



Government of Karnataka

Karnataka Examinations Authority

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Notice Inviting Tenders for Supply, Installation, Commissioning & Maintenance of Computers and Peripherals, Hardware and Software for Examination Management System and Electronic Answer Script Evaluation System, Answer Book Scanning Service and Supply of Examination Answer Books for all State Universities, Technical Education Department and Government Autonomous Colleges in Karnataka

No. ED/KEA/Accts/CR-10/2015-16

Date: 14-10-2015

• Tender Inviting authority	Karnataka Examinations Authority Sampige Road, 18th Cross, Malleshwaram Bangalore-560012
• Date of publishing Tender Document	16-10-2015
• Date of Pre-Tender Meeting	21-10-2015 – 11.00 AM
• Last date for submission of tenders	16-11-2015 – 5.00 PM
• Date and time of opening of pre- qualification/	18-11-2015 – 4.00 PM
• Date and time of opening of financial Tenders	20-11-2015 – 11.00AM
• Place of Pre-Tender Meeting and Opening of Tenders	Office of the Executive Director Karnataka Examinations Authority Sampige Road, 18 th Cross Malleshwaram, Bangalore – 560 012
• Address for communication	The Executive Director Karnataka Examinations Authority Sampige Road, 18 th Cross, Malleshwaram, Bangalore – 560 012, Karnataka, INDIA. Telephones: 080-23462599, 23462758, 23461575, 23564583 Fax: 080-23461576 e-mail: keauthority-ka@nic.in, keacts2013@gmail.com

SECTION 1:

Invitation for Tenders – Introduction, Eligibility and Scope of Work

1. Governing Council, in its 20th meeting held on 11th June 2015, accorded approval to KEA for procurement of Examination Management System (EMSA) for State Universities/ Technical Education Department/ Government Autonomous Colleges in Karnataka involving the assistance of National Informatics Center (NIC). NIC is developing application software, which will be used by all the Universities / Technical Education Department/ Government Autonomous Colleges. The EMS involves Supply, Installation, Commissioning & Maintenance of Computers and Peripherals, Hardware and Software for Examination Management System and Electronic Answer Script Evaluation System for State Universities/ Technical Education Department / Government Autonomous Colleges in Karnataka.
2. Technical Advisory Panel (TAP) has approved the Specification for Hardware and Software in its meeting held on 3rd September 2015.
3. Karnataka Examinations Authority (KEA) is an autonomous organization under the purview of Planning, Programme Monitoring and Statistics Department of Government of Karnataka. Its mandate is to promote transparent, effective and efficient practice of evaluating the development policies and programs across all the state Government Departments, Public Sector Undertakings, Local Bodies and all other public entities to promote evidence based policy making and programme implementation. KEA is the nodal agency to build the capacity of all stakeholders, provide technical support and handhold the evaluation studies.
4. Tenders are invited from the reputed hardware manufacturers or their authorized representatives for Supply, installation, commissioning and Maintenance of Computers and Peripherals, Hardware and providing Answer Book Scanning Services for Examination Management System and Electronic Answer Script Evaluation System for State Universities/ Technical Education Department /Government Autonomous Colleges in Karnataka (Pre & Post Examination/ Evaluation, Result Processing & Dissemination) as detailed in the tender document under TWO COVER SYSTEM through e-procurement platform <http://eproc.karnataka.gov.in> from eligible Tenderers/tenderers.
5. Interested eligible Tenderers may obtain additional information and/or the document may be downloaded from the website <http://eproc.karnataka.gov.in>. Only interested Tenderers who wish to participate should remit online transaction fee for tender after registering in the portal. The transaction fee is non-refundable.

6. Joint Venture

Joint Venture is allowed with **Two or More** partners for Package_1. JV must show evidence of binding agreement signed by the CEO (or persons equivalent) of JV. The eligibility criteria need to be met by any of the partners. However all clauses related to technical eligibility should be met by one of the partners. Lead Tenderer can be any one of the partners of the Joint Venture.

Joint Venture is not allowed for Package_2 nd Package_3.

7. The Tenderer may indicate branch offices in Karnataka.

8. Tenders must be accompanied by earnest money deposit which shall be paid online through e-Procurement portal as specified in this Tender document and shall have to be valid for 45 days beyond the validity of the tender.
9. Tenders must be electronically submitted (on-line through internet) within the date and time published in e-procurement portal. Technical Tenders will be opened at prescribed time and date in the e-procurement portal, in the presence of the Tenderers who wish to attend at Office of The Executive Director, Karnataka Examinations Authority, Sampige Road, 18th Cross Malleshwaram, Bangalore – 560 012. If the office happens to be closed on the date of receipt of the tenders as specified, the tenders will be opened on the next working day at the same time and venue.
10. A Pre-tender meeting will be held at published time and place in e-procurement portal to clarify the issues if any, and to answer questions on any matter that may be raised at that stage as stated in the tender document.
11. This tender, being floated by KEA, for implementation of Examination Management System and Electronic Answer Script Evaluation System in State Universities, Technical Education Department and Government Autonomous Colleges in Karnataka. From now on “the Employer” means Karnataka Examinations Authority.

Table 1: Schedule of Requirements

Each package as defined below is treated as a separate tender, each requiring Two Cover System. Thus separate Technical and Financial Tenders have to be submitted for each of the package.

Sl. No.	Name of work	Approximate Quantity and Specifications	Earnest Money Deposit (In Rs)
• Package 1			
1.	Supply, installation, commissioning and Maintenance of Computers and Peripherals, Hardware and providing Answer Book Scanning Services for Examination Management System and Electronic Answer Script Evaluation System	Annexure_1	30,00,000/-
• Package 2			
2.	Supply of Examination Answer Books for State Universities, Technical Education Department and Government Autonomous Colleges	Annexure_2	4,00,000/-
• Package 3			
3.	Supply and Installation of Computers, Printers, Notebook Computers, Projectors, Scanners, Digital Lectern, Software, Mobile Devices and UPS	Annexure_3	8,00,000/-

Sd/-
Executive Director
Karnataka Examinations Authority

DISCLAIMER

The information contained in this Request for Proposal document or subsequently provided information to Tenderers, whether verbally or in documentary form by or on behalf of Karnataka Examinations Authority (KEA) or any of their employees, consultants or advisers, is provided to Tenderers on terms and conditions set out in this document and any other terms and conditions subject to which such information is provided.

This document is not an agreement and is not an offer or invitation by KEA to any other Party. The purpose of this document is to provide interested parties with information to assist in formulation of their Proposal. This document does not purport to contain all information each Tenderer may require. This document may not be appropriate for all persons or entities, and it is not possible for KEA, their employees, consultants or advisors to consider investment objectives, financial situation and particular needs of each party who reads or uses this document. Certain Tenderer may have a better knowledge of proposed Project than others. Each Tenderer should conduct its own investigations and analysis and should check accuracy, reliability and completeness of information in this document and obtain independent advice from appropriate sources. KEA, its representatives, their employees, consultants and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to accuracy, reliability or completeness of document.

KEA may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement information in this document. Some of activities listed to be carried out by KEA as a part of tendering process or subsequent implementation of Project, are indicative only. KEA has right to continue with these activities, modify sequence of activities, add new activities or remove some of activities, in best interests of KEA.

ABBREVIATIONS

KEA	Karnataka Examinations Authority
SP/SI	Service Provider. The terms Systems Integrator/ Implementation Partner / Tenderer are also used interchangeably. In case of a consortium, lead Tenderer.
PO	Purchase Order
EMD	Earnest Money Deposit
PBG	Performance Bank Guarantee
OEM	Original Equipment Manufacturer / Original Licensor of EMS Solution
EMS	Examination Management System includes: i) all software, hardware, networking ii) operations, maintenance and support services iii) Managed Services iv) any others essential to implement and sustain a web based IT solution and services for KEA
Q/QP	Question / Question Paper
AB	Answer Books
DC / DRC / DCF	Data Centre / Disaster Recovery Centre / Data Centre Facility
BPR	Business Process Re-engineering
SLA	Service Level Agreement
BG	Bank Guarantee
IT/ICT	Information and Communication Technologies
FRS	Functional Requirement Specifications
SRS	System Requirement Specifications

12.About the Proposed System

I. PACKAGE_1:

The proposed Examination Management System would cover the following important features of the examination and evaluation activities of all the universities/ colleges in the state. (Note: Detailed description of items required, quantity, specification, locations (data centre, scanning centres, evaluation centres), services required is provided in **Schedule B**.)

1) Features of EMS:

- a) Retrieval of data from the Admission Database System
- b) Students confirmation to write the examination of various subjects
- c) Provision to make Examination fee payment through e-Payment mode
- d) Creation of Examination Centres
- e) Assignment of students to Examination centres/Hall
- f) Generation of Nominal roll examination centre/hall wise
- g) Provision to down load the Admission Ticket/Hall Ticket through online
- h) Online Web portal to monitor the Logistic support of distribution of Answer Booklets
- i) Enter the used and un-used Answer booklets with internal secured coding
- j) Provision to read Barcode values printed on the Answer booklets for internal security and audit trail
- k) Provision to scan Answer Booklets to the assigned scanning station
- l) Provision to upload the scanned images on fly directly to the portal as and when scanning completes
- m) Online system for Evaluators registration
- n) Assignment of credentials to Evaluators to access the Evaluation portal
- o) Assignment of Answer Script to Evaluators by Registrar Evaluation
- p) EASE – Electronic Answer Script Evaluation system for digital evaluation
- q) Provision to monitor the Evaluation process in terms of AAA Authentication Authorization Audit trail
- r) Provision to view Model Answers, Score board to enter question wise secured marks, sticky notes for later reference for the concerned evaluator only
- s) Provision for instantaneous result process and dissemination
- t) CCTV Monitoring Setup at Each Evaluation centre and scanning centre
- u) Biometric System at each Evaluation centre and scanning centre
- v) Archival Solution

The proposed EASE system is part of EMS and requires BPR (Business Process Re-engineering) for efficient and effective implementation which is mentioned below.

