

TENDER SCHEDULE (Tender No.- J.C.E.C.E.B./27/22-02 dated 23/03/2022)

Tender No.	J.C.E.C.E.B./27/22- 02
Download From	24/03/2022 https://jceceb.jharkhand.gov.in/
Pre Bid Meeting	30.03.2022 at 12.00 Noon
Last date for Submission of Tender	12/04/2022 upto 04:00 P.M.
Technical Bid Opening Date & Time	13/04/2022 at 02:00 P.M.
Financial Bid Opening Date and Time	13/04/2022 at 04:00 P.M.
EMD (In Rs.)	Rs. 100,000/-as DD
Address for submission of Tender	Controller of Examination Jharkhand Combined Entrance Competitive Examination Board Science & Technology Campus, Sirkha Toli, Namkum- Tupudana Road, Namkum, Ranchi- 834010

Tender Document (Tender No.- J.C.E.C.E.B./27/22-02 dated 23/03/2022)

Jharkhand Combined Entrance Competitive Examination Board, Ranchi hereby invites Bid from reputed Institution/organization/Agencies who have necessary competence and experience to conduct CBT (Computer Based Test) for Entrance Examinations of various Courses. The service provider has to provide End to End solution, i.e. from on-line application to preparation of result.

Scope of Work

CBT mode of Admission services.

The selected solution and service provider (S & SP) shall be responsible for conducting Computer Based examination management and undertake the below mentioned but not limited to the following activities. The selected S & SP shall take necessary precaution to safe-guard system data from all vulnerabilities/threats and maintain confidentiality and secrecy of all information related to people, process and data during all the three phases i.e. pre examination, conducting examination and post examination. The selected S & SP shall deploy a Project manager who would be responsible for communicating the progress of work on the examination, team management, issues related to management etc.

Pre Examination Phase: (Non Secret Work)

I. Online Registration of Candidates.

- i) Design, configuration, customization and deployment of e-forms on official/given website to enable online registration of candidates/applicants.
- ii) Configure system validations and facility to capture applicant data through online payment.
- iii) Online Help/ FAQs on 24 x 7 basis.
- iv) Integration of candidate registration module with a designated payment gateway as specified by JCECEB.
- v) Display of final shape of form (with entries/other static essentials prescribed by JCECEB) to candidate before final confirmation of entries and submission of forms. Features to accept forms complete in all respects and after successful payment are to be provided.
- vi) Print facility (browser independent) of complete form in pdf format with auto generated form number to be available to the candidate immediately after acceptance and a copy sent to his E-mail simultaneously.
- vii) Applicant scan apply online only and upload scan copy of candidate's photo, signature,

thumb impression etc. and if required scanned copy of all certificates.

viii) System generated classified "Candidate's Registration Report", such as daily total numbers of candidates registered, their gender/caste categorization, fee confirmation details and valid candidates enrolled for the online assessment examination etc. as required by the Board must be furnished to the Board sharply by 6.00 PM daily.

ix) Communication of certain information to candidates via e-mail or SMS or both as required by and as per instruction of the Board.

II. Test Centre Management and Examination Schedule

- i) Provide details of test centre (owned and acquired separately) in Jharkhand
- ii) Arrangement and preparation of test-centers as per the requirement of the examination at least 20 days prior to the scheduled date of the examination.
- iii) Availability of sufficient number of Test Centers in different Districts of Jharkhand.
- iv) Distance between screens of two candidates taking the examination should be at least 2 feet (front and both sides) and wooden/hard board partitions to be installed on three side of computer machine in such a manner that one candidate can not see other candidates computer system. Gatta, transparent material thermocol are strictly prohibited in partitions.
- v) Exam Centre verification using Capacity Estimation Process. Number of seats at a particular centre along with buffer capacity and other mandatory logistic arrangements i.e. DG set, water arrangement, security etc.
- vi) Ensure availability of at least 2 additional Network/LAN switch at each Test Centre.
- vii) Arrangement of UPS of sufficient strength for system in use.
- viii) Arrangement of necessary power backup arrangement/one (01) DG set in each Test Centre or as required according to strength of the Center.
- ix) Availability of drinking water & first aid facility at Test Centers.
- x) Deployment of following minimum number of Technical Resources to administer servers, hardware devices, networking and facility management at each of the test-centre:
 - One IT technical administrator per 30 exam computers.
 - One IT technical manager per 200 exam computers.
- xi) Deployment of administrative resources like Exam Supervisors, Invigilators, Security, peon and other supporting staffs at each Test Centre to ensure successful completion of the examination. Board on its own discretion may deploy one Observer/Flying squad at each test centre to oversee the overall examination process.
- xii) Thorough checking of all nodes, network equipments, electrifications, CCTV Cameras and other active/ passive devices as per the Test-Centre Worthiness assessment plan at each test centre

location at least one day prior to the schedule date of examination.

xiii) Preparation to Test-Centre location sheet, Test Centre Check list and fill out the details of each Test-Centre (seating capacity, number of nodes and other required facility) and submit the same to Board at least 15 days prior to the scheduled date of examination,

xiv) Selection, finalization, registration and mapping of test centers in system along with the contact details/address of the Test Centre.

xv) The agency should appoint at least one liaison officer and one technical person to effectively administer the process with the help of Board officials. The liaison officer & technical person of agency must be available at board headquarter during Examination Period.

