

Revised Request for Proposal (RFP)

**Selection of Agency for Implementation of Web based
Online Digital Evaluation of Answer Scripts in SCTE&VT,
Odisha**

Against RFP No.2014 Dated 21/11/2022



**STATE COUNCIL FOR TECHNICAL EDUCATION AND VOCATIONAL
TRAINING, ODISHA (SCTE&VT)**

Near Raj Bhawan, Unit-8

Bhubaneswar- 751012

Email Id: secretarysctevt@gmail.com, Website: <https://sctevtodisha.nic.in/en/>

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1 Critical Information

Bidders are advised to study the RFP document carefully before submitting their techno-commercial proposals in response to the RFP Notice.

Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

S. N	Information	Details
1.	RFP Number and Date	RFP No _____ Date _____
2.	RFP Document Fee (non-refundable)	INR 5,000 (Rupees Five Thousand only)plus GST-18% (Total 5,900/-) payable along with the bid document submission in shape of Bank Draft (Only) in favour of "VC, SCTE&VT, Odisha, Bhubaneswar" payable at Bhubaneswar
3.	EMD (refundable)	Exempted as per Finance Department, Govt. of Odisha Office Memorandum No.281 dated 05.01.2022. The Bidders shall have to execute a " Bid Security Declaration " in lieu of Bid Security with the stipulation that if they with draw or modify their bids during the period of validity etc., they will be suspended for the time specified in the tender document.
4.	Availability of Bid Document on the website https://sctevtodisha.nic.in/en/ under the section "Tender"	06/12/2022
5.	Last date for receiving queries through e-mail: secretarysctevt@gmail.com	2/12/2022
6.	Schedule for Pre-bid meeting	3/12/2022 3 PM
7.	Issue of Addendum / Corrigendum (if required)	6/12/2022
8.	Last date and time for submission of Bid	21/12/2022 till 3 PM by Speed Post

S. N	Information	Details
9.	Opening of Pre-Qualification-cum-Technical Bids	To be intimated later
10.	Addressee and Address at which proposal in response to RFP notice is to be submitted:	Vice Chairman, SCTE&VT, Odisha, Near Raj Bhawan, Unit-8 Bhubaneswar- 751012, Odisha
11.	Opening of Price Bid	To be intimated later

2 Introduction

State Council for Technical Education & Vocational Training is the examining and certifying body of Polytechnics (Diploma colleges) in the State. SCTE&VT conducts examination evaluation & publishes in the Council portal. The main mission of SCTE&VT is to promote quality & innovation in technical education & vocational training and upgrade the technical institute into Centre of Excellence of world standard through industry driven course curriculum.

3 Information of the RFP

State Council for Technical education & Vocational Training, Odisha (SCTE&VT) invites Bids from Software Development Companies or Agencies (“Bidders”) for the implementation Services and Support of ICT solutions for Implementation of Web based Online Digital Evaluation of Answer Scripts in SCTE&VT, Odisha.

Bidders may view and study the RFP document containing the detailed terms & conditions from the website <https://sctevtodisha.nic.in/en/> The bids are to be submitted as per procedure given in this document.

Joint Venture or consortium or subcontracting is not allowed for the scope of work mentioned in the RFP.

The response of RFP must be received not later than time, date and venue mentioned on the cover page. Bids that are received after the deadline WILL NOT be considered in this procurement process.

4 Terms of Reference:

4.1 Objective

The Purchaser proposes to identify Bidder who shall provide ICT solutions for '**Implementation of Web based Online Digital Evaluation of Answer Scripts in SCTE&VT, Odisha**'. The selected Bidder is required to understand the current business processes/tools as well as functions pertaining to the existing Examination mechanism and evaluation of Answer Scripts process of Diploma course in SCTE&VT and provide comprehensive ICT solution for Implementation of Web based Online Digital Evaluation of Answer Scripts in SCTE&VT, Odisha.

4.2 Implementation of Solutions and maintenance

The selected bidder will have the sole responsibility to deploy own Hardware, Software, Cert-In Server for carrying out the above work within target time. The selected bidder will deploy adequate number of technically qualified experienced adequate manpower at SCTE&VT premise in order to manage the work with a comprehensive handholding/exit management.

Initial contract of the project will be for 3 years, which may be extended to another 2 years on yearly basis as per mutually agreed condition.

5 Scope of work

The selected bidder (Implementing Agency / Service Provider/Agency) needs to It solution and deliver a complete process for Web based Online Digital Evaluation of Answer Scripts in SCTE&VT, Odisha with high security measures including hand holding support. The selected bidder must complete the development/customise of the applications with Go-Live ready Maximum within 10days from the date of receiving of work order. The selected bidder must handover all deliverables to the Purchaser as desired within stipulated time.

The Bidder shall have to deploy adequate infrastructure , Machineries, Manpower to complete the entire work of one drive within time to be stipulated by SCTE&VT(O) in each drive of Evaluation.

The detailed Scope of Work of the above said work is given below:

5.1 Evaluation of Answer Scripts System

The term on screen marking /E-evaluation/ Digital evaluation mean the same (i.e., evaluation of an answer script in digital form in web-based platform over internet at multiple centres by multiple evaluators) and they are used interchangeably in this document. Following are the broad phases:

5.1.1 Pre-Evaluation Phase

Designing the evaluation plan and evaluation process in consultation with the designated officer of SCTE&VT covering below aspects:

- a) Answer Book packet Receipt from SCTE&VT
 - b) Scanning of all pages of answer Book without cutting or de-threading of Answer Book
 - c) Secured e-evaluation Terminals & Centres
 - d) Evaluator handling process
 - e) Other related processes involved in evaluation
 - f) Training of Chief Examiners /Examiners
1. Designing the evaluation plan and evaluation process in consultation with Council.
 2. To prepare and provide documentary manuals for all processes for safe and secure conduct of Evaluation, to be followed along with rules for contingency and exception handling/ emergency Procedures.
 3. To provide specifications for Hardware and Software required at all stages of the evaluation as per marking scheme
 4. The software should have role base security mechanism and proper industry standard authentication and authorization mechanism should be implemented in the system.
 5. Software should facilitate for audit trail for all the transactions /activities during operation of the system.
 6. The number of pages in each answer script is 32.
 7. Answer Books in sealed bags/packets will be handed over to the Bidder by SCTE&VT for scanning. Proper accounting of Answer Books is maintained.
 8. In case of mismatch of No. of Answer Books found in the sealed packet the same has to be reported to the Nodal officer/ Dy. COE of SCTE&VT
 9. Answer Books would be handed over to Bidder in presence of the Officer-in-charge deployed by COUNCIL along with the Center-in-charge deployed by Bidder.
 10. Scanning should be done *without cutting the spine of the Answer Booklet or de- threading the Answer Booklet* by employing the Book/photo Scanners or similar other technologies. All the pages of the booklet should be accounted for and identified with the booklet ID

number. Document scanners with ADF (Automatic Document Feeder) requiring cutting of Answer Book and separating pages from original Answer Booklet are not allowed for scanning. Experience of scanning without cutting or de-threading the spine of the answer booklet shall only be considered for technical evaluation.

11. The scanned answer books to be uploaded to the server and made available in the evaluation centres for evaluators to evaluate by the Bidder over internet in secured mode.
12. The answer book not having Barcode in exceptional case must be pasted with bidder's designed Barcode.
13. All scanned answer Books are to be mapped to Bar-codes of the students along with other details to be provided by SCTE&VT
14. After processing the work of scanning and digitization, the answer books would be kept under the custody of the Bidder until evaluation is over. After Evaluation is completely over, the Answer Book Packets shall be handed over to SCTE&VT in Gunny bags with proper accounts and numbering in orderly fashion for preservation. If necessary, the bidder shall be asked to trace the appropriate packet from the lump of packets.
15. To provide suitable assessment scoring system or software as per requirement of SCTE&VT.
16. The Bidder shall have to collect the QPs in available format from SCTE&VT and upload the same in appropriate format into the Evaluation system for view of the evaluators
17. Proper mapping of correct QPs to the subjects of Answer Books to be evaluated have to be done.
18. Sufficient number of scanners, devices and required expertise manpower should be provided by the service provider to complete the entire work within stipulated target days for all the answer booklets.
19. Provided appropriate interface for Evaluators registration with all their details including bank details
20. The accumulated Data's back-up to overcome natural uncertainties to be mapped with process of automated & incremental backup at a place, decided by the SCTE&VT.
21. The scanned Answer Book are to be uploaded from the central scanning centre to a 3 Tier Data Centre through encrypted mode. The server shall be hired by the Bidder with due approval from SCTE&VT.
22. The selected Bidder is to carry audit for system readiness and security procedures.

