



West Bengal  
Tenders

## eProcurement System of Government of West Bengal

### Tender Details

Date : 25-Jan-2024 05:18 PM

Print

#### Basic Details

<b>Organisation Chain</b>	DEPARTMENT OF HIGHER EDUCATION  NETAJI SUBHAS OPEN UNIVERSITY		
<b>Tender Reference Number</b>	AC/312/23-24		
<b>Tender ID</b>	2024_DHE_654620_1	<b>Withdrawal Allowed</b>	Yes
<b>Tender Type</b>	Open Tender	<b>Form of contract</b>	Item Rate
<b>Tender Category</b>	Services	<b>No. of Covers</b>	2
<b>General Technical Evaluation Allowed</b>	No	<b>ItemWise Technical Evaluation Allowed</b>	Yes
<b>Payment Mode</b>	Online	<b>Is Multi Currency Allowed For BOQ</b>	No
<b>Is Multi Currency Allowed For Fee</b>	No	<b>Allow Two Stage Bidding</b>	No

#### Payment Instruments

Online Bankers	S.No	Bank Name
	1	ICICI BANK
	2	ICICI NEFT/RTGS

#### Cover Details, No. Of Covers - 2

Cover No	Cover	Document Type	Description
1	Fee/PreQual /Technical	.pdf	NIT
2	Finance	.xls	BOQ
		.pdf	BOQ

#### Other Important Documents

S.No	Category	Sub Category	Sub Category Description	Format/File
1	CERTIFICATES	CERTIFICATES	VAT/SALES TAX REGISTRATION CERTIFICATE ALONG WITH ACKNOWLEDGEMENT , PAN, LATEST IT ACKNOWLEDGEMENT, PTAX,LABOUR LICENCE	
2	CERTIFICATES	GST Registration Certificate	GST Registration Certificate	
3	CERTIFICATES	Permanent Account Number	Permanent Account Number	
4	COMPANY DETAILS	COMPANY DETAILS 1	PARTNERSHIP DEED, CO-OPERATIVE SOCIETY BYLAW, MOA,TRADE LICENCE,COMPANY REGISTRATION CERTIFICATE	
5	CREDENTIAL	CREDENTIAL 1	CREDENTIAL 1	
6	DECLARATION	DECLARATION FILE 1	DECLARATION FILE 1	
7	DECLARATION	DECLARATION FILE 2	DECLARATION FILE 2	

#### Tender Fee Details, [Total Fee in ₹ \* - 0.00]

<b>Tender Fee in ₹</b>	0.00		
<b>Fee Payable To</b>	Nil	<b>Fee Payable At</b>	Nil
<b>Tender Fee Exemption Allowed</b>	No		

#### EMD Fee Details

<b>EMD Amount in ₹</b>	1,00,000	<b>EMD Exemption Allowed</b>	No
<b>EMD Fee Type</b>	fixed	<b>EMD Percentage</b>	NA
<b>EMD Payable To</b>	Nil	<b>EMD Payable At</b>	Nil

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#### Work /Item(s)

<b>Title</b>	AC/312/23-24
<b>Work Description</b>	ONLINE EXAMINATION WORKS

<b>Pre Qualification Details</b>	Please refer Tender documents.				
<b>Independent External Monitor/Remarks</b>	NA				
<b>Tender Stage to disclose bid details to other bidders/public domain</b>	No				
<b>Tender Value in ₹</b>	0.00	<b>Product Category</b>	Miscellaneous Services	<b>Sub category</b>	NA
<b>Contract Type</b>	Tender	<b>Bid Validity(Days)</b>	730	<b>Period Of Work(Days)</b>	15
<b>Location</b>	KOLKATA	<b>Pincode</b>	700064	<b>Pre Bid Meeting Place</b>	NA
<b>Pre Bid Meeting Address</b>	NA	<b>Pre Bid Meeting Date</b>	NA	<b>Bid Opening Place</b>	KOLKATA
<b>Should Allow NDA Tender</b>	No	<b>Allow Preferential Bidder</b>	No		