III. Admit Card Generation:

i) Randomization of candidate data and Randomized generation of examination roll number.

ii) Allocation of Candidates in various Test Centers in system based on the pre- defined parameters as agreed with Board.

iii) Generation of Admit Card in system.

iv) Randomized allotment of seats to candidates to appear in online test is to be done one hour before the commencement of examination.

v) System generated "Exam-Roll List "detailing Test Centre wise allocation of the Candidates.

vi) Facility to send PDF/non-editable version of the Admit Card to the candidates (containing Registration no., Roll No. and other details as required by the Board).

IV. Centralized Help desk support services:

➤ Set-up centralized help desk at least 10 days prior to the scheduled date of examination. Minimum 2 executive required for help desk. Help desk will be active for 12 Hours (08:00 A.M. to 08:00 P.M.) & also remain active during the period of registration process.

➤ To provide support to the candidates and guide them in taking print out of the Admit Cards, other Examination/Test Centre related queries etc.

➤ Escalate /intimate Board team, whenever any candidate reports non- receipt of Admit Card/incomplete information provided to the candidate etc. (if required).

V. Establishment of confidential Examination Control Unit (ECU)

i) Deployment of sufficient number of Technical Experts at the designated confidential Examination Control Unit to be allocated by Board to facilitate in question paper uploading configuration in system, test server set-up console monitoring etc. Necessary IT infrastructure would be provided by the agency.

- ii) Configuration and readiness of the Server at ECU to ensure smooth conduct of the entire examination process including encryption of question papers, uploading of question papers, result processing etc.
- iii) Set-up Exam console at ECU for monitoring the entire examination from ECU by the confidential team deployed by the board.
- iv) To establish central command system.

VI. Environment Check at Test Centre and Conduct Mock Drills /Mock Tests

- i) Checking environment based on test centre readiness Check-list and ensure readiness of individual test centre.
- ii) Verify working condition of the available/allocated node/terminals to undertake the test with the required configurations, system scanning, operating system/web browser compatibility assessment etc.
- iii) Provide mock test facility to the candidates for 10 days.
- iv) Certification of the nodes eligible for conducting the online assessment examination and sealing of the Test Centre after conducting final mock test Getting test centers in compliance with test requirements including installation of CCTV cameras at test centers (one CCTV camera per twenty candidates) installed in such a manner that it covers faces of all candidates with continuous recording throughout the examination process which is to be handed over to board after completion of examination. Facility of CCTV cameras in all the corridors of exam centre and at frisking point of CBT examination throughout exam process shall be ensured.

VII. Test Centre Administration to Conduct Examination

- i) To arrange, test and set-up in required number of Hand-held Bio-Metric Device and Web Camera to capture to capture finger print, thumb impression and photograph for each set of 30 candidates before the examination session (The requirement is optional).The bidder shall capture photograph, finger print (optional), thumb impression & signature of the examinees and reconcile (match) it with the photograph, finger print and thumb impression already available through developed application and match signature. Verification also needs to be done at the time of verification of certificates.
- ii) Provision of sufficient number of Metal Detectors at each test centre for frisking of candidates in each sitting.
- iii) Final inspection/testing of the Servers installed at all test centers and connectivity at least 1 hour prior to the commencement of examination.
- iv) Ensure availability of the roll sheet and attendance sheet in all the Test Centers along with the list of candidates who would undertake examination in the designated Test Centre.

- v) Candidate identification, admission card authenticity check and verification of candidates at the Test Centre entrance gate at least 90 minutes prior to the commencement of Examination.
- vi) Cancellation of registration if any discrepancy found on approval of the Board or its representative available at the Test Centre.
- vii) Allocation of seats and allotment of terminals to all eligible candidates should be completed at least 10 minutes prior to the commencement of Examination.
- viii) Assigning login credentials to the candidates to undertake the test.
- ix) Circulate attendance sheet in all the Test Centers and capture signature of all the candidates on the attendance sheet during conducting the examination.
- x) Once the candidates' signature is captured, the Agency shall submit the signed attendance sheet to the Board representative, who will counter-sign on the attendance sheet.
- xi) Provision to allot new Desktop/Terminal to candidate in case of failure of any Node and assist them to undertake the examination with minimum delay.
- xii) Test centre administration and frisking of candidates throughout the examination period. CCTV camera recording during entire exam process at test Centers installed in such a manner that it covers faces of all candidates with continuous recording throughout the examination process which is to be handed over to the Board after completion of examination.
- xiii) Failure of Online examination process at any stage during the entire examination process at any test centre, Penalty will be 100% of the Project cost and the agency will have to submit an undertaking to this effect.

