

NEIGRIHMS

North Eastern Indira Gandhi Regional Institute of Health and Medical Sciences, Shillong
(An Autonomous Institute, Ministry of Health and Family Welfare, Government of India)
Director's Block, Mawdiangdiang, Shillong 793 018, Meghalaya

Store & Procurement:

Tele : (0364) 2538011,2538025 Extn-224

Tender enquiry No: NEIGR/Exam/PG (MD/MS)/2015/56

Email: storeneigrihms@gmail.com

Website: neigrihms.nic.in

Date : 09-02-2015

SUBJECT: OPEN TENDER FOR SELECTION OF AGENCY FOR CONDUCTING ONLINE EXAMINATION FOR ADMISSION TO VARIOUS COURSES (SESSION 2015) AT NEIGRIHMS (SPREAD OVER MULTIPLE CENTRES IN N E STATES AND ALSO SINGLE CENTRE OF SHILLONG).

Sealed tender are invited on behalf of Director, NEIGRIHMS, for selection of agency/vendor for conducting online examination for admission to various courses (Session 2015 -16, 2016-17 and thereafter for another year) in NEIGRIHMS, under two bid system in two separate sealed covers duly marked "Techno-Commercial: Bid/Tender-A" and "Price/Finance: Bid/ Tender- B", placed in another sealed cover/envelope.

Offers, in sealed cover addressed to the Deputy Director (Admn.), NEIGRIHMS, Mawdiangdiang, Shillong – 793018 with the words "Tender No /Name & Tender Date" with due date boldly superscribed on the top of the envelope and the offer can be sent by registered / speed post or dropped in the tender box placed near Store & Procurement Section, Top Floor, Director's Block of the Institute.

Bid document/Tender Schedules can be had from the Assistant Registrar, Examination & Estt Section-III, Director's Block, NEIGRIHMS, Shillong-793018 (Tel: 0364-2538011/2538025 Extn-224), Meghalaya on all working days during the office hours on payment of non-refundable tender fee for Rs 1000.00 (*Rupees One thousand only*) by hand or by Post Rs 1100.00 (*Rupees One thousand One hundred only*), in the form of Demand Draft drawn on any nationalized Bank, pledged in favour of Financial Adviser, NEIGRIHMS, Shillong -793018. Bidders have to submit Earnest Money Deposit (EMD) of **Rs 3,00,000.00** (Three lakh only), as Call deposit/Bank draft/Banker's Cheque/Bank guarantee, in favour of Financial Adviser, NEIGRIHMS, Shillong. Earnest Money Deposit (EMD) should be valid for a period of Sixty (60) days beyond the validity period of contract.

The documents can also be downloaded from our website: www.neigrihms.nic.in. The tender document downloaded from the website will be accepted only on furnishing of non-refundable tender fee in the form of crossed demand draft/pay order for Rs 1000.00 separately drawn on or any nationalized bank in favour of Financial Adviser, NEIGRIHMS, Shillong -793018 and the tender cost should not be mingled with EMD and both the instruments should be enclosed along with techno-commercial bid otherwise, tender will not be considered. Tender document may be referred to for EMD details. If the tender document is downloaded from our website, while furnishing the tender, it should be superscribed legibly on the left corner of the sealed cover as "TENDER COPY DOWNLOADED FROM NEIGRIHMS WEBSITE". The prospective Bidder may note that Pre Bid meeting will be held on **23/02/2015 at 16.00 hrs** in the Conference Room of Director's Block of the Institute. All prospective Bidders/tenderer may attend the Pre Bid Meeting.

Tender Enquiry No/Bid Reference No: NEIGR/S&P/OT -01/2015 -16

Date of Commencement of Sale of Bidding Document -	:10.02.2015
Last Date for Sale of Bidding Document -	: Before the Closing Hours of 03.03.2015
Last Date and Time for Receipt of Bid -	: 14.00 Hrs of 03.03.2015
Time And Date of Opening of Bid -	: 14.30 Hrs of 03.03.2015
Pre-Bid Conference and Clarification Session	: 15.00 Hrs of 23.02.2015

In the event of the date being declared as a closed holiday for purchaser's office, the due date for submission of bids and opening of bids will be the following working day at the appointed times, in the presence of attending bidders/tenderer or their authorized representatives, if any.

Assistant Registrar, Examination
For and on behalf of Director, NEIGRIHMS

CC.

- Accounts Officer / IPC / Tender Committee members- For information and wide circulation please
- Deputy Director (Admn.): for information please & to direct the concerned section to upload on the Institute's website and send details by e-mail/fax to State Information Officer, Meghalaya State Unit of NIC, 104, Secretariat Building, Shillong-793001, Tel:2225501,2241813; E-mail: sio-megh@nic.in
- State Information Officer, Meghalaya State Unit of NIC, 104, Secretariat Building, Shillong-793001, Tel:2225501,2241813 E-mail: sio-megh@nic.in : For kindly upload details in the relevant section of website of Government of Meghalaya/ Government Tenders.

SECTION: I

North Eastern Indira Gandhi Regional Institute of Health & Medical Sciences (NEIGRIHMS), Shillong, Meghalaya is an Autonomous Institute established by Ministry of Health and Family Welfare, Government of India in 1987. The then Prime Minister Late Rajiv Gandhi dedicated the Institute to the memory of Late Indira Gandhi, former Prime Minister for her commitment to the welfare and affection for the people of North Eastern Region. It has now been designed as a Postgraduate Medical Institute in the lineage of AIIMS, New Delhi.

NEIGRIHMS is an **Institute of excellence** in Medical Education & Human Resource Development by providing quality Medical Education to generate Health Manpower in various branches in the field of medicine including providing Undergraduate, Post-graduate, Nursing and allied profession; an excellent centre in patient care services and an open referral hospital to provide specialized health care to the people of North East India along with the advanced research facilities. The Post Graduate and MBBS courses are recognized by Medical Council of India.

