

**Request for Proposal
For
Identification and Selection of Service Provider (SP)
To
Conduct
Computer Based Examination (CBE)
For
Recruitment to
Different Posts
For & On behalf of
National Jute Board**

RFP No.02/NJB/2019/SRA/ Date: 26/12/2019

E-Tender Website: www.tenderwizard.com/TWEPROC

Tender Fee:- Rs.5,000/- (Non Refundable)

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DISCLAIMER

The information contained in this Request for Proposal (RFP) document or subsequently provided/clarified to the applicants are in good interest and faith

This RFP document is not an agreement and is not an offer or invitation by NJB or its representatives to any other party and it does not create any legal right in favour of any applicant/s. The purpose of this RFP document is to provide interested parties required information to assist the formulation of their Application and detailed Proposal. This RFP document does not purport to contain all such information each Applicant may require. This RFP document may not be appropriate for all persons, and it is not possible for the NJB, or their representatives to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP document. Certain applicants may have a better knowledge of the proposed Project than others. Each applicant should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and obtain independent advice from appropriate sources. NJB, its representatives and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP document. NJB may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.

No contractual obligation whatsoever shall arise from the tender process unless and until a formal contract is signed and executed by duly authorized officers/representatives/advisors of the national Jute Board with the vendor.

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1. Introduction:

1.1. About National Jute Board

The National Jute Board is a statutory body established under National Jute Board Act , 2008 subsuming two erstwhile organisations viz. Jute Manufactures Development Council (JMDC) and National Centre for Jute Diversification (NCJD) .The enactment aims at cultivation, manufacture and marketing of jute products and for matters connected therewith and incidental thereto. NJB came into existence with effect from 1st April 2010 .The Board members comprise of 34 members representing cross section of disciplines and jute interests. The Secretary, Ministry of Textiles, Government of India is the ex-officio Chairperson of the Board.

1.2. Objective of the Project:

To undertake the mandated functions of NJB as per the NJB Act, NJB has to appoint man power as per sanctioned strength approved by the Government (Ministry of Textiles) and notified in the NJB Employees (Recruitment) Rules, 2017. The NJB Board in its 20th meeting held on 13th March ,2019 approved calling of competent biddings from reputed agencies which are involved in organizing selection of candidates for direct recruitment by conducting computer based MCQ type online tests .

Accordingly a RFP document is prepared with the objective of selecting an Agency/Service Provider for the conduct of Computer Based test (CBT) for selection of candidates for appointment to various direct recruitment posts in NJB.

- i. Total number of candidates expected to appear for the examination may be 20,000 approximately. However, actual number of applicants may vary & no firm figure can be given in this regard.
- ii. It has been tentatively decided to arrange to hold the Exam in Four Metros plus six more state capitals (in ascending order of population) and one centre in North East for candidates belonging to the North East States. However NJB reserves the right to add or alter places of exam and decision of NJB in this regard shall be final.

2. Request for Proposal

Proposals are invited online, on behalf of the National Jute Board (NJB), 3A & 3B Park Plaza, 71 Park Street, Kolkata-700016 from eligible, reputed and qualified IT firms engaged in conducting computer based test with sound technical and financial capabilities for undertaking specified processes for National Jute Board in connection with the conduct of Online Direct Recruitment examinations on end to end basis as specified in this RFP. This invitation to bid is open to all Bidders meeting all the qualifying criteria as mentioned in this RFP Document.

2.1 Background Information

Basic Information

- i. NJB HQ, Kolkata invites responses (“Proposals”) to this Request for Proposals (“RFP”) from Companies/Firms/Agencies (“Bidders”) for selection of “BIDDER”.
- ii. Proposals must be received not later than the time, date at the venue mentioned in the Fact Sheet. Proposals received after the deadline will not be considered in this procurement process.
- iii. Interested bidders are advised to study the RFP document carefully. Submission of response shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

2.2 Project Background

NJB, Kolkata intends to implement a system that will manage the end-to-end solution in respect to Direct Recruitment /examination process of National Jute Board. Vacancies in direct recruitment posts in NJB shall be advertised by open advertisement in all India newspapers (to be selected with reference to their range of publicity and circulation) and The employment News .The advertisements shall also appear on relevant websites as decided by NJB with links for candidate registration and online application . The system shall mainly comprise of the following but not limited to following activities and all information provided in this RFP in the relevant chapter may be carefully studied by the bidders before submitting their bid documents:

- a. Application designing
- b. Setting-up Help Desk
- c. Online filling of application forms (requisite evaluation of the application forms)
- d. Payment of fees online
- e. Generation / Download of Admit
- f. Selection and Preparation of centres in all respects for Computer based exams in consultation with NJB.
- g. Preparation of question banks in English & Hindi language and provision for secured question paper authoring software
- h. Conduct of Computer Based Examination
- i. Preparation/compilation of Result

- j. Generation of Merit List
- k. MIS/customized report generation
- l. Post Examination services

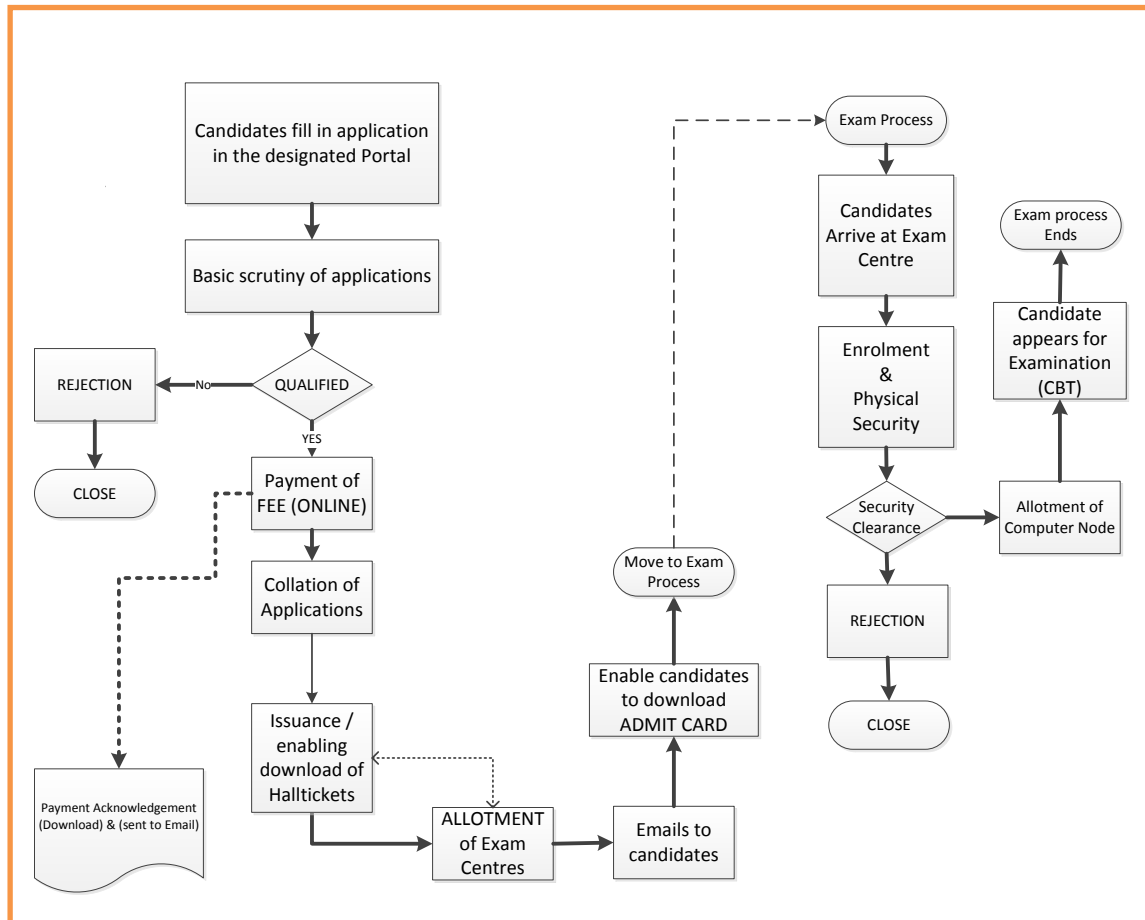
3. Scope of Work

The scope of work of the consultant/agency includes among all relevant assignments, assistance in designing of recruitment Advertisement, development and customization of online applications system with provisions for uploading photographs and documents towards age & essential educational qualifications criteria, owning & maintenance of online server, arrangement for downloading of filled-in application form with computer generated registration number, dispatch of e-mail and SMS to the candidates regarding date & venue for Online. Test etc., arrangement for downloading of call letters for online test, consolidation of application data/exam fee, roll number generation, venue booking, preparation of question papers, deputing officials /invigilators, securities and chief coordinators and other coordinators as per requirement to the venues for test, preparatory works for the test, conduct of Computer Based Test, evaluation and finalization of the test result.

The main activities related to examinations, such as receipt of applications, issue of Admission Certificates and declaration of results will be completely online.

The scope described above is only indicative in nature. However, the agency has to provide all necessary arrangement to facilitate foolproof Computer Based Test (CBT) including technical, managerial, infrastructural and operational support necessary for fulfilling the objective of this assignment. Applications shall be invited by open advertisement in all India newspapers to be selected with reference to their range of publicity and circulation. The advertisements must be kept online on relevant websites. Eligible candidates appearing for competitive examinations will have to register themselves through an online system. Their admission certificates will be issued by the Service Provider at a prescribed time after allotment of examination venues after consultation with NJB. The candidates appear for examinations at the assigned examination venues at the allotted date and time.

The process of conduct of examination is depicted in the diagram here.



The primary objective of this exercise is to engage Service Provider(s) to assist the National Jute Board in conducting the computer based examinations in a safe, secure and seamless manner.

The overall scope of work that needs to be executed by the selected Service Provider(s) is provided herein under:

3.1 Expectations from the Service Provider