VIII. Test Delivery and Monitoring:

- i. Test will be delivered only over the intranet at a Test Centre and the candidates will access the test through a computer. The Delivery should only be on distributed model (i.e. through local intranet based servers) and centralized internet delivery model will not be accepted.
- ii. Ensure readiness of the server available both at Test Centre and Examination control Unit (ECU) along with available of the required internet bandwidth/connectivity and necessary power backup at test centers to ensure smooth conduct of the entire examination process.
- iii) Ensure download/push question papers to Test Centers from ECU through 128 bit AES+RSA Encrypted data transfer to various Nodes.
- iv) Application shall have the facility to push various questions on the request received from the candidates appeared in the exam.
- v) Application shall provide secured access to the participants/candidates based the provided

login ID/Password to allow the candidates to login to the application and undertake the online assessment exam.

- vi) Application shall have the provision to display same question in jumbling manner to various candidates with various options configured for the questions (questions and option choices to be jumbled ensuring that no two candidates are having same question and option choices at the same serial No. for one batch).
- vii) Applications shall have the facility for navigation between various questions, ability to navigate to other sections before completing a section Board.
- viii) Application shall have secured storage for answers to questions by candidate.
- ix) Application shall have the facility for instant display of attempted questions anytime during the examination and provision for different colour coding for attempted, Not attempted, mark for review or no scroll back of questions as per needs of Board which will be intimated at the time of examination.
- x) Application shall have the ability to trace candidates requested questions from test centre and maintain system audit trail.
- xi) Application shall have the facility to generate monitoring log/ system click by click audit trail on the server for every candidate with his/her IP and Complete trace ability of any single candidate's node.
- xii) The online assessment exam shall stop automatically after expiry of the scheduled examination duration.
- xiii) Uploading of responses along with audit trail to ECU from the test server after completion of the examination.
- xiv) Scheduling Backup Server to take continuous backup from Main Server at each Test Centre and availability of continuous Back-up and restoration facility for Business Continuity Planning/Disaster Recovery purpose.
- xv) Restart/Resume of Test (in case of node/power/network/application failure etc.)
- xvi) In case of Machine, Power or Network Failure, software shall be able to retrieve candidates attempted question and its response entered by the candidate fully along with creation of incident report and system audit trail (downtime details, additional time taken by the candidate etc.)
- xvii) Acknowledgement of Exam progress to ECU from Test Centre Superintendent/ Technical team.

Post Examination Phase:

I. Candidate's Response Evaluation and Result publication

- i) Uploading the Answer key on the website for candidate's objections/ comments, if any, within 10 days of such uploading, compilation of all objections received from the candidates and disposal of the same in consonance with board.
- ii) Generation of result (category-wise or in any format) as required by the board.
- iii) Submit three sets of DVDs (single session disc/non-writable DVD, which cannot be over written in future), in signed & sealed envelope to the board containing Result/Merit list.
- iv) Assist board team to publish category-wise merit list on board website.
- v) Hand over to representatives of the Board audit trails of all candidates & video recording of entire exam process within 24 hrs. of completion of examination and keep a back up copy of the same so as to provide information as & when required by board.

II. MIS Reports an other support activates

- i) Analysis of the candidate results and provision for generation of various MIS reports:
 - Category-wise Gender-Wise/Location-wise/Test Centre-wise
 - Other reports as desired by board.
- ii) Analyse the test pattern and answering pattern and submit reports on the answering pattern and feedback on question patterns/difficulty level.

Eligibility Criteria

1. The Bidder must own the complete source code of the software.
2. They must have all the necessary components and dependency of source code of Computer Based Examination System in place so that any change required in any of the components of the software can be undertaken by their in-home technical team. Required Skills should be made available to make necessary configuration changes.
3. (a) The bidder should have its own technical employees to oversee the conduct of examination, deployment of software, maintenance of software, networking and data security.

(b) The agency should have a pool of empanelled entrance examination process experts in which at least three such experts should be on their permanent roll. The Agency should have a panel of specialist and at least 03 of them should have been involved at least once in designing and conducting competitive examination. The profile of such experts along with name of the other empanelled experts should be attached with the EOI.
4. The bidder will provide the examination delivery software.
5. (a) The Bidder must have completed 3 (three) projects in conduct of end to end process of CBT with capacity of assessing at least 5,000 candidates in a single shift in last 3 years for recruitment process of Central/State Govt., PSU, Boards, Companies etc. or entrance examination for All India/ State level/University.