### Critical Dates

<b>Publish Date</b>	25-Jan-2024 06:00 PM	<b>Bid Opening Date</b>	05-Feb-2024 01:00 PM
<b>Document Download / Sale Start Date</b>	25-Jan-2024 06:00 PM	<b>Document Download / Sale End Date</b>	03-Feb-2024 12:00 PM
<b>Clarification Start Date</b>	NA	<b>Clarification End Date</b>	NA
<b>Bid Submission Start Date</b>	25-Jan-2024 06:00 PM	<b>Bid Submission End Date</b>	03-Feb-2024 12:00 PM

### Tender Documents

NIT Document	S.No	Document Name	Description	Document Size (in KB)
		1	Tendernotice_1.pdf	NIT

  

Work Item Documents	S.No	Document Type	Document Name	Description	Document Size (in KB)
		1	BOQ	BOQ_1415084.xls	BOQ

### Bid Openers List

S.No	Bid Opener Login Id	Bid Opener Name	Certificate Name
1.	sachindrakar@yahoo.in	SACHINDRA CHANDRA KAR	SACHINDRA CHANDRA KAR
2.	debanjanhr@gmail.com	DEBANJAN GHOSHAL	DEBANJAN GHOSHAL
3.	gopaldas1984@gmail.com	Gopal Das	GOPAL DAS

### Tender Properties

<b>Auto Tendering Process allowed</b>	No	<b>Show Technical bid status</b>	Yes
<b>Show Finance bid status</b>	Yes	<b>Show Bid Details in Public Domain stage</b>	Technical Bid Opening
<b>BoQ Comparative Chart model</b>	SingleWindow	<b>BoQ Compative chart decimal places</b>	2
<b>BoQ Comparative Chart Rank Type</b>	L	<b>Form Based BoQ</b>	Yes

### Tender Inviting Authority

<b>Name</b>	FINANCE OFFICER
<b>Address</b>	NSOU,DD-26, SECTOR-I,SALT LAKE,KOLKATA-700064

**Tender Creator Details**

<b>Created By</b>	SACHINDRA CHANDRA KAR
<b>Designation</b>	FINANCE OFFICER
<b>Created Date</b>	25-Jan-2024 05:06 PM



## Notice Inviting e-Tender

e-Tender is invited from reputed and registered Firm or Company (Private /Public Limited) for composing of Question Papers from Manuscript and Online Pre and Post Examination Works. Interested bidders are to participate in the bidding process to perform Confidential Examinations Works to the Office of the Controller of Examination, Netaji Subhas Open University, 134/1, Meghnad Saha Sarani, Kolkata-700029 as per specifications mentioned below in the Table.

Annexure I	SPECIFICATION FOR TECHNICAL BID	Page : 02
Annexure II	SPECIFICATION FOR FINANCIAL BID	Page : 03
Annexure III	GENERAL TERMS & CONDITIONS	Page : 04
Letter	Letter to be submitted	Page : 05
Annexure IV	CHECK LIST	Page: 06

Financial bid will be opened only for those bidders who will be found in order as per specifications.

### **DATE AND TIME SCHEDULE**

Date of Publication of Tender Online through website <a href="https://wbtenders.gov.in/">https://wbtenders.gov.in/</a>	25.01.2024 after 18.00 Hrs.
Date of Document Download Start	25.01.2024 after 18.00 Hrs.
Date of Bid Submission Start	25.01.2024 after 18.00 Hrs.
Date of Bid Submission Closing	03.02.2024 on or before 12.00 Hrs.
Date of Opening of Technical Bid	05.02.2024 on or after 13.00 Noon
Date of Opening of Financial Bid	To be notified later
Date of Demonstration by the bidders at Board Room of NSOU, 3 <sup>rd</sup> Floor, DD-26, Sector-I, Salt Lake,Kolkata-64	06.02.2024 at 12.00 Hrs.
(a) The bidders are to submit tender in Code Name chosen by them. (b) Each bidder is to submit the details of the Address of the Firm or the Company including the details of the managing partner/director in a sealed envelope subscribing the code name on the front of the envelop. The said envelop is to be submitted to the box to be kept in the office of the Finance Officer, 4 <sup>th</sup> Floor, NSOU on or before 31.01.2024(16.00 hrs), (C) Each Bidder is to submit the hard copies of all the documents attached in the e-Tender in a separate envelope subscribing the code name.	

