

CENTRAL BOARD OF SECONDARY EDUCATION, DELHI
2, Community Centre , Shiksha Kendra , Preet Vihar , Delhi-110092

Tender for Post Examination Processing for Professional Entrance Examinations 2017-18

CBSE/Tender-2017-18/Professional Entrance_Exam/



CENTRAL BOARD OF SECONDARY EDUCATION, DELHI
2, Community Centre , Shiksha Kendra , Preet Vihar , Delhi-110092

TENDER NOTICE

Tender for Post Examination Processing for Professional Entrance Examinations 2017-18

Online bids are invited in Two Bid System—Technical and Financial from well established data processing organizations situated in Delhi/NCR and having adequate experience in Pre & Post Examination Processing with proven competency and preferably having quality certification and fulfill the eligibility conditions as given in the Tender Form.

Interested organizations can download the Tender document from the CBSE website, www.cbse.nic.in (for perusal reference only) and interested agency will fill the complete tender form at CPPP eProcurement site <https://eprocure.gov.in/eprocure/app> as per the schedule as given in CRITICAL DATE SHEET as under.

CRITICAL DATE SHEET

Published Date	08 Dec 2017 (14.00 PM)
Bid Document Download Start Date	08 Dec 2017 (14.00 PM)
Clarification Start date & Time	09 Dec 2017 (11.00AM)
Clarification Closing date & Time	13 Dec 2017 (04.00PM)
Pre bid meeting	14 Dec 2017 (02.00 PM)
Bid Submission Start Date	19 Dec 2017 (11.30 AM)
Bid Submission End Date	28 Dec 2017 (02.00 PM)
Bid Opening Date	29 Dec 2017 (03.00 PM)

Bids shall be submitted **only in online mode** at CPPP website: <https://eprocure.gov.in/eprocure/app>.

The cost of the Bid Document is Rs. 1000/- (Rupees One Thousand only) which is non-refundable and the same is to be deposited online at the time of submission of bid document Bids shall be submitted online only as per critical date sheet at CPPP eProcurement website: <https://eprocure.gov.in/eprocure/app>.

The Hard Copy of original instruments in respect of cost of tender document, EMD to be send to the Dy. Secretary (Admin & Legal) at the address indicated below on or before bid opening date/time as mentioned in critical date sheet.

Tender documents received in incomplete shape or beyond the stipulated period shall not be entertained under any circumstances. The authority reserves the right to accept or reject any or all tenders without assigning any reason thereof.

Earnest Money Deposit (EMD) of Rs 7,00,000/- in the shape of an Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any Commercial Bank favouring "The Secretary CBSE payable at Delhi" or through Electronic Fund Transfer in CBSE A/c No. 91471010000016, IFSC Code SYNB0009147, Syndicate Bank, Preet Vihar Branch, New Delhi

Address :

The Deputy Secretary (Admin & Legal)
3rd Floor , 2 Community Centre,
Shiksha Kendra,
Preet Vihar , Delhi -110092

Deputy Secretary (Admin & Legal)

CENTRAL BOARD OF SECONDARY EDUCATION, DELHI
2, Community Centre , Shiksha Kendra , Preet Vihar , Delhi-110092

INDEX

S.N	Description	Page No
1.	Document Control Sheet	4
2.	Instruction to Bidders	5
3.	Eligibility Conditions & Important Points	6
4.	Scope of Work	7
5.	Details of the Activities to be performed during Pre-Examination	8-9
6.	Terms and Conditions, Pre-Bid Meeting, Bid Opening Process	10-12
7.	Instructions for submission of Bids	13-15
8.	Technical Bid – Annexure I	16-17
9.	Financial Bid – Annexure II	18-19
10.	Tender Acceptance Letter – Annexure III	20

CENTRAL BOARD OF SECONDARY EDUCATION, DELHI
2, Community Centre , Shiksha Kendra , Preet Vihar , Delhi-110092