5.1.2 Evaluation Phase

1. To manage the evaluation process through internet-based solution at all Evaluation Centres (Approximately 75 or even more in number)

2. Provide the instruction manual and Training wherever required for Evaluators on the process of evaluation
3. To provide unique username/ password to the evaluators at the evaluation centres through OTP. *Bidder must deploy appropriate technology/methods to prevent Impersonation of Evaluators.*
4. The Bidder shall have to provide dashboard showing the subject wise unevaluated scripts available to be evaluated at any time of the day for convenience of Evaluators to join the evaluation work.
5. The Bidder shall allot the Answer Books at random to the evaluators logged in at any particular instant of time.
6. To arrange/provide adequate displays and provide required instructions/ information to the evaluators at the evaluation Centres.
7. The evaluator must be provided with QP (and Model Answer if any separately) for reference while evaluating.
8. Evaluators should be able to submit answer sheets only if they have gone through all the pages in the answer sheet (acknowledged by stamping annotations on all pages) and have awarded a score/ NOT ANSWERED against each question/ sub question.
9. To maintain complete log of all activities of evaluators during the course of examination to enable complete audit ability of the evaluation process.
10. Software should have provision to configure as per SCTE&VT process including two evaluators evaluating an answer script and if the marks awarded by them vary beyond a particular value or if decided by SCTE&VT, the answer script is presented to a third evaluator for evaluation
11. To calculate marks obtained by each candidate as per requirement of the SCTE&VT.
12. To devise a system for monitoring and supervision of evaluation Center activities (Centre level/ evaluator level) by the competent authority.
13. To transfer/export the data securely including raw scores data from local server to Server keeping in view sensitiveness of the data as referred to Information Leak Detection and Prevention.
14. Server data to be secured at a Tier 3 data centre with a DR site at a different geographical location.

5.1.3 Post Evaluation Phase

1. Bidder is to share the evaluation results in an excel sheet/ database format as required by SCTE&VT.
 1. Supply of barcode wise marks and all reports generated through the software in form of hard and soft copy as per format provided by SCTE&VT during the entire period of contract to the officer designated by SCTE&VT/Dy. COE for use by the SCTE&VT or any other designated service provider for result preparation, research as decided by SCTE&VT.
 2. Provide Photocopy of the Answer Book to the Candidate asking for in online mode.
 3. Provide link to the e-mail ID of the students who apply for re-addition to download his/her Valued Answer Script and settle re-addition queries.
 4. Provide detailed report of no. of evaluated answer Books Evaluator wise, Subject wise, Institute wise etc.
 5. 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 Bidder and the selected Bidder will be liable under relevant clauses of I.T. Act for any breach of this clause.
 6. The answer sheet of each candidate with the details of the evaluation (Question wise scores) as cover sheet followed by the original evaluated script with all annotations intact will have to be provided in PDF format as a soft copy. The document must necessarily also have all the annotations and comments made by the evaluators during the evaluation activity on the same page where it is evaluated. All PDF files should be stored in a hard disk with the file names tagged by a unique identifier for each file. The hard disk containing all PDF copy of the scripts should be presented to the SCTE&VT for safe keeping.
 7. The Bidder is to integrate with Lokasevadhikar portal or any such portal of SCTE&VT to provide the photocopy of evaluated answer book in PDF format to the students applying for it in online mode.
 8. Handover all the Answer Book packets in physical form in sealed bundles/bags with details of accounts to SCTE&VT authorised personnel under supervision of Dy. COE.
 - a) Manage evaluation process through secure e-evaluation process
 - b) Authentication of evaluators through a two-factor authentication system of OTP and username/ password to access the server securely.
 - c) Arrange/provide adequate & required instructions/ information to the evaluators at the time of evaluation.
 - d) Evaluators should be allowed to enter the evaluation system only after validating using a One Time Password (OTP).

- e) System should allow grace period to enable evaluators to review and change scores of papers that they have already evaluated and submitted. The grace period should be configurable as per the discretion of SCTE&VT.
- f) Evaluator should be able to access the Model Answer of each Question paper to be provided by SCTE&VT.
- g) Mark by Annotation – System should allow evaluators to use pre-defined annotations with values for scoring the paper. In addition to entering the marks in the marks input panel the marks awarded against each point in a question should be registered using these annotations and should be later made available on the PDF answer sheets that will be handed over to SCTE&VT.
- h) Evaluators should be able to zoom in and zoom out of the answer script images that are presented for evaluation.
- i) Evaluators should be able to submit answer sheets only if they have gone through all the pages in the answer sheet (acknowledged by stamping annotations on all pages) and have awarded a score/ NOT ANSWERED against each question/ sub question.
- j) Maintain complete log of all activities of evaluators during the course of evaluation to enable audit of the evaluation process.
- k) Calculate marks obtained by each candidate as per requirement of SCTE&VT.
- l) Device system for monitoring and supervision of evaluation process by the Examiners.

Server data to be secured at a Tier 3 data centre with a DR site at a different geographical location.

5.1.4 e-Evaluation Software – Features

1. Provision for automatic back up of evaluated answer books.
2. The Owner of all data is SCTE&VT
3. User account management i.e., addition, modification and deletion of examiner and head examiner.
4. Answer book management i.e., mapping of answer books, qp mapping.
5. One time Security setting for setting of passwords. Checking of impersonation
6. Provision for marking of question by examiner as evaluated or not attempted.
7. Ensure that examiner has visited each and every page of an answer script.
8. Examiner comment box for each question.
 - i. Provision for minimum time should be provided for each script. Example 5 minutes minimum per one script
 - ii. Provision of displaying answer guidance for the question selected by the

evaluator to award the marks.

9. Provision for zooming in/out of answer scripts for proper viewing.
10. Provision for skipping of an answer script by an examiner if the same is not properly scanned, same is not of appropriate qp or subject etc. With regulatory remarks.
11. Provision for viewing of evaluated answer scripts by the head examiner/admin.
12. There has to be a command centre to know the status of overall evaluation at various centres. One responsible person or a team must be available to respond to queries and other difficulties encountered in the process of evaluation by examiners/COUNCIL officials.
13. Display of the following –
 - (i) Daily and consolidated examiners' attendance
 - (ii) Daily and consolidated Chief/Head examiners' attendance
 - (iii) Daily and consolidated Subject- wise examiner details
 - (iv) Daily and consolidated Subject- wise Chief/Head examiner details
 - (v) Overall Subject- wise Evaluation (till date)
14. Providing password to each and every examiner and Chief/Head examiner one time basis
 - ii. Date wise working hours report of Examiners and Chief/Head Examiners
 - iii. Availability of answer scripts, question paper and marking scheme on the computer nodes of each and every Chief/Head examiner and examiner.
15. After scanning of answer scripts, the transmission to the evaluation centres can be by any secured mode as per the technology agreeable to the client which should be fully secured and any type of lapses in this mode will be the sole responsibility of the Bidder and in event of such a lapse ,the SCTE&VT reserves the right to take necessary action which may include termination of the contract and forfeiture of all claims under this project.
23. Enabling of security settings / permissions for head examiners authentication.
24. Maintaining audit log of each and every Chief/Head Examiner, Examiner, and IT Manager of Evaluation service provider.
25. Provision for reset Password.
26. Provision of Annotation, comments and marks on every question and page of answer scripts. Evaluator should not be able to turn the page unless it is marked with annotation. Bidder shall suggest required changes in the answer booklets for such provision.
 - a) The script has to be uploaded to the server only when every answer should annotation marks and comments.
27. At the end of the day, marking reports of every examiner to know the number of answer scripts evaluated per day.
28. Provision for subject wise selection of answer script.
29. Setting of limit/ceiling for maximum no .of scripts to be evaluated by an examiner.