Contact No. 9830078978(regarding specifications)/ 9051162059(for other information)

Finance Officer  
Netaji Subhas Open University  
DD-26, Sector -1, Salt Lake, Kolkata-700064  
Email: [sachindrakar@yahoo.in](mailto:sachindrakar@yahoo.in)  
Mobile No: 9432747119



## **ANNEXURE - I**

### **TECHNICAL SPECIFICATION:**

1. The Bidder should be a Registered Firm / Company under prevailing rules having an office in in Kolkata PIN code and should provide essential live registration numbers like TIN, GST, PAN, Trade License, Fire License and certifications for their business operation etc.
2. Vendors must have extensive experience and expertise in developing, implementing and managing end-to-end Online Examination Management Systems service(i.e. OEPMS) in at least THREE reputed educational institutions of higher education in India, particularly any multi-disciplinary University in India, with a minimum 07 (SEVEN) years of such working relationship.
3. The Annual Turnover of Bidder for the last three years must be more than 1.5 cores in each year. The audited statements are to be furnished for last three years.
4. The Bidder should provide the IT Return for last three years. (FY: 2019-20,2020-21,2021-22)
5. The Bidder should possess in depth knowledge of the latest web development technologies - hardware and software.
6. The Online Examination System must be able to handle more than 2, 00,000 simultaneous session without any speed lag or server processing issues or band with issues.
7. The Bidder should provide the Company's Profile with machineries and proper security systems with CCTV surveillance including nos. of Developers, Data Base specialists and Server Operators.
8. Bidder should deposit Earnest Money of Rs. 1,00,000/- (Rupees One Lakh) only through online vide West Bengal Government e-procurement system "https://wbtenders.gov.in"  
EMD will be refunded after selection of bidder without any accrued interest for all unsuccessful bidders through online vide West Bengal Government e-procurement system.  
https://wbtenders.gov.in
9. The intending applicant bidders are to submit relevant documents in support of their Credentials as noted above.

Finance Officer  
Netaji Subhas Open University  
DD-26, Sector -1, Salt Lake, Kolkata-700064  
Email: [sachindrakar@yahoo.in](mailto:sachindrakar@yahoo.in)  
Mobile No: 9432747119



**ANNEXURE - II**

**Specifications for Financial Bid**

Sl. No.	Items	Rate in ₹
1	(a) Composing of Question Papers,(b) Proof reading of Question paper, (c) Final Proof reading of Question Paper, rate per Question	
2	Pre and Post Online Examination rate per Student per paper	
GST applicable as per rules		

Finance Officer  
Netaji Subhas Open University  
DD-26, Sector -1, Salt Lake, Kolkata-700064  
Email: [sachindrakar@yahoo.in](mailto:sachindrakar@yahoo.in)  
Mobile No: 9432747119



