

EOI for Empanelment of Online Exam Center in Central & Western UP



National Institute of Electronics and Information Technology (NIELIT)

**Expression of Interest (EOI) for Empanelment of Company/
Organization/ Academic Institution for Online Examinations to be
conducted through NIELIT in Central & Western Region of Uttar
Pradesh**

| Name & Address of Bidder | Payment Details | | | |
|-----------------------------|--|---------------------------------------|-----------------------------------|--------|
| | Payment Type | NEFT UTR/Reference No. and Date | Name of the Bank and Branch | Amount |
| | Inspection Fee | | | |
| | Earnest Money Deposit (EMD) AMOUNT | | | |

**The details of bank account for payment of EMD and Inspection fees Amount through
NEFT is as below:**

ACCOUNT NAME : NIELIT, GORAKHPUR CENTRE
 ACCOUNT NO. : 1914002100094252
 BANK NAME : Punjab National
 Bank ACCOUNT TYPE : CURRENT
 BRANCH : Kunraghat, GORAKHPUR (UP)-273009
 IFSC CODE : PUNB0191400

**NO TENDER WITHOUT EARNEST MONEY AND INSPECTION FEES WILL BE
ENTERTAINED**

National Institute of Electronics and Information Technology (NIELIT)
 Gorakhpur Centre
 M.M.M. University of Technology Campus, Deoria Road
 Gorakhpur- 273010, Uttar Pradesh

IMPORTANT NOTES

- I. Expression of Interest (EOI) document may be downloaded from Central Public Procurement Portal <https://eprocure.gov.in/eprocure/app>. Aspiring Agencies who have not enrolled/registered in e-procurement should enroll/register before participating through the website <https://eprocure.gov.in/eprocure/app>. The portal enrollment is free of cost. Bidders are advised to go through "Instructions for online Bid Submission" provided at **Appendix --5**.
- II. Interested Agencies can access EOI document from the website, fill them with all relevant information and submit the completed EOI document into electronic tender on the website <https://eprocure.gov.in/eprocure/app>.
- III. EOI and supporting documents should be uploaded through e-procurement. Hard copy of the EOI documents will not be accepted.
- IV. **Performance Bank Guarantee**

Performance Security Deposit should be submitted through Structured Financial Messaging System (SFMS) from issuing Bank to our Bank by sending IFN 760 COV Bank Guarantee Advice Message. Thereafter, only physical Bank Guarantee will be taken as operative and become operational. The details of our bank are given on page 1 of the tender document.
- V. **Earnest Money Deposit (EMD)**

All Proposals submitted in response to this EOI document shall be accompanied by Earnest Money Deposit as given on Data Sheet. The EMD shall be paid through NEFT as per Bank Account details mentioned at Page No. 1 of this EOI document.

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Data Sheet

| S. No | Particular | Details |
|-------|--|---|
| 1. | Document Reference Number | EOI/02/CCC/2021 |
| 2. | Name of the Job | Expression of Interest (EOI) for Empanelment of Company/ Organization/ Academic Institution for Online Examinations to be conducted through NIELIT in Central & Western Region of Uttar Pradesh |
| 3. | Earnest Money Deposit | For Category A, Rs. 96000/- (Rupees Ninety-Six Thousand Only) For Category B, Rs. 72000/- (Rupees Seventy-Two Thousand Only) For Category C, Rs. 48000/- (Rupees Forty-Eight Thousand Only) |
| 4. | Site Inspection cost (non-refundable for the shortlisted / eligible agencies) | Rs. 20000/- (Rupees Twenty Thousand Only) |
| 5. | Performance Bank Guarantee (PBG) through SFMS only | For Category A, Rs. 480000/- (Four Lakh Eighty Thousand only), For Category B, Rs. 360000/- (Three Lakh Sixty thousand only), For Category C, Rs. 240000/- (Two Lakh Forty thousand only) |
| 6. | Publishing Date of EOI – Document Download Start Date/ Time from Website | Publishing date: 12-02-2021 by 11:30Hrs. Download start date: 12-02-2021 by 11:30Hrs. |
| 7. | Pre-Bid queries received by e-mail (in prescribed format) | Pre-Bid queries in the prescribed format [Form 7] may be sent through e-mail at mallikarjunas@nielit.gov.in by 26-02-2021 by 17:00 Hrs. with the subject titled 'Pre-Bid Query for Expression of Interest (EOI) for Empanelment of Company/ Organization/ Academic Institution for Online Examinations to be conducted through NIELIT in the State of U.P |
| 8. | Pre-Bid Conference | 24-02-2021 from 11:00Hrs. to 13:00 Hrs. Virtual Mode (Cisco WebEx link: https://nielit1.webex.com/nielit1/j.php?MTID=m0ee8e65dae012763439e4b98228be14b) |
| 9. | Publishing of Public Corrigendum on NIELIT Website w.r.t Pre-Bid Conference, if any | 03-03-2021 by 13:00 Hrs. |

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| | | |
|-----|---|--|
| 10. | Last Date & Time for Submission of Proposal Document in response to this EOI | 31-03-2021 by 17:00 Hrs. NOTE Any Proposal received by NIELIT after the deadline for submission of Proposals prescribed in this document, will be summarily rejected and returned unopened to the Agency. NIELIT shall not be responsible for any postal delay or non-receipt / non-delivery of the documents. No further Correspondence on this subject will be entertained. |
| 11. | Date, Time & place for opening of Proposals | For Category A, B, C : 02-04-2021 at 11:00 Hrs. at NIELIT Gorakhpur |
| 12. | Date and Time of Technical Presentations | Will be intimated later to shortlisted agencies |
| 13. | Portal Address for Proposal Submission | Central Public Procurement Portal (CPPP) https://eprocure.gov.in/eprocure/app (refer to Appendix – 5) |
| 14. | Website | http://www.nielit.gov.in/gorakhpur |
| 15. | Method of Selection | <p>(i) Based on the documents submitted, Site inspection, Infrastructure & Lab Setup, Number of labs etc. Agency in a City who has qualified and the having the best infrastructure and resources, having minimum number of structured labs to accommodate candidates, amongst all technically qualified agencies will be adjudicated as the most responsive Agency for empanelment and Ranked 1. The second most responsive agency would be ranked 2 and so on. The evaluation criteria is defined as under: In case there are multiple agencies shortlisted/eligible for the same city, they would be evaluated based on the location feasibility, infrastructure & facilities available and best Lab infrastructure, e.g. if two agencies X and Y qualified in Category B (i.e. setup of 150 desktop) for City ABC and agency X has two labs of 75 desktops each and agency Y has only 1 labs of 150 Desktops with all other prerequisites, in this case Agency 'Y' will be treated as most responsive agency subject to fulfillment of other terms and conditions. Again, if there are multiple agencies, the agency having maximum lab capacity on a single floor with adjacent labs will be given credits.</p> <p>(ii) At Division level 2 (Two) and at District level 1 (one) agency will be empaneled and the 1(one) agency at both Division and District level will be placed in waiting. Whenever the examination work will be beyond 4 (Four) days, the agency in the waitlist will also be awarded work.</p> |
| 16. | Contact Person | Name: Mallikarjuna S Designation: Scientist 'C' Address: NIELIT Gorakhpur Contact Number: +91 9140970441 Email: mallikarjunas@nielit.gov.in |

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Disclaimer: This EOI is not an offer by NIELIT, but an invitation to receive offer from eligible agencies. No contractual obligation, whatsoever, shall arise from the EOI process unless and until a formal contract is signed by duly authorized officials of NIELIT with the selected agencies.

(Executive Director, NIELIT Gorakhpur)

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1. Invitation for Expression of Interest (EOI)

The NIELIT invites EOIs from reputed Company/Organization/Academic Institution (hereafter referred as 'Agency(ies)') for Empanelment as Examination centers to conduct the Online Examinations through NIELIT in the State of Uttar Pradesh.

NIELIT will compensate the agencies providing IT Infrastructure suitably. The idea is that NIELIT will use IT Infrastructure owned and managed by the agencies for conducting Online Examinations as per the schedule of examination which will be informed well in advance. The agencies should provide the details of hardware/software systems setup, IT tools used, databases used, Operating systems used, IP enabled CCTV/Camera setup details, seating capacity per centers, spare capacity as stand by, own staff, Biometric Devices, access control systems etc. which may be offered for the purpose.

The project information and the broad scope of work are detailed in this document. It may be noted that this information is indicative only.

Interested Agencies fulfilling the minimum qualification criteria as stated in the EOI, can access EOI document on the website, fill them with all relevant information and submit the completed EOI document into electronic tender on the website <https://eprocure.gov.in/eprocure/app>

Scanned copy of all documents to be uploaded.

For any further queries and clarifications, you may contact the contact person specified in the data sheet of this EOI. For Pre-bid Queries, kindly submit the details as mentioned in this EOI.

2. Invitation for Proposal

2.1. Introduction

2.1.1. Genesis of NIELIT

The National Institute of Electronics and Information Technology (NIELIT), is an autonomous society under the administrative control of the Ministry of Electronics and Information Technology, Government of India. NIELIT came into existence in the year 1994 as erstwhile DOEACC Society which was formed to implement the DOEACC (Department of Electronics Accredited Computer Courses) Scheme, jointly developed by AICTE and DIT, launched in 1990 after detailed deliberations in a National Working Group. The objective of the scheme is to generate high quality man-power in the computer software and allied fields by utilizing the expertise and facilities available with various institutions in non-formal sector.. In December 2002, RCC, Chandigarh; RCC, Kolkata; and CEDTIs located at Aurangabad, Gorakhpur, Calicut, Imphal, Aizwal, Tezpur/Guwahati and Srinagar/Jammu were merged with the DOEACC Society. After the merger, the mandate of the Society was to carry out HR development and related activities in the area of Information, Electronics and Communication Technology (IECT), as the HRD arm of MeitY (Erstwhile DeitY, MoC&IT). The DOEACC Society was renamed as NIELIT in October 2011.

2.1.2. Overview of Activities

NIELIT is actively engaged in the development of qualified human resources in the areas of IT; Electronics; Communication Technologies; Hardware; Cyber Law; Cyber Security; IOT; IPR; GIS; Cloud Computing; ESDM; e-Governance etc. and related verticals. NIELIT offers courses both in the Formal as well as the Non-Formal sector of education and is also one of the National Examination bodies which accredit institutes / organizations for the conduct of courses in the Non -Formal sector.

NIELIT has been mandated to undertake various projects under Capacity Building in ICT with the objective of creating human resources at various levels including development of employment and self-employment linked quality and cost-effective training programmes, besides conducting IT Literacy programmes for the masses, especially targeted towards the rural/ underdeveloped areas in the country. NIELIT is also the preferred agency for many State Governments for rolling out IT Literacy programmes for its employees and the masses.

The wide repertoire of NIELIT Courses includes:

- a) Courses in the Formal Sector, being offered by the NIELIT Centers, in association with State Universities/Technical Boards, such as M.Tech, B.Tech, MCA, BCA, Diploma etc.;
- b) Courses in the Non-Formal Sector viz; 'O' Level (equivalent to foundation level), 'A' Level (equivalent to Advance Diploma), 'B' Level (equivalent to MCA Level), 'C' Level, being offered by NIELIT Centers and other training institutions that have been granted accreditation for the purpose;
- c) Short Terms Skill Oriented Courses by the NIELIT Centers in IT and Electronics depending on demographic demands;
- d) **Digital Literacy Courses, such as ACC (Awareness in Computer Concepts), BCC (Basic Computer Courses) CCC (Course on Computer Concepts), CCC+(Course on Computer Concepts Plus), ECC(Expert Computer Course); and**
- e) Training Programs or Corporate Training programs, which are tailor made programs, based on specific requirements.