30. Detailed audit log of evaluation.
31. Provision for admin to view of answer scripts after the completion of evaluation
32. The system must use image scoring for subjective responses or equally competent technology.
33. The scoring process should maintain anonymity, where evaluators only receive the image of the response without any student information.
34. Rubrics should be able to be defined for each question and additional information to help scoring process.
35. The following reports needs to be generated by the Evaluation software:
 - a. Date wise Chief/Head Examiner and Examiner attendance report
 - b. Subject- wise Examiner detailed report
 - c. Skipped answer scripts' detailed report
 - d. Overall Subject- wise Evaluation report
 - e. Mark Pattern Report
36. Printing of answer script(s) with annotation
37. Provision for auto uploads of marks file.
38. Training for Evaluator and Reviewer by the successful bidder.
39. Provision of Control on Evaluator / Review log-in in the system to prevent misuse of evaluations.
40. The Reporting console should be facilitated to all users along with administrative officers as designated by SCTE&VT.
41. Any kind of deviation in achieving the fixed target would be notified by the Bidder to SCTE&VT.
42. System should allow for the real-time checking of evaluator's work quality.
43. System should allow for real time supervisor access to any evaluators work as well and to exams already scored, with the ability to modify assigned scores.
44. System should support real time reports to monitor evaluator's production and scoring operation progress.
45. System should allow for customized results reports as per SCTE&VT requirements.

5.1.5 e-Evaluation Software – Characteristics

- a) The e-Evaluation central software servers & storage devices should be run from a secured location – and only from a Level 3 Data Centre.
- b) The Access to the servers should only be available with the Authorized personnel of the Agency and not to the 3rd party Data Centre operator.

- c) The data between the scanning centre and/or evaluation centre and the Data Centre should flow in a secured manner. *Copying the scanned scripts physically into hard disks and transporting them to evaluation centres are strictly not allowed.*
- d) The system and solution must allow the evaluators to evaluate answer scripts securely from their computer.
- e) The service provider should sign an NDA for data confidentiality and should also delete all SCTE&VT data from the servers after delivering the evaluated Scripts to SCTE&VT after completion of the evaluation process.

5.1.6 Scanning Activity

- a) Scanning will be carried out by the Agency at SCTE&VT, Bhubaneswar premises as a service. All machinery & manpower for scanning & uploading of scripts will be provided by the Agency as a service. The scripts will not be allowed to move out of the scanning premise and SCTE&VT, Bhubaneswar will have its security personnel posted at the scanning premise.
- b) SCTE&VT will provide for adequate space, security, power during the scanning & upload process.
- c) SCTE&VT will also provide connectivity at the scanning centre as required.
- d) Agency will need to maintain records at every stage of the scanning process & provide audit trails as and when asked for.

5.1.7 Evaluation Centre, Evaluation Activity & Timelines

- a) SCTE&VT will provide evaluation centres (approx. 75 No's) in cities/ towns across Odisha. SCTE&VT will provide the required number of systems and internet connectivity at the evaluation centres.
- b) Agency should create a registration module and host it online for a specified duration, for the evaluators and Chief Examiners to register through SCTE&VT website.
- c) Setting up centres with internet connection, required number of systems, basic amenities and operating the centres for the evaluation period will be the responsibility of SCTE&VT. Centres will be colleges affiliated to the Council.
- d) All scripts must be presented for Evaluation in such a way that the entire Evaluation activity is completed within the stipulated time.
- e) Evaluators training to be completed by the Agency before the start of the e-evaluation activity.

- f) The responsibility of arranging the evaluators and completing the evaluation activity in time lies with SCTE&VT. All costs related to provisioning of evaluators and their pay-outs will be borne by SCTE&VT.

5.1.8 Result Processing

The Service provider should process the scores and provide the scores in excel or any other required database format to SCTE&VT in the specific format as decided mutually. This should be done after thorough quality check by the Service provider and ensure that the score marked by the evaluators for the scripts are assigned to the respective candidates in the database. SCTE&VT would do random sampling check of the scores by comparing with the evaluated scripts.

5.1.9 Additional Services (At No Extra Cost)

A) MANPOWER AT EVALUATION CENTRES

The Service Provider shall provide required number of manpower at all the evaluation centres for imparting training to the evaluators and to ensure smooth operation of the evaluation process.

B) SCRIPT RETRIEVAL AND STUDENT SUPPORT SYSTEM

Students of SCTE&VT are allowed to apply for the following services:

- a) A copy of the evaluated Answer Script through an RTI query/ Online Service
- b) Re-Counting
- c) Re-Evaluation

The service provider may be required to support SCTE&VT with the above services as an additional scope of work, by providing the annotated & evaluated answer scripts in PDF version with the cover page fully integrated with the evaluated answer script in the same soft copy of the PDF document. The Service Provider shall provide an application for easy accessibility of any evaluated answer book that can be printed by tagging them uniquely with the Registration number or any unique number assigned to the script.

5.1.10 SCTE&VT will provide the following as part of its scope

A. Scanning Centre:

- a) SCTE&VT will provide a scanning facility large enough to store lacs of answer books safely and securely. All answer booklets will be provided in sealed condition.
- b) Security to the Scanning facility where the answer books are stored.

- c) One or two large halls with sufficient space, air conditioning and required furniture shall be provided for scanning activity.
- d) Provide sufficient power supply at the Scanning Centre.
- e) Marking Scheme for all subjects well in advance.
- f) Provisioning of evaluators and their scheduling or allocation to various evaluation centres.

B. Evaluation Centre:

- a) SCTE&VT will provide evaluation centres in cities/ towns across Odisha. SCTE&VT will provide the required number of systems and internet connectivity at the evaluation centres.
- b) Setting up centres with internet connection, required number of systems, basic amenities and operating the centres for the evaluation period will be the responsibility of SCTE&VT. Centres will be Polytechnics affiliated to the Council.
- c) Air conditioners/air cooler arrangements (as required) shall be provided by SCTE&VT arranged evaluation centres.
- d) SCTE&VT will arrange electricity/ power along with back up at the evaluation centres.

5.1.11 Information Security & Data Privacy

- The selected Bidder will be responsible for providing suitable security systems while implementing the Solution/Application to protect the continuing interest of the Council.
- The selected Bidder once awarded the contract is expected to adhere to Information Security Management procedures as per acceptable standards with best practices.
- The selected Bidder shall be responsible for guarding the Systems against virus, malware, spyware, and spam infections using the latest Antivirus which include anti-malware, anti-spyware and anti-spam solution for the entire system.
- The selected Bidder shall have to maintain strict privacy and confidentiality of all the data it gets access to.

6 Miscellaneous

The Bidder shall provide documented inputs and support for handling

- a) Candidates' queries
- b) RTI queries
- c) Court Cases

Note:

1. The Bidder will have to carry/ demonstrate complete System Test Run (STR) with test data to the SCTE&VT before implementation the software. The Bidder should also be able to demonstrate click by click audit trail for any type of enquiry.
 2. The Bidder should also be able to demonstrate Application server logs to capture all errors, warnings and exceptions that are generated in applications along with the time at which they occurred.
- i. **Test Data Archiving:** The Bidder shall archive the data for future references after specified time, as per requirement of SCTE&VT.
 - ii. **MIS generation/ customized reports:** The Bidder shall provide adequate information as per the requirement of SCTE&VT.
 - iii. **Handing over data & back-up:** After each semester/session, the data has to be backed up & handed over to the authority in duplicate.

NB: 1. *The Successful Bidder shall have to provide Help line facility to attend to queries from Evaluators on the above activities also during the period of agreement*

NB: 2. *SCTE&VT may require new or modify features under above scope of work to make the Evaluation system efficient and user friendly.*

Additional Services(at no extra cost)

The Bidder shall provide documented inputs and support for handling

- Candidates' queries
- RTI queries
- Court Cases

Note:

- 1) The Bidder will have to carry/ demonstrate complete System Test Run (STR) with test data to the SCTE&VT before implementation the software/system. The Bidder should also be able to demonstrate the STR before each examination and also demonstrate click by click audit trail for any type of enquiry.