(b) Must have conducted at least 2 examinations in one or more centers.

(c) The Bidder should have conducted CBT Examination of at least one examination of 1.00 Lakh Candidates or two examination of 50,000 Candidates in any of the three previous year i.e. 2019-20, 2020-21 & 2021-22. The Competition Certificate should be submitted in recruitment/admission in Central/State Govt., PSU, Boards, University.
6. The bidder must have the following quality, Security, product development and service related certification/arrangements :
 - i. ISO 27001 or ISO 27000
 - ii. ISO 9001:2008 or ISO 9001
 - iii. CMMI Level 5/CMMI Level 3/STQC Certification (Not mandatory for government agencies)
 - iv. Cert in Certified data Centre (Tier III in India) and one DRC of equal strength in different seismic zone.

v. Click by click Audit Trial for each client with time stamp.

Any certification (arrangement of the bidder must have to remain valid throughout the period of engagement.

7. The bidder must have adhere to the following performance aspects:

a. Support at least 5000 concurrent sessions without any perceivable degradation performance.

b. Response time for question/page loading must be less than 0.5 seconds.

c. All responses to be acted upon in real time.

8. The bidder must adhere to the following security aspects:

a. Compliant with ISO 270001 or ISO 27000 Standard

b. Certificate in Certified data center (tier-III) in India.

c. Must own the complete Source Code of the software being used for conducting the examination.

d. Must have Copyright of the Source Code of all its Components.

e. Must have Primary Data Centre with DR site is infrastructure of same strength for data security in different Seismic Zones.

f. Should design a highly secured systems and conduct security tests to verify that there are no vulnerabilities that can make the system susceptible to attacks.

g. Source Code should have multiple backup systems in place so that anytime source code can be recovered in code of any disaster.

9. The bidder should have all relevant facilities and logistics available to execute the work.

10. The bidder must show and submit suitable emergency management plan during any crisis situation/redundancy of servers, switches, nodes, additional centre location and data.

11. The Service provider has to ensure that examination Software should not have any data based layer on the local exam servers i.e. There should with be any other Software on the server except the examination software.

12. The bidder should have minimum average turnover of 5,00,00,000/- (Rupees five Crores) per annum during in previous 3 years ending March-2022.

13. The bidder should have more than 3 years of experience in Conducting Computer Based Test for recruitment/entrance examination of all India/State level Board/University etc. or Admission Test for All India/State Level/University.
14. Bidder has demonstrated ability to construct large question bank sample for National/State level Government Examination and should have developed at least 10,000 validated questions for Computer Based Examination for Government Organization. (Level)
15. No Subletting of Contract or Consortium is allowed.
16. The Services of the company have not been discontinued by the client for dissatisfactory performance in connection with any Government / its PSU/Board/Corporation etc. in three years prior to this Tender Notice.
17. Bidder's assessment test engine should be S.T.Q .C. Certified.
18. Conditional bid will be summarily rejected.
19. Organization must be profitable in at least last 3 financial years ending 31st March 2022.
20. The bidder must be a company registered under Indian Companies Act- 1956/ The Partnership Act-1932 (pl. enclose Articles and Association)
21. (a) The Bidder must be registered under GST.
(b) The bidder should have PAN
22. The Agency should not have been Black Listed by Central/State Govt. /its PSU /Undertakings/Boards/University and Corporations.
23. The agency should have pool of empanelled entrance examination process experts in which at least three such experts should be their permanent roll. The agency should have a panel of specialist and at least 03 of them should have been involved at least once in designing and conducting competitive examination. The profile of such experts along with name of the other empanelled experts should be attached with the Bid.
24. Agency must have conducted at least three CBT mode of examination for recruitment in Central/State Govt., PSU, Boards, Companies etc. or admission test for All India/State level/University.

25. The Company must have on its pay roll at least three recruitment/admission experts with at least 3 to 5 year of relevant experience.
26. The Company must have on its pay roll at least three specialist in designing and conducting recruitment/admission test in last 3 years.
27. The bidder, any of its directors/partners should in the last 3 (three) years have neither punished/convicted or failed to perform any contract as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against him, nor has been expelled from any project or contract by any public entity nor have had any contract terminated by any public entity for breach of contract and the bidder should certify the same by an affidavit.
28. The bidder should not have been proven guilty or convicted by any of the vigilance organization like CBI, EOW, SIT, STF, CVC etc. and he will certify this by an affidavit. If agency is proven guilty/convicted after empanelment by any of the vigilance organization or any Court of law, it should be blacklisted.
29. Income proof, turnover documents and other relevant information submitted by the bidder should not be of group Companies, but of only that vertical which is conducting exam.
30. The bidder should not have a conflict of Interest that affects the bidding process. Any bidder found to have a conflict of Interest shall be disqualified. JCECEB will decide whether that situation amounts to conflict or not, and its decision shall be final and binding.
31. The Company should submit satisfactory performance report for 02 projects in last 03 years from their clients in prescribed format.