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The Computer literacy programme of the NIELIT is an outcome of the recommendation of National Task Force on Information Technology and Software Development. Based on the recommendation, the Society in the year 1999 has launched a programme on computer literacy viz. '**Course on Computer Concepts**', now popularly known as 'CCC'. The programme equips a person to use the computers in day-to-day life for professional as well as personal use. It is an 80 hours programme, which has got recognition from various state and central Government Departments as basic course for IT/Computer literacy for recruitment and career promotions.

In step with effort to achieve the objective of achieving computer literacy in an inclusive manner, NIELIT has launched "Basic Computer Course (BCC)" in the year 2011. The objective of the course is to impart basic level computer appreciation programme with more emphasis on hands on training. Initially, the course was conceived as to boost the concept of introducing a course on computer fundamentals, especially for students, studying vocational courses at ITIs/ITCs. However, the course has gained popularity amongst many more categories. The programme can equip a person to use the computers in day-to-day life for professional and personal use. It is a 36 hour programme, which has got recognition from various state and central Government Departments as basic course for IT/Computer literacy for recruitment and career promotions.

2.2. NIELIT – Training Partners all over India

| Sr. No | Description | No. of Training Units |
|--------|--|-----------------------|
| 1 | NIELIT Centres/ Extension Centres : At present, NIELIT has forty three (43) offices located at Agartala, Aizawl, Ajmer, Aurangabad, Bhubaneswar, Calicut, Chandigarh, Chennai, Chuchuyimlang, Churachandpur, Delhi, Dibrugarh, Gangtok, Gorakhpur, Guwahati, Haridwar, Imphal, Itanagar, Jammu, Jorhat, Kohima, Kolkata, Kokrajhar, Kurukshetra, Leh, Lucknow, Lunglei, Pasighat, Patna, Pali, Ranchi, Ropar, Senapati, Shillong, Shimla, Silchar, Srinagar, Tezpur, Tura with its Headquarters at New Delhi. | 43* |
| 2 | Accredited Institutes – Private Computer Training Institute accredited by NIELIT based on well-defined norms and criteria for the conduct of courses in the Non Formal Sector (O/A/B/C Levels) | 700 + |
| 3 | Facilitation Centres – Private Computer Training Units engaged in the delivery and proliferation of IT Literacy in the country through NIELIT's CCC/ BCC courses. | 8000+ |

* The network of NIELIT Centres is likely to further increase on PAN India basis.

2.3. Goals and Objectives

To establish a strong network of state-of-the-art Online Examination Centers PAN India, starting with the State of Uttar Pradesh preferably at main cities for hosting the Online Examinations to be conducted through NIELIT for various examinations starting with Digital Literacy Courses. The Company/Organization/Academic Institution, so identified, would act as permanent examination centers in Uttar Pradesh for the NIELIT's online examinations and will be termed as "NIELIT –OEC (Online Examination Centre)". **In the state of Uttar Pradesh, every month about 70000-80000 candidates are appearing in the online examination of NIELIT's Digital Literacy courses mainly in CCC.**

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2.4. Invitation to Agencies

- i. The invitation is for Empanelment of Agencies for Online Examinations to be conducted through NIELIT in the State of Uttar Pradesh for various cities as per Appendix-1 in three categories: **A (for a setup of 200 desktop), B (for a setup of 150 desktop), C (for a setup of 100 desktop).**
- ii. The EOI can be downloaded from the website mentioned in the data sheet.
- iii. NIELIT may, at its own discretion, extend the date for submission of proposals. In such a case, all rights and obligations of NIELIT and Agencies previously subject to the will thereafter be subject to the as extended.
- iv. The bids have to be submitted through the designated mode by the date and time mentioned in the data sheet.

3. Broad Scope of Work

The Scope of Work would include providing of infrastructure (Man-Machine) for the conduct of various examinations in online mode (not limited to DLC examinations), based on the examination schedule as communicated by NIELIT from time to time. The institutions so identified through this process would be termed as Online Examination Centers of NIELIT for the conduct of online examinations.

DLC (BCC/CCC/CCC+/ECC) examinations are usually conducted beginning from 1st Saturday of every month and lasts upto 7 days depending of the number of candidates appearing at that centre / city. In a day, 4 batches of DLC examination, each of 90 minutes duration, are conducted starting from 09:00 am in the morning and usually end by 05:30 pm in the evening. Empanelled examination centres in a District / Division will preferably be awarded the examination work of the candidates opting that city/district for the examination and whenever the examination work will be beyond 4(four) days, the agency in the waitlist will also be awarded work. However, the final dates and requirements would be communicated in the preceding month of examination. In regard to other examinations, the schedules will be communicated as and when required.

The institution would be required to meet the pre-requisites and provide the infrastructure as stated in subsequent paragraphs:

3.1. Prerequisites**(a) Prerequisite - Procedural and Legal requirements**

- i. Institutions who may be an exam centre:
 - Government Engineering Colleges'
 - Government Schools;
 - ITI or other government technical institutes;
 - CSI institutes;
 - Approved institutes of NIELIT, accredited for conducting NIELIT's O/A/B/C courses
 - Recognized Private Engineering colleges affiliated to State Universities;
 - Recognized Private Schools affiliated to State Board of Education/ CBSE/ICSC Board; and
 - Other Organizations (Companies, Societies, Partnership Firms etc.)under

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Affiliation / Accreditation with Ministry of Electronics & Information
Technology (MeitY) or Societies / Bodies under MeitY)

- ii. The Principal/Vice Principal/Head Master / Head Mistress/ Director/ Head of the institution should act as the overall in charge of the examination centre during the conduct of the examinations.
- iii. The institution should not be currently debarred/banned by any state/central board/University/Govt. Institution for the conduct of the examinations for any reasons.
- iv. The institution should be willing to enter into an MoU with NIELIT for abiding by all guidelines, rules/regulations for conducting NIELIT's examinations.
- v. The institution shall be operating for at least one year as on the date of closing date of this EOI.

(b) Prerequisite – Location Requirements of Agency Premises

The agency should be well connected with public transport and located at feasible distance from the nearest bus stand/railway station/metro station.

- i. The agency must have own premises, if hired, the lease should be at least for a minimum period of eleven months (minimum 6 months remaining at the time of applying) with a reasonable assurance of continuity.

(c) Prerequisite – Technical

The Agency shall

- i. Have capacity of computer lab with 200 Desktops for category A, 150 Desktops for category B and 100 Desktops for category C. These Computers shall only be standalone Desktops. Laptops, Thin Clients, multi-seat system etc. are not allowed. In case of multiple labs, each lab setup shall be minimum of 25 Desktops and in its multiple. It is desirable that each Desktop should have Webcam, Mic, Aadhaar enabled Bio-Metric device along with Internet enabled CCTV Monitoring & recording covering all the desktops and crucial areas. List of cities where these setups are required is placed at Appendix-1.
- ii. have at least 1 server or High End PC for every setup plus a standby server.
- iii. implement the Firewall during examination and ensure that no remote desktop software is there.
- iv. Be having well-structured lab with sufficient space (minimum of 16 Sqft per computer). The desktop in the lab shall be arranged in such a manner that every individual node / candidate sitting on the node is easily accessible without disturbing the other candidate or moving other candidate or system. Agency must submit neat and clean Design of Lab along with actual color Photographs of labs taken from various directions.
- v. Be having sufficient space in lab for roaming of exam functionaries between two lanes of desktops and also to the other areas in the examination lab.
- vi. have at least 10% buffer i.e. 10 per 100 systems as buffer per shift per lab as standby machines to take care in case break down of Desktops. The agencies should have color printing facilities for taking out prints.
- vii. have separate examination stations for each candidate using walls or privacy partitions so that the candidates cannot view each other including Desktop Screen. There shall also be a 4 ft head to head gap between two candidates in each direction.
- viii. have access control systems to authenticate and authorize entry of a person to enter into the Examination centre with complete coverage under IP enabled CCTVs monitoring Cameras to discourage unfair practices.
- ix. have all the workstation and servers should be on LAN supporting IPv4 and IPv6 with Dual Internet connectivity with at least 2Mbps dedicated bandwidth with link load balancer. For Category A and B setups, 4 Mbps line is desirable.
- x. Have Minimum System requirement (hardware and software) for Server and client is given

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at appendix-3.

(d) Prerequisite – General requirements

- i. The agency shall have statutory clearances and valid licenses required as per the law of the land for the premises, equipment etc., to be used directly or indirectly, during the conduct of examination.
- ii. The examination premises / institute shall be insured for Third Party also to meet any unforeseen circumstances.
- iii. The examination premises/ institute shall be well equipped with all the essential facilities including Fire Fighting Equipment's & Fire suppression system etc.
- iv. The LAN set up shall be virus free and fire-walled. The terminals and the servers including the backups shall also be virus free.
- v. Sharing the site for network integration with NIELIT for a required number of days for security, proper hand shaking and actual s/w testing before the exam conducted live at each site.
- vi. High-Printer connected to each client via network
- vii. High-Speed Scanner
- viii. Power Backup for server and each client including monitors through UPS and GenSet with automatic switchover for uninterrupted power supply.
- ix. Firewalls/UTM Solutions
- x. Antivirus Solutions
- xi. Complete IP enabled CCTV coverage and recording for all the area used for examination purpose including all entry and exit points. Color Photograph / Screen- Shot of CCTV monitoring Screen shall be attached with EOI.
- xii. Blocking of any type of Remote Desktop software and connections thereof Facility to ensure foolproof data security, data transfer and physical security inside the examination centre.
- xiii. Facility for having suitable drinking water and separate toilet facilities both for Boys and Girls.
- xiv. Centre shall have ample parking space for parking of vehicles of Candidates as well as Examination functionaries.
- xv. Facility for safe keeping of mobiles, electronic devices and other valuables of the candidates during the examination period.
- xvi. Any other support/ requirement which is essential or desirable to conduct the online examination.
- xvii. Online Aadhaar based Biometric Authentication and Authorization system for Candidate as well as Manpower Deployed is desirable as same may be implemented with IP enabled CCTV Monitoring.
- xviii. Mike & speaker shall be installed in Labs and common / waiting areas for making important announcements.
- xix. Separate frisking for male and female candidates by properly trained personnel.

(e) Prerequisite – Manpower

The institution must have sufficient staff to conduct the online examination as per the Manpower Deployment norms of NIELIT (appendix-2). The brief requirement is given below:

- i. Examination Superintendent (ES): The head of the institution shall act as Examination Superintendent for the conduct of the examination. However, NIELIT shall have the Right to deploy Examination Superintendent from outside or from NIELIT also.
- ii. Appointment of examination staff: The Examination Superintendent (in consultation with Head of the institution, if ES is an outside person) shall appoint the support staff as

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per the laid out norms for the conduct of the examination. The support staff, Invigilators, Technical / administrative support staff should be engaged from the institution itself. All the deployed staff must have the Aadhaar numbers and employees of the institutions.

- iii. Each staff deputed for exam duty is required to sign an undertaking, that he / she is not related to any candidate appearing for the examination.
- iv. The bidder has to submit the details of the staff along with the Aadhaar numbers as per Form 8 along with the EOI.
- v. The bidder also has to submit a List of Government Officials (Form 9) who may be deployed as Examination Superintendent (ES) along with their detailed Biodata for creation of panel of ES.
- vi. For security during the examination, Coordination with local Police Department for deployment of Police Personnel is the sole responsibility of the Bidder.
- vii. Invigilators to be deployed must have non-technical background.
- viii. Verification of Character & Background of the details of the Manpower provided shall be done by NIELIT. The bidder shall have no objection on this. Undertaking for this has to be submitted by the bidder for every individual including the Authorized signatory as per Appendix-4.
- ix. The examination staff shall be compensated fairly as per Appendix-2.

3.2. PRE-EXAMINATION PHASE:

a. Examination Centre set-up and deployment of staff for the examination

- i. The ES shall depute the examination staff based on the guidelines placed at Appendix-2. The Lab where the Examination Centre is established shall be sealed in front of the Examination Superintendent, once the examination data is deployed in the computer lab. The lab shall remain under the charge of ES till the Examination cycle including submission of answer files to NIELIT, is complete.
- ii. The examination shall be conducted by implementing the examination application software finalized by NIELIT.
- iii. The Examination Centre is required to set up (Trial Run) the centre for the conduct of the examination three days prior to the start of examination and submit the report to NIELIT. Full Load Mock Examination shall be conducted one day prior to the examination to ascertain the examination readiness of the examination centre.
- iv. The Examination Centre of the agency can be inspected and audited by anyone (including Third-Party) duly authorized by NIELIT for the purpose in pre, during or post examination phase.
- v. Additional equipment or infrastructure as per the requirement of the examination may be installed at the examination centre by NIELIT or any third party duly authorized by NIELIT for the purpose. The Agency shall provide the required support for the purpose without any additional cost.
- vi. The agency has to arrange for the amenities essential to conduct the Examination at its Premises, which is based on the allocation of the number of candidates at a particular Centre. These basic amenities are, drinking water, seating arrangement, waiting area, parking, washrooms etc.
- vii. At each of the Examination Centre, an Examination Observer (EO) may be deployed by the NIELIT apart from the designated Officials and would visit to oversee the conduct of the examination. The EO may remain available at the Examination Centre for the full day or part of the day depending upon the number of batches scheduled at the Examination centre.
- viii. The Examination Centre and its staff is expected to not only act in a cordial manner with

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all the candidates as well as personnel deputed by the NIELIT for Examination Observer / Examination Superintendent duty but also to provide all possible support and cooperation for free, fair, effective and efficient conduct of Examination.

- ix. Training of invigilators and other staff members will be the sole responsibility of the selected agencies / institutes at their cost.
- x. Each candidate appearing for the examination is required to sign the reporting sheet and place thumb impression also. They may also be authenticated with Aadhaar based biometric device.

b. Facilities for the candidates during the examination:

- i. Display the batch schedule and instructions on the notice board of the institution at the reception area as well as outside the computer lab (examination hall).
- ii. Eligibility of the candidates to Appear in Exam: Only those candidates, whose names / roll numbers appear in the list of candidates supplied by NIELIT, shall be allowed to appear for Examinations at the Examination Centre. Institute / agency shall not allow other ineligible candidates to enter in the examination centre or appear in the examinations.

3.3. DURING THE EXAMINATION CYCLE

- i. Selected Agency has to ensure all the candidates must be thoroughly frisked before they are allowed to enter the examination hall along with their identity verification.
- ii. Hall Discipline
 - Candidates shall be admitted to the Examination hall only 15 minutes before the commencement of Examination.
 - No candidate will be permitted to leave the hall before 30 minutes, after the commencement of Examination.
 - Before the commencement of the Examination, it is essential and mandatory for all candidates to give the Bio-metric attendance, if implemented.
 - Each candidate appearing for the examination is required to sign the reporting sheet and place thumb impression also.
- iii. The Bio-metric attendance may soon be made mandatory to be marked in respect of all the present candidates as well as all the exam functionaries. The number of present candidates must reconcile with the candidates who have taken examination.
- iv. Unfair means: The Invigilator has to ensure that the unfair means detected during the course of examination are properly recorded and reported to the ES and duly authenticated and signed report is sent to NIELIT as per procedure laid down by NIELIT.
- v. Miscellaneous / General arrangements:
 - Selected Agency should be careful about making arrangements for toilets, drinking water etc. for the use of candidates.
 - Selected Agency must ensure that proper police arrangement is made at the Examination Centre to deal with the exigencies.
 - Allow the Examination Observers/Members of Surprise Visit Team / Flying Squad appointed by NIELIT to inspect the records and the examination halls / Labs, after ensuring that the visiting team is having proper authority letter from their Executive Director- Regional Centre / NIELIT Headquarters.
- vi. Answer file upload and backup: The uploading of answer file and backup procedure as laid out by NIELIT must be followed. Any problems / errors should be reported to NIELIT control centre.

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3.4 POST EXAMINATION PHASE:

- i. The uploading of answer file and backup procedure as laid out by NIELIT must be followed. Any problems / errors should be reported to NIELIT control centre.
- ii. Examination Superintendent has to ensure that the answer files uploaded are in order on the designated portal / server.
- iii. Submission of reporting/ attendance sheets, if any, duly signed by candidates and examination report to NIELIT.
- iv. Submission of claim forms, data backup, CCTV footage etc. to NIELIT by the Agency.
- v. Other requirements as communicated from NIELIT from time to time.

4. Instructions to the Agencies**4.1. Conflict of Interest**

- i. The selected Agencies should provide professional, objective and impartial service and hold NIELIT's interest paramount.
- ii. The selected Agencies shall not deploy former employees who have served NIELIT in last six months.
- iii. The selected Agencies shall not downstream or outsource any part of the scope of work. Non-disclosure of such an association will lead to termination of Agency's contract.

4.2. EOI Proposal Preparation Costs & related issues

- i. The Agency is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/ discussions/ presentations, preparation of proposal, in providing any additional information required by NIELIT to facilitate the evaluation process.
- ii. NIELIT will, in no case, be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- iii. This EOI does not commit NIELIT to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award or for preparing this EOI.
- iv. All materials submitted by the Agency will become the property of NIELIT and may be returned completely at its sole discretion.
- v. **Scanned copy of all documents to be uploaded.**

4.3. Validity of Proposal

The following will be considered for the validity of the proposals deemed submitted:

- i. Proposal shall remain valid for acceptance by NIELIT for a period of 180 days from the last date of submission of the proposal.
- ii. NIELIT reserves the right to reject a proposal valid for a shorter period as non – responsive.
- iii. In exceptional circumstances NIELIT may solicit the Agency's consent to an extension of the period of validity. The request and the response thereto shall be made in writing.

4.4. Right to Accept or Reject any Proposal

NIELIT reserves the right to annul the EOI process, or to accept or reject any or all the proposals in whole or part at any time without assigning any reasons and without incurring any liability to the affected Agency(ies) or any obligation to inform the affected Agency(ies) of the ground of such decision.

4.5. Right to Terminate the Process

- i. NIELIT may terminate the EOI process at any time and without assigning any reason.

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NIELIT makes no commitments, express or implied, that this process will result in a business transaction with anyone.

- ii. This EOI does not constitute an offer by NIELIT. The agency's participation in this process may result in short listing the agencies.

4.6. Pre-Bid Conference

Prospective Agencies, requiring a clarification on the EOI shall notify NIELIT via email by the prescribed date and to the e-mail address specified in the Data Sheet. NIELIT will host a Pre-Bid Conference of prospective agencies as per the schedule provided in the Data Sheet. The representatives of the interested organizations may attend the pre-bid conference at their own cost. The purpose of the conference is to provide agencies with information regarding the EOI and the proposed requirements. It will also provide each agency with an opportunity to seek clarifications regarding any aspect of the EOI. Maximum of two representatives of each Agency shall be allowed to participate in the Pre- Bid conference. The venue, Date and Time for the Pre-Bid conference is given in the Data Sheet of this EOI.

Any change in Venue and/or Time for Pre-Bid Conference will be displayed on the website a day before the schedule of Pre-Bid Conference. In respect of suggestions / alterations proposed by prospective Agencies, NIELIT may/may not consider them and the decision of NIELIT in this regard shall be final and binding. The response to the clarifications will be issued at NIELIT Website as a corrigendum to the original EOI. Any such corrigendum shall be deemed to be incorporated into this EOI. In order to provide prospective Agencies reasonable time for taking the corrigendum into account, NIELIT may, at its discretion, extend the last date for the receipt of EOI Proposals.

4.7. Fraud & Corruption

It is required that the Agencies submitting Proposal and Agency selected through this EOI must observe the highest standards of ethics during the process of selection and during the performance and execution of the Work Order. For this purpose, definitions of the terms are set forth as follows:

- i. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of NIELIT or its personnel in Work Order executions.
- ii. "Fraudulent practice" means a misrepresentation of facts, in order to influence selection process or the execution of the Work Order, and includes collusive practice among Agencies (prior to or after Proposal submission).
- iii. "Unfair trade practice" means supply of devices different from what is ordered on, or change in the scope of work.
- iv. "Coercive practice" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the selection process or execution of the Work Order/ contract. NIELIT will reject a proposal for award, if it determines that the Agency recommended for the award, has been determined to have been engaged in corrupt, fraudulent or unfair trade practices. NIELIT will declare a Firm/ Agency ineligible, either indefinitely or for a stated period of time, for awarding the Work Order, if it any time determines that the Firm/ Agency has engaged in corrupt, fraudulent and unfair trade practice in competing for, or in executing the Work Order.

4.8. Clarifications & Amendment to EOI

- i. During the process of evaluation of Proposals, NIELIT may, in its discretion, ask Agencies for clarification on their proposal. The Agencies are required to respond within the prescribed time frame.
- ii. NIELIT may for any reason, modify the EOI from time to time. The amendment(s) to the EOI

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would be clearly spelt out and the Agencies may be asked to amend their proposal due to such amendments.

4.9. Preparation of Proposal

The Agency must comply with the following instructions during preparation of Proposals:

- i. The Agency is expected to carefully examine all the instructions, guidelines, terms and condition and formats of the EOI. Submission of the proposal shall be deemed to have been done after careful study and examination of the EOI document with full understanding of its implications.
- ii. Failure to furnish all the necessary information as required by the EOI or submission of a proposal not substantially responsive to all the requirements of the EOI shall be at Agency's own risk and will be liable for rejection.
- iii. The Proposal and all associated correspondence shall be written in English and shall conform to prescribed formats. Any interlineations, erasures or overwriting shall be valid only if they are signed by the authorized person signing the Proposal.
- iv. The proposal shall be in indelible ink and shall be signed by the Agency or duly authorized person(s). The letter of authorization shall be indicated by written power of attorney (Form 4) and shall accompany the proposal.
- v. The proposal shall also include stamped and signed copy of this EOI and corrigendum, if any, apart from other documents.
- vi. Only detailed proposals complete in all respect and in the forms indicated shall be treated as valid.
- vii. No Agency is allowed to modify, substitute, or withdraw the Proposal after its submission.