- a) Pre Examination Activities
 - Provision of printing water marking in all pages of the Abs (Answer Booklets)
 - Assigning and printing of Unique Identification code in each Answer Booklet(AB)including for all pages of the AB using random number generation process with Barcode system
 - Provision to record unique identification number and the page wise random number of each AB in to the centralised server using web access mode

- Provision to Monitor the logistic support of ABs distribution to every examination centre from the agency who prints all ABs, confirmation of receipts of ABs by universities and onward distribution to examination centres
- Provision to track the status of the ABs as against the distribution to various examination centre on a daily basis
- b) Examination Activities**
 - Provision to update the usage of ABs examination centre wise namely the used and un used ABs on a day-to-day basis once the examination started and before the completion of the examination
 - Collection and segregation of ABs in terms of used and unused ABs and to keep ready to send to scanning centres for scanning
- c) Post Examination Activities**
 - Pre Scanning process
 - Assign additional identification mapping mark for each ABs/ bundle and form a group of ABs to a particular scanning station like subject-wise, date-wise, packet/parcel-wise, area-wise, cluster-wise (if any), examination centre-wise with proper accountability for further monitoring
 - Provision to record the distribution of set of ABs to the scanning stations with internal mapping of key values of the ABs vis-à-vis ABs ID, examination centre, date, subject, etc...
 - Scanning process
 - Use high end scanner which shall have provision to capture image of the ABs and save as PDF file format in the portal including the water mark of the ABs
 - The scanned image of the AB is called as AS – Answer Script which is in PDF file format and should be saved in the portal only using specialised API of NIC (not in the local PC/desktop/Laptop system)
 - The API would be developed by NIC using the DLL of scanner manufacturer(OEM)/DLL from the agency
 - Scanner shall have a capability to read the barcode value of the ABs in all pages and the OMR parameters of the ABs in to a memory variable (Metadata) for onward transmission on fly to the back end database system at State Data Centre through a secure channel
 - Ensure that the PDF image created in the above step should not be stored locally
 - Use NIC's API/Component on fly to store the PDF image (AS) and memory variable (Metadata) in to the SharePoint Portal(SPP) at the centralised database system with AAA concept
 - Scanning station should create only one compressed PDF file (AS) for all pages of the concerned AB in the name specified by the NIC system from the SPP server using COTS components (as additional layer of security)
 - Provision for random check of AS and for reading barcode in the PDF file format.
 - Deployment of the required manpower at the scanning stations for scanning services.
 - Post Scanning process
 - Random allocation of ASs residing in the secure document store of the SPP to evaluators.

- Generation of digital evaluation time table for each evaluator visa-vice day wise tasks and targets.
- Provision of Credential based accesses to evaluators, centre superintends, administrators, etc...
- Provision for full size viewing of the AS in a frame along with the form for scoring the marks.
- The question paper corresponding to the AS should be loaded automatically along with sample/probable answer for that question.
- Provision for an evaluator to annotate/comment over the AS during evaluation as a separate layer which cannot be viewed by other evaluators.
- Provision to linking the AS page number to the scoring of marks so that backtracking of scoring to the actual written answer of the AS is possible.

d) Online Evaluation Process

- Pre-Evaluation
 - Registration of Evaluators to the EASE portal
 - Allocation of Evaluators to various Centres
 - Proximity
 - Random
 - Allotment of Answer Scripts
 - Random
 - Subject-wise
 - Scheduled
 - Triggered
 - One-many mapping of ASs to Evaluator
- Evaluation
 - Evaluator shall have to check the water mark of the AS of each page as part of the evaluation system/manual by checking the genuineness of the AS before entering scoring marks
 - Provision of Credential based accesses to evaluators, centre superintends, administrators, etc...
 - Provision for full size read only viewing of the AS in a frame along with the form for scoring the marks
 - The question paper corresponding to the AS should be loaded automatically along with sample/probable answer for that question
 - Provision for an evaluator to annotate/comment over the AS during evaluation as a separate layer which cannot be viewed by other evaluators
 - Provision to linking the AS page number to the scoring of marks so that backtracking of scoring to the actual written answer of the AS is possible
 - Easy Navigation across the list of AS assigned to each evaluator
 - Audit trail with credentials based access to open the assigned Answer Scripts for evaluation by the evaluators for a given day

- Parallel evaluation of a particular answer script by more than one evaluators at a time and with a provision of layer based bookmarking/annotation support for each evaluator of a same answer script
- Provision for the Registrar(Evaluation)/System Administrator to view all the evaluators bookmarks/annotations using access credentials
- Performance track of evaluators
- Measuring variance in evaluation of marks among evaluators and reassignment to next evaluator
- Post Evaluation
 - Tabulation of marks for result processing
 - Result processing and dissemination
 - Evaluators performance analysis
 - Evaluators Payment through ECS

2) Scope of Works

Supply, installation, commissioning and Maintenance of Hardware and Software for Examination Management System and Electronic Answer Script Evaluation System, as per **Annexure_1**.

3) Scope of Services

a) Operation Management Scanning Station And Evaluation Centres

- Network monitoring
- Testing the network for weakness
- Keeping an eye out for needed updates
- Installing and implementing security programs
- In many cases, E-mail and Internet filters
- Evaluating implementing network management software
- Monitoring network traffic and bottleneck

Operation Management is for making sure that computer hardware and network infrastructure in a centre and data network are effectively managed, which includes maintaining the standards for server installations and applications, monitoring the performance of the network, checking for security breaches, and poor data management practices.

b) Annual Maintenance Contract (AMC) includes:

1. **Preventive Maintenance:** Periodical preventive maintenance should be made once in a six months.
2. **Quality of Spares:** The equipment parts replaced must be new and equivalent in performance of existing parts. The replacement of defective spares with original spares or spares of equivalent specification need to be done without any extra charge during the warranty period.
3. **Additional Charges:** The AMC cost shall include the travelling cost for rendering service throughout the year for one or all locations & for one or all systems.

4. **Working Hours:** The maintenance work needs be done during working hours. However, in case of emergency, maintenance may have to be done beyond office hours and even on holidays. The Contractor should work out prior arrangement through proper communication with the assigned authority for the respective centre.
5. **Reporting Authority:** The Service Engineer will be allowed to handle the respective equipment only with permission of the officer in-charge of Systems.
6. **Transportation:** In case the problem is not solved at site, Contractor has to bear the cost of transportation & duties (if applicable).
7. **Response Time:** Normal response time for repair is 24-hours from the actual time of reporting the problem to the Contractor.
8. **The system down** time should not exceed 72 hours from the time at which the complaint was made.

c) Scanning & Digitization Of Answer Scripts:

As part of scanning services, the Tenderer shall undertake following tasks:

i. Pre Capture Process

This process envelops all activities that are to be executed before the scanning is undertaken. This is primarily the receiving of documents from the store and making them ready for scanning. Some of the major activities are enumerated below.

a. Batch Preparation

A bunch of few files constitute a batch. The documents received for scanning are to be set in bunches of a specified number. Few of the activities under this are: Receive the files.

Clean if they have any dust

Arrange the files in the batches as defined by THE EMPLOYER

Make a list of the files.

Tag sheets in the documents that are not to be scanned

b. Categorization of the Documents

During this process, the documents are to be categorized on the basis of the type of document. This helps in tagging of the documents. Fields for the tagging are to be defined in a manner to have the fruitful search criterion. No. of such field are to be agreed upon by the selected Tenderer with KEA. A file-naming scheme database - should be established prior to capture. The same shall be done in consultation with KEA officials in charge of the project.

c. Batch Dispatch for Scanning

The prepared batch is to be sent for scanning to the scanning station

ii. Capture Process

• **Scanning**

- The scanning operator receives the files.
- Open the files and scans the documents.

- During the scanning the operator has to quality check image in terms of number of pages in the batch scanned and the total images.
- **Indexing & Image Cropping:** The scanned documents should be well organized at the site. A manual index should be generated. Each batch of Documents should be given an address. The images should be edited/ cropped to remove any undesirable foreign spots/marks. The Retrieval Software should be provided by the vendor. The index should basically provide the name of the document.
- **Quality Assurance:** Every image must be readable. The best image quality should achieve.
- **Merging into Database:** The images should be merged into the database. The fields may be decided mutually depending on the retrieval parameters.
- **Retrieval Software:** The retrieval software should use information about the documents, including index and text-strings, to find images stored in the system. The documents should be stored in pdf format.
- **Access:** Document viewing should be readily available to those who need it, with the flexibility to control access rights to the system. The access system should make documents viewable to authorized persons, whether in the office or at different locations
- **Post Capture Process**
 - After scanning process is over, the documents are put back in the file in the same order, files are labelled and put in the appropriate boxes and boxes and labelled and sealed. Sealed boxes and contents would be traceable through the appropriate database. In case of any damage to content, same should be informed to THE EMPLOYER without delay by the agency.

Note:

- i. Contractor needs to run necessary number of shifts (of 8 hours each) and teams for the completion of the work as per time frames to be mutually agreed. The Contractor appointed staff should be provided necessary access to the site.
- ii. Contractor shall undertake the inspection and verification of the scanned images as part of its quality process. Universities/ Technical Education Department/ Government Autonomous Colleges will sign off the acceptance of delivered data after completion of quality check and clearance thereof.
- iii. Universities/ Technical Education Department/ Government Autonomous Colleges would depute a single point of contact, to help Contractor's team in day-today activity and to certify the work executed. Universities/ Technical Education Department/ Government Autonomous Colleges will arrange inward & outward movement of the documents from the scanning centre along with necessary documented checks. For this, Universities/ Technical Education Department/ Government Autonomous Colleges shall hand over documents with a control checklist containing the details of the documents. For acceptance of uploaded data, Universities/ Technical Education Department/ Government Autonomous Colleges will appoint a person / persons.
- iv. Universities/ Technical Education Department/ Government Autonomous Colleges would make available all the documents/ ABs to be scanned as and when required. So that the scanning

schedule can be conducted without interruption and output loss. Documents should be properly tagged with all necessary data for indexing.

II. PACKAGE-2:

Supply of Examination Answer Books for State Universities, Technical Education Department and Government Autonomous Colleges.

- a. **Scope of Work:** The Vendor Should Supply Examination Answer Books for State Universities/ Technical Education Department/ Government Autonomous Colleges as per the specifications in **Annexure_2**
- b. **Location of offices to which the said products have to be delivered:** Within Karnataka details will be provided later
- c. **Delivery Timelines:** Tenderer shall deliver “Examination Answer Books for State Universities/ Technical Education Department and Government Autonomous Colleges” within 30 days after the purchase order is issued. For a delay of every week in supply of the items, 1% of the accepted price will be deducted for the first week of delay and deduction will be increased by 1% for each week up to a maximum of 10% and will be recovered out of the Bank Guarantee furnished in terms of paragraph 15 of this tender in case the Tenderer fails to pay the said penalty to the department.
- d. **Paper:** Tenderer should use papers as per specification for printing purpose and use good stitching materials.
- e. The Tenderer shall quote rates for each answer script including paper, printing and stitching.
- f. If materials supplied are not in accordance with the specification and Quality they are liable to be rejected and damages will be recovered.
- g. Duplicate Barcodes should be strictly avoided. For every duplicate bar code, a penalty of Rs. 1,000/- shall be recovered from the supplier.
- h. Tenderer should take all precautions for protecting the materials from any kind of damages by proper packing during transport.
- i. Tenderer should specify the rate per script (Both in words and figures). The rate should be inclusive of all taxes, duties, delivery charges and Insurance.