CBSE/Tender-2017-18/Professional Entrance_Exam/

Dt. 08.12.2017

DOCUMENT CONTROL SHEET

1.	Name of Organization	Central Board of Secondary Education
2.	Scope of Work	Open Tenders are invited from agencies situated in Delhi/NCR for "Post Examination Processing for Professional Entrance Exam 2017-18"
3.	Tender Type	Open
4.	Tender document download start date	08.12.2017 at 14.00 PM
5.	Tender document download end date	28.12.2017 (14:00 PM)
6.	Bid validity	180 days beyond the closing date of tender
7.	Location of work	DELHI/NCR
8.	Tender fee (non-refundable and non-adjustable)	Demand draft of Rs.1000/- in favour of "Secretary, CBSE".
9.	Earnest Money Deposit (EMD)	Rs. 7,00,000/- in the shape of an Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any Commercial Bank favouring "The Secretary CBSE payable at Delhi" or through Electronic Fund Transfer in CBSE A/c No. 91471010000016, IFSC Code SYNB0009147, Syndicate Bank, Preet Vihar Branch, New Delhi.
10.	Date of publication	08.12.2017 at 14:00 PM
11.	Date of Pre-bid meeting	14.12.2017 at 02:00 PM
12.	Last date and time for submission of Bids	28.12.2017 upto 02:00 p.m.
13.	Date and time of opening of technical bids	29.12.2017 at 03:00 p.m.
14.	Tender should be addressed to	Deputy Secretary (A&L), CBSE, Shiksha Kendra-2, Community Centre, Preet Vihar – 110092.
15.	Address for communication	Deputy Secretary (A&L), CBSE, 3 rd Floor, Shiksha Kendra-2, Community Centre, Preet Vihar, Delhi – 110092.
16.	Period of completion of work	As per terms & conditions of tender and Award letter
17.	Validity of contract/rates	Upto 1 year from date of award & can be extended up to a maximum period of 3 years on satisfactory performance on same terms & conditions.

CENTRAL BOARD OF SECONDARY EDUCATION, DELHI
2, Community Centre , Shiksha Kendra , Preet Vihar , Delhi-110092

A. INSTRUCTION TO THE BIDDERS

- 1) Please go through the Tender document carefully to understand the documents required to be submitted as part of the bid including the names and content of each of the documents that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 2) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the Tender document/schedule.
- 3) Bidders should take into account any corrigendum published on the Tender document before submitting their bids.
- 4) The technical bids will be opened on 29.12.2017 at 03:00 PM . The date and time for opening of financial bids shall be informed later to those who will be found technically suitable.
- 5) The formats of various input and output reports can be seen on working days in the Office of the Head of the Department of the respective Professional Entrance Exam Unit in Delhi and NCR.
- 6) The bidders should write the name of their organization on the backside of the Demand Drafts
- 7) In the case of those Bidders who fail to qualify the eligibility criteria and whose technical bids do not qualify, the Earnest Money Deposit (EMD) will be refunded to them without any interest within one month from date of finalization of technical bids
- 8) Earnest Money Deposit of the successful bidder will be returned after submission of the performance bank guarantee.
- 9) **Performance Security Deposit/ Bank Guarantee:** The successful bidders shall submit performance security deposit in the form of Demand draft / FDR of Nationalized/scheduled commercial bank in the favour of "Secretary, CBSE, Delhi" of an amount equivalent to 10% of contract value valid for 60 days beyond the completion of all contractual obligations of supplier. The performance security be deposited within 15 working days from the date of issue of Work Order of the Contract or prior to signing of the Contract whichever is earlier, failing which the work order stands cancelled and EMD shall be forfeited.
- 10) The Board reserves the right to reject any or all the tenders without assigning any reasons.
- 11) The Board reserves the right to allot the job to one or more firm quoting the lowest rates or to more than one firm on the lowest rates received by the Board. In case, more than one agency is ready to work on lowest rate, the Board will make empanelment of all such agencies and the work will be allotted for each examination separately on random basis and subject to satisfactory performance of the agency.

CENTRAL BOARD OF SECONDARY EDUCATION, DELHI
2, Community Centre , Shiksha Kendra , Preet Vihar , Delhi-110092

B. Eligibility conditions & Important Points: (To be substantiated with documents)

- At least three years experience with proven track record of Pre/Post-Examination processing of Professional Entrance/Recruitment Examination of Education Boards/ Universities/ Service Commissions. A list of such projects undertaken should be enclosed. Those Firms or their controlling authorities who have been debarred from any assignment by any Government Organization or convicted in any case of violation of confidentiality of confidential assignment, then such Firms need not apply.
- The Agency should supply details of customers with names of concerned officers, designated and phone numbers pertaining to similar assignments.
- Minimum volume of records handled in a single exam should be **Six Lakhs or more** each year during 2014-15, 2015-16 and 2016-17.
- The Minimum Average Annual turnover should be Rs.3.00 crore or more for the last three financial years i.e. during 2014-15, 2015-16 and 2016-17. Loss making Firms need not apply for this confidential assignment.
- The agency/any of its Directors/Partners etc. should have not been black listed by any Government organizations/Departments or have not been convicted for any offence by any court of law as on date.
- The agency should have a valid Permanent Account No. (PAN) and GST Registration (Attach copies of the same duly signed and stamped by seal of Company).
- Agency should not be a propriety firm.
- The Agency should have quality certification of ISO 9001 and ISO 27001.
- For all the Professional Entrance Examinations, the following Hardware should be owned by the company:-
 - a) Atleast 6-8 OMR Scanners with speed of 6000 sheets per hour.
 - b) Atleast 6-8 image scanners with a speed of 50-60 PPM.
 - c) 05 Heavy Duty Laser Printers with speed of 80-100 PPM.
 - d) Atleast 02 Line Matrix Printer with minimum 1000 lines per minute.
 - e) Agency should have 02 servers and 20 nodes with proper power back up.
 - f) The proof of ownership of above items [mentioned at point (a) to (e) above] must be attached.
 - g) The agency should have following regular manpower on roll for every 05 Lakh candidates.