- 2) The Bidder should also be able to demonstrate Application server logs to capture all errors, warnings and exceptions that are generated in applications along with the time at which they occurred.
- 3) Absolute confidentiality shall be maintained at all stages of the evaluation system.
- 4) All manpower, server cost to be included in Price Quoted and no extra claim on any ground shall be entertained.
- 5) Handholding support to be provided to SCTE&VT at least for 2 months after publication of Result of any semester.

Work Estimation:

1	No. of Answer Scripts for Evaluation in any Drive (Two Dives in a Year)	Approximately 4 Lakhs Scripts per Drive
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7 Instruction to Bidders

SCTE&VT, Odisha, Bhubaneswar invites sealed RFP for Selection of Implementing Agency (IA)for Implementation of ICT Solutions for Implementation of Web based Online Digital Evaluation of Answer Scripts in SCTE&VT, Odisha.

- There are two parts of Tender namely, technical bid and Price bid. The bidder is required to fill out all the parts of Tender documents and place them in separate sealed envelopes which should be super scribed as (a) Technical Bid- RFP NO. **2014** & (b) "Price Bid- RFP NO **2014**.

These envelopes should be placed in another sealed envelope and addressed to SCTE&VT Bhubaneswar. The envelope must show the name of the bidder, address and should be super scribed as Selection of Agency for Implementation of Web based Online Digital Evaluation of Answer Scripts in SCTE&VT, Odisha, **RFP NO. 2014 Dated 21/11/2022** on the top of the envelope. In addition, outer envelope should indicate tender opening date.

- I. A non-refundable demand draft of Rs.5900/- (Rupees Five Thousand plus GST 18%) in favour of Vice-Chairman, SCTE&VT, Odisha, Bhubaneswar payable at Bhubaneswar is to be submitted along with the technical bid towards the cost of the Tender document. Besides, the Bid Security declaration EMD as indicated later at clause 7.1 (Bid Security Clause) must be enclosed along with the Technical Bid document. Technical bid document not accompanying the requisite Tender document fee. and Bid Security declaration shall be considered as non-compliant, summarily rejected, and will not be considered for further evaluation.

- II. The sealed tenders will be opened at SCTE&VT, Odisha Bhubaneswar as per the schedule mentioned above in presence of the bidders or their authorized representatives as may desire to be present.
- III. Technically qualified bidders will be considered as successful bidders for price bid opening.
- IV. Bids shall be fully in accordance with the requirements of the general terms and conditions and the specifications attached hereto. Appropriate formats furnished with this specification shall be used in quoting tender prices. Incomplete, illegible, unsealed and without signature tenders will be rejected.
- V. All offers should be made in English and clearly type written.
- VI. The bidder must submit all documents as asked in Annexure section.
- VII. The bidders should furnish the following information and documents with the Technical and Price Bids.

A) Technical Bid: (Annexure T1 to T7)

- a) Copy of the Registration certificate of the firm with organization profile.
- b) Bidder should give an undertaking that they are not under a declaration of ineligibility for corrupt and fraudulent practices issued by Govt. of India or any state Government or any PSU.
- c) Self-Declaration that the bidder hasn't been blacklisted by any Govt. /PSU agencies.
- d) Authorized signatory for the bid from the bidder.
- e) Signed copy of the RFP document as an acceptance to the terms and conditions of the tender.
- f) Service Tax Registration Certificate and PAN no. allotted by Income Tax Department with up-to-date IT, GST Registration and up to date clearance.
- g) Similar Past Project Experience and proofs.
- h) Project Approach and Methodology, Work plan.
- i) RFP document fee as a non-refundable.
- j) EMD as mentioned at clause 7.1 (Bid Security Clause).

B) Price Bid: (Please Refer Annexure)

- (a) The bidder shall submit the Price Bid submission letter, as given in the Annexure P1.

(b) The rates quoted by the bidder, shall be exclusive of all Taxes as applicable in Odisha, as given in the Annexure P2.

(c) Price bid should be unconditional, and it should be as per the specified format.

7.1 Bid Security (EMD):

(a) Bidders are exempted from submitting EMD as per Finance Department, Govt. of Odisha Office Memorandum No.281 dated 05.01.2021.

(b) The bid security shall be only in the form of Bank Guarantee or Demand Draft drawn in favour of Vice Chairman, SCTE&VT, Odisha, Bhubaneswar payable at BHUBANESWAR drawn in any Scheduled Bank.

(c) Duly filled in Bid Declaration, in the format annexed shall be submitted along with technical bid. Bids submitted without bid security declaration shall be rejected. Please refer Annexure T9.

(d) The bid security shall be forfeited, if a bidder withdraws its bid during the period of bid validity. The bid security shall also be forfeited, if a bidder submits any fake/forged/fraudulent/manufactured documents along with the RFP.

(e) In case of a successful bidder, the bid security may be forfeited if the bidder fails to accept the Work Order or fails to furnish performance security after accepting the Work/ Purchase Order.

- i. Modification of specifications and extension of closing date of tender if required will be made by an Addendum. Copies of Addenda will be updated on the website of SCTE&VT (<https://sctevtodisha.nic.in/en/>) website under section "Tender" **and not to be published in the print media.** This shall form a part of the tender. **The bidder shall visit the website for updated information relating to the tender.**
- ii. The purchaser reserves the right to accept or reject any or all tenders without assigning any reason whatsoever. The purchaser may also alter the examination centre, examination centre capacity, number of examinations etc. at the time of placing orders.
- iii. Bidders shall carefully examine the tender documents and the technical specification and fully inform themselves as to all the conditions and matters, which may in any way, affect the work or the cost thereof. Should a bidder find discrepancies in or omissions from the specification or other documents or should there be any doubt as to their meaning, he should at once notify the purchaser and obtain clarification in writing. This however does not entitle the bidder to ask for time beyond the due date fixed for receipt of tenders.
- iv. Submitted tender forms with overwritten or erased or illegible rate or rates not shown in figures and words in English will be liable for rejection. In case of discrepancy between words and figures noted against the item of the tender and between unit rates and the total amount, the decision of the competent authority accepting the tender will be final and binding on the bidders.

Corrections in the tender, if unavoidable, should be made by rewriting with date and initial of the bidder after scoring out of the wrong entries.

- v. Request from the bidders in respect of additions, alterations, modifications, corrections etc. of either terms or conditions or rates after opening of the tender may not be considered.

7.2 Clarifications & Amendment :

- a) At any time till 10 days before the deadline for submission of bids SCTE&VT Bhubaneswar may, for any reason, whether an own initiative or in response to a clarification requested by a prospective Bidder, modify the bidding document by amendment.
- b) All amendments made in the document would be published on the website <https://sctevtodisha.nic.in/en/> under the section "Tender".
- c) Bidders are also advised to visit the aforementioned website on a regular basis for updates. SCTE&VT Bhubaneswar also reserves the right to amend the dates mentioned in cover page for the bid process.

8 Technical Eligibility Criteria and Evaluation of Bids

8.1 Technical Eligibility Criteria

- a) The bidder must be a company registered under the Indian Companies Act, 1956. Copy of such certificate shall be enclosed as a proof.
- b) The bidder should not bid under any Consortium. **No Consortium** bid shall be allowed for this RFP. No subletting of work is permissible.
- c) The bidder must be CMMI Level 3 certified , ISO 9001-2015, ISO 270001:2013, ISO 20000-1:2018 certified company. Certificates in these respects are to be submitted by the Bidder at the time of Bidding
- d) Average annual turnover of the bidder for 3 financial years (FY 2019-20, 2020-21 and 2021-22) ending on 31st March 2022 must be at least Rs.10 Crore. The Bidder shall submit copies of audited Balance Sheets and Profit and Loss Accounts/ Annual Reports of the above three financial years (up to 31st Mar-2022). *Copies of Filed Audited Statements, IT Returns, and GST etc. are to be submitted to corroborate this.*
- e) The bidder must have experience in the Design, Development, and Maintenance of Web Based Software solution in Examination domain involving examination registration, evaluation / result processing in Govt. University/ Affiliating University/ Board/Council recognised by UGC/AICTE/MHRD during the period from FY 2016-17 to 2021-22.