III. PACKAGE-3:

Supply and Installation of Computers, Printers, Notebook Computers, Projectors, Scanners, Digital Lectern, Software, Mobile Devices and UPS for Institutions under Higher Education Department on Rate Contract Basis.

- a. **Scope of Work:** The Vendor should supply and install Computers and peripherals for institutions under Higher Education Department and maintain as per warranty clause, with technical specifications as detailed in **Annexure_3**.

- b. **Location of offices to which the said products have to be delivered:** Within Karnataka details will be provided later.
- c. **Delivery Timelines:** Tenderer shall deliver Computers and peripherals within 30 days after the purchase order is issued. For a delay of every week in supply of the items, 1% of the accepted price will be deducted for the first week of delay and deduction will be increased by 1% for each week up to a maximum of 10% and will be recovered out of the Bank Guarantee furnished in terms of paragraph 15 of this tender in case the Tenderer fails to pay the said penalty to the department.

13. Eligibility criteria for participation in the tender

This invitation to tender is open to all companies registered in India, who fulfil eligibility criteria. Tenders that do not conform to the eligibility Criteria will be rejected summarily and no further evaluation of such Tenders will be undertaken. The tenderer should quote for Package-1, Package-2 and Package-3 **separately** under two cover system. Partial Tender for each package will be disallowed / disqualified. All documents stated below should be uploaded in Technical Tender.

- **PACKAGE_1:**

Criteria	Documentary Evidence to be UPLOADED on e-procurement portal as part of Technical Bid (First Cover)
Company should be a (i) Registered Company in India under Indian Companies Act, 1956 or (ii) Registered Partnership Firm or (iii) Proprietorship or (iv) The Tenderer should be a Public Sector Undertaking/ statutory body, since last 5 (five) years. (If the tenderer is a partnership firm, there shall not be any re-constitution of the partnership without the prior written consent of the Corporation till the satisfactory completion of the contract.)	<ol style="list-style-type: none"> 1) Copy of Certificate of incorporation and list of Directors of Company as per Articles/ Memorandum of Association of Company (in case of limited company). 2) Copy of the partnership deed and list of partners in case of partnership firm 3) Declaration of Proprietorship/ Sole Proprietorship
<p>Company should have for the each of the last three consecutive financial years i.e. FY: 2011-2012, FY: 2012-2013 Y: 2013-2014.</p> <ol style="list-style-type: none"> 1. A minimum total turnover over INR 250 Crore each for the last 3 years ending 31st March 2014 of previous financial year. 2. Positive Net Worth of at least 100 Crore as on 31st March 2014. 3. Income Tax Returns for the Assessment Years 2012-13, 2013-14 and 2014-15 should submitted. 	<ol style="list-style-type: none"> 1) Copy of the audited Balance Sheet & Profit and Loss statement of the company showing turnover of the company for last three years. 2) Certificate from the Company Secretary/Statutory Auditor's ascertaining a positive net worth during each of the last 3 years 3) Documents for the same should be uploaded in the technical document.
Data Centre of the company should have each of the following certifications issued to the Tenderer for maintaining and managing their data centers. It will be Tenderer's responsibility to renew the certificates from time to time. ANSI/TIA- 942 , ISO20000, ISO27001, ISO9001	Tenderer to provide the proof of valid certifications as mentioned above and the certificates to be valid for the entire period of the contract. Tenderer should submit an undertaking to renew the certificates from time to time

The Tenderer should not have been black listed by any State Government, Central Government or any other Public Sector undertaking or a Corporation or any other Autonomous Organization of Central or State Government as on Tender calling date and there has been no litigation with any government department on account of similar services	Undertaking in this regard signed by the authorized signatory
Company should be registered with Income Tax and Service Tax department.	1) Copy of PAN card. 2) Copy of Service tax registration. (Application for registration with Income Tax Department and/or with Service Tax Commissionerate will not be considered as a valid document)
Tenderer should have experience in IT Business (services) 2 years and should have been in the IT related business for a period of at least 5 years (as on 31st March 2014).	Work Orders confirming year and area of activity as per technical package.
The Tenderer should not be under a Declaration of Ineligibility for corrupt or fraudulent practices with any State or Central Government or any State or Central PSU in India at the time of Tender submission.	Declaration duly notarized in this regard by the authorized signatory of the prime Tenderer.
The Tenderer should have completed implementation/ under operation, of at least 2 IT Implementation projects of at least INR 50 Crore each for Government Organizations/ PSUs in India within the last 6 years and these projects should be in operations for at least 6 months prior to the date of Tender submission. Each of these projects should involve System Integration (including infrastructure deployment (Servers, Desktop, LAN, Printer, Scanner etc.), site preparation and installation of non-IT Infrastructure At least one of the two projects above should be on BOO/BOOT/BOT/Long Term Operation Contract basis.	1) Go-live / acceptance / completion Certificate issued by the customer. 2) Work Order / Purchase order / Copy of contract / Letter of Award highlighting the required details
The Tenderer must have an overall IT related staff strength of at least 500 personnel with prior experience of more than two years on their payroll as on the date of submission of Tender. The Tenderer must have at least 25 CCNA resources on their payroll as on the date of submission of Tender.	Certificate from Tenderer's HR Department

• **PACKAGE_2:**

Eligibility Criteria	Documentary Evidence to be UPLOADED on e-procurement portal as part of Technical Bid (First Cover)
The Tenderer should have his own Registered office in Karnataka for speedy communication.	The concerned documents should be enclosed.

The Tenderer shall have minimum of one year experience in Digital Scanning at least 3 years of experience in supplying stitched answer scripts to other University/Universities.	The concerned documents should be enclosed in any other universities with a project value of Rs. 50 Lakhs
The annual turnover of the firm should be at least Rs. 2 Crore from relevant domain. (Balance Sheet, Income and Expenditure Statement for the year 2011-12, 2012-13 and 2013-14 should be enclosed) 3. Income Tax Returns for the Assessment Years 2012-13, 2013-14 and 2014-15 should submitted.	Turnover of Rs.2 crore which should include (Balance sheet, Income and expenditure statement) for the year 2011-12, 2012-13 and 2013-14.
A brief description of the firm/organization and an outline of recent experience on assignments/projects of similar nature executed during the last three years	Description of the organization and work experience
The Tenderer should submit a tax clearance certificate issued by the Sales Tax / Value Added Tax / PAN authority concerned till the end of the preceding financial year or up to date.	PAN, Sales and Service Tax
A company /Firm which is registered in India under the provisions of VAT Act 1976 /the Companies Act, 1956;	Copy of Company registration certificate
For the purposes of evaluation only figures from the latest three audited annual financial statements would be considered.	Copy of financial statements certified by the auditor
The Tenderer shall have ISO Certification	Copy of ISO certification
The Tenderer shall compulsorily attach a proof of work/purchase orders for carrying out similar projects.	Copies of Purchase orders

• **PACKAGE_3:**

Criteria	Documentary Evidence to be UPLOADED on e-procurement portal as part of Technical Bid (First Cover)
Company should be a (i) Registered Company in India under Indian Companies Act, 1956 or (ii) Registered Partnership Firm or (iii) Proprietorship Firm since last 5 (five) years.	One or more of the Following Documents (as per relevance) 1) Copy of Certificate of incorporation 2) Copy of the partnership deed and list of partners in case of partnership firm 3) Declaration of Proprietorship/ Sole Proprietorship
Company should have for the last three consecutive financial years i.e. FY: 2011-2012, FY: 2012-2013 Y: 2013-2014. 1. A minimum average turnover over of INR 30 Crore, ending 31st March 2014 of previous financial year, for the last three consecutive financial years.	Copy of the audited Balance Sheet & Profit and Loss statement of the company showing turnover of the company for last three years.

2. A minimum average Positive Net Worth of at least 1.0 Crore as on 31st March 2014, for the last three consecutive financial years. 3. Income Tax Returns for the Assessment Years 2012-13, 2013-14 and 2014-15 should submitted.	
The Tenderer shall have ISO Certification	Copy of ISO certification
The Tenderer should not have been black listed by any State Government, Central Government or any other Public Sector undertaking or a Corporation or any other Autonomous Organization of Central or State Government as on Tender calling date and there has been no litigation with any government department on account of similar services	Undertaking in this regard signed by the authorized signatory
A company /Firm which is registered in India under the provisions of VAT Act 1976 /the Companies Act, 1956;	Copy of Company registration certificate
Tenderer should have been in the IT related business for a period of at least 5 years (as on 31st March 2014).	Work Orders confirming year and area of activity
The Tenderer should not be under a Declaration of Ineligibility for corrupt or fraudulent practices with any State or Central Government or any State or Central PSU in India at the time of Tender submission.	Declaration duly notarized in this regard by the authorized signatory of the prime Tenderer.

SECTION 2

Instructions to Tenderers (ITT)

A. General

1. Scope of Tender

The Executive Director, KEA invites tenders under two cover system, through e-procurement, from eligible Tenderers for Supply, installation, commissioning and Maintenance of Computers and Peripherals, Hardware and providing Answer Book Scanning Services for Examination Management System and Electronic Answer Script Evaluation System for State Universities/ Technical Education Department/ Government Autonomous Colleges in Karnataka (Pre & Post Examination/ Evaluation, Result Processing & Dissemination) as detailed the tender document under TWO COVER SYSTEM through e-procurement platform from eligible Tenderers/ tenderers.

2. Fraud and Corruption

The Tender Inviting Authority requires that the tenderers / Contractors observe the highest standard of ethics during the procurement and execution of such contracts. In pursuance of this policy, of the Government:

- will reject a proposal for award if it determines that the Tenderer recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question; and
- will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a KEA contract if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing, a KEA contract.