**GENERAL TERMS & CONDITIONS AND INSTRUCTIONS**

1. The bidders are to participate in the bidding process for the Tender only online at <https://www.wbtenders.gov.in> as per prescribed format (BOQ).
2. Price shall be quoted in INR only.
3. Any additional cost, if incurred not mentioned in the tender, has to be borne by the bidder.
4. Incomplete and Conditional Bids will be summarily rejected without assigning any reasons thereof.
5. In case of any dispute, the decision of the University authority shall be final and binding on the bidders.
6. Tenders must be submitted in two Separate Bids- (1) Technical Bid covering all the credentials noted above, (2) Financial Bid for different types of printing specified in the Rate Chart annexed in the Tender Notice. The Technical Bid, if found suitable to meet the specifications noted above, will be followed by Financial Bid.
7. The place of delivery of services is at Office of the Controller of Examinations, 134/1, Meghnad Saha Sarani, Kolkata-700029 or at the Address specified by the Controller of Examination, NSOU.
8. The competent authority of the University shall issue a Work Order in favour of the Bidder selected in the tender process as per rules.
9. Interest-free Refundable Security Deposit of ₹ 10, 00,000/- is to be deposited online in favour of Netaji Subhas Open University within 15 days by the selected bidder from date of issue of Work Order. This Security Deposit will be refunded on successful completion of the assigned job or after the expiry of the period mentioned in the Work Order.
10. The quantity and delivery of the items will be as per the direction of the Controller of Examination.
11. The selected Bidders will be initially for two years and may be renewed further on same terms and conditions on the basis of their satisfactory performance.
12. The judicature of any legal disputes arising out of the above matters will be under the Hon'ble High Court, Calcutta.
12. The Authority of NETAJI SUBHAS OPEN UNIVERSITY reserves the right to reject any or the entire bids received without assigning any reason thereof.
14. Date of Demonstration by the bidders at Board Room of NSOU, 3<sup>rd</sup> Floor, DD-26, Sector-I, Salt Lake, Kolkata-64 on 6<sup>th</sup> February, 2024 at 12 pm.
15. The applicant bidders to participate in the bidding process are to fill in the following Formats given in the page No. 5 & 6 and BOQ along with related documents.

Finance Officer  
Netaji Subhas Open University  
DD-26, Sector -1, Salt Lake, Kolkata-700064  
Email: [sachindrakar@yahoo.in](mailto:sachindrakar@yahoo.in)  
Mobile No: 9432747119



To  
The Finance Officer  
Netaji Subhas Open University  
DD 26, Sector – 1, Salt Lake  
Kolkata – 700064

Ref: Memo No: AC/312/23-24 Dated: 25-01-2024

Sub: Submission of Bid – Technical & Financial with reference to the above.

Sir,

As per guidelines given in the Tender Notice we are reporting that –

- a. We have submitted all documents for credentials related to technical specifications,
- b. We have submitted financial bid in BOQ,
- c. We have submitted tender in the code name chosen by us,
- d. We have submitted the details of the company/firm including the details of Managing Partner/Director in a sealed envelope subscribing the code name on the front of the envelope, addressed to the Finance Officer, NSOU. The sealed envelope has been dropped in the box kept in the Office of the Finance Officer, 4<sup>th</sup> Floor, NSOU HQ. We have submitted the hard copies of all the documents attached in the e-Tender in a separate envelope subscribing the code name.

We have read all the terms and conditions given in the Tender Notice (NIT) and do hereby undertake to obey the rules and regulations of e-Tender.

With regards

Signature with Seal & Date:

Name of Bidder:

Name of Organization:

Mailing Address:

Mobile No of Contact Person:

Email Address of the Organization:





## ANNEXURE - IV

### CHECK LIST OF TECHNICAL SPECIFICATION AND GENERAL TERMS & CONDITIONS AND INSTRUCTIONS

SL. No.	Particulars	Put y if Yes/N if No Respectively
1	At least 7 years in similar kind of jobs as specified in Annexure-I.	
2	Yearly turnover of more than Rs. 1.5 crore/- (One crore Fifty lakhs) for last three (3) years i.e. FY 2019-20, 2020-21 and 2021-22.	
3	IT Returns for last three years(FY: 2019-20, 2020-21 & 2021-22)	
4	Place of Works/office located in West Bengal preferably in Kolkata	
5	Legal compliance such as: (1) GST Number, (2) PAN & TAN (3) AADHAAR (wherever applicable) (4) Trade License (5) Fire License	
6	The Firm/Company's Profile with machineries and proper security systems with CCTV surveillance including Nos. of employees.	
7	Only one Tender is submitted by our organisation and sister Concern together.	
8	Proof of Deposit of Earnest Money of <b>Rs. 1,00,000/-</b> (Rupees One Lakh)	
9	Other related documents if any: i. ii. iii.	