Provided that Company, who has obtained Satisfactory Performance Report in different format prior to publication of this Tender notice, need not to obtain Satisfactory Performance Report afresh from their client in prescribed format of Annexure-II. A copy of the report obtained previously from client shall be attached with the Tender proposal.

Earnest Money Deposit (EMD)

The Agency shall furnish an Earnest Money Deposit (EMD) of INR 1,00,000/- (One Lakh Only) through Demand Draft of a Nationalized Bank drawn in favour of Controller of Examination, Jharkhand Combined Entrance Examination Board payable at Ranchi with the Technical proposal, without which Tender, will be summarily rejected.

EMD of selected agencies will be returned without interest after satisfactory completion of work, unless forfeited on grounds of unsatisfactory service or on submission of non responsive proposal in response to this call.

Submission of Bids and Tender Evaluation:

- (a) The Bidders shall submit their bids in two parts:
 - (i) Technical Bid and
 - (ii) Financial Bid.
- (b) The Technical & Financial Bids should be kept separately in sealed envelopes and both these envelopes should be kept in one sealed envelope super-scribing "CBT Mode of Examination for Admissions to various professional courses under JCECEB, Ranchi". If any Bidder encloses the Financial Bid within the Technical Bid, the same shall be rejected summarily.
- (c) The Bid Document must be addressed to:
Controller of Examination,
Jharkhand Combined Entrance Competitive Examination Board
Science & Technology Campus, Sirkha Toli, Namkum-Tupudana
Road, Namkum, Ranchi- 834010.
- (d) They must be sent only by Registered/Speed Post or through Special Messenger under proper acknowledgement or by password protected e-mail so as to reach latest by 04.00 pm on 12.04. 2022. Late tenders shall not be accepted. The Password must be sent by 10.00 A.M. sharply on 13.04.2022 to Mobile No.: 07759977786.
- (e) The Bid Document can be downloaded from JCECEB, RANCHI website.

The bidder shall enclose a demand draft for Rs. 1,000/-, towards the cost of tender document, DD must be made in favour of "Controller of Examination, JCECEB" and payable at Ranchi. The Tender Document cost may also be deposited by online payment to "Controller of Examination JCECE Board," Account No.: 1842010000930, IFS Code: PUNB0184220. The Tenders received without the cost of tender document shall be summarily rejected.

- (f) The Technical Bid should contain all the relevant information and required documents in the prescribed format along with an Earnest Money Deposit (EMD) of Rs. 1,00,000/- in the form of Demand Draft drawn in favour of Controller of Examination JCECE Board and payable at Ranchi. The EMD may also be deposited by online payment to "Controller of Examination JCECE Board", Account No.: 1842010000930, IFS Code: PUNB0184220. The Tender without EMD shall be summarily rejected. The EMD will be forfeited if the Bidder unilaterally withdraws the offer, or unilaterally amends, impairs or rescinds the offer within the period of its validity.
- (g) The Financial bid shall be in the format prescribed. The lump-sum price in the Financial Bid should be clearly written both in figures and in words. In case of a discrepancy between the price in figures and words, the price in words will be considered and taken into account.
- (h) The Technical Bids will first be opened and evaluated as per the evaluation criteria by JCECEB based upon Minimum Eligibility Criteria.
- (i) Bidders will not be allowed for any alterations/corrections in the prices/rates after submitting the price bid. Before submission of price bid if any alterations/corrections in prices/rates be made by bidder then he had to indicated both in figures and words, and duly attested under the full signature of the Authorized Signatory of the Bidder in the Bid.
- (j) All the pages of the Bid Document shall be continuously numbered and submitted as a package along with a Covering Letter in the prescribed Performa on the Bidder's letter head.

- (k) Information, references and certificates from the respective clients certifying technical, delivery and execution capability of the Bidder should be signed and affixed with seal and the contact numbers of all such clients should be mentioned. JCECEB, RANCHI may also independently seek information regarding the performance from the clients.
- (l) If the Bidder deliberately gives frivolous incorrect or misleading information in his tender or wrongfully creates circumstances for the acceptance of the tender, then JCECEB, RANCHI reserves the right to reject such a tender at any stage.
- (m) Bidders are not allowed to sub-contract any part or whole of this contract to another firm/company/agency.
- (n) Bids/offers received without sealed cover will be rejected.
- (o) The date and time of opening of Financial Bids shall be informed to the qualified bidders separately and will also be notified on the web site of JCECEB, Ranchi.
- (p) Within 3 days of the issue of award of contract to the successful bidder, the Bidder shall furnish a Security Deposit of Rs. 2 Lakh in the form of an A/C Payee Demand Draft. The EMD already paid will be adjusted against the Security Deposit.
- (q) The EMD of the unsuccessful bidders will be refunded after award of the contract.
- (r) JCECEB, RANCHI reserves the right to accept any bid under this tender in full or in part, or to reject any bid or all bids without assigning any reason what -so-ever.