S.N	Post	No. of persons
1.	Project Manager	01
2.	System Manager	02
3.	Software Developer	02
4.	Operation Staff	15

CENTRAL BOARD OF SECONDARY EDUCATION, DELHI
2, Community Centre , Shiksha Kendra , Preet Vihar , Delhi-110092

C. Scope of Work for Professional Entrance Exams:-

- a. VOLUME OF WORK and Period during which the work is to be done :
b.

Description of Job	Period during which the work is to be carried out	Approx volume (No. of Candidates per exam)
Supply of OMR Response Sheet	As per Examination schedule	Upto 15 Lakhs
Scanning of OMR Response Sheets		
Processing and Printing of reports		
Processing and Collation		

*The number of candidates in an Exam and the frequency of Exam may increase or decrease which shall be intimated by the concerned Unit.

Expected Frequency of Professional Entrance Exams held in a year:-

- a) Exam 1 – Once a Year
b) Exam 2 – Once a Year
c) Exam 3 & 4 – Twice a Year

CENTRAL BOARD OF SECONDARY EDUCATION, DELHI
2, Community Centre , Shiksha Kendra , Preet Vihar , Delhi-110092

DETAILS OF THE WORK/ACTIVITIES TO BE PERFORMED DURING POST EXAMINATION

A) Supply of Optical Mark Reader (OMR) response sheets (Approx. 77 Lakhs OMR Sheets annually for various Professional Entrance Exams)

1. Design of response sheets as per requirements of the Board
2. Printing of response sheets on both sides and single side scanable to be used on OMR
3. Proving of response sheets on OMR
4. Supply of response sheets as per requirement of the Board

Note:-

- a) The agency will have to ensure that exact number of response sheets of size 8x10 inches as asked for are supplied to the Board
- b) The agency will have to ensure that the response sheet is as per sample approved by the Board.
- c) The agency will have to ensure moisture free quality of paper (104-106 GSM JK Maplitho/ Bond/ Sinarmas paper), printing quality, ink used in printing and printing spacing are as per industry standard to be used on OMR. Each OMR Sheet should be printed barcode containing OMR Sheet Serial Number which will be read during scanning.
- d) The agency will have to ensure that the colour of response sheets is as per specification given by the Board
- e) The agency will have to ensure that response sheets are packed in small lots of 200-500 sheets in vacuum free and dust free container/ boxes and delivery is made on time as per instructions of the concerned Head.
- f) The agency will have to ensure that details of material packed are given on each container/ box.
- g) A security mark as per the requirement of the concerned head will have to be indicated on each response sheet during proving.
- h) Proving of OMR response sheets: All response sheets will be supplied after proving on scanner and an indication of proving will have to be marked on each sheet as per instructions of the concerned head. Only those response sheets which go through proving process successfully be packed and supplied to the Board.
- i) The agency will have to destroy the plates, extra response sheets printed, if any, including wastage and submit a certificate to this effect to the concerned head along with a certificate that only proven sheets on the scanner have been supplied.
- j) Numbering on OMR response sheets: Machine numbering on each response sheet is to be given as per requirement. All response sheets should have a unique number and there should not be any duplicate numbers. Any response sheet should not be without number. There should not be any missing number. Discrepancy, if any, will be assumed as error. The numbering will be informed later.
- k) The number of OMR Sheets required annually may increase/decrease on the basis of the number of exams conducted and the number of candidates registered.

B) Result Processing Work (For Exam 1, 2, 3 & 4)

1. Input Documents

- a) Candidate Master on External Media (Soft Copy)
- b) OMR Based Absentee Proforma
- c) OMR Answer Sheets
- d) Detail of any RL (Result Late)/ UFM case etc.
- e) Answer Keys in Hard Copy.