3. Qualification of the Tenderer:

- All Tenderers shall provide the requested information accurately and sufficient detail in Section 3, Qualification Information.
- Even though the Tenderers meet the above criteria, they are subject to be disqualified if they have:
 - Made misleading or false representations in the forms, statements and attachments submitted in proof of the qualification requirements; and/or
 - Record of poor performance such as abandoning the works, not properly completing the contract, inordinate delays in completion, litigation history, or financial failures etc...; and/or
 - Participated in the previous Tender for the same work and had quoted unreasonably high tender prices and could not furnish rational justification.
- One Tender per Tenderer: Each package is a separate tenderer comprising two cover system.
- Cost of Tendering: The tenderer shall bear all costs associated with the preparation and submission of his tender, and the Employer will in no case be responsible and liable for those costs.
- Site visit:** It is desirable that each tenderer submits its Tender after visiting some of the sites for installation of Items and ascertaining for itself the location, surroundings, or any other matter considered relevant by it.
- It would be deemed that by submitting the Tender, the Tenderer has:
 - Made a complete and careful examination of the Tender Document
 - Received all relevant information requested from the department, and
 - Made a complete and careful examination of the various aspects of the Project including but not limited to:
 - The Project sites;
 - Existing facilities, infrastructure and structures if any
 - Conditions affecting transportation, access, disposal, handling and storage of materials, travel and access by personnel;
 - All other matters that might affect the Tenderer's performance under the terms of this tender document.
 - The EMPLOYER shall not be liable for any mistake or error on the part of the Tenderer in respect of the above.

B. Tender documents

4. Content of Tender documents

The Tenderer should go through the Tender Document and submit the response / commercial /technical through e-procurement portal online after downloading the tender.

5. Clarification of Tender Documents

A prospective tenderer requiring any clarification of the tender documents may notify the Employer in writing or by e-mail (hereinafter “e-mail” includes telex and facsimile) at the Employer’s address indicated in the invitation to tender. The Employer will respond to any genuine request for clarification which he receives earlier to pre-Tender meeting. The Employer’s response will only be in the form of addendum uploaded on e-procurement platform.

6. Pre-tender meeting:

- a. The tenderer or his authorized representative is invited to attend a pre-tender meeting which will take place at the office of the Employer as mentioned in the e-procurement portal. The purpose of the meeting will be to clarify issues and to answer questions on any matter that may be raised at that stage. The tenderer is requested to submit any questions in writing or by e-mail to reach the Employer not later than 1 day before the meeting.
- b. Any modification of the tender documents which may become necessary as a result of the pre-tender meeting shall be made by the Employer exclusively through the issue of an Addendum.
- c. Non-attendance at the pre-tender meeting will not be a cause for disqualification of a tenderer.

7. Amendment of Tender documents

- a. Before the deadline for submission of tenders, the Employer may modify the tender documents by issuing addenda.
- b. Any addendum thus issued shall be part of the tender documents and shall be posted online in the e-procurement portal which Tenderers should download.
- c. To give prospective contractors reasonable time in which to take an addendum into account in preparing their tenders, the Employer shall extend as necessary the deadline for submission of tenders.

C. Preparation of Tenders

8. Language and Currency:

The Tender and all related correspondence and documents should be in English language. Supporting documents and printed literature furnished by the Tenderer with the Tender may be in any other language provided that they are accompanied by appropriate translations of the pertinent passages in the English language. Supporting materials, which are not translated into English, may not be considered. For the purpose of interpretation and evaluation of the Tender, the English language translation shall prevail. The currency for the purpose of the Tender shall be the Indian Rupees (INR) only.

9. Documents comprising the Tender

The tender submitted by the Tenderer shall be in two cover system and shall contain the documents (Compulsory Documents) for **Package-1, Package-2** and **Package-3** as follows:

Qualification Submissions shall include the following (formats are given in Section 4)

- I. Letter of Tender, as per Format 9.
- II. Details of Tenderer with Escalation Matrix, as per Format 10.
- III. Anti-Collusion Certificate as per Format 11.
- IV. Letter of Undertaking from Tenderer as per Format 12.
- V. Certificate of Incorporation / registration and Certificate of commencement of business issued by the Registrar of Companies
- VI. Statement of Financial Capability, as per Format 8 and 8(a).
- VII. Notarized copies of the work order copies and project completion certificates from the clients
- VIII. Resumes and list of Support Staff
- IX. MAF for Critical equipment or OEM Certificate
- X. Technical Tender with compliance sheets
- XI. Price Tender shall consist of:
 - a) Commercial / Financial Tender Submission Letter
 - b) Commercial / Financial **Tender/ Price Schedule**

Scan and upload the above documents online through e-procurement portal, no hardcopy of commercials should be attached or disclosed.

In addition to the above, any other materials/documents/formats required to be completed and submitted by Tenderers in accordance with the instructions in this tender document shall also be submitted.

10. Tender prices

- a. The contract shall be for the whole works/ services, based on the priced Bill of Quantities submitted by the Tenderer.
- b. The Tenderer shall fill in rates and prices and line item total (both in figures and words) for all items of the Works/services described in the Bill of Quantities along with total tender price (both in figures and words). **Items for which no rate or price is entered by the Tenderer will not be paid for by the Employer when executed and shall be deemed covered by the other rates and prices in the Bill of Quantities.** The Tenderer should quote all the equipments / materials for **Package-1, Package-2 and Package-3.**
- c. All duties, taxes, delivery charges, insurance and other levies payable by the contractor under the contract, or for any other cause, shall be included in the rates, prices and total Tender Price quoted by the Tenderer.
- d. Price Variation Clause: As the services contract of the tender is for the period of seven years, the prices of services incorporated in the works, shall be subject to increases or decreases in the same proportion as per the RBI indices of consumer prices. The amounts payable to contractors for the works shall be adjusted for increase or decrease in the rates of services. If negotiated rates have been accepted, prices as on the date of negotiation shall be considered for price adjustment. Similarly, if rates received on the date of opening of tenders have been accepted, then prices on the date of opening of tender shall be considered for price adjustment. The base date of the indices will be the month in which the tender is submitted and the final date for calculation will be the date on which materials have been delivered or works have been executed.

No more escalation of prices is applicable on hardware and system software as delivery will be done within 6 months.

11. Tender validity

- a. Tenders shall remain **valid for a period not less than 180 days after the deadline date for tender submission**. A tender valid for a shorter period shall be rejected by the Employer as non-responsive.
- b. In exceptional circumstances, prior to expiry of the original period of validity, the Employer may request that the Tenderers may extend the period of validity for a specified additional period. The request and the Tenderers' responses shall be made in writing or by e-mail. A Tenderer may refuse the request without forfeiting his earnest money deposit. A Tenderer agreeing to the request will not be required or permitted to modify his tender, but will be required to extend the validity of his earnest money deposit for a period of the extension.

12. Earnest money deposit / Tender security

- a. The Tenderer can pay the Earnest Money Deposit (EMD) in the e-Procurement portal using any of the following payment modes:
 - Credit Card
 - Direct Debit
 - National Electronic Fund Transfer (NEFT)
 - Over the Counter (OTC)
- b. The Tenderers Tender will be evaluated only on confirmation of receipt of the payment (EMD) in the Government of Karnataka central pooling Account.
- c. EMD amount will have to be submitted by the Tenderer taking into account the following conditions:
 - i. EMD will be accepted only in the form of electronic cash (and not through Demand Draft or Bank Guarantee) and will be maintained in the Govt.'s central pooling account until the contract is closed.
 - ii. The entire EMD amount for a particular tender has to be paid in a single transaction for each of the Package separately.
(For details on e-Payment services refer to e-procurement portal for more details on the process)
- d. Any tender not accompanied by an acceptable earnest money deposit as indicated above shall be rejected by the Employer as non-responsive.
- e. The earnest money deposit of unsuccessful Tenderers will be returned within 30 days of the end of the tender validity period specified in this document. Based on the instructions of Tender Accepting Authority (TAA) the EMD amount of the unsuccessful Tenderers will be refunded to the respective Bank Account of the supplier/contractor registered in the e-Procurement system.
- f. The earnest money deposit of the successful Tenderer will be discharged when the Tenderer has signed the Agreement and furnished the required Performance Security/ Bank Guarantee from Nationalized bank and en-cashable at Bangalore.
- g. The earnest money deposit may be forfeited:
 - a. If the Tenderer withdraws the Tender after tender opening during the period of tender validity;

- b. If the Tenderer does not accept the correction of the Tender Price.
- c. In the case of a successful Tenderer, if the Tenderer fails within the specified time limit to
 - i. Sign the Agreement; and/or
 - ii. Furnish the required Security deposit separately for each package.

13. Format and signing of Tender

The Tenderer shall provide all the information as per this TENDER. KEA reserves the right to evaluate only those Tenders that are received in the required format and is complete in all respects.

D. Submission of Tenders

- 14.** Tenderer shall submit the Tenders – both **TECHNICAL TENDER and FINANCIAL TENDER separately for each package**, electronically before the last date for tender submission as published in e-procurement portal.
- 15.** The Employer may extend the deadline for submission of tenders by issuing an amendment, in which case all rights and obligations of the Employer and the Tenderers previously subject to the original deadline will then be subject to the new deadline.

16. Modification and Withdrawal of Tenders

- a. Once submitted Tender can be withdrawn only before the last date and time for submission Tenders.
- b. No Tender may be modified after the deadline for submission of Tenders.
- c. Withdrawal or modification of a Tender between the deadline for submission of Tenders and the expiration of the original period of Tender validity may result in the forfeiture of the earnest money deposit
- d. Tenderers may only offer discounts or otherwise reduce the prices of their Tenders by submitting Tender modifications.

E. Tender opening and evaluation

17. Opening of First Cover of all Tenders and evaluation to determine qualified Tenderers:

- a. The Employer will open **technical Tenders / first cover** of all the Tenders received through e-procurement portal in the presence of the Tenderers or their authorized representatives who choose to attend on the date, time and the place specified in the e-procurement portal. In the event of the specified date of Tender opening being declared a holiday for the Employer, the Tenders will be opened at the appointed time and location on the next working day.
- b. The Tenderers names, the presence or absence of earnest money deposit (amount, format and validity), the submission of qualification information and such other information as the Employer may consider appropriate will be announced by the Employer at the opening.
- c. The Employer will evaluate and determine whether each tender (a) meets the eligibility criteria; (b) is accompanied by the required earnest money deposit and (c) meets the minimum qualification criteria. The Employer will draw out a list of **Qualified Tenderers**.