1.1 Examination Section

Examination conducts the following exams

SI No.		Availability of Prospectus cum Application	Month of exam	Tentative Centers	No of expected candidates
1	MBBS	April	May	CBT/14 Centers	6000
2	B.Sc. NURSING	May	June	Shillong	1000
3	DM	May	June	Shillong	40
4	MD/MS	Feb (2016)	March (2016)	Shillong	500
5	*Recruitment Examinations	Not applicable	Any time after advertisement	Shillong	2000

MBBS COURSE

The Institute admits a total 50 (Fifty) seats annually, out of which 18 (eighteen) seats are under the Northeast Open Category and entrance examination will be held for filling up these 18 (eighteen) seats only.

B. Sc. Nursing:

Institute admits 50 students annually for B.Sc. Nursing

MD/MS: Courses

At present the Institute has MD/MS Courses in Anatomy, Pathology, Microbiology, Anaesthesiology, Radio diagnosis, General Surgery, General Medicine, Obstetrics and Gynaecology. 50% of the seats are open North East including the MBBS passed out from NEIGRIHMS. There may be more departments for MD/MS based on approval of competent authority.

DM: Currently NEIGRIHMS has 2 seats for DM cardiology one each All-India and Open North east category.

Recruitment Examination: *Recruit Examinations may be for only conducting MCQ Computer Based Test (CBT) in Shillong Centre only without any liability of receiving of application, exam fee, determination of eligibility etc.

1. Tender should be addressed to the DEPUTY DIRECTOR, NEIGRIHMS, SHILLONG and submitted to the Office of the Stores and Procurement Officer, under sealed cover failing which the tender shall be rejected. Terms and conditions for supply should invariably be indicated otherwise would be taken on its face value. The rates may be quoted on separate sheets failing which the tender(s) will be rejected.
2. Mixed quotations will not be considered for acceptance.
3. TENDER SHOULD INVARIABLY BE SUBMITTED IN TWO BID SYSTEM CONTAINING TWO PARTS AS DETAILED BELOW:
PART-I: TECHNO-COMMERCIAL BID IN ONE SEALED COVER.
PART-II: - PRICEBID/FINANCIALBID IN ONE SEALED COVER.

BOTH THE SEALED ENVELOPES SHOULD THEN BE PUT IN OTHER COVER INDICATING THEREON:

i) Reference No. of the Tender: _____

ii) Tender regarding: _____

iii) Due date for submission of the tender: _____

iv) Due date for opening of the tender: _____

iv) Name of the firm: _____

PLEASE NOTE THAT PRICES SHOULD NOT BE INDICATED IN THE TECHNO- COMMERCIAL BID. THE PRE QUALIFICATION DOCUMENTS INCLUDING TENDER FEE/ E.M.D./BID SECURITY AS REQUIRED IN THE TENDER INVARIABLY BE ACCOMPANIED WITH THE TECHNO-COMMERCIAL BID DOCUMENT SHOULD NOTE: -TENDERS SUBMITTED WITHOUT FOLLOWING TWO-BID SYSTEM PROCEDURE AS MENTIONED ABOVE WOULD BE SUMMARILY REJECTED

4. The tenderers should give rates, showing taxes, if any, and levies and insurance charges separately giving full breakup details.
5. This tender document is non-transferable.

6. Qualification Criteria:

- Average Annual financial turnover during the last 3 years, ending 31st March of the previous financial year, should be at least 12,60,900.00.
 - Experience of having successfully completed similar works of conducting computer based (CBT) online examinations in multiple cities in India and North Eastern states of India, including receipt of online applications, receipt of Examination Fee through Gateway payment, checking of eligibility, allocation of Examination Centers declaration of result and works related thereto ending last day of month previous to the one in which applications are invited should be either of the following: -
 - a. Three similar completed works costing not less than Rs 16,81,200.00
Or
 - b. Two similar completed works costing not less than Rs 21,10,500.00
Or
 - c. One similar completed work costing not less than the amount equal to 33,62,400.00
7. The tendered rates and the validity of bids shall be for a minimum period of (2) two year from the date, as the tender are finalized /awarded plus another additional year with escalation of 5-10% above the lowest accepted rate with negotiation between the parties of the Contract., or till the finalization of next tender by the Institute, whichever is earlier. The continuity of the Contract for 2nd and 3rd year will be based on the satisfactory completion of the service of 1st and 2nd year as the case may be.
 8. The Director, NEIGRIHMS, Shillong shall be the final authority to reject full or any part of the service which is not confirming to the requirement and other terms and conditions.
 9. Tenderers submitting tenders would be considered to have accepted all the terms and conditions. No inquiries verbal/written shall be entertained in respect of acceptance /rejection of the tender.
 10. Any action on the part of the tenderer to influence anybody in the said Institute will be taken as an offence and the tender submitted by the firm will summarily be rejected.
 11. If at any time, any question, dispute or difference whatever shall arise between the two parties, (NEIGRIHMS on the one hand and agency on the other hand) in relation to the contract either of the parties may give to the other notice in writing the existence of such a question, dispute or difference and the same shall be referred to two arbitrators, one to be nominated by the tendering agency. Either party shall serve such a notice of the existence of any question, dispute or difference in connection with this purchase within 30 days of the beginning of such dispute failing which all right or claims shall be deemed to have been forfeited and absolutely barred. Before proceeding with the reference the arbitrators shall appoint/nominate an umpire. In the event, the arbitrators not agreeing in their award the umpire appointed by them shall enter upon the reference and his award shall be binding on the parties. The venue of the arbitrator shall be at NEIGRIHMS. The provision of the Indian Arbitration and Reconciliation Act 1996 and of rules framed if under and any statutory modifications thereof shall be deemed to apply and be incorporated for the providing services etc. Upon every or any such reference the cost of any incidents to the reference and awards respectively shall be at the discretion of the arbitrators on in the event of their not agreeing of the Umpire appointed by them who may determine the amount thereof or direct the same to be fixed as between solicitors and client or as between parties and shall direct by whom and in what manners the same shall be borne and paid.
 12. The courts at Shillong will have the jurisdiction to try any matter, dispute or reference between the parties arising out of the contract. It is specifically agreed that no court outside and other than Shillong court shall have jurisdiction

in the matter.

13. Any failure or omission to carry out the provision of the contract by the agency shall not give rise to any claim by any party, one against the other, if such failure or omission arises from an act of God, which shall include all acts of natural calamities such as fire, flood, earthquake hurricane or any pestilence or from civil strikes, compliance with any statute and/or regulation of the Government lookouts and strikes, riots, embargoes or from any political or other reasons beyond the suppliers control including civil war or state war (whether declared or not) or insurrection, provided that notice of the occurrence of any event by either party to the other shall be given within two weeks from the date of occurrence of such an event which could be attributed to force majeure conditions
14. The tenderer/ bidder shall furnish a non-blacklisting certificate that the firm has not been blacklisted in the past by any government/ Private institution. The tenderer/ bidder has to give an affidavit on non-judicial stamp paper duly attested of Rs.10/- that there is no vigilance/CBI case pending against the firm/supplier and the firm has not been blacklisted in the past by any Govt. or Private Organization.
15. (a) The tenderer are required to quote their rates in the prescribed format both in numerical and words.
(b) In case the vendor appoints manpower / labour in excess of or equal to the number as specified by law, the agency should comply with all statutory enactments including Contract Labour Regulation and Abolition Act, 1970; Minimum Wages Act where applicable; Payment of wages Act, where applicable; ESI Act, 1948, where applicable; EPF Act, 1952, where applicable; etc. All existing statutory liabilities relating to engagement of personnel related to labour laws shall be sole responsibility of the agency.
16. If the tenderer gives a false statement on any of the above information, the firm/supplier will not be considered and their quotation/tender shall be deemed to be rejected and the security deposited will stand forfeited.
17. The successful agency shall sign the contract/agreement, within 15 (fifteen) days, from the issue of the letter of acceptance, failing which security money deposited may be forfeited and name may be removed from the list of service providers at the NEIGRIHMS , Shillong-793018.
18. The successful agency shall furnish performance security to the purchaser for an amount equal to ten percent (10%) of the total value of the contract, valid up to sixty days after the date of completion of all contractual obligations by the Tenderer
19. The Institute shall have the right to reject any tender without assigning any reason thereof. No correspondence will be entertained in this regard.
20. a) If the certificates/documents required are not submitted along with the tender, such offers will not be considered and will be rightly rejected.
b) Any tenderer /supplier giving false information shall be disqualified and removed from the contract. No business, henceforth, will be done with the firm/supplier.

SECTION: II

NEIGRIHMS is planning to conduct online entrance examination for admission into B. Sc. Nursing for admission in to 50 seats, MBBS course for filling up of the 18 seats under the North east Open Category and DM courses for cardiology for the year 2015-16. The activities as related to entrance examination for B Sc. Nursing and the DM (cardiology) have to be conducted in the Shillong Centre and the activities related to Entrance Examination for MBBS need to be carried out in the various parts of the North Eastern India. The different project/ task needs to be completed on turnkey basis from the application management till conduct of examination and sharing the entrance examination results with NEIGRIHMS as per the time frame tabulated below:

SI No.		Availability of Prospectus cum Application	Month of exam	Centers	No of candidates
1	MBBS	April	May	CBT/14 Centers	6000
2	B.Sc. NURSING	May	June	Shillong	1000
3	DM	May	June	Shillong	40
4	MD/MS	February (2016)	March(2016)	Shillong	500
5	*Recruitment Examinations	Not applicable	Any time after advertisement	Shillong	2000

***Recruit Examinations may be for only conducting MCQ Computer Based Test (CBT) in Shillong Centre only without any liability of receiving of applications, exam fee, determination of eligibility etc.**

1.1 Scope of the work

- The agency chosen will have the sole responsibility for all activities related to the entire examination process including :
- Online registrations
- Checking eligibility
- Receiving on line examination fee
- Examination centre allocation
- Online hall ticket generation
- Question paper software owned by the vendor shall be made available to NEIGRIHMS who prepares the questions for uploading.
- Provide results as per the format provided by NEIGRIHMS and share the results at the end of the day after examination process is completed.
- The Examination for all the candidates to be scheduled at the same time .List of Examination centers to be provided along with the number of systems at each location to be mentioned with details of configuration
- The complete project will be under the supervision of NEIGRIHMS and will exercise full control over the activities awarded to the agency. The Agency will ensure the adherence of the time schedule as well as meeting of hardware and technical requirements for the implementation, commissioning & successful conduct of computer based test.

The above computer based examination has to be conducted by the Agency on a turn-key basis and is required to perform the following tasks:

- Ensuring requisite Computer Lab infrastructure including power backup infrastructure, software, adequate software and Security software for the smooth conduct of the examination
- By deploying technically qualified, experienced, adequate e manpower to manage the entire examination process. There should be at least 2 technical persons directly from the agency managing the LAN (Local area network) and 1 person as centre head at the test centre.
- To obtain connectivity and provide Examination center across North East India and/ or Shillong as per the schemes of different Entrance Examination for different courses as tabulated above and manage them as per requirement.
- To develop, host and manage examination web pages for different Entrance Examinations for different courses and other related links.
- To address the security issues- Providing security software and securing the network systems to establish a highly secured and sanitized system for the entire process.
- To conduct computer based test (CBT) in a smooth and fair manner in a shortest span of time
- The agency who can conduct in shortest span of time and having expertise in handling similar work environment especially in North East India will be preferred.
- To authenticate, evaluate the answer responses of the candidates

- To provide the database, results, and reports as per the requirement of NEIGRIHMS
- No copy of data would be retained by Agency after proper handover with checking of data to designated authority of NEIGRIHMS

NEIGRIHMS Online Examination Management System

1.2.1 Registration -Online: The facility to effect payment of Examination fee, by the candidate online as decided by NEIGRIHMS

Helpdesk/Helpline: Begin a help desk with dedicated persons for telephonic support to applicants via dedicated number and E-mail id specifically for supporting the applicants.

Test Scheduling: Computer based test to be scheduled on the same day for approximately 5000 applicants in all over North East India. The examination will be held at different City Centers in NE India. The probable Centers are Shillong, Guwahati, Tezpur, Silchar, Jorhat, Dibrugarh, Imphal, Agartala and Gantok ***comprising of multiple numbers of centers in a city Centre depending upon the number of candidates in one city Centre.***

Hall Ticket Generation: Generate Hall Ticket which can be downloaded about 10 days before the date of Examination.

Computer Based Secure testing: CBT will be conducted at the same time slot in all over the centers allocated in NE India.

Result Processing: Processing of answer responses within a given time frame. Evaluation and the result with final data in suitable format based on the accumulated database of students and their answer scripts.

SECTION: III

2.0: ONLINE WEB BASED PORTAL

This activity involves the development, maintenance of dedicated customized online web based page which will have the following modules:

- Registration Module- Online registration
- Checking eligibility in e-forms
- Online payments
- Query handling module- Helpdesk support -8hrs/day six days/week
- Hall ticket generation Module
- Result declaration Module
- Reports module
- All the modules to be integrated with each other.
- The online Web based Portal will have the feature to be integrated with the Online Test Delivery Portal.

The module wise specific details as given below

Registration Module:

2.1: Online Registration

Online student registration will eliminate the manual intervention and increase the speed of the entire process. Systems will allow students to fill the form online. System will have inbuilt validation system to validate the entered data. After successful submission, system will give unique registration number with password for each student. Student can login into the system by using registration number & password to edit their information, download the Hall Ticket. System will process the result thereafter instantly and store the results for further use.

The Online registration should have the following features:

- Detailed guidelines and instructions about the programme, eligibility conditions, fees etc.
- Online application from where in the candidate can fill the requisite information as desired
- The application form should have menu driven items for capturing identical information.
- Pop ups for the message alerts, instructions etc
- Validation of email id filled by the candidate
- Uploading of scanned certificate to check eligibility
- Receipt of payment
- Processing of the print version of the application forms received
- Provision for integration with online payment gateway
- Providing and Operating Version-quality/security seal payment gateway and managing online/offline payments
- Generation of unique application registration number (ARN) and password. The candidate should have facility to edit the information up to pre-specified date using the unique ARN and password.
- Provision for the candidates to take the printouts of the successfully filled applications.
- Provision to send individual common or customized messages through email or SMS to the candidates as required (either individual /group/s)

2.2: Eligibility Checking

- Checking of the Eligibility of the candidates will be done as per the details submitted by the candidate during the application submission. However, NIGRIHSM will recheck the eligibility at a later stage.

2.3: Query Handling Module

The online database module should have the following features:

- The important and modified information to be made available into the form of FAQs (Frequently asked questions)
- Activation of a dedicated email id for handling the queries of the students and to be responded on day to day basis (for all working days)
- Toll free Number for attending queries 24x7 days.

2.4: Hall ticket Generation Module

- The hall ticket generation module will retrieve the required information from the database. This module offers the following features and facilities to effectively carry out important pre-exam activities.
- Generation of personalized Hall Ticket Containing the ARN and allotted examination centre details of the applicants and make it available for downloading and printing on the website.

2.5: Reports Module

The reports module will generate different type of reports in spread sheet (Excel) format as per the requirement of NEIGRIHMS offering searching applicant /student by name, mobile, geographical location, ARN details, fathers name, date of birth etc.

2.6 Examination Module

(a) Minimum manpower deployment at each examination centre must as per following requirement:-

Each Exam Centre of capacity of 100 + 20 buffer should have the minimum following personnel's to be deployed by the agency

Test Centre Administrator	1 (One for each centre)
IT Manager	1 for each 200 candidates
Invigilators	2 per 25 systems or per lab
Support Staff	2 per 100 candidate
Security Guards	2 per 100 students
Peons	2 per 100 students

Above requirement should be increased proportionately on the basis of candidates allotted to that centre.

(b) The examination conducted would be multidisciplinary / multiple subject as per scheme of examination. Henceforth the test delivery system should handle this aspect of multidisciplinary / multiple subjects as well.

(c) To host the test and manage the test delivery process through intranet based solution at Examination Centers. The computer systems and servers shall be of latest configuration as described in page 15 and LAN must be scaled enough to handle the traffic in real time with proper backup and redundancy at each level. There must be active-active server for each server in use in online examination at each examination centre.

(d) To securely transmit, download, install and implement confidential data received from Examination Section. The Question Papers installation and implementation shall be as per requirement of The Examination Section NEIGRIHMS and instruction from Examination Section at the execution time in real time situation.

(e) To arrange frisking of candidates at examination centre to disallow any electronic gadgets, pen, paper (other than admit card), bag, purse (Except wallet) etc. as per the guidelines of the NEIGRIHMS.

(f) To complete registration process of the candidates before start of examination (**digital photo and bio-metric finger print capture etc**) and allow candidates to appear for test at Test Centre.

(g) To arrange/provide adequate displays and provide required instructions/information to the candidates appearing for test at online examination Centers.

(h) To maintain complete log of all activities of candidate during the course of examination to enable complete audit ability of the assessment process.

(i) To obtain feedback from candidates after examination is over through online Feed Back Form.

(j) To devise system for monitoring and supervision of Test Centre activities (Centre level/ Candidate's level) at designated office.

(k) To transfer/export the data in encrypted format including raw scores data from local server to Central server and vice versa at the instruction of Examination section.

(l) To print candidate response sheet at the end of the test as per requirement of The Institute.

(m) To send confidential data of examination of NEIGRIHMS online exams as per instruction of Examination section.

2.6(A): Result Declaration Module

This module should offer the following features and facilities to effectively carry out the post examination activities.

- The result of the candidate to be linked with the main data base.
- Uploading and display of examination results
- Generation of social category wise , merit list and cut-off list
- Generation of Reservation category wise eligibility for final admission

2.7: Question Bank Module

- An expert team will prepare a blue print of question paper consisting of MCQs with single best response. The encrypted question paper should be password protected set by the authority before uploading. Password will be given 90 minutes before the start of the examination
- Workflow facility for reviewers to review the question and approve/reject. Send it back to author to incorporate

change. Provide user the feature to create verification and sealing of rule templates, ensure that the same question does not get repeated in the same question paper.