- f) The bidder must have experience in Software solution and services in web-based on-screen evaluation of at least 3 lakhs scanned answer scripts for at least 2 years in a row of a single client in Govt. Institutes/ reputed established Govt./private Universities/ Affiliating University/Boards in India recognised by UGC/AICTE/MHRD during the period from FY 2016-17 to 2021-22.
- g) The bidder must have experience in Software solution and services in web-based on-screen evaluation of at least 3 lakhs scanned answer scripts for at least 2 years in a row of a single client with Book scanning feature without cutting/de-threading of answer book in Govt. Institutes/ reputed established Govt./private Universities/ Affiliating University/Boards in India recognised by UGC/AICTE/MHRD during the period from FY 2016-17 to 2021-22.
- h) The bidder should be willing to install all the software applications & data in the Cert-in Server arranged by the bidder duly approved by SCTE&VT.
- i) The bidder shall submit Rs. 5,000 (Rupees Five Thousand only) plus GST-18% (i.e., Rs. **5,900/=** Rupees Five Thousand Nine hundred) only towards the Cost of Tender document (non-Refundable) in form of DD from any nationalized or Scheduled Bank in favour of Vice Chairman, SCTE&VT, Odisha, Bhubaneswar payable at BHUBANESWAR.
- j) The bidder shall have to execute a **“Bid Security declaration”** in lieu of Bid Security with stipulation that if they withdraw or modify their Bids during period of validity ,etc. , they will be suspended for the time specified in the tender Document. The Bid Security declaration will have to be submitted (as per format annexed) along with the Technical Bid , failing which , the Bid shall be rejected.
- k) The bidder should not be under declaration of ineligibility for corrupt and fraudulent practices / Poor Performance issued by Govt. of India/State Governments/Court of Law. A declaration is to be submitted along with the bid.
- l) The Company should have qualified and experienced IT professionals. Minimum 10 technical professionals (BE/B.Tech/MCA/M.SC IT or equivalent qualifications) must be on pay roll of the company as on 31st March 2022. Self-attested copy of EPF OR Professional Tax OR TDS return showing the list of employees on pay-roll shall be submitted by the Agency towards evidence of employees on pay-roll.
- l) The Agency should not be under any Trust/ Society/ Proprietorship, under which, any AICTE approved technical institutions shall be running in Odisha i.e., both the organisations (the above Agency &the AICTE approved institution in Odisha) shall not be under the same Trust/ Society/ Proprietorship declaration in the Agency’s letter pad to be submitted to that effect.(Annexure)

** Necessary supporting documents on fulfilment of eligibility criteria should be attached for authentication along with a signed copy of the RFP document to indicate acceptance of all terms and conditions set forth in the tender. Organizations failing to provide complete information on any of the requirements are liable to be rejected.*

8.2 Evaluation Criteria

- a) The bidder who has complied with all the Technical Eligibility Criteria (refer section 8.1) shall be qualified for technical evaluation; Non-compliance of any one of the criteria by the bidder will be liable for rejection.
- b) The bidders who are shortlisted based upon Technical Eligibility Criteria (refer section 8.1) shall be considered for technical evaluation and will be invited to make a presentation on their solution at SCTE&VT, Odisha at Bhubaneswar on a date, time notified by the SCTE&VT, at their own cost. SCTE&VT in its best interest reserves the right to reject/modify the proposed solution. The purpose of such presentations would be to allow the bidders to present their Approach, Methodology, and plan for Implementation of Web based Online Digital Evaluation of Answer Scripts in SCTE&VT, Odisha.as per scope before the committee.
- c) The Bidder shall be required to make a presentation on the following areas.
- i. Similar Project Experience
 - ii. Live Demonstration of existing Software solution for Implementation of Web based Online Digital Evaluation of Answer Scripts in SCTE&VT, Odisha.
 - iii. Approach, Methodology and Standard Operating Procedure
 - iv. Work Plan
- d) Depending on the evaluation methodology each Technical Bid will be assigned a technical score out of a maximum of 100 points as per Technical Evaluation Criteria mentioned in the RFP.
- e) The minimum absolute technical score to qualify in the technical evaluation is 70 marks. Decision of SCTE&VT in this regard shall be final & binding and no further discussion will be held with the bidders whose bids are technically disqualified / rejected.
- f) The commercial bids of only the technically qualified bidders will be opened for further processing.
- g) Only fixed price financial bids indicating total prices for all the deliverables and services specified in this bid document will be considered.
- h) The bid price will include all taxes and levies and shall be in Indian Rupees.

8.3 Bid Evaluation

Bidders will be selected through **Quality & Cost Based Selection (QCBS)** Process.

8.4 Preliminary Scrutiny

Assessment of the eligibility criteria will be done to determine whether the proposal submitted conforms to all mandatory criteria specified at clause 7.1 to merit further evaluation.

Bids not conforming to such preliminary requirements will be prima facie rejected.

8.5 Evaluation of Technical Bid

Criteria for evaluation of technical bids have been specified in this RFP document.

All the bidders who secure a Technical Score of 70% or more will be declared as technically qualified.

- ✓ The bidder with highest technical bid (H1) will be awarded 100% score
- ✓ Technical Scores for other than H1 bidders will be evaluated using the following formula:

Technical Score of a Bidder =

$$\left\{ \frac{\text{Technical Bid score of the Bidder}}{\text{Technical Bid Score of H1}} \times 100 \right\} \% \\ \text{(Adjusted to two decimal places)}$$

- ✓ The commercial bid of only the technically qualified bidders will be opened for further
- ✓ processing.

8.6 Evaluation of Financial Bid

- ✓ The Financial Bids of the technically qualified bidders will be opened on a the prescribed date in the presence of bidder representatives

- ✓ The bidder with lowest financial bid (L1) will be awarded 100% score.
- ✓ Financial Scores for other than L1 bidders will be evaluated using the following formula:

Financial Score of a Bidder =

$$\left\{ \frac{\text{Financial Bid of L1}}{\text{Financial Bid of the Bidder}} \times 100 \right\} \% \\ \text{(Adjusted to two decimal places)}$$

- ✓ Only fixed price financial bids indicating total prices for all the deliverables and services specified in this bid document will be considered.
- ✓ The bid price will include of all taxes and levies and shall be in Indian Rupees.

8.7 Error and rectification

If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of the tendering authority there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected.

if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail, and the total shall be corrected; and

if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to above conditions.

✓

8.8 Combined Evaluation of Technical & Financial Bids

- ✓ The technical and financial scores secured by each bidder will be added using weightage of 70% of Technical Score (T) and 30% of Financial Score (F) respectively to compute a Composite Bid Score.
- ✓ The bidder securing the highest Composite Bid Score will be adjudicated as the Best Value Bidder for award of the Project.
- ✓ In the event the bid composite bid scores are “tied”, the bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the Project.

Composite score of the Bidders for the bid shall be worked out as under:

Bidder	Technical Score	Financial Score	Weighted Technical Score (70% of B)	Weighted Financial Score (30% of C)	Composite Score (F=D+E)
(A)	(B)	(C)	(D)	(E)	(F)

8.9 Technical Bid Score Matrix

SN	Technical Evaluation Criteria	Maximum Score	Score	Proof of Documents
1	Project Health	35		
1.1	Experience in Web based Software solution and services in Results processing, and other associated work in examination domain in Govt. University/Affiliating University/ Board/ Council recognised by UGC/AICTE/ MHRD during the period from FY 2016-17 to 2021-22.	5	1 Project(minimum 80,000 candidates in one drive) : 3 marks For each additional project 1 marks Maximum up to 2 marks.	Completion Certificates from competent Authority OR copy of bill submitted with the competent authority