18. Opening of Second Cover of qualified Tenderers and evaluation:

- a. The Employer will open online the **Financial Tender** /Second Covers of Qualified Tenderers at the appointed time and date (as indicated in the e-Procurement Portal) in the presence of the Tenders or their representatives who choose to attend. In the event of the specified date of Second Cover opening being declared a holiday for the Employer, the Second Covers will be opened at the appointed time and location on the next working day.
- b. The Tenderers' names, the Tender prices, the total amount of each Tender, any discounts, Tender modifications and withdrawals, and such other details as the Employer may consider appropriate, will be announced by the Employer at the opening.

19. Process to be confidential

Information relating to the examination, clarification, evaluation, and comparison of Tenders and recommendations for the award of a contract shall not be disclosed to Tenderers or any other persons not officially concerned with such process until the award to the successful Tenderer has been announced. Any effort by a Tenderer to influence the Employer's processing of Tenders or award decisions may result in the rejection of his Tender.

20. Clarification of Tenders

- a. To assist in the examination, evaluation, and comparison of Tenders, the EIMLOYER (KEA) may, at his discretion, ask any Tenderer for clarification of his Tender, including breakdown of unit rates. The request for clarification and the response shall be in writing or by e-mail, but no change in the price or substance of the Tender shall be sought, offered, or permitted except as required to confirm the correction of arithmetic errors discovered by the Employer in the evaluation of the Tenders.
- b. Pursuant to clause 19 No Tenderer shall contact the Employer on any matter relating to its Tender from the time of the Tender opening to the time the contract is awarded. If the Tenderer wishes to bring additional information to the notice of the Employer, it should do so in writing.
- c. Any effort by the Tenderer to influence the Employer in the Employer's Tender evaluation, Tender comparison or contract award decisions may result in the rejection of the Tenderers' Tender.

21. TECHNICAL TENDER EVALUATION: Examination of Tenders and determination of responsiveness

The Technical Tenders of the Tenderers would be evaluated on the basis of the following:

- a. The Technical Tenders of the Qualified Tenderers would be evaluated as per the Technical Evaluation Criteria. In addition the Tenderers would be required to submit manufacturing authorization format (MAF) or Original Equipment Manufacturer (OEM) with supporting documents for the make and model of the item and it will be evaluated by a team of experts who would assess the products for their technical compliance. MAF or OEM should be submitted along with the Tender for the following item which is considered very critical for safe and secure execution of the set up.
 1. Networking products Switches, Router and firewall
 2. Server & Storage
 3. Desktop & Scanners

The manufacturer authorisation letter should also accompany compliance sheet signed by the OEM as a confirmation of meeting all the specifications. The manufacturer can give such authorisation for multiple Tenderers to avoid any fraudulent practice by the Tenderers.

If the products so produced by the Tenderer do not satisfy the requirements of the EMPLOYER, then the Tenderer would not be considered for further evaluation. Only Tenderers whose technical Tenders are found to be acceptable (“Technically Qualified Tenderers”) would be considered for evaluation in the next stage. The Tenderer shall have to submit the copy of the certificates of the manpower along with their CV supporting the qualification of operation and management required for the project.

b. Short Listing of Technically Qualified Tenderers

KEA shall, subsequent to evaluation of the Technical Tenders, including responses/clarifications from the Tenderers, shortlist the Tenderers whose Technical Tenders are found to be acceptable (“Technically Qualified Tenderers”). The Price Tenders of only the Technically Qualified Tenderers would be evaluated for identification of the Preferred Tenderer.

22. EVALUATION OF FINANCIAL TENDER

- a. (i) **PACKAGE_1:** The commercial quotes submitted by the qualified Tenderers will be opened in e-Procurement software and financial score (FS) will be calculated using the following formula.

$$\text{FS} = \text{Schedule A [A+B+30C+17D]} + \text{Schedule B } [(12(1a + 1b) + 10 * (2a+2b+2c+2d+2e+2f)/6 + 100000 * (3a(i)+ 3a(ii)+ 3a(iii))/3 + 100000 * (3b(i)+ 3b(ii)+ 3b(iii))/3)]$$

The Tenderer that has scored lowest FS is ranked the highest.

- (ii) **PACKAGE_2:** The commercial quotes submitted by the qualified Tenderers will be opened in e-Procurement software. The lowest all-inclusive Unit Price (taxes and duties, delivery charges, insurance for all the items) quoted for all the items would be termed as L1 price and the Tenderer that has quoted L1 price is ranked the highest.
- (ii) **PACKAGE_3:** The commercial quotes submitted by the qualified Tenderers will be opened in e-Procurement software. The lowest all-inclusive Unit Price (taxes and duties, delivery charges, insurance for all the items) quoted for all the items would be termed as L1 price and the Tenderer that has quoted L1 price is ranked the highest.

- b. In the event that two or more Tenderers have been ranked the highest, the Department may;
- i. Invite such Tenderers for price negotiation
 - ii. Take any such measure as may be deemed fit in its sole discretion.
- c. The highest ranked Tenderer shall be the Preferred Tenderer and the Department shall proceed with finalizing the agreement with such Tenderer.

F. Award of Contract

23. Notifications

KEA will notify the Successful Tenderer by e-mail and by a Letter of Acceptance (LOA) that its Tender has been accepted.

- a. The notification of award will constitute the formation of the Contract, subject only to the furnishing of Security deposit.

- b. The Agreement will incorporate all agreements between the Employer and the successful Tenderer. Within 20 days of receipt of LOA, the successful Tenderer will have to sign the Agreement and deliver it to the Employer along with **Performance Security Deposit comprising the 5% of Work Order Value.**
- c. Upon the furnishing by the successful Tenderer of the Performance Security, the Employer will promptly notify the other Tenderers that their Tenders have been unsuccessful.

24. Award criteria

The Employer will award the Contract to the Tenderer whose Tender has been determined to be substantially responsive to the Tender documents and who has offered the lowest evaluated Tender Price, provided that such Tenderer has been determined to be (a) eligible in accordance with the provisions of Clause 2, and (b) qualified in accordance with the provisions of Clause 3.

25. EMPLOYER's right to vary Quantities at Time of Award

The KEA reserves the right at the time of Contract award to increase or decrease by up to 25 percent or more of the quantity originally specified in the Schedule of Requirements without any change in unit price or other terms and conditions.

26. Employer's right to accept any Tender and to reject any or all Tenders

- KEA reserves the right to accept or reject any or all of the Tenders without assigning any reason and to take any measure as it may deem fit, including annulment of the Tendering process, at any time prior to award of the Project, without liability or any obligation for such acceptance, rejection or annulment.
- KEA reserves the right to invite revised Tenders from Tenderers with or without amendment of the TENDER Document at any stage, without liability or any obligation for such invitation and without assigning any reason.
- KEA reserves the right to reject any Tender if at any time:
 - (i) material misrepresentation made at any stage in the Tendering process is uncovered; or
 - (ii) The Tenderer does not respond promptly and thoroughly to requests for supplemental information required for the evaluation of the Tender. This would lead to the disqualification of the Tenderer. If such disqualification / rejection occur after the Tenders have been opened and the Successful Tenderer gets disqualified / rejected, then KEA reserves the right to:
 - Declare the Tenderer with second lowest Price Tender/ Modified Price Tender as the Preferred Tenderer and where warranted, invite such Tenderer for negotiations;
 - Take any such measure as may be deemed fit in the sole discretion of KEA, including annulment of the Tendering process

27. Security Deposit

- a. Within 20 days of receipt of the Letter of Acceptance, the successful Tenderer shall deliver to the Employer a Performance Security deposit nationalized banks, in any of the forms given below for an amount equivalent to 5% of the Work Order Value.
 - Banker's cheque/ Demand Draft/ Pay Order in favour of The Executive Director, Karnataka Examination Authority payable at Bangalore.
 - A bank guarantee standard format prescribed by KEA, at the time of issue of Lol.

- b. If the security deposit is provided by the successful Tenderer in the form of a Bank Guarantee, it shall be issued by a nationalized bank.
- c. Failure of the successful Tenderer to comply with the requirements of Sub-Clause 25(a) shall constitute sufficient grounds for cancellation of the award and forfeiture of the Earnest money deposit.
- d. The security deposit shall be valid until the successful tenderer has completed the Supply, Installation, Commissioning and Testing of whole of the hardware and system software, remedied any defects and completed his obligations for operation and maintenance of the constructed facilities. The security deposit will be released to the contractor within 14 days of the issue of the SITC completion certificate, against an unconditional bank guarantee of 5% of annual cost of Services (Scanning Services, Operations Management and Maintenance) for the contract period. The bank guarantee shall be valid up to 30 days beyond the expiry of the contact period.
- e. The security deposit for the Services will be released to the contractor within 14 days of the issue of the Final Contract Completion Certificate following completion of Scanning Services, Operations Management and maintenance of the facilities prior to making a claim under the security, the employer shall, in every case, notify the contractor stating the nature of the default for which the claim is to be made.

28. Payment Conditions:

For supply of hardware and system software:

- 5% against submission of implementation plan, submission of unpriced copy of the order placed by the contractor for at least 80% of the hardware and system software
- 75% against the delivery of individual items and demo.
- 20% on commissioning of items supplied.

For operation, management, maintenance and services:

- Operation Management will be paid monthly against submission of bills. Payment will be made within thirty days of submission of bills.
- AMC will be paid annually in advance against Bank Guarantee and same Bank Guarantee can be extended for next consecutive years.
- For Scanning Services payment will be made on monthly basis according to the work done against submission of bills. Payment will be made within thirty days of submission of bills.

29.

30. Service Level Agreement (SLA):

Tenderers shall give Operational guarantees covered in the contract; this includes guaranteed uptime standard, system response time etc. As system response time is dependent upon the hardware and network infrastructure deployed, the Tenderers is expected to use appropriate systems environment and landscape strategy.

30.1 System Availability

System availability is defined as:

$$\{(\text{Scheduled operation time} - \text{system downtime}) / (\text{scheduled operation time})\} * 100\%$$

Where:

- a) "Scheduled operation time" means the scheduled operating hours of the System for the month. All planned downtime on the system would be deducted from the total operation time for the month to give the scheduled operation time.
- b) "System downtime" subject to the SLA, means accumulated time during which the System is not available to the EMPLOYER users due to application failure, and measured from the time the EMPLOYER users log a call with the tenderers help desk of the failure or the failure is known to the tenderers from the availability measurement tools to the time when the System is returned to proper operation.
- c) Critical and Key infrastructure of Data Centre will be supported on 24x7 basis.
- d) Uptime will be computed based on availability of the applications to the EMPLOYER users irrespective of availability of servers either individual servers/clusters.
- e) The integrated enterprise system Application & Database should be sized for individual active cluster solutions at THE EMPLOYER. However, if any additional hardware, software etc is required for maintaining the SLAs & uptimes, then the same will be the responsibility of the tenderers.
- f) Service levels should be complied with irrespective of the customizations that the applications would undergo during the tenor of the Contract.
- g) Typical Resolution time will be applicable if systems are not available to THE EMPLOYER's users.