Financial Evaluation:

The financial Bid shall be opened for only those bidders who have found to be technically eligible. Jharkhand Combined Entrance Competitive Examination Board will determine whether the Financial Proposals are complete, i.e. whether the Bidder has included all components as per the tender document. 1. All price proposals shall

be exclusive of GST.

2. Average price will be evaluated by calculating weighted average of all slabs for each services. The weightage of different candidate range (slabs) are as follow: –

Sl. No.	Candidate strength range	Weightage
1.	Bellow 1000	1
2.	1,001 to 5000	3
3.	5,001 to 10,000	7.5
4.	10,001 to 20,000	15
5.	20,001 & above	35

Minimum average rate will considered as lowest i.e. L1.

Terms and conditions of payment:

1. No advance will be paid to the Service Provider.
2. As soon as the Service Provider furnishes to JCECEB, RANCHI, the course wise Merit List of candidates and the various outputs/reports and submits a Completion Report of the CBT Mode of Examinations, the payment will be made. JCECEB, RANCHI, reserves the right to test check whether the claims/reports made by the Bidder are correct.
3. The above payment is subject to timely and satisfactory completion of all the steps/activities leading to each stage. In the event of delays on the part of the Service Provider not attributable to JCECEB, RANCHI or to Force Majeure causes, JCECEB, RANCHI shall have the right to make cuts in payment at the rate of 0.50% of the amount payable per day of delay but not exceeding 10% of the amount payable.
4. In the event of unsatisfactory performance or non-performance of any of the steps/activities not attributable to JCECEB, RANCHI or to Force Majeure causes, JCECEB, RANCHI shall have the right to withhold the corresponding payment for these steps/activities either fully or partly after giving a 7 day notice to the Service Provider to show cause against the same, and to take such other legal action to make good the losses caused by the Service Provider to JCECEB, RANCHI. JCECEB,

RANCHI shall also have the sole right to terminate the contract altogether, at any point of time.

5. In case of any dispute, the decision of the Controller of Examination, JCECEB shall be final and Binding.

6. In case the Service Provider fails to discharge his/their duties in time and consequently lower the dignity of JCECEB, RANCHI then JCECEB, RANCHI reserve the right to debar the Service Provider for a period of at least 3 years.

Confidentiality:

The Service Provider and their personnel shall not, either during implementation or after completion of the project, divulge/disclose any proprietary or confidential information or data related to JCECEB, RANCHI's CBT Examination without the prior consent of the JCECEB, RANCHI. JCECEB, RANCHI reciprocally agrees to do likewise regarding any proprietary or confidential information or data related to the Bidder which may come into the possession or custody of JCECEB, RANCHI in the course of execution of the project.

Resolution of Disputes:

If any dispute arisen between the Service Provider and the JCECEB, RANCHI which cannot be resolved amicably through mutual negotiations then the same shall first be resolved through Arbitration, in a Court of competent jurisdiction based in Ranchi only.

Technical Evaluation shall be carried out by JCECEB pursuant to conditions in the tender document to determine the substantial responsiveness of each tender. For the clause the substantially responsive bid is one that confirms to all the Minimum eligibility, terms and condition of the tender without any single material deviation. The Technical evaluation committee may call the responsive bidders for discussion or presentation to facilitate and assess their understanding of the scope of work and its execution. However, the committee shall have the right and sole discretion to call/not to call any bidder for any discussion /presentation etc.

Pre Bid Meeting:

All the bidders are requested to carefully go through the provisions laid down in this tender document. If required, bidders may seek any clarifications through e-mail (jceceb@gmail.com) before 30.03.2022.

Pre bid meeting will be organised on 30.03.2022 at 12:00 PM via Google Meet with bidders who has purchase Tender Document of this Tender.

Format for FINANCIAL BID by the agency: (to be enclosed in a separate envelop mentioning as “FINANCIAL BID” on it.

Financial Bid

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

Reference: Tender No. J.C.E.C.E.B. / 27/ 22 – 02

Dated: 23/03/2022

From,

Name & Address of the Bidder

To,

Controller of Examination
**Jharkhand Combined Entrance
Competitive Examination Board, Ranchi**

Dear Sir,

We hereby submit our Financial Bid for CBT (Computer Based Test) mode of Examination, End to End solution, i.e. from on-line application to preparation of result of the JCECEB, Ranchi:

Sl. No.	Candidates Strength Range	Rate in Rs. Per Candidate (In Figure)	Rate in Rs. Per Candidate (In Words)
1.	Bellow 1,000		
2.	1,001 to 5,000		
3.	5,001 to 10,000		
4.	10,001 to 20,000		
5.	20,001 & above		

The Price quoted is exclusive of all Taxes, GST, duties and charges and shall be firm till the completion of the Contract including the period of extension, if any.