SN	Technical Evaluation Criteria	Maximum Score	Score	Proof of Documents
1.2	Experience in Software solution and services in web-based on-screen evaluation of answer scripts of at least 3,00,000 scripts in a year for at least 2 years in a year of Govt. University/ Affiliating Universities/ Board/ Council in India recognised by UGC/AICTE/ MHRD/Govt. during the period from FY 2016-17 to 2021-22.	10	For project for 3,00,000 scripts in a year for at least 2 years in a row of a single client: 10 marks Otherwise: 0 marks	Completion Certificates with mention of No. of Scripts from competent Authority OR copy of bill submitted with the competent authority
1.3	Experience in Software solution and services in web-based on-screen evaluation of answer scripts of at least 3,00,000 scripts in a year for at least 2 years in a row, of Govt. University/ Affiliating Universities/ Board/ Council in India recognised by UGC/AICTE/ MHRD/Govt. during the period from FY 2016-17 to 2021-22 <u>with feature of Book Scanning of Answer Scripts without cutting/de-threading of Answer Book</u>	20	For projects for 3,00,000 scripts in a year for at least 2 years in a row of a single client: 5 marks For each additional 1,00,000 scripts of same project: 1 mark Maximum up to 5 marks. For each similar project of 3,00,000 scripts of additional client : 2 marks Maximum up to 5 marks.	Completion Certificates with mention of No. of Scripts from competent Authority OR copy of bill submitted with the competent authority
2	Presentation		35	
2.1	Technical Presentation <ul style="list-style-type: none"> •Similar Project Experience •Live Demonstration of existing Software solution on web based on-screen evaluation with Book 	35	Marks shall be awarded by the Committee	

SN	Technical Evaluation Criteria	Maximum Score	Score	Proof of Documents
	Scanning facility without cutting or de-threading •Approach and Methodology •Work Plan & SOP			
3	Quality Health	30		
3.1	CMMi, ISO 9001, ISO 20000, ISO 27001	5	CMMi L3 : 2 Marks ISO 9001: 1 Marks ISO 20000: 1 Marks ISO 27001: 1 Marks	Certificates
3.2	Annual average Turnover Over for the financial years from FY 2019-20 to 2021-22	15	>10<20 Cr:5 marks >= 20 &< 50 Cr:12 marks >= 50 Cr:15 marks	Copies of audited Balance Sheets and Profit and Loss Accounts/ Annual Reports of the three financial years (up to 31/03/2022)
3.3	Number of technical resources on pay Roll	10	>= 25 &<35 resources : 5 Marks >= 35 &< 50 resources : 7 Marks >= 50 resources:10 Marks	Self-attested copy of EPF OR Professional Tax OR TDS return showing list of employees on pay-roll by the Agency
Total Score		100		

N.B. The bidders must submit the proof of documents as indicated above with proper information, in absence of which no marks will be awarded against corresponding evaluation parameter.

9 General Terms & Conditions of Tender

9.1 Purchaser

State Council for Technical Education & Vocational Training, Odisha, Bhubaneswar, Near Raj Bhawan, Unit-8, Bhubaneswar-751012, Odisha

9.2 Performance Bank Guarantee

The selected bidder shall furnish a Performance Bank Guarantee (PBG) for 10% (ten percent) of the contract price maximum within 30 days of date of issue of Work Order. The PBG must be from any Scheduled Bank in India. The Performance Bank Guarantee needs to be valid for 5 years and 60 days (60 days beyond the entire contract period of 5 years) from the date of signing of contract. SCTE&VT, Odisha reserves the right to cancel the work order if the selected bidder fails to furnish the required BG within the stipulated time.

SCTE&VT shall invoke the performance guarantee in case the selected Service Provider fails to discharge their contractual obligations during the period or SCTE&VT incurs any damages due to bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

9.3 Award Criteria

The selection will be based on QCBS Based method. Please refer Section 8.2 for details evaluation methodology.

9.4 Price

The Bidder shall quote price in clear terms. The rates quoted shall be per record of successful work and should abide by the Format for Financial Bid described in Form 2. The rates quoted should be exclusive of Goods Service Tax or any other taxes/cess/duty imposed from time to time.

Prices quoted by the Bidder shall be fixed and no variation will be allowed under any circumstances. No open-ended bid shall be entertained and the same is liable to be rejected straightway.

Bids shall remain valid for 180 days after the date of bid opening prescribed by the SCTE&VT. The SCTE&VT holds the rights to reject a bid valid for a period shorter than 180 days as nonresponsive, without any correspondence.

9.5 Submission of Bid

Number of Copies of Bid

The Bidder shall submit 1(one) hard copy of each of the Pre-Qualification-cum-Technical Bid and Price Bid. The hard copy of the Pre-Qualification-cum-Technical Bid shall be placed in sealed envelopes clearly marking as "A. Pre-Qualification-cum-Technical Bid and Price bid shall be placed in sealed envelopes clearly marking "B. Financial Bid". Both bids will be placed in a sealed outer envelope super scribed as "RFP Ref. No. _____ RFP Name _____" and "Don not open before <<Date & Time of Bid Opening>>.

The Bid has to be submitted in the form of printed document. The bids submitted by Telex, fax or email bids shall not be entertained.

Any condition put forth by the bidder non-conforming the bid requirements shall not be entertained at all, and such bid shall be rejected.

The bid shall be submitted at the below address:

By Regd. Post/Speed Post -

Vice Chairman, State Council for Technical Education & Vocational Training, Odisha, Bhubaneswar, Near Raj Bhawan, Unit-8, Bhubaneswar-751012, Odisha

No Hand delivery/Courier delivery is allowed. SCTE&VT shall not be held responsible for postal delay. Any Bid received after the due date and time shall not be considered for Evaluation.

9.6 Deadline for Submission of Bids

Last date for Submission

In the event of the specified date for the submission of Bids being declared a holiday for the SCTE&VT, the Bids will be received up to the appointed time on the next working day.

Extension for Last date for Submission

The SCTE&VT may, at own discretion, extend this deadline for submission of bids by amending the bid document, in which case all rights and obligations of the SCTE&VT and Bidders previously subject to the deadline, will thereafter be subject to the deadline as extended.

Late Bids

Any bid received by the SCTE&VT after the deadline for submission of bids prescribed by the SCTE&VT, will be summarily rejected and returned unopened to the Bidder. The SCTE&VT shall not be responsible for any postal delay or non-receipt / non-delivery of the documents. No further correspondence on this subject will be entertained.

9.7 Terms of Payment

No advance payment shall be made to the Bidder under any circumstances.

- a) The successful bidder has to sign an agreement on non-judicial stamp paper which shall contain clauses related to liquidated damages on account of delays, errors, cost, and time over-run etc.
- b) In case the bidder fails to execute the contract, SCTE&VT shall have liberty to get it done through any other agency with full cost recoverable from the bidder in addition to damages and penalty.
- c) All payments shall be subject to current applicable statutory taxes.
- d) The rate quoted should be firm.
- e) In case of any difference between the rates quoted in figures and words, the latter shall prevail.

Sl.	Phase	Billing Cycle	Payment (%)	Deliverables
1	e-Evaluation of Answer Scripts	After end of Each exam cycle	100%	Completion certificate from SCTE&VT

9.8 Termination of Contract

Termination for Default

The SCTE&VT may, without prejudice, to any other remedy for breach of contract, by written notice of default sent to the qualified Bidder, terminate the contract in whole or in part if:

- i. The qualified Bidder fails to deliver any or all of the obligations within the time period(s) specified in the contract or any extension thereof granted by the SCTE&VT .
 - ii. The qualified Bidder fails to perform any other obligation(s) under the contract.
- However, the disputes if any may be referred to Arbitration.

Termination for Insolvency, Dissolution etc

SCTE&VT may at any time terminate the contract by giving written notice to the qualified Bidder without compensation to the qualified Bidder, if the qualified Bidder becomes bankrupt or otherwise insolvent or in case of dissolution of firm or winding up of company.

9.9 Negotiation

It is absolutely essential for the bidders to quote the lowest price at the time of making the offer in their own interest. SCTE&VT, however, will have the discretion to choose to enter into any price negotiations.

9.10 Single RFP

In case only one bid is found to be eligible on evaluation of technical bid, SCTE&VT reserves the right to consider the bid.

9.11 Billing

The Bidder shall specify the Branch/ Location from which they will raise the bill and in whose favour, payment will be released.