Signature with Seal & Date:

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## **Details of Technical and General Specifications and scope of Work for the tender of Onlince Examination Work:**

### **General Conditions of Contract:**

- A. Tenderers are advised to note the qualification criteria specified below (“Vendor Qualifications”)
- B. The Tenderer must submit tenders for ALL of the services under Scope of Work given below.
- C. All prices shall be quoted in **Indian Rupees (INR)**.
- D. Vendors shall be entirely responsible for all taxes, duties, and license fees etc., incurred until completion of the contracted Services.
- E. The Tenderer shall bear all costs associated with the preparation and submission of its tender, and the NSOU will in no case be responsible or liable for these costs.
- F. The Tenderer is expected to examine all instructions, forms, terms, and specifications in the tender documents.
- G. Amendment of Tender Document(s)
  - a. At any time prior to the deadline for submission of tenders, the NSOU may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective tenderer, modify the tender documents by amendment.
  - b. All prospective tenderers who have received the tender documents will be notified of the amendment in writing or by official email and will be binding on them.
  - c. In order to allow prospective tenderers reasonable time in which to take the amendment into account in preparing their tenders, the Purchaser, at its sole discretion, may extend the deadline for the submission of tenders.
- H. **Confidentiality:**
  - a. The Vendor shall not, without prior written consent of the Controller of Examinations, disclose the Contract, or any provision thereof, or any specification, plan, diagram, drawing, pattern, sample or information furnished by or on behalf of the Purchaser in connection therewith, to any person other than a person assigned by the Controller of Examinations in performance of the Contract. Disclosure to any such assigned person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.
  - b. The Vendor shall not, without prior written consent of the Controller of Examinations, make use of any document or information except for purposes of performing the Contract.
  - c. Any document, other than the Contract itself, shall remain the property of the University and shall be returned (in all copies) to the Controller of Examinations on completion of the vendor's performance under the Contract if so required by the Controller of Examinations.
- I. The contract shall be interpreted in accordance with the laws of India.
- J. The contract shall be written in English language. English language version of the Contract shall govern its interpretation. All correspondence and other documents pertaining to the Contract which are exchanged by the parties shall be written in the same language.
- K. Any notice given by one party to the other pursuant to this Contract shall be sent to the other party by email and/or in writing to the official address of the Controller of Examinations.
- L. On successful completion of User Acceptability Test, receipt of deliverables etc., and after the satisfaction of the Controller of Examinations with the working of the system, the necessary approval the Controller of Examinations will be issued.

- 
- M. The date on which such approval, shall be deemed to be the date of successful commissioning of the Online Examination Process Management System (OEPMS).

## Scope of Work:

**Summary:** The process will be started from composing of question paper. The hard copies of manuscripts will be sent to the vendor concerned. The vendor concerned has to compose, and has make arrangement of proof reading. (Since it's a complete manual process, the vendor concerned has to quote the cost of composition of Question including proof-reading separately).

The OEPMS should be a secure, robust and user-friendly web-based system that enables efficient end-to-end management of the Online Examination process, from student authentication to randomised Question serving to response capturing to result processing to generation and downloading of PDF answer sheets. The system should allow for the data import & management of curriculum subject-paper structure, creation of examination schedules, the allocation of exam venues, the management of student records and student-paper-mapping records, and the generation of various post-examination reports as may be requested by the Controller of Examinations.

## System Requirements / Process Outline:

### 1. Pre-Examination Process:

- 1.1. Management of curriculum data, student records, Student-paper mapping data, Paper Master including examination eligibility and Admit Card Data etc. will be provided to the vendor concerned. Online examination process have to be started by the vender with those said data.
- 1.2. Composing of question paper. The hard copies of manuscripts will be sent to the vendor concerned. The vendor concerned has to compose, and has make arrangement of proof reading. Finally the total questions data may be used as question bank after getting necessary approval from the Controller of Examinations
- 1.3. Preparation & Maintenance of Question Bank: A confidential storage of a large collection of uniquely identifiable MCQ Questions and corresponding answer keys (program-wise, subject wise, paper wise) will be maintained for reference and utilisation in future examinations.
- 1.4. After system is configured, Vendor System Admin team must perform **pre-launch-check** with the following parameters:
  - 1.4.1. Candidate-Test allocation check
  - 1.4.2. Final system functionality check
  - 1.4.3. Final production run testing
  - 1.4.4. After ensuring everything is in order, Vendor System Admin gives sign-off for launch on NSOU-approved date