- There should be provision for conducting the MOCK Test for those candidates who are going to make a request for it.

2.8: Delivery of Question Paper

- The candidates can open the question only at scheduled time after due authentication
- The question paper to be downloaded only on the RAM of the servers.

2.9: Establishment of the Server and software- Test Delivery Centers

This activity involves the setting of server for the control, delivery of the entire online test.

The server should have the following features:

- The physically secure and located each test centers
- Well protected from any threats through firewall
- Instant connectivity
- Minimum server configuration must include parallel on-line backup server such that the backup server continues to function normally in the event the first server fails.

2.10: Establishment of Test Centers

- This activity involves the activation of test centers at pre-decided (to be provided by the agency after discussion with NEIGRIHMS) locations to conduct the computer based test. The test has to be conducted in 1 day in one time slot only. The test centre and the test centre server should have the following features
- Hardware facilities at each centre to be identical with respect to the configuration of computer terminals. Centers with less than 100 computers will not be considered.
- Internet connectivity
- Proper power backup
- Security with respect to the data and infrastructure
- Administrative arrangements
- Internet explorer 7.0 or above as supported

2.11: Test Administration

This activity involves the administration of the test at each test centre. This involves the following activities

- Invigilation and verification
- Verification of the candidate identity with the Hall ticket
- Identity check with photo ID card (Govt. of India approved) to avoid impersonation.
- Signature of the candidate in the attendance sheet
- Verification of the signature in the attendance sheet vis-à-vis the signature in the admit card.
- To complete registration process of the candidates before start of examination (**digital photo and bio-metric finger print capture etc**) and allow candidates to appear for test at Test Centre.
- Allotment of computer terminal to the candidate on successful verification
- Candidate can start the terminal with specific user ID and password
- No books, mobile phones etc will be allowed inside the centre
- Attendance sheets containing the photographs and signatures at each centre

Note: The test centre Head along with at least 1 technical person per LAN (Server) should be from the agency for each test centre.

2.12: Test Publishing

- This involves defining the process and design how the test paper will appear to the candidate. This includes the following steps/features: The language is in English only.
- Test paper will be displayed on the submission of the USER ID and password by the candidate
- First window will explain the instructions for the test
- Main question paper will start at fixed time
- The digital clock along with the photograph will be fixed on the screen and the test will close automatically on completion of the test timing.

2.13: Publicity for conduct of examination (To be managed by NEIGRIHMS)

The publishing of advertisement/notices (in Newspapers etc) and information regarding the Conduct of Examination shall be done by NEIGRIHMS in consultation with agency

2.14: Evaluation of the bids: Technical Evaluation

Detailed technical evaluation shall be carried out as per the details provided in the conditions to determine substantial responsiveness of each of the component. For this clause substantial responsive bid is one that confirms to all the eligibility and terms and conditions without any material deviation. The technical evaluation committee will 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 sole discretion to call for discussion/presentation.

Each proposal would be evaluated against the 60-40 criteria. This means 60% weightage will be given to Technical proposal and 40% to Financial proposal.

Technical bid will be assigned a technical score of maximum 200 points. Bidders with technical score of 120 or more will qualify for the evaluation in the commercial process.

2.15: The bidders who score an aggregate of 120 marks or more shall be considered for technical presentation before the Committee constituted by the competent authority, for final technical evaluation of bidders.

2.16 Allocation of points in different parameters of evaluation in the Technical Bid will made available before the Technical presentation.

Evaluation and Comparison of Bids

SI No	Particulars	Breakup
1	Turnover of the organization:	
	Organization Turnover (Average Turnover of last 3 years) from business in India:	
	<1 crore	
	i. ≥1 crore to ≤ 5 crores	
	ii. > 5 crores to ≤ 8.5 crores	
	iii. > 8.5 crores to ≤ 10 crores	
	Note: Organization must be profitable in at least last 3 financial years	
2	Software Solution:	
2.1	Organization should own the copyright of the source code of the software being used for conducting the exam	
2.2	The organization should have in –house technical personnel to develop and maintain software and data used to conduct the exam and should follow well defined Software Change Management processes to manage changes in the software	
2.3	Capability to upload question paper after the encryption is done at the client location	
3	Work Experience:	
	Past Experience of similar Medical Entrance Examination in terms of no of assignments (Conducting Online Examinations –LAN based CBT mode, in Exam centers all over Indi) No. of assignment for different customers in India. (A) i. No. of assignment with unique customers > 5 to ≤ 10 assignments ii. No. of assignment with unique customers > 2 to ≤ 4 assignments iii. No. of assignment =1 (B) i. Any past experience in conducting online Medical Entrance Examination for any government institution in North Eastern India	
4	Manpower capability:	
	Organization should have minimum 350 technical people on rolls in India (A) i. ≥ 350 manpower units (employees) to ≤ 499 manpower units (employees) ii. > 500 manpower units (employees) (B) iii. < 100 technical people on rolls in NE India iv. > 100 technical people on rolls in N E India	
5	Single day Capability	
	(A) i. Conduct of ≥ 2000 to ≤ 3999 candidates in NE India ii. Conduct of ≥ 4000 to ≤ 4999 candidates in NE India iii. Conduct of > 5000 in NE India (B) iv. Conduct of > 5000 candidates in India v. Conduct of > 10000 candidates in India	

Total highest points 200

Evaluation of the bids: Financial Evaluation:

In the next step, the financial proposals would be assessed against the evaluation criteria set by the Examination Section NEIGRIHMS. Based on these criteria, each of the financial proposals would be assigned a score out of 40.

Formula to determine the scores for the Financial Bids shall be as follows:

$$FS = 40 \times (FL/F)$$

FS is the Financial Score

FL is the value of average lowest financial bid [average of 5 examinations in annexure VII (Price Schedule)]

F is the price quoted in the bid under consideration

$$\text{Total Score (Tot S)} = \text{TS} + \text{FS}$$

The Bidder with the highest **Total Score (TotS)** would be awarded the contract subject to other terms and conditions of Tender.