9.12 Language of Bids

The Bids prepared by the Bidder and all correspondence and documents relating to the Bids exchanged by the Bidder and the Purchaser, shall be written in the English Language, provided that any printed literature furnished by the Bidder may be written in another language so long as it is accompanied by an English translation in which case, for purposes of interpretation of the Bid, the English translation shall govern.

9.13 Service Level Requirements and Penalty

The aim of this SLR is to provide a basis for close co-operation between SCTE&VT and the vendor, for services to be provided to SCTE&VT, thereby ensuring that timely and efficient support services are available to SCTE&VT and its end-users.

9.14 Service Level Definition

Depending on the criticality and severity of service levels are defined as follows:

Severity of Services	Severity Type	Definition
SLR-1	Critical	Develop/customization of the on-line Software and User Requirement Acceptance Testing such as Application Availability (high) along with all the modules working flawlessly. Application Availability (high) of the application should be at least 99% per day.
SLR-2	Critical	Proper Response Time. <i>*Response time should be not above 3 to 6 Seconds.</i>
SLR-3	High	UAT and First level Demonstration to the SCTEVT before the Examination (at least 15 days before each examination Cycle)
SLR-4	High	All Activities
SLR-5	High	All Activities
SLR-6	High	Issue in data Security
SLR-7	Moderate	Delay in Audit Trail of all transactions

9.14.1 Service Level Target Time for Resolution

Service Level Requirements	Max. Response Time	Max. Resolution Time	Penalty
SLR-1	Within 15 Minutes	4 hours	0.5 % of the total cost which may lead to 2% if not resolved within 8 hours.
SLR-2	Within 30 Minutes	8 hours	0.2 % of the total cost which may lead to 2% if not resolved within 1 day.
SLR-3	2 business hours	2 days	0.2 % of the total cost which may lead to 2% if not resolved within 2 days.
SLR-4	2 business hours	1 day	0.2 % of the total cost which may lead to 2% if not resolved within 1 day.
SLR-5	2 business hours	1 day	0.2 % of the total cost which may lead to 2% if not resolved within 1 day.
SLR-6	2 business hours	2 days	0.2 % of the total cost which may lead to 2% if not resolved within 2 days.
SLR-7	6 business hours	4 days	0.2 % of the total cost which may lead to 1% if not resolved within 4 days.

- a) The bidder must respond on the above response time and will commit the department about the resolution time.
- b) The problem shall be considered to be solved when the bidder has communicated to the user about the resolution of the incident and the resolution formally recorded.
- c) The downtime calculated shall not include any planned shutdown.
- d) The penalty will impose in reference to the above table and will be recovered for delayed services from the payment due or the Performance Bank Guarantee, without prejudice to any other right or remedy available under the contract. The vendor shall be considered as a Black-listed /Fraud company/vendor, if the vendor withdraws the work at any time during the contract with/without notifying SCTE&VT.

N.B.- Upper clapping limit on penalty is 10% of the total cost.

9.15 Force Major Condition

If the execution of the contract is delayed beyond the period stipulated in the consultancy as result of outbreak of hostilities, declaration of an embargo or blockade of fire, flood, acts of God, then

Purchaser may allow such additional time by extending the time frame as considered to be justified by the circumstances of the case and its decision will be final. If additional time is granted by the Purchaser, the supply order shall be read and understood as if it had contained from its inception the execution date as extended.

9.16 Modifications & Withdrawal

The bid submitted may be withdrawn or resubmitted before the expiry of the last date of submission by making a request in writing to the competent authority of Purchaser to this effect. No Bidder shall be allowed to withdraw the bid after the deadline for submission of bids.

9.17 Right to Reject/Accept the Tender

The purchaser reserves the right either to reject or accept any or all tenders. The purchaser has exclusive right to alter the quantities of materials at the time of placing the final purchase order. The type and quantity of items indicated in the tender are provisional and may change as per the actual requirement. After placing the purchase order, the purchaser may order to defer the delivery of the material. It may be clearly understood by the bidders that the purchaser need not assign any reason for the above action. Depending upon the Govt. of Odisha's final decision whether to conduct the examination in on-line mode, the work order shall be issued in favour of the selected agency. Selection of agency through RFP merely does not make any binding on the SCTE&VT, Odisha to place the work order.

9.18 Patent Rights etc.

The vendor shall indemnify the purchaser against all claims, actions, suits and proceedings for the infringement or alleged infringement of any patent, design or copy write protected either in the country of origin or in India by use of any equipment supplied by the vendor claims if made on the purchaser, shall be notified to the vendor of the same and the vendor shall at his own expense either settled such dispute or conduct any litigation that may arise there from.

9.19 Jurisdiction of High Court of Odisha

Suites, if any arising out of the contract shall be filed by either party in a court of Law to which the jurisdiction of the High Court of Odisha extends.

9.20 Confidentiality

- a) The Bidder shall not, and without the Purchaser prior written consent, disclose the contract or any provision thereof, or any specification, plan, Data, Question Bank, Question Bank sample or information furnished by or on behalf of the Purchaser in connection therewith to any person other than a person employed by the Bidder in the performance of the contract. Disclosure to

any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.

- b) The Bidder shall not without the Purchaser prior written consent, make use of any document or information.
- c) Any document other than the contract itself shall remain the property of the Purchaser and shall be returned (in all copies) to the Purchaser on completion of the Bidder's performance under the contract if so, required by the Purchaser.

9.21 Obligation to Carry out Purchaser's Instructions

The Bidder shall also satisfy the purchaser or this inspector that adequate provision has been made to carry out his instructions fully and with prompt attitude.

9.22 Change Request Management

Any requirement beyond the scope mentioned in the RFP will be treated as Change Request and the process to address the change request is as follows:

- a) Identification and documentation of change request requirement– The details of scope of change will be analysed and documented
- b) Effort Estimate – The Purchaser will ask the successful bidder to submit the effort estimate in terms of man month rate using Function Point Analysis. However, the bidder has to implement at least 5 no. of Change Request, during each project year, without any additional cost.
- c) Approval or disapproval of the change request – Technical Committee constituted by the Purchaser will approve or disapprove the change requested including the additional payments, after analysis and discussion with the bidder on the impact of the change on schedule.
- d) Implementation of the change Request– The change will be implemented in accordance with the agreed cost, effort, and schedule. The vendor shall consolidate all approved CRs and raise invoice to the Purchaser accordingly.
- e) The costing of change request shall be finalised as per cost mentioned in financial bid format- Software Enhancement Service.

9.23 Final Authority

The final authority for payments will be the consignee except otherwise specifically stated and if the vendor/supplier desires to appeal against any matter he shall appeal to Vice Chairman, State Council for Technical Education & Vocational Training, Odisha, Bhubaneswar, Near Raj Bhawan, Unit-8, Bhubaneswar-751012, Odisha.

Annexure(s) - Bid Formats

Annexure (T1): General Information of Bidder

1.	Name of the Company/Firm/Agency		
2.	Year Established		
3.	Address of Registered office		
4.	Address of Head Quarter		
5.	Telephone No (business)		
6.	Fax No (business)		
7.	Email Address (business)		
8.	Website		
9.	Name of the Managing Director/CEO		
10.	PAN No		
11.	Goods Service Tax Regd. No		
12.	No of full-time personnel (Technical in the Similar Domain) currently under employment		
13.	No. of years of proven experience of providing similar services. (Ref: Sec 7.3 of RFP)		
14.	Quality Certification (ISO, CMMi. Etc.)		
15.	Annual turnover Audited Annual Turnover in last three years.	Annual turnover of the in Rs.	
		FY	Turnover (Rs.)
		2019-20	
		2020-21	
		2021-22	

Signature of the Bidder

Date:

Place:

Company Seal

Annexure (T2): Self Declaration

Date : _____
Ref/RFP : _____

To

VICE CHAIRMAN
SCTE&VT, Odisha,
Near Raj Bhawan,
Unit-8, Bhubaneswar-751012, Odisha

In response to the RFP No. _____, Dt: _____. Ms. /Mr. _____, as a _____, I / We hereby declare that our company _____ is having unblemished past record and was not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time.