### 2. Examination Process:

- 2.1. **Candidate Authentication** (2-factor authentication process, OTP based): Candidates will need to correctly input multiple key identification data viz., Enrolment Number, Date of Birth, Registered Phone Number & Alternative phone number, registered Email Address etc., following which they will receive OTP on their Registered Phone Number and/or registered Email Address only. The OTP(s) will have a pre-defined expiry time. They will be allowed to login into the system only after entering the correct non-expired OTP(s) sent to them.
- 2.2. **Exam Papers Dashboard:**
  - 2.2.1. Immediately after login, the system will offer the candidate with a dashboard which will display all the papers he is eligible to appear for.

2.2.2. Candidate can appear in any exam of his choice, in any sequence But has to complete one Test at a time and only then can move to another, which means one cannot open any other Test as long as any one Test is **in progress**

2.2.3. Only **one device**: Candidate cannot login through two devices at the same time.

### 2.3. Exam Progress:

2.3.1. Candidate has to **save and submit** every question to go to next Question screen. The exam may be conducted in either of two modes:

2.3.2. Forward-only mode: where the candidate can respond or skip any question and can only move to the next question but can never go to the previous question. Candidate cannot go back and edit already answered questions. The system must record the question-answer responses in real-time, as well as total time duration spent on each question.

2.3.3. Two-Way mode: where the candidate can respond or skip any question and may either move to the next question or to the previous question. In this mode, the system must record the question-answer responses in real-time, track response changes for each question, number of revisits for each question, as well as total time duration spent on each question.

2.3.4. Total number of questions to be served in any Subject-Paper-Test will be predefined by NSOU.

2.3.5. The Questions in any instance of a question paper presented to any candidate, will be picked by the system randomly from the Question Bank for that Subject-Paper.

2.3.6. The system may be configured to jumble the Questions sequence while serving.

2.3.7. The system may be configured to jumble the MCQ Answer Option sequence (A, B, C, D) while serving.

2.3.8. The system may be configured to implement negative marking or carry out tests without any negative marking.

2.3.9. Candidate has to do Final Submit after all questions of that particular online test have been completed.

2.3.10. After Final Submit: Candidate Answer Script / Challan generation

2.3.10.1. Candidate can Save / Download as PDF / Print Answer Script / Challan

2.3.10.1.1. Answer Script will have all questions and answers as attempted

2.3.10.1.2. Encoded with Date-Time of Final Submit of exam

2.3.10.1.3. Questions responses will be recorded, encrypted and printed on the Answer Script in form of a QR Code

2.3.10.1.4. QR code will act as a tamper proofing security and deterrent against malpractice

2.3.10.1.5. Same encoded Answer Script with QR Code will be made available to University Admin immediately after the Exam

2.3.11. A test will automatically lock and submit the responses after the pause limit for that particular test is over.

2.4. On the final Examination Closure date specified by NSOU, all in-progress and incomplete examinations will automatically lock and submit.

2.5. All encoded Answer Script with QR Code in PDF downloadable form will be made available to University Admin for on-demand download.

### 2.6. Pause Feature:

Each test can be **paused** (due to any kind of interruption) for **maximum N times** (N=number limit set by the Controller of Examinations.)

2.6.1. Candidates can voluntarily choose to take a “pause” in between an ongoing test.

2.6.2. The pause may also result from various other involuntary factors including internet outage, power failure, network bandwidth issues, server issues, etc. that may cause an involuntary interruption to the on-going test. Number of Pauses allowed for a particular test (Pause Limit) will be defined by the the Controller of Examinations.