2. Scanning

- a) Scanning of OMR Answer Sheets on OMR Scanners and to create raw score data file
- b) Scanning of OMR Answer Sheets on image Scanners and to extract of OMR sheet serial number through OCR/ICR software
- c) Scanning of OMR based Absentee Proforma

3. Process

- a) 03 Sets of daily scanned images on CDs.
- b) Logical errors of data captured
- c) List of Multiple Answer Cases.
- d) Removal of errors till the data becomes 100% accurate and to the entire satisfaction of the Board.
- e) Updation of corrections, if any.
- f) Various discrepancies reports after matching OMR Sheets data with absentee data and candidate data.
- g) Various Updates reports after due updations as suggested by the Board.

CENTRAL BOARD OF SECONDARY EDUCATION, DELHI
2, Community Centre , Shiksha Kendra , Preet Vihar , Delhi-110092

- h) Final images of OMR Sheets on Hard Disc including response and answer key data for hosting.
- i) Key implementation and result processing as per the guidelines of the Board.
- j) Processed result data with merit/ rank list as per requirement of Board.
- k) Various Statistics.
- l) Result data in prescribed format to generate soft copy of score cards, rank letters etc

4 COLLATION

- a) Collation of data at various stages with second agency.
- b) Collation Report.

Result Processing Work (For Exam 4 only)

5. Printing of Reports :

1. To generate Eligibility Certificate Code / QR Code to be printed on Eligibility Certificate
2. To print Eligibility Certificate for Qualified Candidates on laser printer on pre-printed stationery of size A4 as per instructions of the Board. Pre-printed stationery will be supplied by the Board.
3. To print marks statement for each candidate with Photograph, Signature and Address of Candidates through Laser printer on Pre printed stationery as per instructions of the Board. Pre Printed stationery to be supplied by The Agency. Each A4 size sheet shall have 2 marks statement 2 color-both side on 104-106 GSM (JK aplitho /Bond / Sinarmas /Century paper)
4. To provide images of Duplicate Eligibility Certificate for Qualified Candidates with Eligibility Certificate code or QR Code /(to print optional) Duplicate Eligibility Certificate for Qualified Candidates on laser printer on pre-printed stationery of size A4 as per instructions of the Board. Pre-printed stationery will be supplied by the Board.
5. To print tabulation register

CENTRAL BOARD OF SECONDARY EDUCATION, DELHI
2, Community Centre , Shiksha Kendra , Preet Vihar , Delhi-110092

6. TERMS AND CONDITIONS:

1. The technical details may please be submitted in Annexure-I and rates in Annexure-II. The rates should be exclusive of all taxes and inclusive of all incidental charges. The GST, if applicable, will be paid extra. [In case if there is any increase or decrease in Taxes, the effect of the same can be incorporated after the award of the tender.](#)
2. The agencies having adequate infrastructure in terms of hardware of its own, experienced and qualified manpower, and development of software and experience of processing in the relevant field with proven track record & repeat work order for large volume of data only will be considered for allotment of work.
3. The rates should be inclusive of the cost of transportation to and fro from the Board, handling and delivering of the documents and required machinery and manpower at every stage in contract etc.
4. The bidder should take care that to the rates and amount should be retained in such a way the interpolation is not possible. No column / space should left blank which may otherwise make the bid liable for rejection.
5. The bidder submitting the bid will be presume to have considered and accepted all the terms and conditions. No enquiry, verbal or written, shall be entertained in respect of acceptance or rejection of the bid.
6. Any act on the part of the bidder to influence any person in the Board will be a cause for rejection.
7. Bid must be unconditional.
8. In no case any job or work under this contract and arising here to shall be subcontracted and / or assigned by the agency in the manner to any other agency / firm / person etc.
9. The allotment of work will be for 2017-18 examination only in the first instance which may be extended up to a maximum period of 3 years on satisfactory performance on same terms & conditions.
10. The agency shall have to execute an agreement on non-judicial stamp paper of Rs.100/- if considered for allotment of the work.
11. The successful bidders shall submit performance security deposit in the form of Demand Draft / FDR of Nationalized/scheduled commercial bank in the favour of "Secretary, CBSE, Delhi" of an amount equivalent to 10% of contract value valid for 60 days beyond the completion of all contractual obligations of supplier. The performance security be deposited within 15 working days from the date of issue of Work Order of the Contract or prior to signing of the Contract whichever is earlier, failing which the work order stands cancelled and EMD shall be forfeited.
12. Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or the firms/ tenderers who are registered with the Central Purchase Organization or the concerned Ministry or Department or Start ups as recognized by Department of Industrial Policy and Promotion (DIPP) are exempted from depositing EMD. However, the performance security shall be obtained from the successful bidder irrespective of their registration status etc.
13. No advance payment shall be made to the agency, however whole payment shall be released, after satisfactory completion of the Boards Examination/Test.
14. The payment shall be made after completion of work only. The charges shall be paid as following:-
 - i). For OMR sheets, on the actual number of OMR sheets supplied
 - ii). For scanning of OMR sheets, on the number of candidates appeared for post-examination
 - iii). For image scanning of OMR sheets, on the number of candidates allotted/scanned to/by the agency
 - iv). For scanning of absentee performa, on the basis of actual number of sheets
 - v). For post examination processing & collation, on the basis of total number of candidates appeared.
15. The time schedule i.e. period during which the work is to be done may be required to be adjusted as per requirements of the CBSE and is to be observed strictly as per directions of the CBSE from time to time, as the work of pre examination processing is highly time bound. In case of any delay in supplying the desired report as per schedule of written request, on the part of the agency, it shall be liable to pay charges @ Rs.2,000/- per day delay to the CBSE which will be deducted at the time of payment of bill of the agency or else it will be recovered from the performance security submitted by agency.
16. The agency who are bidding for the first time and have not done the job of the CBSE previously will be required to complete System Test Run (STR) at their cost as per requirement and satisfaction of the Board within a stipulated time frame as decided by the Board with test data supplied by the Board. The Board will not pay any charges for the same, either for system designing or software development or processing, whatsoever.