Date:

Signature with Seal of Authorised Signatory

Place:

Submission of Tender

Interested agencies can send their fully completed Tender proposal on or before 05.04.2022 at 04.00 PM at the following address with below listed documents:-

Address: Controller of Examination, Jharkhand Combined Entrance Competitive Examination Board, Science & Technology Campus, Sirkha Toli, Namkum-Tupudana Road, Namkum, Ranchi- 834010 (Jharkhand)

The agencies are expected to carefully examine Tender and if there appears any ambiguity, contradiction, repetition, inconsistencies, gap etc in Tender, to seek necessary clarifications by e- mail in following format.

Sl. No.	Document Performance	Page No.	Clause No.	Description in RFP	Queries
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1. Submission of Proposal

The proposal should be submitted strictly as per prescribed format along with documents in support of information submitted therein by the bidder. Tender received after stipulated time period or not in accordance with specified format will be summarily rejected as non-responsive and EMD will be forfeited. Delivery of the responses along with documents against the Tender at the above address will be sole responsibility of the responding agency.

The Tender duly signed by the authorized person in blue ink in every page including annexure/appendices shall be submitted in a sealed envelope marked : "Tender for CBT Mode of examination of JCECEB". All the relevant documents shall be enclosed with the Technical proposal

A duly authorized representative of the Agency should sign the Tender. It shall be certified that person signing the Tender is empowered to do so on behalf of the agency. A copy of the Memorandum and Article of Association of the Agency or a copy of contract of partners shall be attached with the Tender

General Instruction to bidders

1. The bidder shall bear all costs associated with preparation and submission of its bids and JCECEB shall in no case be liable for these costs.
2. JCECEB will organise a pre bid conference and agencies are welcome to attend a pre bid meeting at scheduled date, time and place. JCECEB will clarify the issues related to technical requirements. Any modification to the Tender document which may become necessary as a result of pre bid conference shall be made by JCECEB by issue up the addendum
3. Representative of agencies must carry an authorization letter to attend the pre bid conference.
4. JCECEB may amend Tender document prior to dead line for submission of proposal in the form of addenda/corrigenda to the Tender document, which shall be binding on all participants.
5. From the date of issue, the addenda/corrigenda to the Tender document shall be deemed to form on integral part of Tender.
6. JCECEB at its discretion may abandon Tender process any time.

Checklist of Documents to be submitted with Tender:

1. Proof of incorporation under Indian Companies Act 1956 covered under partnership Act 1932.

2. Audit statement for last three years.

3. Documentary proof to the -- that agency owns/developer -- software.

4. Proof of incorporation under India companies Act/Partnership Act

5. List of technical employees and officer to conduct CBT mode of examination with their expertises.

6. Proof of completion of criterion as required under Eligibility criteria para-5

7. Particulars regarding ISO 27001 or ISO 27000, ISO 9001 : 2008 ISO 9001 CMMi level-5/CMMI level-3 certification, criteria certified data center (Tier-III in India) and DRC in India. All certificates must have to remain valued throughout the period of engagement. Not mandatory for government agencies.

8. Solution must have 256 bit per encryption for question transfer and according response.

9. Audit report for last 5 years showing average annual turn over of Rs.5,00,00,000.00 (Rs. Five crore per annum in any 3 years out of it).

10. Satisfactory performance certificate of 3 years or more of conducting and to end CBT mode of examination for recruitment in central and various states Govt. and its under taking, Boards, Corporation and PSU or Entrance Examination of All India/State level/University.

11. Proof regarding minimum 3 years of the experience in conducting of CBT mode examination under Central/State Govt. and its under taking, Boards, Corporation and PSU and proof regarding completion of conducting CBT mode of examination of at least 1 lakh candidates in one examination or Two examination of 50,000 candidates in previous three years.

12. PAN and GST certificate.

13. Proof of having an expert in which at least three such experts should be on their permanent roll. Proof of having a panel of specialist and at least three of them should have been involve in designing and conducting of CBT mode of Competitive Examination.

14. An affidavit in support of Eligibility criteria, serial no. 27 and 28.

15. List of minimum 50 technical person on company's' pay roll with its CPF

no.