4.10. Submission of Proposal**Agencies shall submit their Proposals online on Central Public Procurement Portal**

- I. Expression of Interest (EOI) document may be downloaded from Central Public Procurement Portal <https://eprocure.gov.in/eprocure/app>. Aspiring bidders who have not enrolled/registered in e-procurement should enroll/register before participating through the website <https://eprocure.gov.in/eprocure/app>. The portal enrollment is free of cost. Bidders are advised to go through "Instructions for online Bid Submission" provided at **Appendix --5**.
- II. Bidders can access EOI document on the CPP Portal , fill them with all relevant information and submit the completed EOI document into electronic tender on the website <https://eprocure.gov.in/eprocure/app>
- III. **Scanned copy of all documents to be uploaded.**

4.11. Proposal Submission Format

The entire proposal shall be strictly as per the format specified in this Invitation for Expression of Interest and any deviation may result in the rejection of the EOI proposal.

4.12. Venue and Deadline for Submission

- i. Expression of Interest (EOI) document may be downloaded from Central Public Procurement Portal <https://eprocure.gov.in/eprocure/app>. Aspiring bidders who have not enrolled/registered in e-procurement should enroll/register before participating

EOI for Empanelment of Online Exam Center in Central & Western UP through the website <https://eprocure.gov.in/eprocure/app>. The portal enrollment is free of cost. Bidders are advised to go through “Instructions for online Bid Submission” provided at **Appendix --5**.

- ii. The Proposals submitted by telex/telegram/fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter.
- iii. NIELIT reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.

4.13. Criteria for Empanelment

- i. NIELIT will first shortlist agencies who meet the Qualification criteria mentioned in this Invitation to Expression of Interest. Technical Evaluation and Site Inspection will be carried out for these shortlisted/eligible agencies for selecting agencies.
- ii. Any attempt by an Agency to influence the Proposal evaluation process may result in the rejection of its EOI Proposal.

4.14. Earnest Money Deposit (EMD), Performance Bank Guarantee (PBG) and Inspection fees

- i. The Agency shall furnish an Earnest Money Deposit (EMD) amounting to Rs. 96000/- (Rupees Ninety Six Thousand Only) for Category A, Rs. 72000/- (Rupees Seventy Two Thousand Only) for Category B, Rs. 48000/- (Rupees Forty Eight Thousand Only) for Category C examination centres respectively along with the proposal.
- ii. The EMD shall be paid through NEFT as per Bank Account details mentioned at Page No. 1 of this EOI document..
- iii. The earnest money (interest free) of the unsuccessful Agencies shall be refunded on request by the Agency after signing of contract with the selected Agency(ies) in that City/area.
- iv. EMD of the successful Agency will be released after the Agency signs the final agreement and furnishes the Performance Bank Guarantee (PBG) through SFMS only of Rs. 480000/- (Four Lakh Eighty Thousand only) for Category A, Rs. 360000/- (Three Lakh Sixty thousand only) for Category B, Rs. 240000/- (Two Lakh Forty thousand only) for Category C examination centres respectively.
- v. The EMD will be forfeited:
 - a. If the agency withdraws the proposal after submission / acceptance;
 - b. If the agency withdraws the proposal, or unilaterally amends, impairs or rescinds the offer before the expiry of the validity period the Proposal or within the time frame of extension given by NIELIT in special case communicated before the expiry for the Proposal;
 - c. If the agency fails to comply with any of the provisions of the terms and conditions of the proposal specification;
 - d. If the details of infrastructures etc. provided with EOI are found false at the time of inspection of the agency;
- vi. If the selected agency fails to execute agreement in prescribed format and furnish the Performance Bank Guarantee (PBG) (**Refer Appendix – 6**) through **SFMS (Structured Financial Messaging System)** within the prescribed time. Performance Security Deposit should be advised through Structured Financial Messaging System (SFMS) from issuing Bank to our Bank by sending IFN 760 COV Bank Guarantee Advice Message. Thereafter, only Physical Bank Guarantee will be taken as operative and become operational. The details of our bank are given on page 1 of the tender document. The PBG will be forfeited:
 - a. If the agency refuses to/ do not conduct the examination on the scheduled

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- dates;
 - b. If involved in fraudulent activities and malpractices;
 - c. Breach the terms of the contract and confidentiality of data and examinations;
 - d. Any other circumstance at the sole discretion of NIELIT.
- vii. The Agency shall furnish a Site Inspection Fee amounting to Rs 20000/- (Rs. Twenty Thousand only) along with the proposal. Inspection would be carried out for the Shortlisted / eligible agencies. Inspection Fee for the Agency(ies) who does not qualify for the inspection will be returned after the completion of the EOI process. If an Agency required additional visit for inspection, they have to submit Rs 20000/- (Twenty Thousand only) again to NIELIT.

4.15. Evaluation of Proposals

- i. The City and category wise proposal will be opened as per the schedule mentioned in the Data Sheet. Authorized representatives of the Agencies may be present during the Proposal Opening, if desired.
- ii. NIELIT may constitute Proposal Evaluation Committee(s) to evaluate the Proposals submitted by Agencies for a detailed scrutiny. Subject to the terms mentioned in the EOI, a two stage process as explained below will be adopted for evaluation of proposals submitted by the specified date and time.
- iii. The Proposal Evaluation Committee(s) constituted by the NIELIT shall evaluate the responses to the EOI and all supporting documents & documentary evidence. Inability to submit requisite supporting documents or documentary evidence, may lead to rejection of the EOI Proposal.
- iv. Each of the responses shall be evaluated to validate compliance of the agencies according to the Pre-Qualification criteria, Forms and the supporting documents specified in this document followed by Technical Evaluation including Site inspection.
- v. The decision of the Proposal Evaluation Committee in the evaluation of responses to the Expression of Interest shall be final. No correspondence will be entertained outside the evaluation process of the Committee.
- vi. The Proposal Evaluation Committee may ask for presentation / meetings with the agencies and/or site visit to evaluate its suitability for the assignment.
- vii. The Proposal Evaluation Committee reserves the right to reject any or all proposals.

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4.15.1. Pre-Qualification Criteria

| Sl No | Basic Requirement | Specific Requirements | Documents required |
|--------------|---|--|--|
| 1 | For all the Institutions | | |
| | Affiliation Status & Consent | The Principal/ Vice Principal/ Head Master / Head Mistress/ Director / Head of the institution should act as the overall in charge of the examination centre during the conduct of the examinations. | Copy of the affiliation Letter along with Self Certification by the authorized signatory |
| | | The institution should not have been debarred by any board for the conduct of the examinations for any reasons. | |
| | | The institution should be willing to enter into an MoU with NIELIT for abiding by all guidelines, rules/ regulations for conducting NIELIT's examinations. | |
| | | The institution shall be operating for at least one year as on the date of closing date of the EOI. | |
| 2 | Organizations/ NIELIT Accredited Institutes (Additional requirements) | | |
| Turnover | Annual Turnover generated from the Educational activities/ Online Examination/ Similar Services or Similar services for the company/ Organisation/ Academic Institutions during the last financial year should be at least Rs. 20 lakhs for category A, Rs. 15 lakhs for category B & Rs. 10 lakhs for Category C centres respectively. This should not comprise of sales revenues related to supply of hardware/ IT infrastructure, software development and their associated maintenance services, implementation of packaged software etc. | Extracts from the audited balance sheet and Profit & Loss OR Certificate from the Statutory Auditor | |
| Legal Entity | Should be registered under Companies Act 1956 or Societies Registration Act 1860 or a partnership firm registered under LLP Act, 2008 etc. as amended from time to time. | Copy of Certificate Incorporation; AND Copy of GST Registration Certificate | |
| | Should have been operating for at least one year as on the closing date of EOI. | | |
| | Should have been registered with the Tax Authorities | AND Copy of PAN | |

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| | | | |
|---|---|--|--|
| 3 | Certifications | | |
| | | ISO, if available | Copy of the Certifications |
| 4 | Location Requirements of Agency / Institute Premises | | |
| | | The institution should be well connected with public transport and located at feasible distance from the nearest bus stand/ railway station/ metro station. | Self-Certification by the authorized signatory |
| | | The institute must have own premises, if hired, the lease should be at least for a minimum period of eleven months (minimum 6 months remaining at the time of applying) with a reasonable assurance of continuity | Documents with regard to premises (lease agreement / ownership deed) |
| 5 | Technical Requirements | | |
| | | The Institute / agency shall have capacity of computer lab with 200 Desktops for category A, 150 Desktops for category B and 100 Desktops for category C. These Computers shall only be standalone Desktops. Laptops, Thin Clients, multi-seat system etc. are not allowed. In case of multiple labs, each lab setup shall be minimum of 25 Desktops and in its multiple. It is desirable that each Desktop should have Webcam, Mic, Aadhaar enabled Bio- Metric device along with Internet enabled CCTV Monitoring. | Self-Certification by the authorized signatory along with copy of invoices/ bills of hardware infrastructure, internet connectivity, neat and clean Design of Lab along with actual color Photographs of labs taken from various directions, CCTV Monitoring Screen Photographs etc. |
| | | The Institute / agency shall have at least 1 server or High End PC for every setup plus a standby server. | |
| | | The Institute / agency shall implement the Firewall during examination and ensure that no remote desktop software is there. | |
| | | The Institute / agency shall be having well-structured lab with sufficient space (minimum of 16 Sqft per computer). The desktop in the lab shall be arranged in such a manner that every individual node / candidate sitting on the node is easily accessible without disturbing the other candidate or moving other candidate or system. Agency must submit neat and clean Design of Lab along with actual color Photographs of labs taken from various directions. | |

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| | | | |
|---|-----------------------------|--|--|
| | | <p>The Institute / agency shall be having sufficient space in lab for roaming of exam functionaries between two lanes of desktops and also to the other areas in the examination lab.</p> <p>The Institute / agency shall have sufficient (10% buffer i.e. 10 per 100 systems as buffer per shift) standby machines to take care in case break down of Desktops. The agencies should have printing facilities for taking out prints.</p> <p>The Institute / agency shall have separate testing stations for each candidate using walls or privacy partitions so that the candidates cannot view the screen of each other. There shall also be a sufficient gap between two candidates.</p> <p>The Institute / agency shall have proper access control systems in the Examination centre with IP enabled CCTVs monitoring to Cameras to discourage unfair practices</p> <p>The Institute / agency shall have all the workstation and servers should be on LAN supporting IPv4 with Dual Internet connectivity with at least 2 Mbps dedicated bandwidth with link load balancer. For Category A and B setups, 4 Mbps line is desirable.</p> <p>All the workstation and servers should be on LAN supporting IPv4, IPv6 if available</p> | |
| 6 | General requirements | | |
| | | <p>The examination premises/ institute shall be insured for Third Party also to meet any unforeseen circumstances.</p> <p>The examination premises/institute shall be well equipped with all essential facilities including Fire Fighting Equipment's & Fire suppression system.</p> <p>The LAN set up shall be virus free and fire-walled. The terminals and the servers including the backups shall also be virus free.</p> <p>Sharing the site for network integration with NIELIT for a required number of days for security, proper hand shaking and actual s/w testing before the exam conducted live at each site</p> | <p>Self-Certification by the authorized signatory along with supporting bills / invoices of infrastructure, Color Photographs / Screenshots of CCTV monitoring Screen.</p> |

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| | | | |
|--|--|---|--|
| | | Printer connected to each client via network | |
| | | Scanner | |
| | | Power Backup for servers and each clients including monitors thru UPS and GenSet | |
| | | Firewalls/UTM & Antivirus Solutions | |
| | | Blocking of any type of Remote Desktop software and connections thereof | |
| | | Complete IP enabled CCTV coverage and recording for all the area used for examination purpose including all entry and exit points. Color Photograph / Screenshot of CCTV monitoring Screen shall be attached. | |
| | | Facility to ensure foolproof data security, data transfer and physical security inside the exam centre | |
| | | Facility for safe keeping of mobiles, electronic devices and other valuables of the candidates during the examination period | |
| | | Online Aadhaar based Biometric Authentication and Authorization system for Candidate as well as Manpower Deployed is desirable as same may be implemented with IP enabled CCTV Monitoring | |
| | | Facility for having suitable drinking water and separate toilet facilities both for Boys and Girls | |
| | | Centre shall have ample parking space for parking of vehicles of Candidates as well as Examination functionaries | |
| | | Mike & speaker shall be installed in Labs and common / waiting areas for making important announcements. | |
| | | Any other support/ requirement which is Essential or desirable to conduct the online examination. | |

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| | | |
|---|-----------------|--|
| 7 | Manpower | |
| | | <p>The institution must have sufficient staff to conduct the online examination. The brief requirement is given below:</p> <ul style="list-style-type: none"> • Examination Superintendent (ES): The head of the institution shall act as Examination Superintendent for the conduct of the examination. However, NIELIT shall have the Right to deploy Examination Superintendent from outside or from NIELIT also. • Appointment of examination staff: The Examination Superintendent (in consultation with Head of the institution, if ES is an outside person) shall appoint the support staff as per the laid out norms for the conduct of the examination. The support staff, Invigilators, Technical / administrative support staff should be engaged from the institution itself. All the deployed staff must have the Aadhaar numbers and employees of the institutions. • Each staff deputed for exam duty is required to sign an undertaking, that he / she is not related to any candidate appearing for the examination. • The bidder has to submit the details of the staff along with the Aadhaar numbers (Form 8) • The bidder also has to submit a List of Government Officials who may be deployed as Examination Superintendent (ES) along with their detailed Biodata for creation of panel of ES (Form 9) • For security during the examination, Coordination with local Police Department for deployment of Police Personnel is the sole responsibility of |
| | | Self-Certification by the authorized signatory along with the requisite formats |

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| | | | |
|----|--------------------------|---|---|
| | | <p>the Bidder.</p> <ul style="list-style-type: none"> Invigilators to be deployed must have non-technical background. Verification of Character & Background of the details of the Manpower provided shall be done by NIELIT. The bidder shall have no objection on this. Undertaking for this has to be submitted by the bidder for every individual including the Authorized signatory as per appendix-4. | |
| 8 | Blacklisting | | |
| | | The firms having black-listed/ debarred in participating in any procurement activities by any State or Central Government in India are not allowed to submit the proposals. | Self-Declaration On Non-Judicial Stamp Paper of ₹100/- duly attested by the Notary Public |
| 9 | Concept Note | | |
| | | A one page concept note on Online Examination Centre | A self-certified Concept Note |
| 10 | Power of Attorney | | Power of Attorney in the name of the Authorized Signatory |

NOTE: Proposals not conforming to the above requirements shall be rejected. Only those proposals which fully conform with the Pre-Qualification Criteria shall be subjected to further scrutiny and Technical evaluation & Site Visit. In this regard, the decision of the Proposal Evaluation Committee(s) constituted by NIELIT shall be final and binding to all the agencies.

4.15.2. Technical Evaluation

- Proposal Evaluation Committee may, at its discretion, call for additional information from the Agency(ies). Such information has to be supplied within the given time frame, otherwise the Evaluation Committee shall make its own reasonable assumptions at the total risk and cost of Agencies and the proposal is likely to be rejected. Seeking clarifications cannot be treated as acceptance of the Proposal.
- If considered necessary, the Proposal Evaluation Committee may also invite short-listed agencies for making a presentation on their Strategy, Strength, Approach & Methodology for executing NIELIT's Online Examination activity.
- For onsite inspection & verification of the information submitted by the Agency, a committee nominated by the Competent Authority may visit shortlisted / eligible Agency(ies) office/ premises at the cost of Agency. The Agency shall provide all the

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necessary documents, samples and reference information as desired by the Committee. The Agency shall also assist the Committee in getting relevant information from the Agency's references, if desired.

- d. The Proposal Evaluation Committee or any other committee nominated by the Competent Authority may also undertake an On-site visit to the Agency's premise for live demonstration of the Examination Setup.
- e. Agency in a City who has qualified and the having the best infrastructure and resources, having minimum number of structured labs to accommodate candidates, amongst all technically qualified agencies will be adjudicated as the most responsive Agency for empanelment and Ranked 1. The second most responsive agency would be ranked 2 and so on. **The evaluation criteria is defined as under:**

In case there are multiple agencies shortlisted/eligible for the same city, they would be evaluated based on the location feasibility, infrastructure & facilities available and best Lab infrastructure, e.g. if two agencies X and Y qualified in Category B (i.e. setup of 150 desktop) for City ABC and agency X has two labs of 75 desktops each and agency Y has only 1 labs of 150 Desktops with all other prerequisites, in this case Agency 'Y' will be treated as most responsive agency subject to fulfillment of other terms and conditions. Again, if there are multiple agencies, the agency having maximum lab capacity on a single floor with adjacent labs will be given credits.

- f. At Division level 2 (Two) and at District level 1 (one) agency will be empaneled and the 1(one) agency at both Division and District level will be placed in waiting. Whenever the examination work will be beyond 2(two) days, the agency in the waitlist will also be awarded work.
- g. The decision by the Proposal Evaluation Committee shall be final and binding and no further communication shall be entertained in this regard.

4.16.Payment Terms

- i. No advance payment would be admissible. Present Payment norms& Honorarium are given at Appendix-2.
- ii. Payment shall be released based on satisfactory performance report, as certified by NIELIT for the examination conducted. NIELIT will put their best efforts to release the payments within 20 working days from the receipt of the claim at NIELIT. However, NIELIT will not be responsible for any delay in releasing the payment due to technical faults or circumstances beyond the control of NIELIT.
- iii. All payments to the Agency / Staff Deployed shall be made through NEFT/ RTGS only for which they are required to submit the Bank Account Number, IFSC Code, Bank Details, PAN, GST etc.
- iv. Tax Deduction at Source (TDS): All Central/State Govt. /Local Body Levies as applicable from time to time shall be deducted at source from the payment to the Agency/ Staff as per the respective law in force at the time of execution of contract. NIELIT shall deduct at source taxes/duties under any other law/statute as may be applicable at the time of making payments.
- v. For all services supplied, the Agency shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed/incurred until delivery of the contracted products or services.
- vi. If any rates of Tax are increased or decreased, a new Tax is introduced, an existing Tax is abolished, or any change in interpretation or application of any Tax occurs in the course of the performance of Contract, which was or will be assessed on the Agency or its employees in connection with performance of the Contract, an adjustment as per the terms of this EOI shall be applicable and Contract Price shall be made to take into account any such change in such manner as prescribed herein the EOI.

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5. Proposal Formats

NIELIT invites the Proposals from Agencies for “Empanelment of Company/ Organization/ Academic Institution for Online Examinations to be conducted through NIELIT in the State of Uttar Pradesh”. Agencies are required to submit Proposals in the formats as given under with all documents supporting Pre-Qualification / EOI Criteria and required documents as per appendix-4.

| S. No. | Form | Description |
|---------------|---------------|---|
| 1. | Form 1 | Covering Letter for submission of the proposal along with EMD & Inspection Fee |
| 2. | Form 2 | Agency's Organization Details |
| 3. | Form 3 | Self-Declaration – Non Blacklisting |
| 4. | Form 4 | Power of Attorney |
| 5. | Form 5 | Compliance Sheet for Pre-Qualification Criteria |
| 6. | Form 6 | Pre-Bid Queries Format |
| 7. | Form 7 | Details of Similar Assignments |
| 8. | Form 8 | Details of the Manpower available for Online Examination |
| 9. | Form 9 | Details of the Govt. officials who may be deployed as Examination Superintendents |

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Form 1: Covering Letter for submission of the proposal along with EMD**[Agencies are required to submit the covering letter as given here on their letterhead]**

<Location, Date>

To,

The Executive Director,

National Institute of Electronics and Information Technology (NIELIT), Gorakhpur
 M.M.M. University of Technology Campus,
 Deoria Road,
 Gorakhpur -273010, Uttar Pradesh

Subject: EOI for Empanelment of Company/ Organization/ Academic Institution to provide
Infrastructure for Online Examination to be conducted through NIELIT for
<City> in Category <A or B or C>

Sir,

This is with reference to your advertisement inviting EOI No._____for
 Empanelment of Company/ Organization/ Academic Institution to provide Infrastructure for
 Online Examination to be conducted through NIELIT in the state of Uttar Pradesh. We having
 carefully examined the referred EOI and we offer to provide the required services, in full
 conformity with the said EOI. We are applying for

CITY : <City Name>**Category :<A or B or C>****Lab Setup Offered : <No. of Desktops>****Total Number of Labs:< --->****Details of Lab infrastructure is as under:**

| Lab number | No. of Systems offered | Floor number (eg. Ground, First, Second etc.) | Size of Lab (Length x width) in feets | Total Lab Size in Sq.Ft. |
|-------------------|-------------------------------|--|--|---------------------------------|
| Lab-1 | | | | |
| Lab-2 | | | | |
| Lab-.. | | | | |

2. We hereby certify that no terms and conditions have been stipulated by us in the Proposal and we further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.

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3. We agree to abide by this Proposal, consisting of this letter, our Technical Proposals, the duly notarized written power of attorney, and all attachments, for a period of 180 days from the last date fixed for submission of Proposals as stipulated in the EOI and modifications if any, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.
4. We warrant that the service do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. We agree that we shall indemnify/protect NIELIT from any claim or demand, action or proceeding, directly or indirectly resulting from or arising out of any breach or alleged breach of any of the terms & conditions of EOI document, our proposal and contract.
5. We declare that we do not have any interest in downstream business, which may ensue from the EOI, prepare through this assignment.
6. Until the formal final contract is prepared and executed between us, this Proposal, together with your written acceptance of the Proposal and your notification of award, shall constitute a binding Work Order between us. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India.
7. We are hereby submitting our EOI through CPP Portal. We understand you are not bound to accept any Proposal you receive.
8. We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short listing process or unduly favours our company in the short listing process, we are liable to be dismissed from the EOI selection process or termination of the contract during the project.
9. We agree to abide by the conditions set forth in this EOI.
10. We hereby declare that our proposal submitted in response to this EOI is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

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11. We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation or misinterpretation contained in it may lead to our disqualification. The above document is executed on <DATE> at < PLACE>and we accept that if anything out of the information provided by us is found wrong our proposal / work order shall be liable for rejection.

| Name & Address of Bidder | Payment Details | | | |
|--------------------------|------------------------------------|---------------------------------|-----------------------------|--------|
| | Payment Type | NEFT UTR/Reference No. and Date | Name of the Bank and Branch | Amount |
| | Inspection Fee | | | |
| | Earnest Money Deposit (EMD) AMOUNT | | | |

The details of bank account for payment of Tender Fee and EMD Amount through NEFT is as below:

ACCOUNT NAME : NIELIT, GORAKHPUR CENTRE
ACCOUNT NO. : 1914002100094252
BANK NAME : Punjab National
Bank ACCOUNT TYPE : CURRENT
BRANCH : Kunraghat, GORAKHPUR (UP) - 273009
IFSC CODE : PUNB0191400

Yours sincerely,

Signature of the Authorized Signatory
Name of the Authorized Signatory
Name of the Agency

Seal

EOI for Empanelment of Online Exam Center in Central & Western UP

Form 2: Agency's Organization Details

[Agencies are required to submit supporting documents as evidence, wherever applicable]

| S. No. | Information | Details | | | | | | | |
|--------|---|---------------------------------|---------------------|--|-----------------|-------------------------------|--|--|---------------------|
| 1. | Name of the Organization | | | | | | | | |
| 2. | Name of Affiliating / Accrediting Body | | | | | | | | |
| 3. | URL of Affiliating / Accrediting Body | | | | | | | | |
| 4. | Affiliation / Accreditation number | | | | | | | | |
| 5. | Organization Category (Put Tick(✓) mark) | Govern ment Engineering College | Govern ment Schools | ITI or other gover nm ent techni cal institute s | CSI institu tes | NIELIT accredi ted institu te | Recogni z ed Private Engineer ing colleges affiliated to State Universiti es | Recognize d Private Schools affiliated to State Board of Education/ CBSE/ICS C Board | Other organizatio n |
| 6. | Head of the Organization (with designation) & Contact Details (Mobile No, Phone No, Email) | | | | | | | | |
| 7. | Name & Designation of the Authorized Signatory | | | | | | | | |
| 8. | Registered Head Office Address | | | | | | | | |
| 9. | Address of the Organization | | | | | | | | |

EOI for Empanelment of Online Exam Center in Central & Western UP

| | | | |
|-----|--|-----------|-------------|
| 10. | Agency website URL | | |
| 11. | Telephone number of the Authorized Signatory | | |
| 12. | Mobile number of the Authorized Signatory | | |
| 13. | Fax number of the Authorized Signatory | | |
| 14. | Email ID of the Authorized Signatory | | |
| 15. | Details of Incorporation / Registration of the Agency (Attached Copy of the Certificate along with the Proposal) | Date | Details |
| | | | |
| 16. | Details of Commencement of Business | Date | Particulars |
| | | | |
| 17. | Completed Years of Operation (in Years) | | |
| 18. | GST Number | | |
| 19. | Permanent Account Number (PAN) | | |
| 20. | Number of Offices (including Head Office) in India & Abroad (attach list) | | |
| 21. | Annual | 2017-2018 | 2018-19 |

EOI for Empanelment of Online Exam Center in Central & Western UP

| | | | | | | | |
|-----|---|----------------|-----------------|--------------|-------------|---------|-------------------------|
| | Turnover (in Lakhs) as per Audited Balance Sheet. Certified Copy of the same to be submitted along with the Proposal | | | | | | |
| 22. | Type of Organization (Put Tick(√) mark) | Public Limited | Private Limited | Partner ship | Proprietary | Society | Others (Please Specify) |
| | | | | | | | |
| 23. | Certification/ Accreditation / Affiliation, if any (attach Copies of the same along with the Proposal) | | | | | | |
| 24. | Number of Employees (Attach list with qualification along with the Proposal along with Annexure-4 for each employee) | | | | | | |
| 25. | Number of Technical Staff(IT) (attach Copies of the Bio-data along with the Proposal) | | | | | | |
| 26. | Number of Non-Technical Staff | | | | | | |
| 27. | List of major Online Examination Conducted with details | 1 | | | | | |
| | | 2 | | | | | |
| | | 3 | | | | | |
| | | 4 | | | | | |
| | | 5 | | | | | |
| 28. | Clientele details of similar activity along with contact numbers from | 1 | | | | | |
| | | 2 | | | | | |
| | | 3 | | | | | |
| | | 4 | | | | | |
| | | 5 | | | | | |

EOI for Empanelment of Online Exam Center in Central & Western UP

| | |
|--|--|
| Govt/ PSU / Corporate Clients from whom certificates of satisfactory report can be produced. NIELIT may also independently seek information regarding the performance from such clients. | |
|--|--|

Yours sincerely,

Signature of the Authorized Signatory

Name of the Authorized Signatory

Name of the Agency

Seal of the Organization

EOI for Empanelment of Online Exam Center in Central & Western UP

Form 3: Self Declaration – Non Blacklisting

**[On Non-Judicial Stamp Paper of ₹100/- duly attested by the Notary Public]
Scanned copy of all documents to be uploaded.**

To,

The Executive Director,

National Institute of Electronics and Information Technology (NIELIT), Gorakhpur

M.M.M. University of Technology Campus
Deoria Road
Gorakhpur-273010, Uttar Pradesh

Sir,

In response to the EOI No. _____ for “**Empanelment of Company/ Organization/ Academic Institution to provide Infrastructure for Online Examination to be conducted through NIELIT**”, I/ We hereby declare that presently our Company/ firm _ _____ is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central Government/ PSU/Autonomous Body.

We further declare that presently our Company/ Institute/ firm _____ is not blacklisted and not declared ineligible for reasons other than corrupt & fraudulent practices by any State/ Central Government/ PSU/ Autonomous Body as on the date of Proposal submission.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and the Proposal if any to the extent accepted may be cancelled.

Thanking you,

Date:

Place:

Yours sincerely,

Signature of Authorized Signatory:

Name of Authorized Signatory:

Name of the Agency:

Seal of the Organization:

EOI for Empanelment of Online Exam Center in Central & Western UP

Form 4: Power of Attorney [On Stamp paper of relevant value]**Scanned copy of all documents to be uploaded.**

Know all men by the present, we _____ (name of the company and address of the registered office) do hereby appoint and authorize Mr./Ms. _____ (full name and residential address) who is presently employed with us holding the position of _____ as our attorney, to do in our name and on our behalf, deed and things necessary in connection with or incidental to our proposal in response to the EOI by NIELIT, including signing and submission of all the documents and providing information/responses to NIELIT in all the matter in connection with our proposal.

We hereby agree to ratify all deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all deeds and things done by our aforesaid attorney shall always be deemed to have been done by us.

Dated this _____ day of _____ 2020

For _____.

(Signature)

(Name, Designation and Address)

Accepted

(Signature)

(Name, Designation and address)

Date:

Business Address:

EOI for Empanelment of Online Exam Center in Central & Western UP

Form 5: Compliance Sheet for Pre-Qualification Criteria

| Sl No. | Basic Requirement | Documents Required | Provided | Reference & Page Number |
|--------|---|---|----------|-------------------------|
| 1. | Institute/Organization | Copy of Registration/ Accreditation / Affiliation | Yes / No | |
| 2. | Turnover for Companies/ Organizations/ NIELIT Accredited centres/ Institute/Firm/ Other bodies associated with MeitY etc. | Extracts from the audited Balance sheet and Profit & Loss; OR Certificate from the statutory auditor | Yes / No | |
| 3. | City, Category applied & Seating Capacity | City, Category and Number of Seats in self-certified letter | Yes / No | |
| 4. | Lab Setup Details | No. of Labs with available Desktops in each lab in self-certified letter | Yes / No | |
| 5. | Infrastructure Details | Copy of invoices/ bills of hardware infrastructure, internet connectivity etc. | Yes / No | |
| 6. | Location Feasibility | Self-Certification by the authorized signatory | Yes / No | |
| 7. | Technical Capability | For Companies / Organizations/ NIELIT Accredited centres / Other MeitY bodies Completion Certificates from the client; OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR Work Order + Phase Completion Certificate from the client ; For Institutes Self-Certification by the authorized signatory | Yes / No | |
| 8. | General Requirements | Self-Certification by the authorized signatory | Yes / No | |
| 9. | Certifications | Copy of the Certification | Yes / No | |
| 10. | Power of Attorney | Power of Attorney in the name of the Authorized signatory | Yes / No | |
| 11. | Legal Entity | Copy of Certificate of Incorporation | Yes / No | |
| 12. | GST | Copy of GST Registration Certificate | Yes / No | |
| 13. | PAN | Copy of PAN | Yes / No | |
| 14. | Manpower Strength | Self-Certification by the authorized signatory along with the List of Employees & Bio-data of Technical Staff | Yes / No | |

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| | | | | |
|-----|---|---|----------|--|
| 15. | Manpower for Online Examination | As per Form 8 | Yes / No | |
| 16. | Blacklisting | Notarized Copy | Yes / No | |
| 17. | Photographs of Labs, CCTV Screen etc. | Color Photographs of Labs, CCTV Screen etc. taken from various angles | Yes / No | |
| 18. | Perspective ES details | Empaneled ES (Form 9) | Yes / No | |
| 19. | NOC from all the employees including the Centre Owner/ Partners/ Authorized Signatory | Appendix-4 | Yes / No | |
| 20. | This EOI and corrigendum | Signed and stamped copy of this EOI and corrigendum, if any | Yes/No | |

EOI for Empanelment of Online Exam Center in Central & Western UP

Form 6: Format for Submission of Details of Similar Assignments

| S N o | Name of Work/ Proje ct &Loc ati on | Owner of sponsor ing organizat ion | Cost of Assignm ent (in Rs.) | Date of commenc ement as per contract | Stipula ted date of completi on | Actual date of completi on | Details of Litigati on/ Arbitra tion pendin g or in progre ss, if any | Name, Designati on, Address, Tel. No of Officer to whom referenc e may be made | Rema r ks if any |
|-------------|--|---|---------------------------------------|---|--|--|--|---|------------------------|
| 1 | | | | | | | | | |
| 2 | | | | | | | | | |
| 3.. | | | | | | | | | |

Date:**Place:**

Yours sincerely,

Signature of the Authorized Signatory
Name of the Authorized Signatory
Name of the Agency

Seal of the Organization

EOI for Empanelment of Online Exam Center in Central & Western UP

Form 7: Format for Pre-Bid Queries**Name of the Company/Firm:****Name of Person(s) Representing the Company/ Firm:**

| Name of the Person | Designation | Email Address | Mobile Number | Tel. Nos. & Fax Nos. |
|--------------------|-------------|---------------|---------------|----------------------|
| | | | | |
| | | | | |

Company/Firm Contacts Details:

| Name of the Contact Person | Address for Correspondence | Mobile Number | Email address, Tel. Nos. & Fax Nos. |
|----------------------------|----------------------------|---------------|-------------------------------------|
| | | | |

Query / Clarification Sought:

| Sl. No | EOI Page No. | EOI Clause No. | Clause Details | Query/Suggestion/Clarification |
|--------|--------------|----------------|----------------|--------------------------------|
| | | | | |
| | | | | |
| | | | | |

NOTE: Queries must be submitted by the target date as mentioned in the Data Sheet only through e-mail. Queries not submitted in the prescribed format may not be considered/ responded by NIELIT.

Yours sincerely,

Signature of the Authorized Signatory
Name of the Authorized Signatory
Name of the Agency

Seal of the Organization

EOI for Empanelment of Online Exam Center in Central & Western UP

Form 8: Details of the Manpower available for Online Examination
(Technical, Non-Technical and Administrative)

| Sr.no. | Name | Designation | Qualification | Date of Joining | Aadhaar Number | Salary | Mobile no. |
|--------|------|-------------|---------------|-----------------|----------------|--------|------------|
| 1 | | | | | | | |
| 2 | | | | | | | |
| 3 | | | | | | | |
| 4 | | | | | | | |
| 5 | | | | | | | |
| 6 | | | | | | | |
| 7 | | | | | | | |
| 8 | | | | | | | |
| 9 | | | | | | | |
| 10 | | | | | | | |
| 11 | | | | | | | |
| 12 | | | | | | | |
| 13 | | | | | | | |
| 14 | | | | | | | |
| 15 | | | | | | | |

Note: Separate Undertaking for all the above Individuals including Centre Owner / Partners/ Authorized Signatory to be submitted as per Appendix-4.