Signature of witness

Date:

Place:

Signature of the Bidder

Date:

Place:

Company Seal

Annexure (T3): Acceptance of Terms & Conditions Contained in the Tender Documents

Date:

To

VICE CHAIRMAN
SCTE&VT, Odisha,
Near Raj Bhawan,
Unit-8, Bhubaneswar-751012, Odisha

Sir,

I have carefully gone through the Terms & Conditions contained in the Tender No. _____, regarding RFP Name < _____>.

I declare that all the provisions of this Tender Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Signature of witness

Date:

Place:

Signature of the Bidder

Date:

Place:

Company Seal

Annexure (T4): Self Declaration

Date : _____
Ref/RFP : _____

To

VICE CHAIRMAN
SCTE&VT, Odisha,
Near Raj Bhawan,
Unit-8, Bhubaneswar-751012, Odisha

In response to the Tender No. _____, Ms./Mr. _____, as a _____, I / We hereby declare that our company _____ is having unblemished past record and have not been declared blacklisted by any Central/State Government/PSU institution/Govt. Autonomous Body and there has been no pending litigation with any government department on account of similar services.

I/We further declare that our company has not defaulted in executing any Government order in the past.

Signature of witness

Date:

Place:

Signature of the Bidder

Date:

Place:

Company Seal

Annexure (T5): Representative Authorization Letter

Date : _____
Ref/RFP : _____

To
VICE CHAIRMAN
SCTE&VT, Odisha,
Near Raj Bhawan,
Unit-8, Bhubaneswar-751012, Odisha

Ms. /Mr. _____ is hereby authorised to sign relevant documents on behalf of the company in dealing with invitation reference No. _____, dtd: _____.

S/He is also authorised to attend meetings & submit technical & commercial information as may be required by you in the course of processing above said application.

Thanking you,

Authorised Signatory

Representative Signature

Signature attested

Company Seal

Annexure (T6): Past Project Experience

SL. No	Name of Client, Contact Person, Telephone No, Mobile No, e-Mail, Physical Address	Name of Project	Project Start Date, End Date, Brief of Project	Project Cost	Status (Complete/ In Progress/ Delay)

Note: The information provided in the above table must supported by copies of relevant work order and completion certificate.

Signature of witness

Signature of the Bidder

Date:

Date:

Place:

Place:

Company Seal

Annexure (T7): EXPERIENCE IN EXAMINATIONS AND RESULT PROCESSING

T7-A : Experience in Web based Software solution and services in Results processing, and other associated work in examination domain in Govt. University/Affiliating University/ Board/ Council recognised by UGC/AICTE/ MHRD/Govt. during the period from FY 2016-17 to 2021-22.

Sl.	Name of the Client	Name of the Govt. University/ Affiliating University/ Board/Council/ Govt. of whom work undertaken	Name of the Project	Project Period		No. of candidates' examination registration done	No. of candidates' evaluation done	No. of candidates' result processed	Reference Page No. in the Bid Document	Remarks, if any
				From	To					

T7-B : Experience in Software solution and services in web-based on-screen evaluation of answer scripts in Govt. University/ Affiliating Universities/Councils /Boards in India recognised by UGC/AICTE/ MHRD during the period from FY 2016-17 to 2021-22.

Sl.	Name of the Client	Name of the Govt. University/ Affiliating University/Board/Council of whom work undertaken	Name of the Project	Project Period		No. of Answer Books Evaluated in web based on-screen evaluation mode	Reference Page No. in the Bid Document	Remarks, if any
				From	To			

T7-C : Experience in Software solution and services in web-based on-screen evaluation of answer scripts with Book Scanning without Spine cutting or Dethreading feature in Govt. University/ Affiliating Universities/Councils /Boards in India recognised by UGC/AICTE/ MHRD during the period from FY 2016-17 to 2021-22.

Sl.	Name of the Client	Name of the Govt. University/ Affiliating University/Board/Council of whom work undertaken	Name of the Project	Project Period		No. of Answer Books Evaluated in web based on-screen evaluation mode	Reference Page No. in the Bid Document	Remarks, if any
				From	To			

Annexure (T8): Compliance Check List

RFP No: _____, Date: _____

Please check whether following have been enclosed.

Sl. No	Enclosure description	Enclosed (Y/N)	Annexure/Attachment/ Page No./ Envelop No. of the enclosure
1.	Copy of Certificate of Incorporation of Company or Registration Firm		
2.	Copy Goods Service Tax Registration Certificate, Copy of PAN allotted		
3.	Copies of Annual audited accounts statements (P&L and Balance Sheets FY 2019-20, 2020-21& 2021-22 certified by a Chartered Accountant		
4.	CMMi, ISO 9001, ISO 20000, ISO 27001		
5.	Copy of PF details of the technical resources		
6.	General Information (Annex-T1)		
7.	Self-Declaration that the bidder hasn't been blacklisted / performance issues by any Govt./Private Body (Annex-T2, T4)		
8.	Acceptance of Terms & Conditions Contained in The Tender Document (Annex-T3)		
9.	Representative Authorization Letter (Annex-T5)		
10.	Project Experience (Annex-T6)		
11.	Experience in evaluation of Answer Scripts/ Conduct online remote proctored examinations and result processing (Annex-T7 : T7-A, T7-B & T7-C)		
12.	Name, Signature with Date & Seal		
13.	EMD, RFP Document Fee		

Annexure (T9) : Form of Bid Security Declaration

RFP/BID No. _____ Dtd. _____
To

The Vice-Chairman,
SCTE&VT, Odisha, Near Raj
Bhawan,
Unit-VIII, Bhubaneswar-753012.

Sub: Request for Proposal for Selection of Agency for Implementation of Web based Online Digital Evaluation of Answer Scripts in SCTE&VT, Odisha , RFP No.2014 Dated 21/11/202 – Bid Security Declaration

Whereas << name of the bidder >> (hereinafter called the Bidder) has submitted the bid for Submission of Request for proposal for Selection of Agency for Implementation of Web based Online Digital Evaluation of Answer Scripts in SCTE&VT, Odisha , RFP No.2014 Dated 21/11/202 (hereinafter called "the Bid") to State Council for Technical Education & Vocational Training, Odisha.

Know all Men by these presents that we <<>> having our office at << Address >>(hereinafter called "the bidder") are hereby submitting the Bid Security Declaration letter to the << Nodal Agency >> (hereinafter called "the Purchaser") which binds our organization, its successors and assigns by these presents under the following obligations.

We accept that the SCTE&VT shall cancel our empanelment and/or suspend/ prohibit/ debar/ blacklist from participating in bidding in any contract of the state for the time period specified in the tender document, if we are in breach of our obligation(s) under the bid conditions, because of:

The conditions of this obligation are:

1. Fails to submit PBG.
2. Withdraws his participation from the bid during the period of validity of bid document ;or
3. Modify the bid during period of bid validity.

We undertake to accept the suspension for a specific period as decided by the Purchaser due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

We understand this Bid Security Declaration shall expire, if we are not the successful Bidder, upon the earlier of

- (i) receipt of your notification of the name of the successful Bidder through award of contract. or
- (ii) after 30 days of the expiry date of the Bid validity.

(Authorized Signatory of the Bidder)

Seal:
Date:

Annexure (P1): Price Bid Submission Form

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

[Location, Date]

To

VICE CHAIRMAN
SCTE&VT, Odisha,
Near Raj Bhawan,
Unit-8, Bhubaneswar-751012, Odisha

Ref: RFP no <> dated <dd/mm/yy>

Subject: Submission of proposal in response to the RFP for "-----
-----, RFP No_____.

Dear Sir,

We, the undersigned, offer to provide the consulting services for <Insert title of assignment> in accordance with your Tender dated <Insert Date> and our Technical Proposal. Our attached Financial Proposal for the sum of <Insert amount(s) in words and figures>. This amount is inclusive of taxes as listed at Annexure P2 (Summary of Costs for each category) attached. Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Annexure (P2): Price Bid

Sl#	Particulars	Unit	Unit Cost (INR) (A) (Exclusive Price)	Applicable Tax (B)	Total Unit Cost (INR) (C = A+B)
1	E-Evaluation of Answer Scripts through OSM (32 pages excluding cover page)	One Answer Scripts			
Total Unit Cost (in words)					

Signature & seal of the Bidder

Place & Date: