

लद्दाख केंद्र शासित प्रशासन  
**THE ADMINISTRATION OF UNION TERRITORY OF LADAKH**  
लद्दाख स्वायत्त पहाड़ी विकास परिषद, लेह  
**LADAKH AUTONOMOUS HILL DEVELOPMENT COUNCIL, LEH**



सत्यमेव जयते  
LAHDC LEH

**Request for Proposal  
Document**

**For Online Examination (Computer Based Test):  
Conduct and Processing of Examinations of  
LAHD-SSRB**

सचिव का कार्यालय (उप निदेशक, रोजगार लेह)  
**Office of the Secretary (Deputy Director Employment Leh)**  
लेह स्वायत्त पहाड़ी विकास-अधीनस्थ सेवा भर्ती बोर्ड  
**Leh Autonomous Hill Development-Subordinate Services Recruitment Board (LAHD-SSRB)**  
लेह, लद्दाख/ Leh, Ladakh(UT)-194101  
Email: [lehemployment@gmail.com](mailto:lehemployment@gmail.com)  
[www.lahdssrb.in](http://www.lahdssrb.in)

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## 1. Fact Sheet

S.No	Particulars	Details
1	Tender No.	01-LAHD-SSRB-2022
2	Tender date	13-06-2022
3	Selection Method	QCBS Method
4	RFP issued by	Chairman, Leh Autonomous Hill Development-Subordinate Services Recruitment Board (LAHD-SSRB)
5	Availability of RFP	RFP can be downloaded from <a href="https://leh.nic.in/">https://leh.nic.in/</a> , <a href="https://www.lahdssrb.in/">https://www.lahdssrb.in/</a>
6	EMD	Earnest Money Deposit of ₹5,00,000/- only in the form of Demand Draft/Bank Guarantee in favour of Chairman, LAHD-SSRB payable at Leh
7	Performance Bank Guarantee(PBG)	3% of the contract value/exam value
8	E-mail id for correspondence and clarification	Email id: lehemployment@gmail.com
9	Last date for pre bid queries	18-06-2022 (04:00 PM)
10	Pre bid meeting (link will be provided to the interested bidders)	24-06-2022
11	Issue of addendum/clarification(if any)	To be communicated later
12	Last date of bid submission	Proposals must be submitted no later than 08-07-2022 (04:00PM)
13	Opening of Technical bid	11-07-2022
14	Opening of Financial bid	To be communicated later, to the technically eligible bidders only

## **2. Request for Proposal**

Tenders are invited from eligible, reputed and qualified IT Firms with sound technical and financial capabilities for implementation and maintenance of Computer Based System for conducting Recruitment/examination of LAHD-SSRB as detailed out in the Scope of Work of this RFP Document. This invitation to bid is open to all Bidders meeting the pre-qualification criteria as mentioned in this RFP Document.

### **2.1. Background Information**

#### **Basic Information**

- a) LAHD-SSRB invites responses ("Proposals") to this Request for Proposal ("RFP") from Companies / Agencies ("Bidders") for selection of "Service Provider".
- b) Proposals must be received not later than the time, date at the venue mentioned in the RFP. Proposals received after the deadline will not be considered in this procurement process.
- c) Interested bidders are advised to study the RFP document carefully. Submission of response shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

### **2.2. Project Background**

LAHD-SSRB intends to implement a system that will manage the Recruitment/examination process. The system shall mainly comprise of the following activities:

- Arrangement of Exam Center for Computer Based Examination
- Secured Question paper(s)-creation
- Conduct of Computer Based Examination
- Preparation/compilation of Result
- Generation of Merit List

### **2.3. Key Information**

The LAHD-SSRB is a Recruitment Board under the Ladakh Autonomous Hill Development Council, Leh (LAHDC Leh). It has the mandate to conduct recruitment to district cadre non-gazetted posts referred to it by the Departments.

The Deputy Commissioner/ CEO, LAHDC Leh is the Chairman of the Board

The Deputy Director Employment Leh is the Secretary of the Board.

- Total number of candidate to be assessed in CBT will be approximately 20,000 in a year
- Number of exams in a year –5-8
- Exam will be conducted in a single/ multiple shift in a day
- Exam will be conducted across Leh, outside Leh i.e. Jammu, Srinagar, Delhi and Chandigarh (subject to adequate number of candidates opting for these cities as center of examination)

### 3. Scope of Work

**This Scope of Work has been divided into following three broad phases**

- Pre- Examination Phase
- Examination Phase
- Post Examination Phase

**Note – Following shall be made available by LAHD-SSRB:**

- Candidate application data
- Issue admit cards to candidates
- Subjects and Syllabus for creation of the Question Paper.
- Business Rules for merit list generation

#### 3.1. Pre Examination Phase

- The Bidder is expected to draw the examination plan and design the examination processes as follows:
  - Complete security management process
    - Physical Security
    - Information Security
    - Server Security
    - Network Security
  - Candidate handling process
    - Mapping of candidates details with Exam Centers
    - Validation and verification of identity
    - Frisking of candidates using hand held metal detectors (HHMD)
    - Attendance and biometric (photograph and thumb impression) handling
    - Machine/seat allocation and handling of security parameters
- The Bidder shall prepare and provide Standard Operating Procedure (SOP) for all processes for safe and secure conduct of examination along with rules for contingency and exception handling/ emergency procedures.
- The Bidder shall provide specifications for Hardware and Software required at all stages of the examination.
  - Exam Centers
  - Devices and systems to be used for authentication and audit trail mechanisms required for Exam.
- The Bidder shall provide consulting, training and manpower support to handle the entire Examination. The required Hardware, Software, networking including Internet (leased line) shall be installed by the Bidder on lease/rent basis, whose cost would be covered under the commercial bid.
- The bidder shall provide sufficient number of SMEs (Subject Matter Expert) for content creation. If required, the bidder should identify the required SMEs prior to the contract signing.
- The bidder will create and manage examination question paper with various difficulty levels securely. Complete security of the content created will be with the bidder.
  - Number of Question Papers – as per scheme of examination to be conducted

- Number of Questions in a Question Paper - as per scheme of examination to be conducted
- Language of the Question Paper – English
- Type of Questions – Objective
- The Bidder shall securely transmit, download, install and implement Question Papers to the examination centers.
- The Bidder shall identify required Exam Centers across Leh, Jammu, Srinagar, Delhi, Chandigarh, ensuring that 10% of the systems are available as backup per shift i.e. if 100 systems are going to be used, the center shall have 110 systems available per shift. Bidder's having owned infrastructure will be given preference.
- The Bidder shall ensure that all Exam Centers have the prescribed Hardware, Software, Internet and LAN connectivity for conducting Examination.
- The Bidder shall ensure that UPS facilities and Generator facility are available at each Exam Centre for un-interrupted power.
- The Bidder shall carry periodic audit at Exam Centers for
  - Hardware, Operating System, Processor Speed, RAM, Network and internet connectivity, Key Boards etc.
  - Software - Screen resolution, bandwidth for internet and LAN connectivity, Browser.
  - Working condition of UPS and Generator.
- The Bidder shall ensure suitable drinking water and separate toilet facilities for both Boys and Girls at each examination center.
- The Bidder shall provide a facility to candidates for static mock link for mock test within a fortnight of signing the contract. The same facility should also be available online to be run through web server. The mock test should be a replica of the examination software.
- The Bidder shall provide help to candidates through a call center (telephone/email) ensuring service quality on a 9x6 basis.
- The Bidder shall host and manage the examination process through intranet-based solution at Exam Centers.
- The Bidder shall ensure checking of original documents and admit card of the candidates at the examination gate.
- The selected bidder shall ensure complete biometric registration process of the candidates (digital photo, finger print etc.) and allow candidates to appear for exam at Exam Centre through randomly allotted seat/machine. The biometrics taken at this stage shall be used later for authentication purposes during document verification or joining of selected/shortlisted candidates.
- Individual password shall be given to each candidate by the Bidder at the examination center after the biometric registration process.
- The Bidder shall ensure that the Signature of the candidate is taken in the attendance sheet and Verification of the signature in attendance sheet is done vis-à-vis the signature in the admit card
- The Bidder shall arrange/provide adequate displays and provide required instructions/information to the candidates appearing for exam at Exam Centers.
- All pre-examination phase processes shall be carried out by the Bidder in consultation with LAHD-SSRB.

### 3.2. Examination Phase

- The Bidder shall provide adequately trained manpower as per the ratio mentioned below:  
Each Exam Centre should have the following minimum number of personnel, as described below, to be deployed by the Bidder;

- Exam Centre Administrator – 1
- IT Manager – 1 per 250 nodes (minimum 1 per center)
- Invigilators - 1 per 30 nodes
- Support Staff - Minimum 1 per 100 students (Suitability need to be justified with centers) and locations
- Security Guards - Minimum 1 per 100 students (Suitability need to be justified with centers)
- Peons - Minimum 2 per 100 students

The above staff should be increased proportionately on the basis of size of the center in terms of nodes for exam.

- The Examination shall be computer based with the questions being provided onscreen on a random basis with multiple choice answers, without any manual intervention.
- Sufficient time of 10 minutes shall be allotted before the exam for providing orientation to the candidates on the structure of the exam, time limits and guidelines for answering the question papers.
- Computer based exam software should support standard features such as automatic calculation of test score, negative marking, time left, flag questions for review, navigation to unanswered questions etc.

#### Minimum Candidate System Pre-requisites

Screen Resolution	1024 X 768
Operating System	Windows XP Professional Service Pack 3 or higher or any other OS for conducting computer-based examination.
Browser	Internet Explorer 7.0 or above as supported by above Operating Systems
Browser settings	Java Script enabled Pop-up blocker disabled Under 'Settings' of 'Temporary Internet Files', set 'Check for newer versions of stored pages' to 'Every visit to the page' Proxy disabled (Direct Internet) USB disabled, Keyboard disabled during exam after login

#### Minimum Exam Centre Server Prerequisites

Processor	CPU Speed: 1.5 GHz or above.
RAM	4GB or higher
Screen resolution	1024 X 768
Operating system	Compatible for candidates' systems as clients, must meet the performance criteria
Performance Criteria	Must support at least 100 clients without any perceivable degradation in performance. All mouse/key clicks are to be recorded for each client with time stamp for audit purposes. Response time for question/page loading must be less than 5 seconds. All responses to be acted upon in real time.

**Required number of servers for a center must be provided by the Bidder for assured performance. Additional equivalent and suitable servers for backup will need to be provided by the Bidder.**

- The Bidder shall arrange/provide adequate displays and required instructions/ information to the candidates appearing for test at Examination Centres.
- While exam will be conducted on local LAN, data of test progress should be transferred to central server every 5 minutes for monitoring purposes. Bidders should provide reports to LAHD-SSRB to view the test progress.
- The Bidder shall maintain audit trails of all activities of the candidate (click by click) during the course of the examination.
- The Bidder shall obtain candidate's feedback through online Feedback Form, after the examination is over.
- The Bidder shall provide stationary such as blank paper sheet(s) to the candidates as per requirement.
- The Bidder shall have a contingency plan for Student management/Shifting in case of any emergency.
- The bidder should be able to provide the CCTV recording of the exam centers. Hence, the bidder should have capabilities of CCTV surveillance system to monitor and capture the activity of candidates /centres. All the exam halls should have CCTV surveillance cameras installed in a way that activities of each candidate are captured. CCTV camera feeds should be stored locally.
- CCTV camera should record Exam Centre activities from 30 minute before to 30 minutes after the examination. The bidder will be required to handover the CCTV camera feeds to LAHD-SSRB for all the Computer Based Exam within 20 days after the examination after its proper sealing.
- The Bidder shall monitor and supervise Exam Centre activities on monitoring console to be installed by the Bidder in LAHD-SSRB office at Leh. The data should be real time data generated from each Exam Centre during the examination.
- At the end of the exam, transfer/export of candidate response and audit trails shall be done by the Bidder on secured channel from local server to central server of the Bidder within 4 Hour from each exam centre. Other data such as attendance sheet, finger print, seating plan etc. (if any) should be sent to LAHD-SSRB within 7 days of conclusion of each exam shift.

### **3.3. Post Examination Phase**

- The candidate's responses, biometric, audit trails should be uploaded automatically from the local server to Bidder's data center in a secured manner. There should not be any traces of any data pertaining to candidate whatsoever post uploads left on the exam server.
- The Bidder should be able to hand over the raw responses/data to LAHD-SSRB immediately (same day) after the candidate's response upload from local exam server. The software should have capability to take the answer key post examination.
- The bidder shall upload the answer key of all the series of question papers for candidate's responses for three days from the last day/ last sitting of the examination of the respective posts.
- The candidates are at liberty to lodge their complaint in the designated website, if any, with regard to their examination result and the Vendor will dispose of all the complaints received through website.



- The bidder will keep the portal open for 3 days after the examination to receive representation of the candidates in respect of the answer keys. After receipt of the representation of the candidates, the bidder will upload the final answer key within 5 days.
- The Bidder shall calculate marks obtained by each candidate as per requirement of the LAHD-SSRB.
- The Bidder shall ensure Generation of Merit list based on the rules/validation shared by LAHD-SSRB.
- The Bidder shall provide documented inputs and support for handling
  - Candidate's queries
  - RTI queries
  - Court Cases
- The bidder should support biometric verification of shortlisted/selected candidates during document verification/joining formalities. The bidder should be able to utilize the candidate biometric data captured at test centre before exam for biometric verification purpose for joining formalities of selected/shortlisted candidates.

**Note:** The Bidder will have to carry/ demonstrate complete System Test Run (STR) with test data to LAHD-SSRB before implementation the software. The Bidder should also be able to demonstrate click by click audit trail for any type of enquiry.

- **Test Data Archiving:** The Bidder shall archive the examination data (excluding CCTV footage) for future references after specified time, as per requirement of LAHD-SSRB. CCTV footage will be handed over to LAHD-SSRB within 20 days once assessment is over and this need not be retained by the Bidder. Remaining examination related data like answers, results, logs etc. will be retained by Bidder as long as contract is valid.
- **MIS generation/ customized reports:** The Bidder shall provide adequate information to the Recruitment section as per the requirement of LAHD-SSRB.

### 3.4. Implementing Social Distancing measures

- In view of the ongoing global pandemic and lock down due to COVID 19 and Govt. guidelines certain norms like social distancing, sanitization of premises, wearing of masks etc. and other protocol have been issued as measures to mitigate the spread of the virus. LAHD-SSRB intends to implement these norms in the exams.
- The social distancing measures and SOPs included in the scope are:
  - Queue Manager / Rope for Crowd Management (As per requirement)
  - Volunteer(s) for Crowd Management and orderly movement outside the gate (ratio 2 per 125 candidates)
  - Additional Cleaning Staff for Sanitizing workstations/ classroom before & after the shift (ratio 3 per 125 candidates)
  - 3 Ply Surgical Face Masks for staff (1 per staff per day)
  - Hand Gloves for staff (As per requirement)
  - Provision of Volunteer with Thermo Gun at entry gate (ratio 1 per 125 candidates).
  - Provision of Disinfectant liquid with 1% sodium hypochlorite for spraying in the venue.

- Provision of Disinfectant backpack spray machines for spraying floors, walls, etc. (2 per venue)
- Provision of Additional Notice Board.
- Provision of Spray bottles (3 per venue), Sponges/cloth for disinfecting items such as workstations, door handles.
- Provision of Liquid hand soap & Sanitizers in washrooms and at entry gate.
- Provision of Bottles disposal bins.
- Cardboard boxes for document collection as applicable (As per requirement)

Prices for Implementing Social Distancing measures should be quoted separately in the price bid. This price will not affect in determining the lowest bidder in terms of evaluation the lowest price bid.

#### 4. Pre-Qualification Criteria

##### 4.1 Right to accept or reject:

LAHD-SSRB reserves the right to accept or reject any or all bids which is incomplete or has been received after the appointed time and date or does not satisfy the pre-qualification criteria specified hereunder, without assigning any reasons thereof.

##### 4.2 Pre-qualification Criteria for Bidders

S.No	Parameter	Criteria	Documents Required
1	Legal Entity	i) A company registered under Companies Act, 1956, 2013 and subsequent amendments thereto (firm/LLP/Govt./PSU) ii) Should have GST Number iii) Should have a valid PAN iv) Should be operating in India for the last ten years as on date of publishing of this RFP notice v) Should be operating in India for a minimum of five years with an objective of offering relevant computer based examination services that is the subject matter of this tender	i) Copy of Certificate of incorporation ii) Copy of GST Registration Certificate iii) Copy of PAN iv) Valid proof for Criteria 1(iv) and 1(v)
2	Past experience in work of similar nature	Should have executed minimum five projects of similar nature on all India basis, out of which one project should be with capability of at least 1,50,000 or more candidates in a single shift.	Copy of Work Order/ performance report and Project completion certificate duly issued by client on its letter head
3	Average turnover	i) Should have an average turnover of minimum ₹500 crores after tax during each of last 3 consecutive financial years (2019-20, 2020-21 and 2021-22). ii) Should have an average annual turnover in India from Computer based Examination of ₹200 crore or more in the last 3 financial years (2019-20, 2020-21 and 2021-22). The turnover should be of the bidder and not of	i) Audited financial statements for last three financial years ii) Certificate from a statutory auditor/ Chartered Accountant wherein it should be clearly mentioned that the average

		the group companies or consortium.	turnover is from similar projects.
4	Financial Strength	The bidder should not have incurred any loss during last three years upto financial year ending 31 March 2022.	Certificate from the statutory Auditor/ Chartered Accountant
5	Certifications	The bidder must have authorized and globally accepted certifications i.e. i) SEI CMMi Level 3 or above for the last 3 years and ii) ISO-27001, ISO 20000, ISO 9001	Copy of valid certificates
6	Infrastructure	i) The Bidder should have infrastructure in all the major cities across India with validated nodes/computers, appropriate technology, hardware and software, dedicated connectivity, trained proctoring staff, adequate security measures and due diligence etc. ii) The Bidder must have primary data center with DR site infrastructure for data security. Both the Data Centers should be located in India in different seismic zones. The data center must be Tier III or above and ISO certified. Data Center should be certified as per the Government of India Guidelines. The infrastructure of the bidder must be Cert – in certified as per Govt. of India guidelines.	Valid proof
7	Blacklisting	The bidder should not have been blacklisted by central/state government departments/ regarding by any of the Govt. Departments, Public Sector Undertakings and/or by Central Vigilance Commission during the last three years.	An undertaking duly attested by Notary on a non-judicial stamp paper of value ₹100/-

**Note:**

- 1) The bidder should participate as a single entity, no consortium or group companies will be allowed.
- 2) Bidders having past experience in work of similar nature with a Government agency will be given preference.
- 3) The bidder shall be single point of contact with LAHD-SSRB and shall be solely responsible for the execution and delivery of the work. The Bidder will provide examination delivery software.
- 4) Any experience as a consortium partner will not be considered.
- 5) The bidder must be able to conduct computer based examination in multidisciplinary / multiple subjects as well.
- 6) The contract shall be on "End to End outsource basis" and the bidder should have all relevant facilities and logistics available to execute the work. Bidders having CMMI Certificate in Services will be given preference.
- 7) The bidder must show and submit suitable emergency management plan during any crisis situations/ redundancy of servers, switches, nodes additional center locations, students' data.

#### 4.3 Assessment Platform Level Pre-requisites

1. The proposed software must be in-house developed by the bidder and the bidder must own the complete source code of the software being used for conducting the computer-based exam. Bidders having CMMI certificate in Development will be given preference.
  - a) The bidder should 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-house technical team. Required skills should be made available to make necessary configuration changes. The major/minor configuration changes in software requested by LAHD-SSRB must be met immediately. The bidder should have at least regular 500 or more technical employees employed in-house in India for Conduct of exam, development of software, maintenance of software, networking and data security. The proof of ESI/PF registration or self-declaration shall be submitted.
  - b) Different versions of Software code should be managed appropriately in a standard version control system within the organization.
  - c) Software code should have multiple backup systems in place so that anytime source code can be recovered in case of any disaster.
  - d) The bidder should own the test cases and regression testing code to produce, to prove that they have done necessary testing of the software to scale up to conduct large scale assessments. Testing should not be limited to system features and functionality. The system used to conduct the exam must be tested for Performance, Security, Usability, High-Availability, Business Continuity, and Disaster-Recovery.
  - e) The bidder should design a highly secure system and conduct security tests to verify that there are no vulnerabilities that can make the system susceptible to attacks. Comprehensive testing of source code, software binaries and the infrastructure must be carried out. Results of such security tests should be made available for each major release of the system used to conduct the exam.
  - f) The bidder should have in-house quality assurance group and a strong quality management system to do quality check of the software.
  - g) Proper security provision for source codes shall be maintained.
2. The proposed software should be Govt. of India compliant CERT-IN certified for IT security.
3. The bidder must use 256 bit encryption for Question paper transfer.
4. The bidder should be able to support the entire solution (across INDIA) and response in a reasonable timeframe.
5. The system should support question randomization with option shuffling ensuring that no two question papers are alike.
6. Even though bidders may satisfy the above requirements, they may be disqualified if they have:
  - a) Made misleading or false representation of facts or deliberately suppressed the information to be provided in the forms, statements and enclosures of this document. Record of poor performance such as abandoning work, not properly completing the contract or financial failures/weaknesses.
  - b) If confidential inquiry reveals facts contrary to the information provided by the bidder.
  - c) If confidential inquiry reveals unsatisfactory performance in any of the selection criteria.

#### 4.4 Pre-Bid Conference

- a) LAHD-SSRB may hold a pre-bid meeting with the prospective bidders through e-Mode for which intending bidders will consent their willingness in participation through email only on *lehemployment@gmail.com* by given date.
- b) The Bidders will have to ensure that their queries (if any) for Pre-Bid meeting should reach LAHD-SSRB only by email (*lehemployment@gmail.com*) by or before 18-06-2022 (04:00 PM).
- c) The queries should necessarily be submitted in the following format (softcopy in MS Word to be attached):

S.No	RFP Document Reference(s)/Section & Page Number(s)	Content of RFP requiring clarification(s)	Points of clarification

LAHD-SSRB shall not be responsible for ensuring receipt of the bidder's queries. Any requests for clarifications post the indicated date and time may not be entertained by LAHD-SSRB

#### 4.5 Issue of Corrigendum/addendum

At any time prior to the last date for receipt of bids, LAHD-SSRB may, for any reason, whether at its initiative or in response to a clarification requested by a prospective bidder, modify the RFP document by a corrigendum. Corrigendum (if any) & clarifications to the queries from all bidders will be posted on <https://leh.nic.in/>

Any such corrigendum shall be deemed to be incorporated into this RFP. In order to provide prospective bidders reasonable time for taking the corrigendum into account, LAHD-SSRB may, at its discretion, extend the last date for the receipt of proposals.