SECTION: IV

- 3.1: The bidder shall be single point of contract with NEIGRIHMS and shall be solely responsible for the execution and delivery of the service.
- 3.2: The bidder should be a company/ Society registered in India and having its operation for minimum 10 years in India, consortium is not allowed.
- 3.3: The bidder should have successfully executed similar projects on all India basis out of which at least 2 (two) should be Medical Entrance Examination in multiple cities and should have proven capacity of conduct of CBT mode exam for a minimum of 5000 candidates in one day of India. Preference will be given to those who have done the work involving in different capital cities in North Eastern States of India. The documentary evidence in the form of work /contract and client report must be enclosed

Note: *Similar nature of work means software design /development of computer based test for professional examination for government educational institution, online application processing, test delivery, evaluation and result processing in a stipulated time frame.*

- 3.4: The bidder should have software developed themselves which can be customized as per the requirement of NEIGRIHMS. The bidder should have ready infrastructure.

Note: Software ownership

- Organization should own the complete source code of the software being used for conducting the exam
- Organization should have all the necessary processes in place for entire software development life cycle of the software being used for conducting exam.
- Organization should have all the necessary components of the source code in place and any change required in any of the components of the software , in-house technical skill should be available to make necessary changes.
- Software code should have versioned, labelled and base lined appropriately in a standard version control system within the organization and named as NEIGRIHMS Examination (code) without showing the name of the Agency while delivering the service in printed / Hard copy and soft copy format.
- Software code should have multiple backup systems in place so that any time source code can be recovered in case of any disaster.
- Organization should own the test cases and regression testing code to produce that they have done necessary testing for the software to scale up to conduct of large assessments.
- Organization should have in-house quality assurance group and a strong quality management system to do quality checks of the software.
- Proper security provision of source codes

- 3.5: The bidder should not have incurred any loss during the last three years ending 31.03.2014. The bidder should have certified copies of their company balance sheet and profit and loss account duly audited for the last financial years.

- 3.6: The bidder should have on his pay roll sufficient number of technical and administrative employees for the proper execution of the contract. The bidder should submit a list of the employees stating clearly how these would be involved in this work.

- 3.7: The bidder should be registered with appropriate tax authorities such as income tax, service tax etc and should submit valid certificates of registration with these authorities.

- 3.8: The bidder should have infrastructure in all the prominent centers with validated nodes/computers, appropriate technology, hardware and software , dedicated connectivity , trained proctoring staff, adequate security measures and due diligence
- 3.9: The contract shall be on “end-to -end” basis and the bidder should have facilities and logistics available with them to execute the work awarded if shortlisted.
- 3.10: The bidder will have to showcase their software solution to NEIGRIHMS at any given point of time if NEIGRIHMS feels necessary.
- 3.11: Even though the bidders may satisfy the above requirements, they may be disqualified if they have –
- A. Made misleading or false representation or facts or deliberately suppressed the information to be provided in the forms, statements and enclosures of this document.
 - B. Record of poor performance such as abandoning work, not properly completing the contract or financial failures /Weaknesses.
 - C. If confidential inquiry reveals facts contrary to the information provided by the bidder
 - D. If confidential enquiry reveals unsatisfactory performance in any of the selection criteria
 - E. If bidder is engaged in any activity which can influence the conduct of professional exam such as conducting coaching classes etc.

NEIGRIHMS has the right to cancel or modify the tender. Also cancel/reject any bid without any assigning any reason.

- 3.12 The technical bid shall consists of –
- Technical information as desired in the prescribed format.
 - Financial information as per annexure
 - The details of experience of similar works as per annexure
 - Organizational structure and information as per annexure
 - Technical and administrative manpower available for this work as per annexure.
 - Physical infrastructure such as availability of test centers, technology, hardware, software etc as desired by NEIGRIHMS scope of work
 - EMD and tender fees
- 3.13: The agency must have at least 350 technical employees employed in-house in India and 100 in North Eastern India (North East India including Sikkim) for conduct of exam, development of software, maintenance of software, networking and data security. The employees should have been recruited after exercising due diligence that include background checks, experience verification etc.
- 3.14: The agency must have conducted at least 1 similar examination with candidate count of 4000 in single shift in at least 8 cities.

SECTION: V

General Information and Instruction to the Bidders

Submission of offers

The Vender shall submit their proposals in two parts (i) Technical Bid and (ii) Financial Bid

a) 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 price Bid Form - IX. In case, any bidder encloses the financial bid within technical bid, the same shall be rejected summarily.

b) 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.

c) The Tenders should be typewritten or handwritten but there should not be any overwriting or cutting or interpolation. Correction, if any, shall be made by neatly crossing out, initialing, dating and rewriting. The name and signature of bidder's authorized person should be recorded 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 agency's letter head.

d) Bidders must keep their offer open for a minimum period of 120 days from the date of opening of the tender, within which the bidders cannot withdraw their offer. However, subject to the period being extended further, if required, by mutual agreement from time to time.

e) 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. The NEIGRIHMS may also independently seek information regarding the performance from the clients.

f) The bidder is advised to attach any additional information, which he thinks is necessary in regard to his capabilities to establish that the bidder is capable in all respects to successfully complete the envisaged work. He is however, advised not to attach superfluous information. No further information will be entertained after tender document is submitted, unless The Institute calls for it.

g) **Incorrect or misleading information:** If the bidder deliberately gives incorrect or misleading information in their tender or wrongfully creates circumstances for the acceptance of the tender, NEIGRIHMS reserves the right to reject such a tender at any stage.

h) All explanatory remarks and clarifications, which the Bidder may desire to make, must be, incorporated in the offer form, failing which the remarks / clarifications shall be ignored and the tender dealt with as it stands.

i) Even though agency may satisfy the qualifying criteria, it is liable to disqualification if it has record of poor performance or not able to understand the scope of work etc.