CENTRAL BOARD OF SECONDARY EDUCATION, DELHI
2, Community Centre , Shiksha Kendra , Preet Vihar , Delhi-110092

17. In case the agency is not able to execute the job in time or to the entire satisfaction on quality or credentials, then the CBSE may allot the work to any other agency at any time. The difference between the rates agreed to between the Board and the third party, which would undertake such work shall be liable to be payable by the defaulting firm alongwith the penalty, if any, imposed by the Board. The Bank Guarantee submitted by the firm shall be liable to be forfeited in whole or part as per decision of the Board, which shall be final.
18. The agency shall be required to undertake full responsibility of the safe custody and to maintain secrecy of data and documents supplied by the Board. Each document and data given by the Board will have to be kept strictly confidential and no part of it shall be divulged to any person at any time without written authorization from the Board. In case of lapse, the agency will be fully responsible for the consequences.
19. The Board reserves the right to reject any or all the tender without assigning any reasons.
20. The agency will arrange for collection of input documents/ data from the Board's office and return the same alongwith the output reports at the Board's office.
21. The reports shall have to be supplied after removing the carbon papers, if any.
22. The data stored will be the property of the Board and the agency will have to supply a copy of the updated data file on CD/DVD/ External Hard Drives etc as and when required by the Board. Data will not be erased or shared with anybody without written permission of the Competent Authority of the Board.
23. The agency should have its own following hardware:-
 - a) The agency should have at least two Line Printers/ Line Matrix printers of their own (not hired/leased) with printing capacity of at least 1000 lines per minute and atleast five laser printers with 80 to100 pages per minute each. The proof of ownership of the machines should be attached with the technical bids
 - b) The agency should have at least **6-8 high end ADF image scanners/ hybrid image scanners** of their own (not hired/leased) **with scanning speed of 50-60 pages per minute each.** The proof of ownership of the machines should be attached with the technical bid
 - c) The agency should have **6-8 hybrid image scanners/ OMR scanners of their own** (not hired/leased) **with scanning speed of 6000 sheets per hour each with provision of printing scanned number during scanning and reading pen marking.** The proof of ownership of the machines should be attached with the technical bids.
24. The agency will have to install hybrid image scanner/ OMR scanners and computers with printer at Board's office for scanning of response sheets at Post-Examination stage.
25. Blank EZR stationery for printing of reports will be supplied by the Board.
26. The data checking shall be responsibility of the agency.
27. The sheets rejected during scanning shall have to be entered through data entry by the computing agencies at their end.
28. The checklist shall have to be supplied to the Board after data scanning, manual checking and updations and before supplying the check list/ output file, the agency will have to ensure 100% accuracy of the input data. Only discrepancies will have to be referred to the Board.
29. Errors and Deductions:
 - a. In case of variation between document and database in the **Post-Examination stage**, shall be treated as error and for errors, the company shall liable to pay charges @ Rs. 2000 per error.
 - b. In case of compilation error at Post-examination stage, the company will be liable to pay charges @ Rs.2000 per compilation error.
 - c. In case of less grammage in paper of OMR Sheets, Mark Statement, proportionate deduction based on cost of paper shall be made from the bill.
30. The agency shall have to supply upto three copies of each report (after removing the carbon) wherever number of copies required is not mentioned.
31. The agency shall have to install ADF image scanners/hybrid image scanners and computers at Board's office for capturing of thumb impress from Attendance Sheet.
32. The manpower engaged in the work should be of high integrity and police verification should also be done looking into

CENTRAL BOARD OF SECONDARY EDUCATION, DELHI
2, Community Centre , Shiksha Kendra , Preet Vihar , Delhi-110092

the sensitivity of the examinations.