#### 4.6 Submission of Bids

The tender shall be submitted in twoparts, viz technical bid and price bid.

##### The technical bid shall consist of –

- Technical information as desired in Section 4
- The financial information as per Annexure –I
- The details of experience of similar works as per Annexure – II
- Organizational Structure and information as per Annexure III
- Technical and Administrative manpower available for this work as per Annexure IV
- Physical Infrastructure such as availability of Exam Centers, technology, hardware, software etc. as desired and scope of work under Section 3
- EMD.

##### The financial bid shall consist of –

- Price Bid as desired in prescribed format as per Annexure –V

The evaluators of the Technical bid shall not have access to the financial bid till technical evaluation is completed. The technical bids shall be opened by a Tender Evaluation Committee (TEC) constituted for the purpose.

## 5. Scoring Model

S.No	Criteria	Score
<b>1.1</b>	<b>Bidder's profile</b>	<b>10</b>
1.1.1	<b>Legal Structure</b>	<b>5</b>
	Partnership /Proprietary	1
	Private Limited	3
	Limited Company	5
1.1.2	<b>Overall regular staff strength (Project Management/ Development/ Quality Assurance /Implementation/ Operations)</b>	<b>5</b>
	=500 - 1000	1
	>1000 - 1500	3
	>1500	5
<b>1.2</b>	<b>Bidder's Certification for the last 3 years</b>	<b>20</b>
1.2.1	<b>CMMi level Development</b>	<b>10</b>
	CMMi level 3 Development	2
	CMMi level 4 Development	5
	CMMi level 5 Development	10
1.2.2	<b>CMMi level Service</b>	<b>10</b>
	CMMi level 3 Service	2
	CMMi level 4 Service	5
	CMMi level 5 Service	10
<b>1.3</b>	<b>Bidder's Financial Capability</b>	<b>15</b>
1.3.1	Average annual turnover from computer based examination service for the period 2019-20, 2020-21 and 2021-22	<b>15</b>
	More than 200 CR and Less than 300 Crore INR	5
	More than 300 CR and Less than 400 Crore INR	10
	More than 400 Crore INR	15
<b>1.4</b>	<b>Bidder's experience in CBT</b>	<b>10</b>
1.4.1	<b>Maximum no of candidates appeared in computer based examination in single shift completed in India in last three financial years (as on date of bid submission)</b>	<b>10</b>
	150,000 - 175,000 Candidates	2
	175,001 – 2,00,000 Candidates	5
	>2,00,000 Candidate	10
<b>1.5</b>	<b>Bidder's infrastructure capability</b>	<b>25</b>
1.5.1	<b>Owned Node (available 24X7 with minimum 250 nodes in each center) Capability across India (Proof to be submitted)</b>	<b>10</b>
	<=50,000	2
	50,001 – 1,00,000	5
	>1,00,000	10

<b>1.5.2</b>	<b>Primary Data Center with Secondary DC site to be managed by the bidder/ group of companies for data Security</b>	<b>15</b>
	'Tier III DC infrastructure with Secondary DC outsourced by the bidder/ group of companies	5
	'Tier III DC infrastructure with Secondary DC owned by the bidder/ group of companies with Cert-in Certified infrastructure	10
	'Tier IV DC infrastructure with Secondary DC owned by the bidder/ group of companies with Cert-in Certified infrastructure	15
<b>1.6</b>	<b>Bidder's Presentation and Demonstration</b>	<b>20</b>
<b>1.6.1</b>	<b>Presentation and Demonstration</b>	<b>20</b>

**Note:** Bidder scoring less than 80% in the above Technical Score will be deemed as technically ineligible.

## **6. Evaluation of Bids**

### **6.1. Technical Evaluation**

- 1 Detailed technical evaluation shall be carried out along with other conditions in the tender document to determine the substantial responsiveness of each tender. For this clause, the substantially responsive bid is one that conforms to all the eligibility and terms and condition of the tender without any material deviation.
- 2 The evaluation committee may call the responsive bidder(s) who comply with all terms and conditions of the tender for discussion and presentation to facilitate and assess their understanding of the scope of work and its execution. The bidder should give a detailed presentation on how their technology is best suited for LAHD-SSRB. However, the committee shall have sole discretion to call for discussion/presentation.

### **6.2. Financial Evaluation**

The Financial Bid of those Bidders who have been found to be technically eligible will be opened. The financial bids of ineligible bidders will not be opened.

The Financial Bids shall be opened in presence of representatives of technically eligible Bidders, who may like to be present. The LAHD-SSRB shall inform the date, place and time for opening of the Financial Bid to the technically eligible bidder(s).

### **6.3. Evaluation and Comparison of Bids**

80% weightage will be awarded for Technical Evaluation and 20% weightage will be awarded for Financial Evaluation

Technical Bid will be assigned a Technical score (Ts) out of a maximum of 100 points, as per the Scoring Model provided in the previous section.

The commercial scores would be normalized on a scale of 100, with lowest score being normalized to 100 and the rest being awarded on a pro-rata basis. Such normalized scores would be considered for the purpose of QCBS based evaluation, explained in section below.

#### 6.4. Final Evaluation Criteria - Quality and Cost based selection (QCBS)

The individual Bidder's commercial scores (CS) are normalized as per the formula below:

$F_n = F_{min}/F_b * 100$  (rounded off to 2 decimal places) Where,  
 $F_n$ = Normalized commercial score for the Bidder under consideration  
 $F_b$ = Absolute financial quote for the Bidder under consideration  
 $F_{min}$ = Minimum absolute financial quote

Composite Score (S) =  $T_s * 0.80 + F_n * 0.20$

The Bidder with the highest Composite Score(S) would be awarded the contract.