2.6.3.. This Pause Limit may vary between different Subjects and Papers.

2.6.4. In case of interruption (pause) the current (which has not been submitted) question in view will be cancelled and replaced by a new one from the Question Bank when the candidate re-joins/restarts the same test.

2.7. The System has to be designed to ensure that there is no impersonation, cheating or malpractice.

### 3. Evaluation Process

3.1. Will be completed instantaneously with respect to answer key

### 4. Reporting

4.1. Daily Progress Report of examination: How many candidates logged in to the system, papers completed, and papers in progress.

4.2. Subject wise Paper wise attendance reporting & statistical analysis

4.3. Marks Statement – Subject wise, Paper wise

4.4. Question Performance Summary

### 5. Post-Examination Process:

5.1.: The vendor will prepare the Program-Wise, Subject wise, Paper-Wise, Candidate wise Marks Foil as per Netaji Subhas Open University norms. And has to send the soft copies through email to the office of the Controller of Examinations immediately after completion of the online examinations. Hard copies of the said marks foil ( as a form of a book) has also to be sent to the office of the Controller of Examinations

5.2. Answer Sheets PDF Download: Students who wish to verify their results can download their Answer Sheets PDF files from their Dashboard on the online portal within a specified timeframe.

### 6. General functional requirements:

6.1. User-friendly interface for students, faculty, and administrators.

6.2. 100% Secure and Reliably tamper-Proof data storage and management.

**The internet server hosting facility: It may please be noted that where this online examination system will be hosted must be able to handle more than 2, 00,000 simultaneous login sessions without any speed lag or server processing issues or bandwidth issues.**

6.3. Robust performance with 99.9% uptime guarantee.

6.4. Integration with the university's existing online portal systems..

6.5. System generated Broadcast SMS and email alerts shall help candidates and users to retrieve present updates.

6.6. Generation of any report in .PDF, .DOC/.DOCX format and .XLS/.XLSX file format.

6.7. Software should be highly customisable through a user-friendly administrative front-end, so that any system level rule configuration updating / modification regarding the following data hierarchy can be maintained through the secure administration front-end only.

6.7.1. Managing information for Program, Subject, and Paper.

6.7.2. Modification of student details e.g.: correction of paper mapping and correction of registered phone number etc. should be done by administrative users using suitable secure front-end only.

### 7. **After selection of the Vendor, other detail necessary requirements will be comunicated to the vendor concerned time to time by the Controller of Examinations. Regarding the matter a detail work**

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**planner will be prepared. If necessary, any type of amendment, modification, correction, addition, subtraction may be done in any time in the process of online system of examinations.**

## 8. General technical requirements:

- 8.1. The OEPMS should be designed and developed using modern web development technologies and should be secure, scalable and customizable.
- 8.2. The system should be compatible with all major web browsers and mobile devices. It should be a platform-independent system which can be run from Desktop, Laptop, Tab and Smartphone with a valid user login and password with OTP SMS-based Two-Factor-Authentication (TFA).
- 8.3. The complete software shall be developed in Open-Source Platform and shall be developed as an online system.
- 8.4. Any proprietary licensed software that may be distributed under a license and restricts users from accessing, modifying, or sharing the source code must not be a pre-requisite to deploy or run the OEPMS.
- 8.5. The Server on which the OEPMS will be deployed will be placed on a scalable elastic cloud environment with suitable automatic backup and mirroring.
- 8.6. The OEPMS should also be compliant with the latest global standards governing data encryption and data protection methodologies.
- 8.7. The OEPMS should also be compliant with NIC-CERT guidelines and the Vendor must submit the required certification for the same.
- 8.8. Wilful misrepresentation of these facts will lead to the cancellation of the Contract without prejudice of other remedies that NSOU may take.

