control the users, developers and operators access to the System shall be put in place.		
Mobile Based Application			
37.	The mobile based version of the software should be aneasy-to-use mobile browser/android application that allows students/parents/faculties to view information from any Smartphone.		
38.	The mobile version should allow role-basedaccess and enable a user to perform transactions like viewing Exam results etc.		
SMS /Email Integration			
39.	There should be support for SMS/Email for variousactions such as fee due remindersand it should be generated automatically.		
Audit Trail			
40.	The System should record changes in data in every field with user ID and time stamp		
41.	The bidder should be able to provide an audit report on a certain field/table as requested		
Archiving			
42.	The application should provide a Data Archival utility on a cloud model as a part of the standard offering		
43.	Should have support to facilitate the query and reporting on archived data.		
Reporting and Data Extraction			
44.	Interface with Data Mining Tool		
45.	Facilities for free text search		
46.	Have ad hoc reporting capability that is user friendly and easy to use		
47.	Configurable reports. Defaults templates to be provided for standard reports based on industry best practices		
48.	Provision to export reports in excel file or as a pdf document or delimiter separated text file.		
49.	System should have the capability to schedule reports and send through email/SMS.		
50.	System should facilitate the user to create their own reports based on the data captured in the System.		
51.	Provide good interfacing mechanism		
52.	Powerful analytics with good dashboards		

Self-Service Portals			
53.	System shall provide self-service portals to students and faculties. Students and faculties should have a view of data depending on the user access provided.		
54.	Provision to add menu items in the self-service pages for relevant users so that they can quickly launch them.		
55.	Students/Parents/Faculties should be able to login to the self-serviceportal using their user-ID and password and see transactions/updates related to them and receive notifications from University.		

8.4. Technical Requirements – On-Screen Marking System

S No	Functionality	Available (Y/ N)	Remarks
1.	Provision for automatic back up of evaluated answer books.		
2.	User account management i.e., addition, modification and deletion of evaluator and moderator.		
3.	Answer books management i.e., mapping of answer books.		
4.	Security setting for setting of passwords.		
5.	Provision for evaluator verification using facial recognition.		
6.	Provision for evaluator verification at regular intervals during the marking process.		
7.	Provision for benchmarking of answer book for standardized and unbiased marking.		
8.	Provision for marking of question by evaluator as evaluated, optional, marked for review or not attempted.		
9.	Evaluated check box to ensure that evaluator has visited each and every page of an answer book.		
10.	Evaluator comment box for each question.		
11.	Provision for zooming of answer books for proper viewing.		
12.	Provision for skipping of an answer book by an evaluator if the same is in different medium / subject or not properly scanned with reason.		
13.	Provision to save an answer book as draft to evaluate at a later stage on the same day.		
14.	Provision for reviewing of any answer book by the moderator.		
15.	Provision for viewing of evaluated answer books by the moderator.		
16.	There has to be a command center to know the status of overall marking.		
17.	Provision of forecasting report of marking to enable customer to know the timeline to complete the entire marking process and number of evaluators/ moderators required.		
18.	Provision of restriction of marking/ reviewing time as the evaluators and moderators can perform actions only in the time stipulated by the Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarh.		

19.	There should be dashboard displaying the following, a) Daily and consolidated evaluators' attendance b) Daily and consolidated moderators' attendance c) Daily and consolidated Subject-Medium wise evaluator details d) Daily and consolidated Subject-Medium wise moderator details e) Skipped Answer book details f) Overall Subject-Medium wise marking (till date)		
20.	Providing password to each and every evaluator through authorized representative nominated by customer and the password has to be changed on the first login.		
21.	Date wise working hours report of evaluators and moderators		
22.	Availability of answer books, question paper and marking scheme on the computer nodes of each and every moderator and evaluator.		
23.	After scanning of answer books, the delivery of digitized answer books to the evaluators should be done through bidder's evaluation software.		
24.	Enabling of security settings for moderator's authentication.		
25.	Maintaining audit log of each and every moderator and evaluator of the agency.		
26.	Provision for forgot Password.		
27.	Annotation of each and every question and page of answer books.		
28.	Provision of timer on computer node of each and every evaluator to know the time taken in marking of answer book.		
29.	Provision for Subject/ Medium wise selection of answer book.		
30.	Provision of message broadcasting to evaluators/ moderators.		
31.	Provision for configuration of multi-lingual question paper.		
32.	Provision of selection of question paper by evaluator if a Subject-Medium has multiple question papers with set categorization, the evaluator can choose the appropriate question paper from the question paper list.		
33.	Provision of re-opening of submitted answer books by moderator for marking in case of any need for correction on the same day of marking.		
34.	Evaluators and moderators online feedback.		
35.	Provision for reviewing based on the rules shared (percentage of answer book will be reviewed)		
36.	Provision of setting of minimum time of marking of an answer book to avoid fast and possibly inaccurate evaluated answer book.		
37.	Setting of limit/ ceiling for maximum number of books to be evaluated by an evaluator.		
38.	Mandatory provision for marking of 2% (can be changed from time to time) answers books by the moderator.		
39.	Detailed audit log of marking.		
40.	Provision for PDF/ JPEG view of answer books.		
41.	Provision for Subject-Medium wise evaluator report for moderator to generate the report of marking for a Subject-Medium-Evaluator combination during any date range in the marking period.		
42.	Provision of viewing answer book in landscape/ portrait orientation.		