#### 7. Important Instructions

1. The Bidder should follow defined Software Change Management processes to manage changes in the software. Such a process would include Change Request Management, Impact Analysis, Change Approval, Change Implementation, Version Control, Version labeling, Testing, QA Certification and Deployment into production.
2. The Bidder must employ multiple backup systems including offline backups to securely maintain the software and its corresponding source code.
3. The Bidder should have an in-house quality assurance and product testing team with a robust quality management processes that are followed to test and certify the system used to conduct the exam. The bidder should maintain documented test cases and maintain evidence of successful test execution covering all test cases. Rigorous testing must be done for major as well as minor patch releases.
4. Testing should not be limited to system features and functionality. The system used to conduct the exam must be tested for Performance, Security, Usability, High-Availability, Business Continuity and Disaster-Recovery.
5. The Bidder should design a high-performance system and conduct performance tests to verify successful achievement of high concurrency, fast response time, and long-stress duration required of the system used to conduct the exam. Results of such performance tests should be made available for each major release of the system used to conduct the exam.
6. The Bidder should design a highly secure system and conduct security tests to verify that there are no vulnerabilities that can make the system susceptible to attacks. Comprehensive testing of source code, software binaries, and the infrastructure must be carried out. Results of such security tests should be made available for each major release of the system used to conduct the exam.
7. Suitable emergency management plans towards any crisis situations/redundancy of servers, nodes additional center locations, student's data etc. should be maintained by the Bidder.
8. The Bidder should be able to support the entire solution (across INDIA) on a 24 x 7 basis with a maximum response time of 3 hours.
9. At any time before the submission of bids, LAHD-SSRB may amend the tender by issuing an addendum in writing or by standard electronic means.
10. If the amendment is substantial, Bidder(s) shall be given reasonable time to make amendment or to submit revised bid and the deadline for submission of bids will be extended by LAHD-SSRB.



## 8. General Information

1. The tender is a "Two Bid" document. The technical bid should contain all the relevant information and desired enclosures in the prescribed format along with Earnest Money Deposit (EMD). The financial bid should contain only commercials. In case, any bidder encloses the financial bid within the technical bid, the same shall be rejected summarily.
2. The tender document has to be downloaded from <https://leh.nic.in/> , <https://www.lahdssrb.in/>. The technical and financial documents should be kept separately in sealed envelopes and both the envelopes should be kept separately in one envelope super scribing "Tender for **Online Examination (Computer Based Test): Conduct and Processing of Examinations of LAHD-SSRB**" so as to reach Office of the Secretary, LAHD-SSRB Leh by 04:00PM on 08-07-2022 at below mentioned address:  
**"Office of the Deputy Director Employment Leh (Secretary, LAHD-SSRB),  
District Employment & Counselling Centre Leh  
near Municipal Committee Leh Ladakh-194101"**
3. Offers may be sent by registered speed post so as to reach us before closing date. The sealed bid may also be dropped in the Tender box at the office. Late tenders shall not be accepted.
4. All information called for in the enclosed forms should be furnished against the respective columns in the forms. If information is furnished in a separate document, reference to the same should be given against respective columns in such cases. If any particular query is not applicable, it should be stated as "Not Applicable". However the bidders are cautioned that not giving complete information called for in the tender forms or not giving it in clear terms or making any change in the prescribed forms or deliberately suppressing the information may result in the bidder being summarily disqualified.
5. The Responses should be computer generated/typewritten or handwritten but there should not be any overwriting or cutting. Correction, if any, shall be made by neatly crossing out, initialling, dating and rewriting. The name and signature of bidder's authorized person should appear on each page of the application. All pages of the tender document shall be numbered and submitted as a package along with forwarding letter on bidder's letter head.
6. The bidder should enclose bid security (EMD) in form of Demand Draft/Bank Guarantee in a favor of the Chairman, LAHD-SSRB. The tenders without EMD shall be summarily rejected. The successful bidder shall be required to deposit performance security in form of bank guarantee valid for three years, equal to three percent (3%) of exam value within 15 days from the date of the award of the work. The EMD of the unsuccessful bidders shall be returned without interest after award of work to the successful bidder. The EMD of the successful bidder shall be returned only after the signing of the contract along with performance security deposit. The EMD stands forfeited in case the bidder withdraws or amends his bid after submission of tender document.
7. Reference, information and certificates from the respective clients certifying technical, delivery and execution capability of the bidder should be signed and the contact numbers of all such clients should be mentioned. LAHD-SSRB may also independently seek information regarding the performance from the clients.
8. The Bidder is advised to attach any additional information, which they think is necessary in regard to their capabilities to establish that the bidder is capable in all respects to successfully complete the envisaged work. They are however, advised not to attach superfluous information. No further information will be entertained after tender document is submitted, unless LAHD-SSRB calls it for.

9. Even though bidder may satisfy the qualifying criteria, they are liable for disqualification if they have a record of poor performance or not able to understand the scope of work etc.
10. Prospective bidders may seek clarification regarding the project and/ or the requirements for pre-qualification, in writing through mail within a reasonable time.
11. All disputes arising shall be subject to the jurisdiction of appropriate court of UT Ladakh alone and shall be governed by the law of India. LAHD-SSRB reserves the right to award the work/cancel the award without assigning any reason. In case of differences, if any, the decision of LAHD-SSRB shall be final. Initially the contract will be for Three years and may be extended for 2 more years depending upon successful completion of the job and performance review.
12. The payment shall be in Indian Rupees and shall be paid only after successful completion of work. 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 runs etc.
13. Bidders are neither allowed to join hands to participate in the tender nor allowed to submit multiple bids. Any such act will make the bid liable for rejection.
14. Even though bidders may satisfy the above requirements, they may be disqualified:
  - If misleading or false representation of facts are made or deliberately suppressed in the information provided in the forms, statements and enclosures of this document.
  - If they have a record of poor performance such as abandoning work, not properly completing the contract or financial failures/weaknesses.
  - If confidential inquiry reveals facts contrary to the information provided by the bidder.
  - If confidential inquiry reveals unsatisfactory performance in any of the selection criteria. In such cases, LAHD-SSRB has the right to reject the bid.
15. Any disputes arising out of this tender will be subject to the courts in UT Ladakh only.