EOI for Empanelment of Online Exam Center in Central & Western UP

Form 9: Details of the Govt. officials who may be deployed as Examination Superintends

| Sr.no. | Name | Designation | Qualification | Organization details with contact no of office | Aadhaar Number | Grade Pay / Level | Email | Mobile no |
|--------|------|-------------|---------------|--|----------------|-------------------|-------|-----------|
| 1 | | | | | | | | |
| 2 | | | | | | | | |
| 3 | | | | | | | | |
| 4 | | | | | | | | |
| 5 | | | | | | | | |

Note:

1. Kindly attach Biodata of above officials
2. These officials have to submit NOC from the employer for acting as ES

EOI for Empanelment of Online Exam Center in Central & Western UP

6. General Terms & Conditions

NOTE: Agencies should read these conditions carefully and comply strictly while submitting the Proposals

- i. Agency shall not assign or sublet the Examination Work or any substantial part thereof to any other agency, nor can the agency have arrangement with other company for bidding purpose.
- ii. In the event of any loss /damage to NIELIT arising out of the contract/ work order, the Agency shall be liable to reimburse losses to NIELIT. No extra cost on such loss shall be admissible.
- iii. Direct or indirect canvassing on the part of the Agency or his representative will lead to disqualification.
- iv. Conditional Proposals by Agencies are liable to summarily rejected.
- v. NIELIT reserves the right to accept or reject one or all Proposals without assigning any reasons and accept Proposal for all or anyone. NIELIT also reserves the right to Empanel more than one Agency or does not empanel any agency in a particular City.
- vi. The Agency shall not use any Govt. Emblems and/or NIELIT logo in any unauthorized, illegal or inappropriate way which may deceive the public to believe unsolicited, unauthorized content. The said logos/ emblems shall be used with the permission of appropriate authority / NIELIT only in such manner as to provide credibility to the authentic web pages/applications/ platforms belonging to NIELIT.
- vii. The Agency must ensure confidentiality of the activities performed. They shall not allow any unauthorised person to enter into the premises during the examination activity. They shall also not allow any fraudulent activity and malpractice.
- viii. The Agency's contract is liable to be immediately terminated if it is found non- responsible in conducting the assigned examination activity and PBG / EMD shall be forfeited.
- ix. No interest shall be paid by NIELIT on PBG/EMD / Inspection Fee.
- x. Termination: The Work Order can be terminated at any time by NIELIT, if the services are not up to satisfaction, after giving an opportunity to the selected Agency of being heard and recording of the reasons for repudiation.
- xi. Recoveries: Recoveries of penalty/liquidated damages shall be from payments and/or PBG available with NIELIT. In case recovery is not possible, recourse will be taken as per law in force.
- xii. NIELIT may enforce forfeiture of PBG (in full or part) in the following cases:
 - a. If the agency refuses to/ do not conduct the examination on the scheduled dates;
 - b. If involved in fraudulent activities and malpractices;
 - c. Breach the terms of the contract and confidentiality of data and examinations;
 - d. Any other circumstance at the sole discretion of NIELIT.
- xiii. Agencies are neither allowed to join hands to participate in the EOI process nor are allowed to submit multiple proposals. In case of detection of such, their Proposal(s) is/are liable to be rejected. Proposal through consortium is not allowed. Any consortium formed by the agency at his end which was formed either to gain entry into the agreement with NIELIT or during the project for the execution of the agreement will be at the sole risk and responsibility of the agency and would lead to rejection of Proposal or termination of contract with penalty.
- xiv. The Agency shall bear all costs associated with the preparation and submission of its proposal and NIELIT will, in no case, be responsible or liable for those costs, regardless of the conduct or outcome of the EOI process.
- xv. NIELIT reserves the right to accept any proposal under this Empanelment process in full or in part, or to reject any Proposal or all Proposals without assigning any reason. All responses including technical proposals would be deemed to be irrevocable offers /

EOI for Empanelment of Online Exam Center in Central & Western UP

proposals from the Agencies and if accepted by NIELIT, may form part of the final contract between NIELIT and the Agency.

- xvi. The Agency at no point of time can excuse themselves from any claims by NIELIT whatsoever for their deviations in conforming to the terms and conditions, payment schedules, timelines and deliverables etc. as mentioned in EOI document.
- xvii. NIELIT reserves the right to extend the date/time for submission of the proposals without assigning any reason by notifying on its website.
- xviii. EOI document can only be downloaded from the website(s) mentioned in the data sheet and proposals without requisite fees shall not be accepted.
- xix. The Agency shall not subcontract / sublet the awarded contract or part thereof.
- xx. Subsequent to pre-bid, the decision of Proposal Evaluation Committee shall be final and binding in respect of all interpretation / explanations, related to Empanelment process, which may so arise.
- xxi. **Dispute Resolution/ Arbitration / Jurisdiction :** In case any dispute arises between the Parties with respect to this invitation for EOI document or in any manner connected there with, it shall be subject to the following dispute resolution mechanism:
 - a. The dispute shall initially be referred to the designated Senior Management of both sides/ parties for amicable settlement. Both sides/ parties shall nominate two senior persons each from their management within ten days of a dispute arising.
 - b. If the parties fail to bring any amicable settlement to the dispute within 30 days then any party may refer the dispute to a Sole Arbitrator to be nominated by the Director General of NIELIT. The place of arbitration shall be New Delhi. All arbitration proceedings shall be conducted on English and in accordance with the provision of the Arbitration and Conciliation Act 1996 as amended from time to time.
 - c. The Arbitration award will be final and binding upon the parties, and each party will bear its own costs of arbitration and equally share the fees of the arbitral tribunal unless the arbitral tribunal decides otherwise.
 - d. All disputes shall be subject to the exclusive jurisdiction of Courts at Gorakhpur/ UP only.
- xxii. **Force Majeure :** Notwithstanding the provisions stated in this document, the successful agency shall not be liable for forfeiture of its performance security, penalty or termination for default, if any, to the extent that, its delay in performance or other failure to perform its obligation under the contract is the result of an event of 'force majeure' which in context to this clause means an event beyond the control of the agency and does not involve the agency's fault or negligence and may include, but not limited to, acts of God, wars, revolution, fires, floods epidemics and embargoes etc.

7. Empanelment of Agency, Award of Work & Contract Validity

- i. Agency(ies) will be empanelled as per the method provided in Data Sheet in terms of the aforementioned terms and conditions and the decision of NIELIT shall be final & binding.
- ii. NIELIT reserves the right to accept or reject any or all the proposals assigning any reason.
- iii. NIELIT also reserves the right to call for additional information from the Agencies.
- iv. Notification of Empanelment of Agency shall be made in writing to the successful Agency. The successful agency will have to submit a Performance Bank Guarantee (PBG), issued by any Nationalized/ Scheduled Bank, within 15 days from the notification of the contract. The PBG (through SFMS only) will be of Rs. 480000/- (Four Lakh Eighty Thousand only) for Category A, Rs. 360000/- (Three Lakh Sixty thousand only) for Category B, Rs. 240000/- (Two Lakh Forty thousand only) for Category C examination centres and should remain valid for a period of 2 months beyond the date of completion of all contractual obligations of the agency/firm.
- v. The successful agency will also have to sign a contract with NIELIT for a period of One year extendable upto 5 years (renewed annually based on the performance) after submitting a Performance Bank Guarantee (PBG).through SFMS
- vi. As the examinations are conducted in monthly cyclic manner usually starting from 1st Saturday of Every Month, work order for the examinations scheduled in the next month will be given by the end of 3rd / 4th week of the preceding month. However, the Empanelled centres are bound to conduct the examination as per schedule of NIELIT. The tentative schedule and number of candidates in the coming month's examination would be communicated by 15th day of the month.
- vii. After the expiry of the initial one year, the Empanelment contract may be extended for a further period of one year (subject to a maximum of 4 such extensions) at NIELIT's sole discretion depending upon agency's satisfactory performance, at the same/ mutually agreed terms and conditions.
- viii. **Termination of the Contract**
 - a. Contract will be automatically terminated on the expiry of its validity, if not extended further;
 - b. Both the parties can terminate the contract by giving 3 months' notice. However, in case of breach of contract or malpractices, NIELIT reserves the right to terminate the contract, forfeit the PBG/EMD without any prior notice.

EOI for Empanelment of Online Exam Center in Central & Western UP

Appendix-I**List of Cities**

| Region | Division | Headquarters | City / District# |
|----------------|-----------------|---------------------|-------------------------|
| Central | Allahabad | Allahabad | Fatehpur |
| | | | Kaushambi |
| | | | Pratapgarh |
| | Chitrakoot | Chitrakoot | Hamirpur |
| | | | Mahoba |
| | Jhansi | Jhansi | Jalaun |
| | | | Lalitpur |
| | Kanpur | Kanpur | Auraiya |
| | | | Farrukhabad |
| | | | Kannauj |
| | Lucknow | Lucknow | Hardoi |
| | | | Raebareli |
| | | | Sitapur |
| | | | Unnao |
| Western | Agra | Agra | Mainpuri |
| | Aligarh | Aligarh | Hathras |
| | | | Etah |
| | | | Kasganj |
| | Bareilly | Bareilly | Pilibhit |
| | Meerut | Meerut | Bagpat |
| | | | Gautam Buddha Nagar |
| | Moradabad | Moradabad | Amroha |
| | Saharanpur | Saharanpur | Shamli |

Agencies having setup at City / District locations given may only need to apply.

EOI for Empanelment of Online Exam Center in Central & Western UP

Appendix-2**Norms on Staff Deployment, Honorarium & payment to Examination Centre****Norms for Staff Deployment & Honorarium**

| SNo | Functionary | Norms of Deployment | Rates of Honorarium |
|-----|---|--|---|
| 1 | Examination Superintendent | One for each Examination Centre for actual examination day(s) plus one preparatory day. | Rs. 1500/- per day (Half Day Examination). Rs. 3000/- per day (Full Day Examination). |
| 2 | Technical Coordinator cum LAN Administrator | One for each Examination Centre for actual examination day(s) plus one preparatory day. | Rs. 1000/- per day (Half Day Examination). Rs. 2000/- per day (Full Day Examination). |
| 3 | Invigilator | One, if batch size is ≤ 25 Two, if batch size is > 25 and ≤ 50 Three, if batch size is > 50 and ≤ 75 and so on. | Rs. 750/- per day per person (Half Day Examination). Rs. 1000/- per day per person (Full Day Examination). |
| 4 | Admin. Support | One for each Examination Centre for actual examination day(s). | Rs. 500/- per day. |
| 5 | Peon cum Waterman | One for each Examination Centre for actual examination day(s) plus one preparatory day. | Rs. 400/- per day. |
| 6 | Sweeper | One for each Examination Centre for actual examination day(s). | Rs. 400/- per day. |
| 7 | Security | One for each Examination Centre for actual examination day(s). | Rs. 400/- per day. |

Note:

- The honorarium indicated in above table is inclusive of Local Conveyance.
- The outstation experts deployed as functionary(ies) for the conduct of online examination will be paid TA/DA as per prevailing rules of Government of India.
- An honorarium equivalent to half day honorarium, as per the entitlement of the honorarium of the respective functionary(ies)/staff, will be paid to various functionary(ies)/staff in respect of the preparatory day, wherever applicable.