## Vendor Qualifications:

1. *Experience and Expertise in developing and implementing end-to-end Examination Process Management Systems:*
  - a. Vendors must have extensive experience and expertise in developing, implementing and managing end-to-end Online Examination Management Systems service.
  - b. The Vendor must be enlisted as a Confidential Examination-related Service Provider in at least THREE reputed educational institutions of higher education in India, particularly any multi-disciplinary University in India, with a minimum 07 (SEVEN) years of such working relationship.
  - c. The Vendor must be able to demonstrate their expertise and experience through prototypes, case studies, references, and other relevant documentation of credentials.
2. *Financial Stability:* Vendors should be financially stable and have a strong track record of meeting their financial obligations. They should have the financial resources necessary to undertake the project and complete it on time.
3. *Legal Compliance:* Vendors must have a good reputation for legal compliance, including compliance with local, state, and federal laws, regulations, and standards. They should have all necessary licenses, permits, tax-clearances and certifications required for their business operations. Vendors must have valid trade licence for carrying out business operation in this field. Vendors shall not be under a declaration of ineligibility for corrupt and fraudulent practices issued by the Government of India, Government of West Bengal or any other State Government of India.
4. *Technical Capability:* Vendors should have demonstrated technical capability to deliver the product or service being requested in the RFQ. They should possess in depth knowledge of the latest web development technologies necessary, hardware and software, as well as the skilled personnel to use & operate them.



5. *Project Management Capability:* Vendors should have the project management capability to undertake the project and complete it on time, within budget, and to the satisfaction of the Purchaser. They should have a proven track record of managing similar projects, and should be able to provide references and testimonials to support their claims.
6. *Customer Service:* Vendor must have the ability to provide ongoing technical support and maintenance and a strong commitment towards customer service. Should be responsive and communicative throughout the project. They must have a clearly documented process for handling customer issues and concerns, and must be willing to work with the Purchaser to resolve any problems that may arise. Vendor must ensure that Turn-Around-Time (TAT) on any Service Request from the Purchaser is not more than 3 (THREE) Business Hours.
7. *Location:* The vendor must have Registered Office within Kolkata PIN code.
8. *Sustainability:* Vendor should have a strong commitment to sustainability and should be able to demonstrate their efforts to minimize their impact on the environment and promote social responsibility in their business operations.

## **Bid Submission:**

Interested vendors should submit a Tender Bid in **TWO-PART BIDDING SYSTEM** that includes the following:

1. **Qualifying Technical Bid** (sealed outer cover) containing:
  - A. A detailed description of the proposed Online Examination Management System, including key features and technical specifications.
  - B. A timeline for the development and implementation of the OEPMS
  - C. References from previous Purchasers, especially from reputed educational institutions of higher education, particularly from multi-disciplinary Indian Universities.
  - D. Statutory Requirements: The Tenderer should be a Company under MCA, Govt. of India and principal place of business of the company must be in India.
    - a. Company Certificate Of Incorporation.
    - b. Certificate of Solvency from Bank.
    - c. GST Registration Certificate.
    - d. PAN Card Photocopy.
    - e. IT returns for the past 3 years (Financial Year – 2022-23, 2021-22 & 2020-21)
2. **Confidential Financial Bid** (sealed inner cover) containing a budget breakdown that includes all costs associated with the
  - A. development,
  - B. testing,
  - C. data migration,
  - D. deployment / implementation,
  - E. user training,
  - F. short-term maintenance and
  - G. Long-term support of the proposed OEPMS.

The technical specifications of the proposed solution provided by the Vendor will be evaluated based on predetermined evaluation criteria. The evaluation may involve a technical review of the proposed solution, including its functionality, quality, reliability, and compatibility with existing systems. Once the technical evaluation is complete, only the qualifying vendor's pricing information (Financial Bid) will be considered for in the second stage. The pricing information is evaluated based on predetermined criteria, which may





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include the total cost of ownership, the price of the solution, the vendor's financial stability, and the vendor's overall value proposition.

**It may please be noted that full payment will be made only after completion of the entire jobs.**

**Rate should be quoted per subject/paper/individual student**

**It may also be noted that the bill should be generated as per the basis of appeared candidates. The candidate who will appear at least one paper may be treated as appeared candidate. The candidate who has never logged into any examination will be considered as absent/ non appeared student**