30.2 Service Level Measurement

- a) Service levels will include Availability measurements, Performance parameters and Service measurements. The tenderer shall provide Availability Report on quarterly basis and a review shall be conducted based on this report. A quarterly report shall be provided to KEA at the end of every quarter containing the summary of all incidents reported and associated Tenderer performance measurement for that period.
- b) Performance measurements would be accessed through audits or reports, as appropriate to be provided by the tenderer e.g. utilization reports, response time measurements reports etc. The tools to perform the measurement / audit will need to be provided by the tenderer. Audits will normally be done on regular basis or as required by the EMPLOYER and will be performed by the EMPLOYER appointed third party agencies.

30.3 Facilities Management

Level	Type of Infrastructure	Measurement	Minimum Service Level
Critical	IT	Availability of Critical Business Systems	99.5%
Major	IT	Availability of Key Business Systems	98%
Minor	IT	Percentage of incidents completed within defined resolution criteria	95%

30.4 Service Level Agreement Penalties

Penalties for Availability and Performance measurements

Tenderer would publish report for quarterly reporting and calculations of measurements listed above.

Penalties would be imposed for not meeting minimum service level of SLA as per the table below:

Minimum Service Level of SLAs at critical level	Penalty as a percentage of quarterly payment
Between 95% to 90%	2% of the quarterly payment
Between 90% to 80%	5% of the quarterly payment
Between 80% to 70%	10% of the quarterly payment
Between 70% and 60%	Escalation to THE EMPLOYER which may lead to partial payment of only 50% quarterly payment.
Bellow 60%	*Breach of Contract and encashment of PBG

*** Termination / Breach of Contract**

- a. The Employer may terminate the Contract if the other party causes a fundamental breach of the Contract.
- b. Fundamental breaches of Contract include the following:
 - (i) the Contractor stops work for 45 days when no stoppage of work is shown on the current Program and the stoppage has not been authorized by the Employer;
 - (ii) The Contractor becomes bankrupt or goes into liquidation other than for a reconstruction or amalgamation;
 - (iii) the Employer gives Notice that failure to correct a particular Defect is a fundamental breach of Contract and the Contractor fails to correct it within a reasonable period of time determined by the Employer;
 - (iv) the Contractor does not maintain a security which is required;
 - (v) the Contractor has delayed the completion of works by the number of days for which the maximum amount of liquidated damages can be paid as defined in the Contract data; and
 - (vi) If the Contractor, in the judgment of the Employer has engaged in corrupt or fraudulent practices in competing for or in the executing the Contract.

30.5 Applicable Law

The contract shall be interpreted in accordance with the law of Union of India and subjected to Bangalore Jurisdictions only

30.6 Taxes and Duties

Supplier shall be entirely responsible for all taxes and duties, license fees, octroi, road permit, Insurance etc., until delivery of the Contracted Services to the Employer.

30.7 Contractor's Risk

All risks of loss of or damage to physical property and of personal injury and death which arise during and in consequence of the performance of the Contract other than the excepted risks are the responsibility of the Contractor.

30.8 Insurance

- I. The Contractor shall prior to commencing the works, effect and thereafter maintain insurances , in the joint names of the Employer and the Contractor, (cover from the first working day after the Start Date to the end of Defects Liability Period), in the amounts stated in the Contract Data :
 - a. for loss of or damage to the Works, Plants and Materials and the Contractor's equipment;
 - b. for liability of both Parties for loss, damage, death and injury to third parties or their property arising out of the Contractor's performance of the Contract including the Contractor's liability for damage to the Employer's property other than the Works and
 - c. for liability of both Parties and of any Employer's representative for death and injury to the Contractor's personnel except to the extent that liability arises from the negligence of the Employer, any Employer's representative or their Employees.
- II. Policies and certificates for insurance shall be delivered by the Contractor to the Employer for his approval before the Start Date. All such insurance shall provide for compensation to be payable to rectify the loss or damage incurred. All payments received from insurers relating to loss or damage shall be held jointly by the Parties and used for the repair of the loss or damage or as compensation for loss or damage that is not to be repaired.
- III. If the Contractor fails to effect or keep in force any of the insurances referred to in the previous sub-clauses or fails to provide satisfactory evidence, policies or receipts, the Employer may without prejudice to any other right or remedy, effect insurance for the cover relevant to such default and pay the premiums due and recover the same as a deduction from any other monies due to the Contractor. If no payments is due, the payment of the premiums shall be a debt due.
- IV. Alterations to the terms of an insurance shall not be made without the approval of the Employer.
- V. Both Parties shall comply with any conditions of the insurance policies.

30.9 Penalties for Reactive and Preventive Maintenance Support

Tenderer would publish report for quarterly reporting and calculations of measurements listed above. Penalties would be imposed for not meeting minimum service level of SLA as per the table below:

Service Level	Minimum Service Level of SLAs	Penalty as a percentage of quarterly payment
Critical	SLA compliance between 98% to 95% against total tickets received for this service level	5% of the quarterly payment
	SLA compliance Below 95% against	10% of the quarterly payment

	total tickets received for this service level	
Major	SLA compliance between 98% to 95% against total tickets received for this service level	3% of the quarterly payment
	SLA compliance Below 95% against total tickets received for this service level	5% of the quarterly payment
Minor	SLA compliance between 98% to 95% against total tickets received for this service level	2% of the quarterly payment
	SLA compliance Below 95% against total tickets received for this service level	5% of the quarterly payment

SECTION 3

TECHNICAL SPECIFICATION

Annexure_ 1: Specifications for the Hardware and Scanning Services (Package-1)

Annexure_2: Specifications for the Answer Scripts (Package-2)

Annexure_ 1: Specifications for Computers and Peripherals (Package-3)

Section 4

Tender Forms & Tenderer Information

The information to be filled in by the Tenderer hereunder will be used for purposes of computing Tender capacity.

1. All the general forms & technical specification in this section
2. Reports on the financial standing of the Tenderer, such as profit and loss statements and auditor's reports for the last five years;
3. Name, address, and telephone, telex, and fax numbers of the Tenderers' bankers who may provide references if contacted by the Employer.

4. Evidence of access to financial resources to meet the qualification requirement specified: Cash in hand, Letter of Credit etc.
5. Information on litigations in which the Tenderer is involved:

Other Party	Employer	Details of dispute	Amount involved	Remarks showing present status
-------------	----------	--------------------	-----------------	--------------------------------

6. The proposed methodology backed with equipment planning and solution deployment, duly supported with broad calculations and quality control procedures proposed to be adopted, justifying their capability of execution and completion of the work as per technical specifications within the stipulated period of completion as per milestones.

Format 1:

The Tender – PACKAGE WISE

(To be submitted as part of the Financial Tender)

Name of the Tender:

To: The Executive Director,
Karnataka Examinations Authority,
Sampige Road, 18th Cross,
Mallechwaram, Bangalore – 560 012, Karnataka, INDIA.

GENTLEMEN,

We offer to execute the Works described above in accordance with the Conditions of Contract accompanying this Tender for the Contract Price of _____ *[in figures]*

(_____) *[in letters]*.

This Tender and your written acceptance of it shall constitute a binding contract between us. We understand that you are not bound to accept the lowest or any Tender you receive.

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 namely “Prevention of Corruption Act 1988”.

We hereby confirm that this Tender complies with the Tender validity and Earnest money deposit required by the Tender documents.

We attach herewith our current income-tax clearance certificate.

Yours faithfully,

Authorized Signature:

Name & Title of Signatory: _____

Name of Tenderer _____

Address: _____

Format 2:

Letter of Acceptance

(Letterhead paper of the Employer)

To: _____ [date]
_____ [name and
address of the Contractor]

Dear Sirs,

This is to notify you that your Tender dated _____ for execution of the **“tender name”** for the Contract Price of Rupees _____ (_____) [amount in words and figures], as corrected and modified in accordance with the Instructions to Tenderers is hereby accepted by our Agency.

You are hereby requested to furnish Security deposit for an amount of Rs.----- within **20 days** of the receipt of this letter of acceptance valid up to **30 days** from the date of expiry of Defects Liability Period i.e. up to and sign the contract, failing which action as stated in Para 26(d) of ITT will be initiated.

Yours faithfully,
Authorized Signature
Name and Title of Signatory
Name of Agency

Format 3:

Issue of Notice to proceed with the work

(Letterhead of the Employer)

----- (date)

To
(name and address of the Contractor)

Dear Sirs:

Pursuant to your furnishing the requisite security deposit as stipulated in ITT Clause 26 and signing of the contract agreement for the work titled **“Tender name** Tender Price of Rs.-----, you are hereby instructed to proceed with the execution of the said works in accordance with the contract documents.

Yours faithfully,
(Signature, name and title of signatory authorized to sign on behalf of Employer)

Format 4:

Agreement (in Tripartite)

This agreement, made the _____ day of _____ 2015, between _____

_____ [name and address of Employer] (hereinafter called “the Employer”) along with the Karnataka examination Authority, the user department of one part and _____

_____ [name and address of contractor] (hereinafter called “the Contractor”) of the other part.

Whereas the Employer is desirous that the Contractor execute _____

_____ [name and identification number of Contract] (hereinafter called “the Works”) and the Employer has accepted the Tender by the Contractor for the execution and completion of such Works and the remedying of any defects therein at a contract price of Rupees.....

NOW THIS AGREEMENT WITNESSETH as follows:

1. In this Agreement, words and expression shall have the same meanings as are respectively assigned to them in the Conditions of Contract hereinafter referred to, and they shall be deemed to form and be read and construed as part of this Agreement.
2. In consideration of the payments to be made by the Employer to the Contractor as hereinafter mentioned, the Contractor hereby covenants with the Employer to execute and complete the Works and remedy any defects therein in conformity in all aspects with the provisions of the Contract.
3. The Employer hereby covenants to pay the Contractor in consideration of the execution and completion of the Works and the remedying the defects wherein the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.
4. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz:
 - I. Letter of Acceptance;
 - II. Notice to proceed with the works;
 - III. Contractor’s Tender;
 - IV. Contract Data;
 - V. Conditions of contract (including Special Conditions of Contract);
 - VI. Specifications;
 - VII. Drawings;
 - VIII. Bill of Quantities; and
 - IX. Any other document listed in the Contract Data as forming part of the contract.