## **9. Appointment of Successful Bidder**

### **9.1. Award Criteria**

LAHD-SSRB will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bid as per the process outlined above.

### **9.2. Right to Accept Any Proposal and To Reject Any or All Proposal(s)**

LAHD-SSRB reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals at any time prior to award of contract without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for LAHD-SSRB action.

### **9.3. Notification of Award**

Prior to the expiration of the validity period, LAHD-SSRB will notify the successful bidder in writing or email, that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, LAHD-SSRB may request the bidders to extend the validity period of the bid.

The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Bank Guarantee, LAHD-SSRB will notify each unsuccessful bidder and return their EMD. The EMD of successful bidder shall be returned only after furnishing of Performance Bank Guarantee and signing of Contract.

#### **9.4. Performance Guarantee**

The LAHD-SSRB will require the selected bidder to provide an irrevocable, unconditional Performance Bank Guarantee within 15 days from the Notification of award, for a value equivalent to 3% of the exam value. The Performance Guarantee should be valid for a period of 36 months. The Performance Guarantee shall be kept valid till completion of the project and Warranty period. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, LAHD-SSRB at its discretion may cancel the order placed on the selected bidder without giving any notice. LAHD-SSRB shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or LAHD-SSRB incurs any loss due to Vendors negligence in carrying out the project implementation as per the agreed terms & conditions.

#### **9.5. Signing of Contract**

After LAHD-SSRB notifies the successful bidder that its proposal has been accepted, LAHD-SSRB, shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the bidder between LAHD-SSRB and the successful bidder with mutually agreed terms and conditions.

#### **9.6. Penalty**

The bidder shall re-conduct assessment at no additional cost to LAHD-SSRB if deficiency in Services (failure to conduct and complete the assessment on the scheduled date due to any technical issues such as network issues, server issues, power issues) are for reasons solely and entirely attributable to the bidder that has been proved.

#### **9.7. Time Frame**

The successful bidder would be required to make the system up and operational within a period of 30 Days from the date of signing of Contract.

#### **9.8. Information security and data privacy**

The successful bidder will be responsible for providing secure systems. The successful bidder is expected to adhere to Information Security Management procedures as per acceptable standards with best practices. The vendor shall be responsible for guarding the Systems against virus, malware, spyware and spam infections using the latest Antivirus corporate/Enterprise edition suites which include anti-malware, anti-spyware and anti-spam solution for the entire system. The vendor shall have to maintain strict privacy and confidentiality of all the data it gets access to.

### **9.9. Processing Norms**

The LAHD-SSRB owns the candidate data and Bidder is only a processor. LAHD-SSRB and the vendor acknowledge and agree that the provision of Services under this tender may require the vendor to interact with LAHD-SSRB and suppliers of LAHD-SSRB relating to the Services as special agent for and on behalf of LAHD-SSRB and/or to process transactions, in accordance with the general or special guidelines, norms and instructions ("Processing Norms") provided by LAHD-SSRB and agreed by the Parties. The vendor shall be entitled to rely on and act in accordance with any such Processing Norms agreed by the parties and the selected bidder shall incur no liability for claims, loss or damages arising as a result of vendor's compliance with the Processing Norms. LAHD-SSRB agrees to indemnify, defend and hold vendor and its affiliates, their officers and employees involved in the Services, harmless from any and all claims, actions, damages, liabilities, costs and expenses, including but not limited to reasonable attorney's fees and expenses, arising out of or resulting from the selected bidder's compliance with Processing Norms. Further, LAHD-SSRB shall be responsible for all activity occurring under its control and shall abide by all applicable local, state, national and foreign laws, treaties and regulations in connection with their use of the Service, including those related to data privacy, international communications and the transmission of technical or personal data.

### **9.10. Payment Schedules**

The payment to the service provider shall be made in Indian rupees and shall be paid only after the successful completion of the entire work as per the schedule, without any errors. No advance payment shall be made.

### **9.11. Fraudulent and Corrupt Practices**

The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, LAHD-SSRB shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in the Selection Process. In such an event, LAHD-SSRB shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the LAHD-SSRB for, inter alia, time, cost and effort of the LAHD-SSRB, in regard to the RFP, including consideration and evaluation of such Bidder's Proposal.

For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:

"corrupt practice" means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of LAHD-SSRB who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOI or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official

resigns or retires from or otherwise ceases to be in the service of LAHD-SSRB , shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical consultant/ adviser of LAHD-SSRB in relation to any matter concerning the Project;

"Fraudulent practice" means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;

"Coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person s participation or action in the Selection Process;

"undesirable practice" means (i) establishing contact with any person connected with or employed or engaged by LAHD-SSRB with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and

"Restrictive practice" means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

#### **9.12. Force Majeure**

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or LAHD-SSRB as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:

- Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics.
- Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos
- Terrorist attack, public unrest in work area provided either party shall within 10 days from occurrence of such a cause, notifies the other in writing of such causes.

The bidder or LAHD-SSRB shall not be liable for delay in performing obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity, confidentiality survive termination of the contract. However, LAHD-SSRB shall make payment for all the services rendered by the bidder till such date of termination of contract.

#### **9.13. Proprietary Rights**

All rights, title and interests in and to the Services Environment and any other material used by the bidder in the provision of the Services shall exclusively belong to the bidder or its licensors ("Bidder Proprietary Material"). Any and all Intellectual Property Rights with respect to the Services and the selected bidder Proprietary Material and all modifications, improvements, enhancements, or derivative works made

thereto, shall always belong to the selected bidder or its licensors and LAHD-SSRB shall not be entitled to claim any rights therein. All rights, title and interests in LAHD-SSRB Data shall always remain with LAHD-SSRB. LAHD-SSRB agrees that the bidder shall have the right to list LAHD-SSRB in its marketing material and use LAHD-SSRB logo with respect to such listing and for reference purposes. LAHD-SSRB acknowledges that the provision of the Services hereunder by the selected bidder shall be on a non-exclusive basis and the bidder shall be free at all times to provide the services or perform obligations same or similar to the Services and obligations envisaged hereunder to any of its other clients, either existing or future, and nothing herein shall preclude Bidder from providing such services or performing such obligations to its other clients.

#### **9.14. Limitation of Liability**

Neither party shall be liable to the other party for any special, indirect, incidental, exemplary, punitive or consequential losses or damages or loss of profit, loss of data, loss of revenue or operational losses whether in contract, tort or other theories of law, even if such party has been advised of the possibility of such damages. The total aggregate liability of either party under this Agreement shall not exceed the exam value paid to bidder by LAHD-SSRB for the Service that gives rise to such liability. The limitation on any Party's liability herein shall not apply to (i) liability for damages, resulting from the wilful misconduct and (ii) breach of the use terms in respect of bidder's application system. The bidder shall not be held liable for any delay or failure in its obligations, if and to the extent such delay or failure has resulted from a delay or failure by or on behalf of LAHD-SSRB to perform any of LAHD-SSRB's obligations. In such event, Bidder shall be (a) allowed additional time as may be required to perform its obligations, and (b) entitled to charge LAHD-SSRB for additional costs incurred, if any, as may be mutually agreed upon between the Parties.

#### **9.15. Confidentiality**

The selected service provider/bidder and their personnel shall not, either during implementation or after completion of the CBT work/project, disclose any proprietary or confidential information relating to the services, agreement or the LAHD-SSRB's business or operations without the prior consent of the LAHD-SSRB.

The successful service provider is required to sign a non-disclosure agreement at the time of signing a contract with LAHD-SSRB.

**ANNEXURE- I**  
**FINANCIAL INFORMATION**

Financial Analysis: Details to be furnished duly supported by figures in Balance Sheet/ Profit & Loss Account for the last 3 (three) years and certified by the Chartered Accountant, as submitted by the Bidder to the Income-Tax Department (copies to be attached).

S.No.	Details	(1) 2021-22	(2) 2020-21	(3) 2019-20
i)	Gross annual turnover similar works.			
ii)	Profit/Loss			
iii)	Financial Position: <ul style="list-style-type: none"> <li>• Cash</li> <li>• Current Assets</li> <li>• Current Liabilities</li> <li>• Working Capital (b-c)</li> <li>• Current Ratio: Current Assets/Current Liabilities (b/c)</li> </ul>			

- Up to date Income Tax Clearance Certificate.

Note: Attach additional sheets, if necessary.

(Signature of Bidder)

## **ANNEXURE- II**

### **DETAILS OF SIMILAR WORKS EXECUTED**

[illegible]

(Signature of Bidder)



**ANNEXURE – III**  
**STRUCTURE OF THE ORGANIZATION**

1. Name and address of Bidder:
2. Telephone No./Fax No./Email address:
3. Legal status (Attach copies of original document defining the legal statues).
  - a) An Individual :
  - b) A Proprietary/Partnership bidder:
  - c) A Trust :
  - d) A Limited Company or Corporation :
4. Particulars of Registration with various Government bodies & Statutory Tax Authorities (attach attested photocopy)
  1. Registration Number :
  2. Organization/Place of registration :
  3. Date of validity :
5. Name and titles of Directors & Officers with designation to be concerned with this work with designation of individuals authorized to act for the organization. :
6. Were you or your company ever required to suspend the work for a period of more than six months continuously after you commenced the works? If so, give the name of the project and reasons for not completing the work. :
7. Have you or your constituent partner(s) ever left the work awarded to you incomplete? If so, give name of the project and reasons for not completing the work. :
8. Have you or your constituent partner(s) been debarred/black listed for tendering in any organization at any time? If so, give details. :
9. Area of specialization and Interest :
10. Any other information considered necessary but not included above. :

**(Signature of Bidder)**

**ANNEXURE - IV**

**DETAILS OF TECHNICAL AND ADMINISTRATIVE PERSONNEL TO BE EMPLOYED FOR THE WORK**

<b>Sr No.</b>	<b>Designation</b>	<b>Total number of employees in that category</b>	<b>Number available for this work</b>	<b>Name</b>	<b>Qualification</b>	<b>Professional experience and details of work carried out</b>	<b>In what capacity these would be involved in this work</b>	<b>Remarks</b>
<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>	<i>6</i>	<i>7</i>	<i>8</i>	<i>9</i>

(Signature of Bidder)

**ANNEXURE-V**  
**FINANCIAL BID**

(In Indian Rupees)

<b>Sr. No.</b>	<b>Particulars</b>	<b>Per Registered Candidate per examination (in figure)</b>	<b>Per Registered Candidate per examination (in words)</b>
1.	Conduct of end-to-end computer-based examination		
2.	Implementing Social Distancing Measures (as per the scope of work)		

The rates quoted shall be exclusive of duties and taxes.

Date

**(Signature of Bidder)**