j) Prospective bidders may seek clarification regarding the project and/ or the requirements for pre-qualification, in writing through Fax: 913642538003 or email: info.neigrhms@nic.in or storeneigrhms@gmail.com.

k) Offers sent by post should be sent by Registered Post with date/Postmark so as to reach us before closing date i.e by 2:00 PM **on 3rd March, 2015** with an acknowledgement due.

l) Apart from the original quotation to be submitted in the manner detailed above, no copies should be sent to any other office of NEIGRIHMS. Such offers will not be valid quotations. Offers sent through telegram/telex, and offers not submitted in the standard formats given in the tender document will be summarily rejected.

m) The payment shall be in Indian Rupees and shall be paid only after successful completion of work without error and delays. No advance payment shall be made and the successful bidder has to sign an agreement on non-judicial stamp paper which shall contain clauses related to liquidated damages on account of delays, errors, cost and time over-run etc.. In case the bidder fails to execute the contract, The NEIGRIHMS shall have liberty to get it done through any other agency with full cost recoverable from the bidder in addition to damages and penalty.

n) Bidders are neither allowed to join hands to participate in the tender nor allowed to submit multiple bids. In case of detection of such, their bid (s) is/are liable to be rejected. Bidding through consortium is not allowed.

o) The Director, NEIGRIHMS reserves right to award the work/cancel the award without assigning any reason. In case of differences, if any, the decision of the Director, NEIGRIHMS shall be final. The work can be awarded to one or more agencies if need arises. Initially the contract will be for one year extendable up to 3 years at the discretion of competent authority.

Important instructions

4.1: The agency should be registered in India. The registered agency should be operating in India for a minimum of 5 years with an objective of offering relevant IT solutions and Service that are subject matter of Bid document.

4.2: The bidder shall be single point of contract with NEIGRIHMS and shall be solely responsible for the execution and delivery of the work.

4.3: The bidder must have successfully executed similar project(s) on all India basis, out of which at least one should be of conduct of Competitive Examination in North East with 5 cities or more and should have proven minimum capacity of

conduct of online mode exam of 5000 candidates in online exam in a single day. The proof in form of work/contract/satisfactory client report shall be enclosed. (Bidder's past achievement in this regard shall be considered for technical evaluation)

Note: Similar nature of work means conduct & processing of CBT online examination

4.4: The bidder should have capacity to conduct online examination of 5000 candidates in a single day in North east. The detailed name list of available test centers city wise with capacity must be provided.

4.5: The agency should own the source code of the software being used for conducting the exam. The organization should be able to make changes as required in any of the components of the software.

4.6: The organization should comply with the defined software development cycle processes in the development and maintenance of the system used for conducting the exam.

4.7: The agency 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.

4.8: The agency must employ multiple backup systems including offline backups to securely maintain the software and its corresponding source code.

4.9 To ensure that Uninterrupted Power Supply (UPS) facility are available at each Test Centre to IT infrastructure and To ensure that Generator facility are available at each Test Centre and to ensure adequate Air-conditioning in labs for test.

4.10: The agency should have an in-house quality assurance and product testing professionals with a robust quality management processes that are followed to test and certify the system used to conduct the exam. The organization 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 and patch releases.

4.11: 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.

4.12: The agency 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 test should be made available for each major release of the system used to conduct the exam.

4.13: The agency 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.

4.14: Suitable emergency management plan toward any crisis situations for server management, node management, additional locations, student/applicant data. In case of failure of the system leading to failure of the examination, the whole examination will be conducted again with cost of the second examination to be borne by the agency concerned.

4.15: The bidder should be able to support the entire solution (across north East India) with a maximum response time of 6 hrs.

4.16: At any time before the submission of bids, NEIGRIHMS may amend the bid document by issuing an addendum in writing or by standard electronic means. The addendum shall be sent to all Bidders and will be binding on them. Bidders shall acknowledge receipt of all amendments.

4.17: 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 NEIGRIHMS.

EXAM CENTRES REQUIREMENTS

5.1: Minimum Candidate System Prerequisites

Processor	CPU Speed: 2.0 Ghz or above
RAM	2 GB or above
Screen Resolution	1024 x 768
Operating System	Windows
Browser	IE 7 or higher
Browser Settings	IE Java Script enabled
	Pop-up blocker disabled
	Paste operations via script enabled
	Under 'setting' of 'Temporary Internet Files', set 'Check for newer versions of stored pages' to Every visit to the page' Proxy disabled (Direct Internet)
Other Software	Net 2.0 Frame work, Microsoft Office 2003 or above or Open Office Calc 2.4 or above

Candidate System RAM should be minimum 1GB and HDD should be minimum 150

GB 5.2: Minimum Exam Centre Server Prerequisites

Processor	CPU Speed : 1.5 GHz or above
RAM	2 GB or more
HDD	1 TB or Higher
Screen resolution	1024 x 768
Operating System	Windows XP Professional Service Pack 3 Microsoft Windows Server 2003 Enterprise Edition Service Pack 2 Windows 7
Browser	Internet Explorer 6.0 or above as supported by above Operating system

Equivalent suitable system as backup support

5.3: Manpower

Each Exam Centre should have the minimum following personnel's to be deployed by the agency;

- i. Test Centre Administrator : : 1 (one in each center)
- ii. IT Manager : : 1 (for each group of 200 candidates)
- iii. Invigilators : : 2 per 25 systems or per lab.
- iv. Support Staff : : Minimum 2 per 100 Students
- v. Security Guards : : Minimum 2 per 100 Students
- vi. Peons : : Minimum 2 per 100 Students

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

TECHNICAL BID

Sl. No.	CRITERIA	Give Details (with proof)
1.	Conduct of at least one Indian Professional Competitive Examination on CBT mode in Multiple cities as well as capacity of minimum 4000 candidates in a single shift.	Related work order
2.	List of test centers in prominent cities where the Agency has conducted similar tests with validated nodes/computers, requisite hardware/software, appropriate technology, un-bridled connectivity, trained proctoring staff etc.	Related work order
3.	Financial capability information	Annexure-I
4.	Details of similar projects completed works during last three years	Annexure-II
5.	Details of work under execution or completed	Annexure-III
6.	Performance/Client Report of work referred in Annexure II & III	Annexure-IV
7.	Structural details of the organization.	Annexure-V
8.	Details of technical and Administration manpower to be employed for this project work	Annexure-VI
9.	Infrastructural availability for the work	
10.	Earnest Money Deposit and Tender Fees	

ANNEXURE -I

ANNUAL TURN OVER STATEMENT

The Annual Turnover of M/s _____ for the past three years and concurrent commitment for the current financial years are given below and certified that the statement is true and correct

Sl. No.	Year	Turnover in Lakh (Rs)
1.	200 – 200	-
2.	200 – 200	-
3.	200 – 200	-

Total - Rs. _____ lakhs.