16. EMD of Rs. 1 Lakh
17. Demand draft of Rs.1000 (One thousand) Tender documents is downloaded from our website.
18. Proof experience certificate of minimum 3 years or more of chief of the recruitment/entrance examination process.
19. Proof of conducted and completed CBT Mode examination of at least 50,000 in two examinations in last three years or 1 lakh in at least one examination in last three years.

FORMAT FOR SUBMITTING OF TENDER BY AGENCIES
(To be submitted on Agency's letterhead under signature of the authorized person)

To,

Controller of Examination,
Jharkhand Combined
Entrance Competitive
Examination Board,
Science & Technology
Campus, Sirkha Toli,
Namkom, Ranchi-834010

Dear Sir,

I/We _____ hereby submit that the information submitted are correct & to the best of my/our knowledge & belief. My/Our Agency has not been debarred by any Govt. sector/PSUs bilateral and multilateral UN agency for handling recruitment/admission process in last 3 years. In case of any information/document found to be false, fake or incorrect JCECEB is free to take action against my/our Agency as deemed fit by them.

I/We hereby declare that during the currency of the empanelment of my agency, I/we will not engage in any activity that may conflict with the terms and conditions of the current EOI.

(Signature of Authorised
person with seal) Date:
Place

Note: A signed copy of the Tender documents as acceptance of all terms and conditions of the Tender is to be enclosed along with technical proposal.

Attached herewith:

1. Agency Details:
 - a) Executive Summary of the Agency
 - b) Name of the Agency, Address with telephone and Fax No.
 - c) Profile of the Chief of the Recruitment/Admission Process of the Agency.
 - d) Details of registration/incorporation under Companies Act (Attach Memorandum & Article of Association, Certificate of Incorporation.)
 - e) Organisation structure with location details in India and human resource details.
 - f) Annual turnover of last three financial year (Audited financial statement of last 3 years to be enclosed)
 - g) PAN No. (Attach documentary evidence)
 - h) Service Tax Registration No. (Attach documentary evidence)
 - i) Nos. of Recruitment/Admission Experts on the permanent roll and panel of the Agency (Enclose profile of at least 3 Recruitment/Admission Experts)
 - j) Nos. of specialist – who have been empanelled by the HR agency in last 3 years (Enclose profile of at least 5 such specialist and their willingness to be on the panel)
2. Details of recruitment/admission services provided in PSUs/Govt. sector/Board/University during last three years (Attach supportive documents-number of positions advertised/applications processed/professional successfully recruited/admitted and placed)

3. Satisfactory performance reports from clients from Govt. sector/PSUs/
Board/University on letterhead (Annexure-II)
4. Representative Authorisation Letter (Attach documents) (Annexure III)
5. Self declaration (Annexure IV)
6. Bid Security (EMD) of INR 1,00,000/- as bank draft
7. Acceptance of terms & Conditions mentioned in the Tender Document.
8. An Affidavit in support of Eligibility Criteria, serial no. 27 & 28.

Certificate of Satisfactory Service

To Whomsoever It May Concern

This is to certify.....(Name of the agency) has conducted CBT
Mode of recruitment/admission assignment for

1. Type/level of position/Course
2. Number of application processed/positions recruited/admitted
3. Dated.....(dd/mm/yy) which declared advertisement/short
listing/evaluation/result- declaration/any other services.....

We can confirm that the services provided to us were satisfactory.

Official Stamp

Date:

Signature of Competent Authority

Full Name:

Name of the Company

Designation Contact details

Email id:

Representative Authorization Letter

To,
Controller of Examination,
Jharkhand Combined Entrance
Competitive Examination
Board, Sirkha Toli, Namkum,
Ranchi-834010

Sir,

Ms/Mr _____ is hereby authorized to sign relevant document
on behalf of the Agency in dealing with invitation reference No. _____ Dt. _____

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

Signature of witness

Date:

Place:

Signature of the Bidder

Date:

Place:

Company Seal

*

Self Declaration

To,

Controller of Examination,
Jharkhand Combined
Entrance Competitive
Examination Board, Sirkha
Toli, Namkum, Ranchi-
834010

Sir,

In response to the reference No. _____ Dt. _____ Ref.

Ms/Mr _____ I/We hereby declare that our Agency _____ is
having unblemished past record and was not declare ineligible for corrupt & fraudulent practice
either indefinitely or for a particular period of time by any Govt./PSU/Board also authorized to
attend meetings and submit general & commercial information as may be required by you in the
course of processing above said application.

Thanking you

Authorized Signatory

Representative Signature _____

Bid Security (EMD)

Tender for _____ Due for Opening on _____

: Name of the Service: _____

Bid Security (EMD) as required by this Tender is being submitted in the form of Demand Draft/ pay order/favoring the _____ Payable at Ranchi duly discharged in his favor in advance.

No. _____ Dated _____

Drawn on (Bank) _____

Amount: _____.

Signature of Bidder

Name & Address with Seal of the
Agency