In witness whereof the parties thereto have caused this Agreement to be executed the day and year first before written.

The Common Seal of _____

was hereunto affixed in the presence of:

Signed, Sealed and Delivered by the said _____

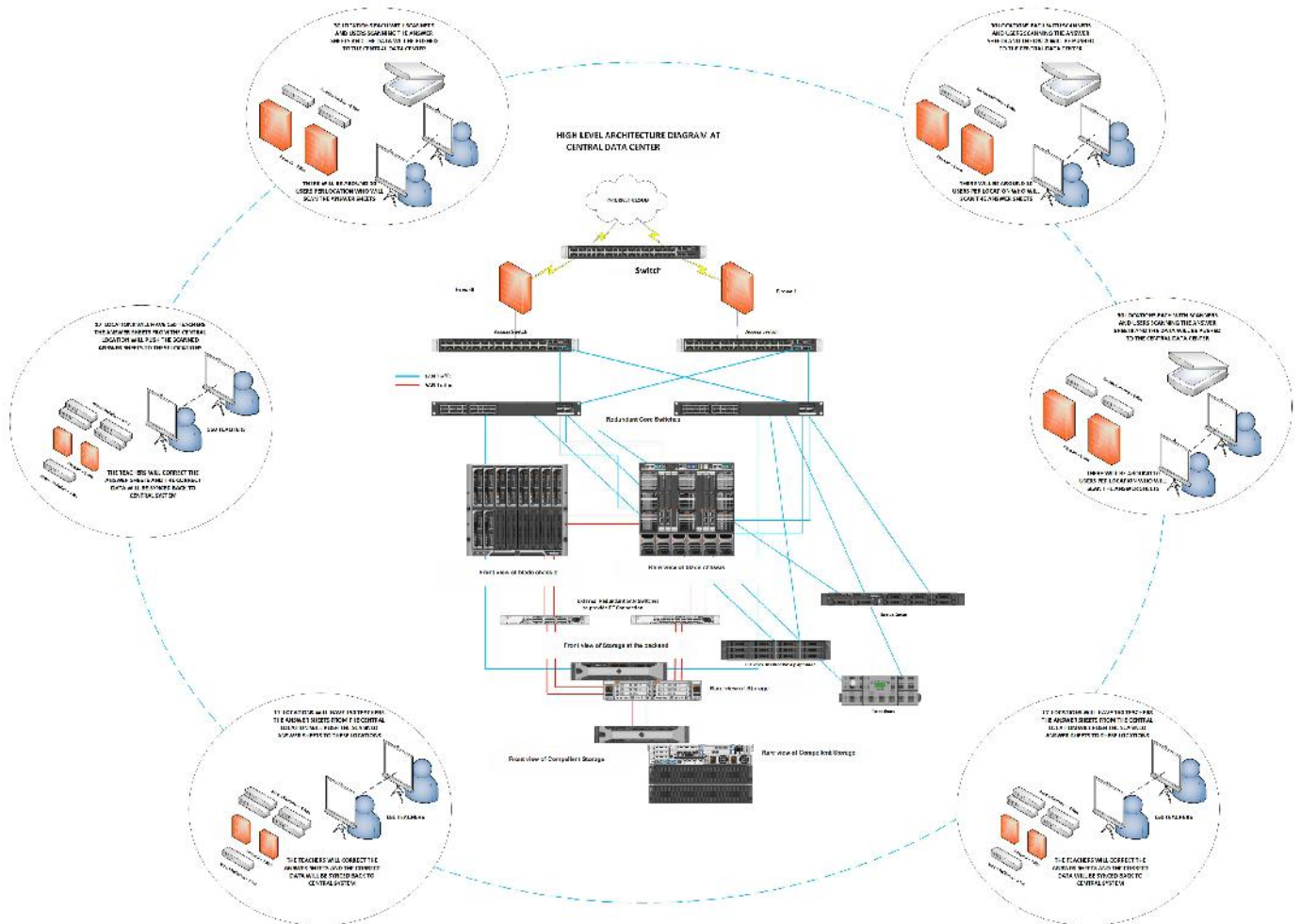
In the presence of:

Binding Signature of Employer (1) _____

Binding Signature of the contractor _____

Format 5:

Technical Specifications Offered



Format 6:

Undertaking format for Affidavit (Affidavit Format)

(On the Letterhead of the Tenderer)

Sub: Undertaking of authenticity for systems supplies

This has reference to as being supplied /quoted to you vide our invoice no/quotation no/order no----- dated -----.

We hereby undertake that all the components/parts/assembly/software's used in the Hardware Components like Hard disk, Monitors, Memory etc. are original, new components / parts / assembly / software's from respective OEMs of the products and that no refurbished / duplicate / second hand components / parts / assembly/ software have been used or shall be used.

We also undertake that licensed operating system shall be supplied along with the authorized license certificate (eg. Product Keys on Certification of Authenticity in case of Microsoft Windows Operating System) and also that it shall be sourced from the authorized source (eg. Authorized Microsoft Channel in case of Microsoft Operating System)

Should you require, we shall produce certificate from our OEM supplier in support of above undertaking at the time of delivery. It will be our responsibility to produce such letters from our OEM supplier's within a reasonable time.

In case we are found not complying with above at the time of delivery or during installation, for the Hardware Components of supplied items already billed, we will own the responsibility and are liable to face legal action as per law.

Authorized Signatory

Name:

Designation:

(Scan and upload NOTARISED document)

Format 7: Format for Statement of Experience

Format 7(a):

Work performed as Prime Contractor (in the same name) on works of similar nature during the last five years (09-10, 10-11, 11-12, 12-13, 13-14)

Project Name	Name of Employer	Description of Work	Value of Contract in Lakhs	Date of issue of Work Order	Specified Period of Completion	Actual date of Completion	Remarks

Note: - detailed work done certificates issued by the competent authority shall be scanned and uploaded in e-portal.

Format 7(b):

Quantities of work executed as prime contractor (in the same name) during the last five years (09-10, 10-11, 11-12, 12-13, 13-14)

Year	Name of Work	Name of Employer	Quantity of work performed	Remarks (Indicate contract reference)
2009-10				
2010-11				
2011-12				
2012-13				
2013-14				

(Scan and upload NOTARISED document and necessary certificates along with this)

Format 8: Format for statement of Financial Capability

Total value of similar works executed and payments 2009 - 10 _____
Received in the last five years (in Rs. Lakhs) 2010 - 11 _____
2011 - 12 _____
2012- 13 _____
2013- 14 _____

Instructions:

For the purpose of qualification:

1. The Tenderer shall provide the audited annual financial statements as required for this tender. Failure to do so would result in the Tender being considered as non-responsive.
2. A certificate from the **Statutory Auditor** should be provided as supporting document certifying the Qualification Statement submitted by the Tenderer
3. Experience (Financial Capability and Experience) of only the Tenderer shall be considered. Experience of associate company/parent company/subsidiary company shall not be considered for qualification purposes.

(Scan and upload document and necessary certificates as required along with this)

Format 8a: Format for Statutory Auditor Certificates for Experience Certification

Date:

We have verified the relevant statutory and other records of M/s..... (Name of the Tenderer) and certify the M/s..... has carried out kind work similar to the work stated in this tender for the following companies/institutions

.....

We have also scrutinised the documents made available to us for the said purchases and certify the following:

Date of work done	Billings for the Tenderer from the project (Rs in Crores)

Signature and seal

And registration number of Statutory Auditor

(Scan and upload the document)

Format 9: Format for Letter of Tender

(On the Letter head of the Tenderer)

Date :

The Executive Director,
Karnataka Examinations Authority,
Sampige Road, 18th Cross,

Malleswaram, Bangalore – 560 012, Karnataka, INDIA.

Sir,

Regarding Tender Name:

Being duly authorized to represent and act on behalf of..... (Hereinafter referred to as “the Tenderer”), and having reviewed and fully understood all of the Tender requirements and information provided, the undersigned hereby submits the Tender for the purpose referred above.

We confirm that our Tender is valid for a period of 90 days from..... (Tender Due Date)

Yours faithfully,

.....

(Signature of the Authorised Signatory of Tenderer)

.....

(Name and designation of the Authorised Signatory of Tenderer)

(Scan and upload NOTARISED document)

Format 10: Details of Tenderer

1. Name
2. Address of the office(s)
3. Date of incorporation and/or commencement of business.
4. Brief description of the Company including details of its main lines of business.
5. Name, Designation, Address and Phone Numbers of Authorised Signatory of the Tenderer:
 - a. Name :
 - b. Designation :
 - c. Company :
 - d. Address :
 - e. Telephone Number :
 - f. Fax Number :
 - g. Mobile Number :
 - h. E-Mail Address :
6. Details of individual (s) who will serve as the point of contact / communication:
 - a. Name :
 - b. Designation :
 - c. Company :
 - d. Address :
 - e. Telephone Number :
 - f. Fax Number :
 - g. Mobile Number :
 - h. E-Mail Address :

Format 11: Format for Anti-Collusion Certificate

(On the Letterhead of the Tenderer)

We hereby certify and confirm that in the preparation and submission of our Tender for the “Tender name” of the EMPLOYER we have not acted in concert or in collusion with any other Tenderer or other person(s) and also not done any act, deed or thing which is or could be regarded as anti-competitive.

We further confirm that we have not offered nor will offer any illegal gratification in cash or kind to any person or agency in connection with the instant Tender.

Dated this..... Day of, 2015

.....

(Name of the Tenderer)

(Signature of the Authorized Person)

(Name and designation of the Authorized Person)

Format 12: Format for Undertaking

(On the Letterhead of the Tenderer)

Date:

The Executive Director,
Karnataka Examinations Authority,
Sampige Road, 18th Cross,
Malleshwaram, Bangalore – 560 012, Karnataka, INDIA.

Sir,

Regarding: Tender Name

We confirm that we are not barred by THE EMPLOYER, any other State Government in India (SG) or Government of India (GoI), or any of the agencies of GoK/SG/GoI from participating in infrastructure / computerization projects as on (Tender Due Date).

Yours faithfully,

(Signature of the Authorized Person)

(Name and designation of the Authorized Person)

Format 13:

Details of Branch Offices/Service Centres/Field Offices of the Tenderer in Karnataka

Sl.No.	Location address	Address & phone. No	Staff strength

Date:

Signature of the tenderer

Place:

Format 14: Technical solution offered by the Tenderer in relation to this tender

- Understanding about the scope of the work.
- Support team deployment and places
- Make Model and Specification of the items/products listed in the tender notification to be mentioned.
- Name and details of software being supplied.
- Maintenance support details and spares availability at the service centres
- Quality of service support.
 - A brief note by the Tenderer on the project scope to be provided. The Tenderer has to define the solutions being offered, his understating of the project, issues related to the project and risks involved in the project.
 - It should also include project management, deployment plan, Maintenance plan, security plan, risk management.