Average Turn Over per annum - Rs. _____ lakhs.

Concurrent Committee

Sl. No.	Contract ref.	Purchaser	Total Contract Value	Outstanding Value	Estimated delay in completion date

Dated:
Seal:

Signature of Auditor / Chartered Accountant
(Name in Capital)

ANNEXURE -II

DETAILS OF SIMILAR PROJECTS EXECUTED DURING LAST 3 YEARS.

Sl. No.	Name of Project & Location	Cost of Project	Name, Designation and Address/ telephone number of officer to whom reference may be made	Remarks
1	2	3	4	5

Signature of the bidder

(Seal of Organization)

ANNEXURE -III

PROJECT UNDER EXECUTION OR COMPLETED

SN	Name of Project & Location	Cost of Project	Name, Designation and Address/ telephone number of officer to whom reference may be made	Remarks
1	2	3	4	5

Signature of the bidder

(Seal of Organization)

ANNEXURE –IV

PERFORMANCE REPORT OF PROJECT REFERRED IN ANNEXURE II & III

(Furnish this information for each individual project from the Employer for whom the work was executed)

1. Name of Project And Location
2. Agreement No:
3. Estimated Cost:
4. Tendered Cost:
5. Performance Reports/ assessment by clients
 - a) Quality of Work Excellent/ Very Good/ Good / Fair
 - b) Resourcefulness Excellent/ Very Good/ Good/ Fair

Date:

Signature of the bidder
(Seal of Organization)

ANNEXURE -V

STRUCTURE OF THE ORGANISATION

1. Name and Address of Bidder
2. Telephone No/Fax No/ Email Address:
3. Legal Status (Attach Copies of Organization document defining the legal status).
 - a) An Individual :
 - b) A Proprietary/ Partnership agency:
 - c) A Trust:
 - d) A Limited Company or Corporation.
4. Particular of Registration with various Government bodies & Statutory Tax Authorities (Attach attested copy)
 1. Registration Number:
 2. Organization/ Place of Registration:
 3. Date of Validity:
5. Names and titles of Directors, Officer with Designation to be concern with this work with designation of Individuals authorized to act for the Organization.
6. Were you and your company ever required to suspend the work for a period of more than six months continuously after you concerned the work? If so, give the name of the project and Reasons for not completing the work.
7. Have you and your Constituent partner(s) ever left the work awarded to your in complete? If so, give name of the project and reasons for non completing the work
8. Have you and your constituent partner(S) been debarred/ Blacklisted for tendering in annny organization of any time? If so, give details.
9. Area of specialization and Interest.
10. Any other information considered necessary but not included above.
11. Performance Reports/ assessment by clients
 - c) Quality of work Excellent/ Very Good/ Good / Fair
 - d) Resourcefulness Excellent/ Very Good/ Good/ Fair

ANNEXURE –VI

DETAILS OF TECHNICAL AND ADMINISTRATIVE PERSONNEL TO BE EMPLOYED FOR THE PROJECT

Sl. No	Designation	Total number of Employees in that Category	Number available for this work	Name	Qualification	Professional Experience and details of projects carried out	In what capacity these would be involve in this work	Remark
1	2	3	4	5	6	7	8	9

Signature of the bidder

(Seal of Organization)

ANNEXURE –VII

PRICE SCHEDULE

Sl No.	Brief Description of Work /Assignment	Rate per Candidate	Service Tax Charges/Other Taxes	Agency Charges	Total Cost per Candidate
1	Conducting Online Entrance Examination in North Eastern India for admissions into MBBS program at NEIGRIHMS for the Academic year 2015 (Multiple City Centers and Exam Centers in NE states)				
2	Conducting Online Entrance Examination in North Eastern India for admissions into B Sc. Nursing program at NEIGRIHMS for the Academic year 2015 (Only Shillong City Centre with multiple exam centres in Shillong City)				
3	Conducting Online Entrance Examination in North Eastern India for admissions into DM (Cardiology) program at NEIGRIHMS for the Academic year 2015 (Only Shillong City Centre)				
4	Conducting Online Entrance Examination in North Eastern India for admissions into MD/MS program at NEIGRIHMS for the Academic year 2016				
5	Conducting of Recruitment Examination : MCQ Computer Based Test (CBT) in Shillong Centre only without any liability of receiving of application, exam fee, determination of eligibility etc.				

1. **The rates quoted should be inclusive of taxes**
2. The MBBS entrance examination will be held at different City centers in North East India. The probable City centers are as follows;
 - i) Shillong
 - ii) Guwahati
 - iii) Tezpur
 - iv) Silchar
 - v) Jorhat
 - vi) Dibrugarh
 - vii) Imphal
 - viii) Agartala
 - ix) Gantok

Tentative dates of the online Test: MBBS 31st May 2015, B Sc. Nursing 28th June 2015, and DM CardiologyJune 2015
Estimated number of Candidate: MBBS 6000 candidates, B.Sc. Nursing 1000, DM Cardiology 100

Total Tender price in Rupees: _____

In words: _____

Note: -

1. If there is a discrepancy between the unit price and total price THE UNIT PRICE shall prevail.

Signature of Agency /Tenderer: _____

Name: _____

Business Address: _____

Seal of the Agency /Tenderer; _____

Place: _____

Date: _____