33. In case of any dispute, the decision of the Chairperson of the Board will be final and binding on the agency.
34. The Hon'ble Courts of Delhi shall have exclusive jurisdiction in case of any dispute on any account arriving between the parties.

7. TERMINATION OF AGREEMENT :

- a) In case of any delay in execution of work assigned, the Agency would be liable to pay penalties. However, in case of regular delays, the Board would be entitled to cancel the agreement and in that case the agency will not be entitled to any amount payable to them under this contract.
- b) In case of excessive errors and if the Board is of the view that the work has not been performed satisfactorily and cannot be performed by the Agency, the Board at its discretion may terminate the agreement without any prior notice and in that case the Board would not be liable to pay any amount on any account to the Agency.
- c) If the work of the agency is not found satisfactory or any breach is noticed or any manipulation is reported to or noticed by the Board, the CBSE reserves the right to cancel the contract and / or forfeit performance guarantee submitted by the agency and / or to take legal action including black listing the agency, at any point of time during the period of contract without prior notice.
- d) In case the contract is terminated with agency, the Board would be entitled to get the work done from any other firm / agency or person and the bidder would be liable to hand over all data, other valuable information / reports, completed and uncompleted work to the Board and will not object in any manner to the work being completed by any other agency. The Agency will handhold with the new selection company for three months (if required).
- e) The agency shall strictly comply with the terms and conditions of the agreement. In case of violation of any of the terms and conditions, the agreement shall be liable to be cancelled immediately and the performance guarantee shall also be forfeited and the agency will not be entitled to any amount payable to them under this contract.

FORCE MAJEURE CLAUSE :

Notwithstanding the provisions of the tender, the Agency shall not be liable for forfeiture of its performance guarantee, liquidated damages or termination for default, to the extent that, it's delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.

For purposes of this clause, "Force Majeure" means an event beyond the control of the agency and not involving the Agency and not involving the Agency's fault or negligence and not foreseeable. Such event may include, but are not restricted to, acts of the client either in its sovereign or contractual capacity, war or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

If a force Majeure situation arises, the qualified agency shall promptly notify the Board in writing of such conditions and the cause thereof. Unless otherwise directed by the Board in writing, the Agency shall continue to perform its obligations under the contract as far as reasonably practical and shall seek all reasonable alternative means for performance not prevented by the force Majeure event. The Board may terminate the contract, by giving a written notice of 15 days to the agency, if as a result of force Majeure, the agency being unable to perform a material portion of the services for a period of more than 30 days.

8. Pre-bid meeting:

A pre-bid meeting would be held on 14.12.2017 at 02:00 hrs at CBSE, Conference Hall, 2 Floor, Shiksha Kendra, Preet Vihar, Delhi-92. All prospective bidders may attend the meeting to clarify doubts online.

In case, any substantive or important clarification emerges during pre-bid meeting, the same shall be shared to all through CBSE website www.cbse.nic.in and CPP portal.

9. BID OPENING PROCESS

- 1) Technical bids of only those bidders, whose Tender Fee and EMD instruments are found to be in order, will be opened on the date and time of opening of Technical Bid .
- 2) The financial Bids of only those Bidders short listed from the Technical Bids will be opened in the presence of their representatives on a specified date and time to be intimated to the respective Bidders and the same will be evaluated by a duly constituted Committee.
- 3) No enquiry shall be made by the bidder(s) during the course of evaluation of the tender, after opening of bid whether technical and financial, till final decision in this regard conveyed to the successful bidder(s). However, Committee of the Board can make any enquiry / seek clarification from the bidder, which the bidders must furnish within the stipulated time or else the bid of such defaulting bidders will be rejected.

INSTRUCTIONS FOR SUBMISSION OF BID

The Proposal should be submitted in two parts (Technical and Financial) as described below:-

-**“Part 1: Technical Proposal”** which will consist of the proof for meeting eligibility Criteria, receipt of online payment of Tender Fee and EMD.

“Part 2: Financial Proposal” which will consist of the details of financial matters.