Date:

Signature of the tenderer

Place:

Special Note:

The following documents are required to be submitted along with technical Tender by the prospective Tenderers after carefully studying the Tender document, without which the Tender shall be rejected.

- Original tender document with Tenderer's signature and stamp on all pages
- A clause-by-clause compliance on conditions of contract and technical specifications.
- The Tenderer shall submit supply records and satisfactory installation certificate of completing similar turnkey work in the past two years.

- Schedule of equipment with detailed breakup to be supplied. Supporting catalogue, brochures and technical specifications of the product to be supplied and written in English language. A soft copy of it is also to be submitted.
- Form" should be enclosed in the Tender document with respect to all the major items.
- EMD
- Copy of firm registration of Tenderer's ISO Certificate, service tax registration, VAT registration certificate, annual audited reports

Format 14: Commercial (Scanned copies of the be filled and signed Price Schedule in the following format to be uploaded as part of Financial Tender)

PACKAGE-1

Price SCHEDULE - A

Loc. ID.	HW / SW / Service Description & Delivery Location	Quantity	Rate per Unit in Rs. (Inclusive of all Taxes, duties, including delivery charges and Insurance)	
			In figures	In Words
A.	Higher Education council for NIC team			
	Sl. No.	Description		
	I Hardware Items			
	1	PC / Desktop	10	
	2	23 inch Monitor for the above three PCs	03	
	3	Rack Mount Servers	02	
	4	External Hard Disk of 1 TB	02	
	5	7 inch Mobile/ Tablet with Android OS	02	
	6	10 inch Tablet with Windows OS	02	
	7	DSC	01	
	8	FIT (UID Compliant)	02	
	9	Thermal Printer	01	
	10	Inkjet Printer	01	
	11	Laser Printer	01	
	12	DMP 136 Col	01	
	13	DMP 80 Col	01	
14	Multi-Functional Unit	01		
15	24 Port L2 Switch	01		
	16	IVRS / System (Hardware + Software)	01	
II System Software Licenses				
	1	Windows 2012 Server OS Std Academic License	02	
	2	MS SQL Server 2012 Std Academic License	02	

	3	Visual Studio 2013 Professional Edition with 5 User Licenses	01		
	4	RAD PDF Control Development License	01		
	5	API/SDK for Scanner integration	01		
	Data Centre at Bengaluru – 01				
	I Hardware Items				
	1a	Rack Mount Servers	10		
	1b	Blade Servers	10		
	2	42 U Rack	02		
	3	KVM Switch with Console	02		
	4	Core Router, Firewall & Switch with a provision of LAN/WAN ports configuration	02		
	5	24 port Network L2 Switch for LAN	02		
	6	Server Load Balancer	02		
	7	Link Load Balancer	02		
	8	SSL VPN	02		
	9	Scanner (Scanning cum Bar-code reading features)	01		
	10	Windows Based Desktop PC	01		
	11	WAN/ Network Optimization Appliance	01		
	12	SAN storage for storage and retrieval of scanned answer booklets	01		
	13	Fibre channel Switch for SAN storage minimum 8 ports	01		
	14	External Tape drive Backup device for regular backup of SAN storage data/ images	01		
	15	10 KVA Online UPS with 2 hours Backup	02		
	16	20 KVA Diesel Generator	01		
	17	Core switch	02		
	18	Firewall with IPS	02		
	19	DDOS	01		
	20	Content caching Device	01		
	II System Software Licenses				
	1	Windows 2012 Server Operating System Enterprise or higher	10		
	2	MS SharePoint Portal (SPP) 2013 Enterprises or higher/ latest	05		
	3	MS SQL Enterprise licenses 2012 or higher	02		
	4	Server based Antivirus Software Licenses	01		
	5	Data Loss Prevention System	01		
	6	Backup Solution	01		
	7	Archiving Solution	01		
	8	Required Software for Email and SMS Gateway servers	02 each		
	9	RADView Controller for PDF Images access through	01		
B.					

		SPP			
	10	Network Monitoring Tool with adequate number of Hardware appliances/ Servers including system software if any required	01		
	11	Advanced Persistent Threat Prevention Solution	01		
C.	Scanning Station at 30 Locations [One at each District Headquarter]				
	I – Hardware Items				
	1.	Router with Switching facilities with a provision to LAN/WAN ports configuration	02		
	2.	Firewall	01		
	3.	4U Rack	02		
	4.	Scanner (Scanning cum Bar-code reading feature)	10		
	5.	24 Port Network L2 Switch for LAN	01		
	6.	Windows based Desktop PC with 23" Monitor	10		
	7.	20 KVA Online UPS with 2 hours backup	01		
	8.	25 KVA diesel generator	01		
	9.	WAN/ Network Optimization Appliance	01		
D.	Evaluation Centre 17 Locations [One at each University]				
	I – Hardware Items				
	1.	Router with Switching facilities with a provision to LAN/WAN ports configuration	02		
	2.	Firewall	01		
	3.	4U Rack	09		
	4.	48 port Network L2 Switch for LAN	03		
	5.	24 port Network L2 Switch for LAN	01		
	6.	Windows based Desktop PC with 23 inch Monitor	150		
	7.	20 KVA Online UPS with 2 hours backup	03		
	8.	25 KVA diesel generator	02		
	9.	WAN/Network Optimization Appliance	01		
	10.	High End Scanner	01 each		
		Grand Total (A+B+C+D)		Rs.	Rs.

Price SCHEDULE B

Sl. No.	Description	Rate in Rs.	
		In figures	In Words
1	Operation, Management, Maintenance & Services		
	a	Operation and management cost of scanning station per month per centre	

	b	Operation and management cost of evaluation centre per month per centre		
2	AMC of all the hardware as per Schedule A			
	a	AMC for 2 nd year for the items. (In percentage)		
	b	AMC for 3 rd year for the items. (In percentage)		
	c	AMC for 4 th year for the items. (In percentage)		
	d	AMC for 5 th year for the items. (In percentage)		
	e	AMC for 6 th year for the items. (In percentage)		
	f	AMC for 7 th year for the items. (In percentage)		
3	Answer Book Scanning Services for Examination Management System and Electronic Answer Script Evaluation System (Rate per Page, in Rs.)			
	a	Scanning Service Charge, When Answer Book Scanners are Provided by the EMPLOYER	(i) Up to 1 lakh pages	
			(ii) Up to 5 lakh pages	
			(iii) Above 10 lakh pages	
	b	Scanning Service Charge, When Answer Book Scanners NOT Provided by the EMPLOYER	(i) Up to 1 lakh pages	
			(ii) Up to 5 lakh pages	
(iii) Above 10 lakh pages				
		Grand Total (1+2+3)	Rs.	Rs.

Financial Score, FS = _____

Where FS = Schedule A [A+B+30C+17D] + Schedule B [(12(1a + 1b) + 10 * (2a+2b+2c+2d+2e+2f)/6 + 100000 * (3a(i)+ 3a(ii)+ 3a(iii))/3 + 100000 * (3b(i)+ 3b(ii)+ 3b(iii))/3]]

Signature of the Authorised Person

PACKAGE-2

Price SCHEDULE-C

Sl. No.	Description	Rate per Unit in Rs. (Inclusive of all Taxes, duties, including delivery charges and Insurance)	
		In figures	In Words
1	Practical Main Answer Booklet		
2	Practical Supplementary Booklet		
3	Computer-Aided Engineering Drawing (CAED) Answer Booklet		
4	Computer-Aided Engineering Drawing (CAED) Practical Print out Sheet		
5	Consolidated Attendance Report and Dispatch Memo Form - A		
6	Attendance & Room Superintendent's /Practical Examiner's Report Form- B		
7	Graph Sheet		

8	Remuneration Bill		
9	Semi Log Sheet		
10	Smith Chart		
11	TA/DA Bill		
12	Relieving Superintendent's Diary		
13	Practical Marks list Cover		
14	Window Cover		
15	Practical Marks List Sheet		
16	OMR Sheet (06 CIP 18/28- 06 CIV 18/28)		
17	OMR Sheet (10 CIP 18/28- 10 CIV 18/28)		
18	OMR Sheet (14 CIP 18/28- 14 CIV 18/28)		
19	Convocation Application Form		
20	Drawing Sheet		
21	Big size Brown Cover		
Grand Total		Rs.	Rs.

Signature of the Authorised Person

PACKAGE-3

Price SCHEDULE-D

Sl. No.	Item	Technical Specifications	Rate per Unit in Rs. (Inclusive of all Taxes, duties, including delivery charges and Insurance)	
			In figures	In Words
1.	Desktop Computer Systems	Annexure 2''c(i)		
2.	All-in-one Desktop Computer – 15 numbers	Annexure 4''a		
3.	Laser Printer – A4, Multifunction	Annexure 2''d		
4.	Class Room Projectors	Annexure 2''e		
5.	Online UPS – 5 kva, 4 Hrs Backup	Annexure 2''f		
6.	Entry Level Server with Win. Server 2008 including 60 CAL	Annexure 2''g		
7.	Notebook Computers	Annexure 4''c		
8.	Color Laser Printers – A4 size	Annexure 2''h		
9.	Flatbed Scanners for paperless office	Annexure 2''i		
10.	10 inch Mobile Device for Virtual Class Configuration	Annexure 2''o		
11.	UPS 600 VA, 30 mins backup	Annexure 4''f		

12.	Midrange Server	Annexure 2''l		
13.	Dot Matrix Printer	Annexure 2''m		
14.	MS Office Latest Version	---		
15.	Visual presenter/ Digital Presenter with HDMI output	Annexure 4''b		
16.	Projector with minimum 5000 lumens brightness and Video Display Unit of suitable size for the meeting hall of size 63 ft X 23 ft	Annexure 4''d		
17.	5 KVA 2 Hours backup UPS – 01 number	Annexure 4''e		
18.	1 KVA 2 Hours backup UPS – 10 numbers	Annexure 4''f		
19.	Multi-function Duplex Printers – 5 numbers	Annexure 4''h		
20.	ADF Scanners – 4' numbers	Annexure 4''i		
Grand Total			Rs.	Rs.

Signature of the Authorised Person