43.	Provision of revisiting/ editing the marks/ marking by evaluator of evaluated answer book on same day.		
44.	Provision of easy assignment of marks as the evaluator can assign full or zero marks for an answer by selecting the same from the drop down at the question level. In case of sub-questions, the full or zero marks are awarded automatically.		
45.	Provision of keyboard shortcuts to enable evaluators to evaluate the answer books faster.		
46.	Provision for marking of answer books by two (2) different evaluators (subject and medium wise). The provision also should be provided to select best of the two or average scores and if the discrepancy is more than the set limit (10% or 15%), the answer book will be reviewed by the moderator of the subject and medium to which he/she is mapped.		
47.	The software should have an enhanced search operation facility to enable moderator to view the details of an individual answer book and the percentage range for viewing the evaluated/ reviewed answer books by specifying the answer books code.		
48.	The following reports needs to be generated by the On-Screen marking software: a) Date wise moderators and evaluator attendance report. b) Subject-Medium wise evaluator detailed report. c) Subject-Medium wise moderator detailed report. d) Skipped answer books' detailed report. e) Overall Subject-Medium wise marking report. f) Evaluator detailed work report. g) Variance report in case of discrepancy in the marking of evaluator(s) and moderator(s).		
49.	Provision for generation of HTML links for printing of answer book(s) with all annotation of marks (for example Tick right or wrong), if marked by evaluator as per requirement		

9. Commercial Template

Rate to be quoted for Managed Services and hosting on bidders Cloud for a period of 01 year.
Under Managed Services, bidder is responsible for configuration of the system for every term and every year. One onsite project manager is mandatory as part of the ongoing implementation and support. Rates quoted to be exclusive of tax. Count shown here is minimum count. Examination wise charges will be paid based on the actual count of active students.

Table 1: Exam Management

S No	Module	Pricing Unit	Unit Price (A)	Volume (Minimum Guarantee) (B)	Total Price for 1 years (C=A*B*1)
			ONE TIME FEES		
I	One Time setup Fees	Lump sum		1	
II	History Data Migration charges (One time only)	Lump sum		50000	
			RECURRING SUBSCRIPTION CHARGES		
III	Exam Management	Per studentper Exam		1.Annual exam – 20000 students 2.Semester – 30000 students	
				Combined Total (I + II +III)	

* The user count quoted is minimum commitment

Table 2: Scanning of answer books and On-Screen Marking System

Sr. No.	Particulars	Per Answer book (in figure) (X)	Total number of answer books (Y)	Total Price for 1 years (Z=X*Y*1)
1.	Answer Book Scanning and Digital Marking Solution		1.5 Lack Minimum Answer Books in a year.	

Combined pricing for price evaluation (Combined Total = C+Z):
Combined Total (C+Z): INR in words

Combined Total will be used as quoted price of the bidder for the evaluation of Financial Bid.

Payment Terms

ExamManagement

- One time setup fees will be paid as per following schedule
  - 50% of charges at the time of signing the contract
  - Rest 50% after creation of cloud instance
- Recurring Subscription Charges
  - Invoices to be raised on Quarterly basis based on actual count.
  - Invoicing can start after active students are loaded into the system.

Scanning of answer books and On-Screen Marking System

- 50% of charges (Per Answer Book * Total Number of Answer Books)after scanning of Answer Books
- Rest 50% (Per Answer Book * Total Number of Answer Books) after completion of evaluation

Invoices will be paid within 30 days of receipt of invoices.

10. Forms

Form 1: Cover Letter

To:
Registrar
Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University
Raipur, Chhattisgarh

Dear Sir/ Madam,

Subject: Submission of the Eligibility and Technical bid for "Pre and Post Examination Work".

We, the undersigned, offer to provide the services to Pt. Deendayal Upadhyay Memo. Health Sciences and Ayush University Raipur, Chhattisgarhfor "**Pre and Post Examination Work**" in response to your RFP dated <Date>.

We are hereby submitting our Proposal, which includes the Eligibility and Technical bid. We hereby declare that all the information and statements made in this Eligibility and Technical bid are true to the best of our knowledge and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake to initiate the services related to the assignment as specified in the Contract issued to us in case we get selected for the award of the Contract.We would hold the terms of our bid valid for 90 days as stipulated in the RFP document.We understand you are not bound to accept any Proposal you receive.

Yours sincerely,
For <Name of the bidder>

Authorized Signature [In full]

Name and Title of Signatory:
Name of bidder Firm:
Address:
Location: Date:

[Seal and Signature of Authorized Person with Date & Place]

Form 2: Bidder Details

Detail Required	**Provide the relevant information with proper documentary evidence**
Name of Bidder	
Registered office Address Telephone Number(s) and Fax Number	
Type of bidder's organization (Government / Semi-Government / Private)	
Year of Establishment	
Registration Number under Indian Company Act, 1956	
PAN Number/TAN Number	
(ITR-21-22,22-23,23-24)	
GSTN Number of Chhattisgarh	
Details of GST (certified copy to be enclosed)	
Details of Contact Person (Name, designation, Telephone/ Mobile No, e-mail)	

Total Annual Turnover: Please attach auditors' certificate to support the financials

Year	**Amount (Rs. In Crore)**	**Audited (Y/N)**
2023-24		
2022-23		
2021-22		

Authorized Signature [In full]

Name of Signatory:
Date:

[Seal and Signature of Authorized Person with Date & Place]

Form 3: Detailed work breakdown structure

Bidder should provide the timelines of the complete project with scope of work. Duration of activities shall be indicated in the form of a table below.

S No.	Activity	Calendar Weeks											
		1	2	3	4	5	6	7	8	9	10	11	12	n
1.														
2.														
3.														
4.														
5.														
6.														
n.														

Form 4: Relevant Project Experience

General Information	
Client for which the project was executed	
Name and description of the project	
Duration of the project	
Scope of services	
Total value (cost) of the project	
Copy of Contract/ Work Order/ Experience Certificate	

Form 5: Team Composition

S No	Proposed Position	Proposed Tasks
1		
2		
(...)		