- i. The Proposal submitted in online mode comply with instructions issued by CBSE.
- ii. CBSE reserves the right to reject any proposal which is not substantially responsive.

Any Proposal received after the time stipulated will not be accepted by CBSE.

Part 1- Technical Proposal

- i) Scanned copy of Tender fee and EMD.
- ii) Scanned copy of Annexure I & III
- iii) Scanned copy of all the relevant documents for Pre-qualification bid as mentioned in eligibility conditions and T&C.

Part 2- Financial Proposal

- a) Schedule of price bid in the form of BOQ_XXXX.xls

Proposal Evaluation

CBSE will evaluate the technical bid as per the eligibility criteria mentioned in the TENDER and Financial bid of those qualified technically will only be opened online.

Instructions For Process Of Online Bids Submission

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

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

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “Online bidder Enrollment” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the

CENTRAL BOARD OF SECONDARY EDUCATION, DELHI
2, Community Centre , Shiksha Kendra , Preet Vihar , Delhi-110092

registration process. These would be used for any communication from the CPP Portal.

- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

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

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated

CENTRAL BOARD OF SECONDARY EDUCATION, DELHI
2, Community Centre , Shiksha Kendra , Preet Vihar , Delhi-110092

in the tender document.

- 3) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids (ie after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

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

CENTRAL BOARD OF SECONDARY EDUCATION, DELHI
2, Community Centre , Shiksha Kendra , Preet Vihar , Delhi-110092

ANNEXURE-I

(Technical Bid for Pre-Examination Processing for Professional Entrance Exams-2017-18)

1 ABOUT THE FIRM

a	Year of establishment	:
b	Type of firm /organization (Proprietary/Private/Public/Govt.)	:
c	Copy of Registration, if applicable	:
d	Total Turnover during Last three Financial Years : (Attach photocopies of Audited Balance Sheet)	2014-15:
		2015-16:
		2016-17 :
e	Income Tax No. (PAN No. /TIN No.) Service Tax Registration No./ GST Registration No. (Attach photocopies of both) (Attach photocopies of Income Tax Return)	: :
F	Details of premises : Owned/ Rented Area in Sq.m	: :
g	Quality Certification No, if any	:
	Details of Issuing Authority	:
	Validity of Certificate	: From : To:
h	Activities of the organization:	:
I	Since when engaged in EDP	:
	Traditional method	:
	Image Processing ICR/OCR	:
	OMR Processing	:
J	Whether the agency posses ISO27001:2005, IS9001:2008 (Please attach copy(ies) of certificate)	:

j) Past experience in handling Examination data processing through traditional, OCR/ICR and OMR jobs with the name of the organization(s), nature of jobs, volume of work in terms of applications, duration for completion of job and since when: **(Copy of work order to be enclosed. Use seperate)**

Year	Name of Organisation and contact person along with Telephone No	Nature of work / Technology used	No. of Candidates	Duration for completion of job	Value of the Job. (copy of work order to be enclosed)
2014-15					
2015-16					
2016-17					

Note:- Attach performance Certificate from the organization to whom you have rendered services. Please indicate telephone number and name of contact person for whom you have handled the above jobs.

2. PROFESSIONAL SUPPORT AVAILABLE:

- a) Manpower:- Number of persons available at different level on regular roll and their experience in relevant field i.e. in examination processing of Board/ Universities.
- b) In house arrangement for preparation of input data
- 1) Number of data preparation machines online as well as offline
 - 2) Number of data feeding operators
 - 3) Shifts being worked upon
 - 4) Number of Checking Staff
 - 5) Capacity in terms of records per day
- c) In house hardware for processing (Owned by the firm) : -

CENTRAL BOARD OF SECONDARY EDUCATION, DELHI
2, Community Centre , Shiksha Kendra , Preet Vihar , Delhi-110092

1) Computer system and its configuration

2) No. of terminals

3) No. of CD Writers

4) Line printers/ Line Matrix Printers/Laser printers:

Line Printers/Laser Printer – Make/ specifications	No. Available	Manufacturing year	Speed of each Printer

5) ADF Image Scanners/ hybrid image scanners:

ADF image scanners - make and Specifications	No. Available	Dpi	Manufacturing year	speed of each scanner	Whether scanner has provision for printing of number during scanning

6) OMR Scanners:

OMR scanners - make and Specifications	No. Available	manufacturing year	speed of each scanner	Whether scanner has provision for printing of number during scanning

(d) 1) ICR Software being used for conversion of data(Please attach complete details) 2) No. of licensed software sets available

3. DETAILS OF BACK-UP FACILITIES AVAILABLE :

In the event of any emergency / break down in:

- i) Input preparation machines
- ii) Computer system
- iii) Power
- iv) Software Personnel
- v) Printers
- vi) ADF Image scanners/ hybrid image scanners
- vii) OMR scanners

4. Have you ever been debarred by any Board/University/Organisation for examination related processing: If Yes, Please mention why and when were you debarred.