Payment to Examination centre

- The institutes/Organisations where Examination Centres are established for the conduct of online examinations will be paid usage charges towards use of infrastructure @Rs. 50/- per candidate (maximum charges per system per candidate). The per centre charge

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will be for the total number of candidates allocated at an examination centre for the conduct of online examinations.

- ii. The actual expenditure incurred by the Online Examination Centres towards usage of Generator during the examination days will be reimbursed by the NIELIT subject to a maximum of Rs. 1000/- per day for actual examination day(s) subject to production of bills in original.
- iii. The actual expenditure incurred towards refreshment provided to examination functionaries will be reimbursed by the NIELIT subject to a maximum of Rs. 100/- per person per day for actual examination day(s) subject to production of bills in original.

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Appendix-3**Hardware & Software Requirement for CCC Online Examination****I. General hardware Infrastructure Requirement**

- Fresh formatted machine for server and Client
- Dual Internet connectivity with at least 2 MPBS dedicated bandwidth with link load balancer. For Category A and B setups, 4 Mbps line is desirable.
- Ethernet Network with Cat-4 cabling or higher
- All system must on UPS with Generator support

II. Minimum Candidate System Pre-requisites

| | |
|---------------------------|--|
| Screen Resolution | 1024 X 768 |
| Operating System | Windows 7 and above (Original & Licensed)* |
| RAM, HDD | RAM should be minimum 2GB and Hard disk should have free space of 20 GB minimum |
| Exam Specific Requirement | <ul style="list-style-type: none"> • .NET 4.0 framework • Silverlight |
| Browser | Internet Explorer 8.0 or above as supported by above Operating systems |
| Browser settings | IE Java Script enabled Pop-up blocker disabled Paste operations via script enabled 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 |

**All software installed on the system should be original and licensed*

III. Minimum Exam Centre Server Pre-requisites

(Equivalent suitable system as backup support)

| | |
|----------------------|---|
| Processor | CPU Speed: 1.5 GHz or above |
| RAM | 4GB or above |
| Screen Resolution | 1024 X 768 |
| Operating System | Windows 7 / Microsoft Windows Server 2003 |
| Specific Requirement | Silverlight |
| Browser | Internet Explorer 11.0 or above as supported by above Operating systems |

EOI for Empanelment of Online Exam Center in Central & Western UP

| | |
|------------------|--|
| Browser settings | IE Java Script enabled Pop-up blocker disabled Paste operations via script enabled User 'Settings' of 'Temporary Internet Files', set 'Check for newer versions of stored pages' to 'Every visit to the page' Proxy disabled (Direct Internet) |
|------------------|--|

IV. Network Specification:

- Complete network should be on Managed Switches. Unmanaged or wireless switches must not be a part of Examination Lab.
- Network Monitoring Tool (NMT) with alert generation to detect any new device connected on LAN
- Access to NMT to be provided to ES in real time during complete examination period starting from Setup/trial day.
- Exam centre has to ensure scanning and cleaning of entire LAN and systems prior to examination.
- Apart from basic OS, Antivirus, firewall and exam client, no other software/ applications to be present in the systems.
- All open ports on the switch must be sealed during examination period.

V. CCTV:

- IP based CCTV monitoring tool to be made available.

Remark: Hardware, Software, Network and other Requirements may be change as per need from time to time.

Appendix-4**Undertaking for NO Objection for Verification of Character and Background**

(Separate Undertaking for all Officials/ Staff members including Centre Owner / Partners/
Authorized Signatory of the Agency)

1. Name in Block Letters

2. Father's Name

3. Mother's Name

4. Local Address

5. Permanent Address

6. Date of Birth

7. Birth Place

8. Aadhaar Number

9. PAN

10. Mobile no.

11. Educational / Professional Qualification

| Sr. No | DEGREE | UNIVERSITY | YEAR | PERCENTAGE |
|--------|--------|------------|------|------------|
| | | | | |

12. Experience Details

| Sr. No | Organization | Post | Date of Joining | Date of Leaving | Salary |
|--------|--------------|------|-----------------|-----------------|--------|
| | | | | | |

13. Have you ever been Arrested/ Prosecuted/ detained/ fined/ convicted? If so provide particulars:

I certify that the above information is correct and complete to the best of my knowledge and belief.

Name of Official with Signature, Thumb Impression and Date

Verified by

Name of Authorized Signatory of the Bidder with Signature, Date and Seal

Photograph of the
Official duly
verified by the
Authorized
Signatory of the
Agency

Appendix-5

Instructions for Online Proposal Submission

As per the directives of Department of Expenditure, this proposal document has been published on the Central Public Procurement Portal (URL: <http://eprocure.gov.in>). The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their proposals in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online proposals on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app> .

REGISTRATION

- 1) Interested Agencies are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “Click **here to Enroll**” on the CPP Portal is free of charge.
- 2) As part of the enrolment process, the Agency will be required to choose a unique username and assign a password for their accounts.
- 3) Agencies are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the Agencies will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify/ TCS / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by an Agency. Please note that the Agencies are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Agency then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

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SEARCHING FOR EOI DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate Agencies to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a EOI published on the CPP Portal.
- 2) Once the Agencies have selected the EOI they are interested in, they may download the required documents / EOI schedules. These EOIs can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the Agencies through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The Agency should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- 1) Agencies should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the proposal. Please note the number of covers in which the proposal documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the proposal.
- 3) Agencies, in advance, should get ready the proposal documents to be submitted as indicated in the EOI document / schedule and generally, they can be in PDF/ XLS / RAR / DWF formats. Proposal documents may be scanned with 100 dpi with black and white option.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every proposal, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the Agencies. Agencies can use "My Space" area available to them to upload such documents. These

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documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF PROPOSALS

- 1) Agencies should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Agencies will be responsible for any delay due to other issues.
- 2) The Agencies has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Agencies should submit the EMD as per the instructions specified in the EOI document.
- 4) Agencies are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the prices bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 5) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the proposals by the Agencies, opening of proposals etc. The Agencies should follow this time during bid submission.
- 6) All the documents being submitted by the Agencies would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done.
- 7) The uploaded Proposal documents become readable only after the tender opening by the authorized bid openers.
- 8) Upon the successful and timely submission of proposals, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 9) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

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10) Scanned copy of all documents to be uploaded.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 3070 2232.

Appendix-6

Format of Performance Bank Guarantee (PBG)

BANK GUARANTEE NO.

DATE

PERIOD OF BANK GUARANTEE: - VALID UPTO

AMOUNT OF GUARANTEE: Rs. -----

To

The Executive Director,**National Institute of Electronics and Information Technology****(NIELIT) M M M University of Technology Campus,****Deoria Road****Gorakhpur-273010**

THIS DEED OF GUARANTEE EXECUTED ON THIS ____ Day of _____ 2017 by {Name of the Bank issuing guarantee} a scheduled Nationalised bank , constituted under the Banking Companies (Acquisition and Transfer of Undertakings) Act 1970, having its registered office at -----, Head office at (H.O. Address) and one of the Branch offices at (Branch address) hereinafter referred to as the 'Guarantor Bank' (which expression unless it be repugnant to the context or meaning thereof shall include its successors and assigns.) in favour of The Executive Director, National Institute of Electronics and Information Technology (NIELIT) M M M University of Technology Campus, Deoria Road, Gorakhpur – 273010 (hereinafter referred to as "NIELIT Gorakhpur" which expression shall unless it be repugnant to the context or meaning thereof shall include its successors and assigns).

Whereas Selection Notification No. ----- dated ----- (Hereinafter called the "Selection Notification") for selecting M/s. ----- as Service Providing Agency for for Empanelment for CCC Examination to NIELIT Gorakhpur stands accepted by NIELIT Gorakhpur.

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And whereas to ensure due performance of the obligations of the Service Providing Agency to the satisfaction of NIELIT Gorakhpur **for Empanelment for CCC Examination** to

NIELIT Gorakhpur the said performance and in terms thereof by the Service Providing Agency as aforesaid, the Guarantor Bank at the request of the **Agency** has agreed to give guarantee as hereinafter provided.

NOW THIS GUARANTEE WITNESSETH AS FOLLOWS:

In consideration of the Purchaser, having engaged M/S_____as Service Providing Agency for **Empanelment of CCC Examination** to NIELIT Gorakhpur stands accepted by NIELIT Gorakhpur (Name of the Guarantor Bank) do hereby undertake as under:

a) To indemnify and keep indemnified the Purchaser to the extent of the sum of Rs. -----
 --- /- (Rs. ----- only) for the losses and damages that may be caused to or suffered by the Purchaser in the event of non-performance or part/under performance of whatever nature on the part of Agency in discharging their obligations under the said contract against the above selection notification order and further undertake to pay immediately on demand to the Purchaser the amount claimed under this guarantee not exceeding Rs. ----- /- (Rs. -----
 -----only) without demur and without the Purchaser needing to prove or to assign reasons for the demand so made for the sum specified therein and mere written claim or demand of the Purchaser shall be conclusive and binding on the guarantor Bank as to the amount specified under these presents.

b) The guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the obligations under the contract against the Selection Notification and that it shall continue to be enforceable till all the dues of NIELIT Gorakhpur under or by virtue of the said contract against the Selection Notification have been fully paid and its claims satisfied or discharged or till

_____Office/Department/Ministry of
 _____certifies that the terms and conditions of the said contract against the Selection Notification have been fully and properly carried out by the Supplier and accordingly discharges this guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before the _____ we shall be discharged from all liability under this guarantee thereafter.

c) This guarantee shall not in any way be affected by the change in the constitution of the Agency or of guarantor bank nor shall be affected by the change in the constitution,

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Amalgamation, absorption or reconstruction of NIELIT Gorakhpur or otherwise but shall ensure for and be available to and enforceable by the absorbing amalgamated or reconstructed Company of NIELIT Gorakhpur.

- d) We, _____ (indicate the name of bank) further agree with NIELIT Gorakhpur that NIELIT Gorakhpur shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said contract against the Selection Notification or to extend time of performance by the Agency from time to time or to postpone for any time or from time to time any of the powers exercisable by NIELIT Gorakhpur against the Service Provider Agency and to forbear or enforce any of the terms and conditions relating to the said contract against the Selection Notification and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the Service Provider Agency or for any forbearance, act or omission on the part of NIELIT Gorakhpur or any indulgence by NIELIT Gorakhpur to the Agency or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.
- e) We, _____ (indicate the name of bank) undertake not to revoke this guarantee during its currency except with the previous consent of the Purchaser in writing.
- f) Notwithstanding anything contained above

The liability of the guarantor Bank under this deed of guarantee is restricted to Rs. ----- /- (Rs----- only). This guarantee shall remain in full force till (mention date) and the guarantor Bank is liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if NIELIT Gorakhpur serves upon the guarantor Bank a written claim or demand on or before (mention date) at (name of the guarantor Bank and branch).

IN WITNESS WHEREOF the authorized signatories of the said (Guarantor Bank) have signed this deed for and on behalf of the guarantor on the date first herein above mentioned.

Place

For

Date

Authorized

Signatories Seal