5. Details of Tender Fee & Earnest Money deposit: (Please attach draft with this annexure)

Tender Fee Bank Draft Details:

Draft No.	Date	Name of the Bank	Amount
.....	_____

Certified that all the terms and conditions of this TENDER are accepted by us.

Authorised Signatory
(With full name, Designation and stamp)

Contact Person :

Off: Telephone No.:

Mobile No.:

CENTRAL BOARD OF SECONDARY EDUCATION, DELHI
2, Community Centre , Shiksha Kendra , Preet Vihar , Delhi-110092

ANNEXURE - II

Financial Bid

RATES FOR THE WORK INDICATED IN THE TENDER FORM

- a. Rates must be quoted **Exclusive of all taxes** and **INCLUSIVE** of all other incidental charges including data scanning, capturing/ verification, checking, cost of input media, toner, Attendance Sheet, OMR Sheet, Eligibility Certificate, computer time and development of required software etc.)

Activity		Rate (Exclusive of all taxes and inclusive of other incidental charges)	Applicable Taxes in Rs.
A	Supply of OMR Response Sheet Rates quoted above for Activity A- Supply of OMR response sheet are inclusive of Cost of Paper component (104-106 GSM JK Maplitho/ Bond/ Sinarmas paper). The Cost of Paper component in the above quoted rates for Activity A is as follows: OMR Response Sheet: Rs per 1000 OMR response sheets	Rs. Per sheet supplied	
B2	Scanning of Response Sheet Without images of response sheets With images of response sheets Extraction of OMR sheet serial number through OCR/ICR software Scanning of Absentee Performa	Rs. Per sheet without images Rs. Per sheet with images Rs. Per sheet images Rs..... per sheet	
B3	Processing	Rs..... per CANDIDATE	
B4	Collation	Rs..... per CANDIDATE	
B5	Printing Of Reports (For Exam 4 & wherever applicable)		
	1. Supply of Pre-printed Mark statement stationery (Each A4 size sheet shall have 2 marks statement 2 color-both side on 104-106 GSM (JK Maplitho /Bond / Sinarmas /Century paper). 2. Cost of Paper for Marks Statements : The Cost of Paper component in the above quoted rates of Mark statement : 3. Variable Printing of Mark Statement 4. Variable Printing of Certificate (stationery supplied by the Board) 5. To print tabulation register	Rs. Per sheet supplied Rs per 1000 Sheets of A4 size Rs. Per sheet printed Rs. Per certificate printed Rs. Per page printed on line printer	
B6	Optional: Printing images of Duplicate Eligibility Certificate with QR Code (stationery supplied by the Board)	Rs. Per duplicate certificate	

- b. Taxes Applicable and Rate of Tax:

Certified that all the terms and conditions of this TENDER are accepted by us.

Authorised Signatory
(With full name, designation and stamp)

Contact Person:

Off: Telephone No.:

Mobile No. :

CENTRAL BOARD OF SECONDARY EDUCATION, DELHI
2, Community Centre , Shiksha Kendra , Preet Vihar , Delhi-110092

Note: The above mentioned Financial Proposal/Commercial bids format is provided as BoQ_XXXX.xls along with this tender document at <https://eprocure.gov.in/eprocure/app>. Bidders are advised to download this BoQ_XXXX.xls as it is and quote their offer/rates in the permitted column and upload the same in the commercial bid. Bidder shall not tamper/modify downloaded price bid template in any manner. In case if the same is found to be tempered/modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with CBSE.

CENTRAL BOARD OF SECONDARY EDUCATION, DELHI
2, Community Centre , Shiksha Kendra , Preet Vihar , Delhi-110092

Annexure III

TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)

Date:

To,

The Deputy Secretary (A&L),
Central Board of Secondary Education
2, Community Centre, Shiksha Kendra,
Preet Vihar, Delhi -110092

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: CBSE/Tender-2017-18/Professional Entrance_Exam

Name of Tender / Work: - Post Examination Processing for Professional Entrance Exam 2017-18

Dear Sir,

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely: <https://eprocure.gov.in/eprocure/app> as per your advertisement, given in the above mentioned website(s).
2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. 1 to 20 (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/ organization too has also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.
5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.
6. I / We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)