The selected Service Provider is expected to support NJB in the conduct of Computer Based Examinations (CBE) for the eligible applicants who had received their Admission Certificates. It is envisaged to be a comprehensive, integrated process, designed to manage the overall conduct of NJB's Examinations including but not limited to

- i. Hosting of application software suitable, secure and appropriate for recruitment including online application with provisions for uploading of photographs and documents towards age & essential educational qualifications criteria, examination, evaluation, payment

- gateway integration and fee collection, auto communication to the candidates (System Generated Automated Responses and/or query – specific response).
- ii. Identification, selection and preparation of adequate number of standard venues for the conduct of computer based examinations within stipulated time.
 - iii. Arrangements for biometric registration of candidates.
 - iv. Capture signature & biometric of the candidates at venue prior to examination and during the examination
 - v. Maintain a system of question in a safe and secure manner, preparation of adequate number of questions for automated administration
 - vi. Maintain a system of question in a safe and secure manner, preparation of adequate number of questions for automated administration
 - vii. End-to-End support including technical, operational, logistic and manpower related support during and after the conduct of examination including
 - a. Security & frisking (engagement of professional security agencies)
 - b. Frisking with hand-held-devices (Separately for men & women)
 - c. Separate frisking facility for male & female candidates (as required)
 - d. Invigilation
 - e. Establishment of a control room at NJB HQ with robust dashboards for real-time/near-real-time monitoring of examinations
 - f. Management of representations related to questions and answer keys
 - g. Handle challenges on questions, as found necessary
 - viii. Ensure a seamless, secure conduct of examination
 - ix. Storage and transmission of examination logs and other data to NJB in a safe and secure mode within prescribed time frame
 - x. Processing the challenges received from candidates with regard to questions/answer keys
 - xi. Timely submission of examination scores of candidates to NJB
 - xii. Support to the NJB Headquarters, Regional Offices, during pre-examination, conduct of examination and post-examination phases.
 - xiii. Assist NJB in publication of results in a safe & secure manner

3.2 Project Requirements

The RFP envisages the following components of work to be executed by a competent Service Provider in order to fulfill the objectives of the proposed exercise of conducting computer based examinations for prospective and shortlisted candidates.

3.3 Detailed Description of Activities

This section explains the basic details of requirements. (Technical requirements for this project are explained under the Chapter related to Technical Requirements).

3.3.1 Central System

Since the Examinations for NJB will be conducted across the country spanning from a single shift to multiple shifts on each day, the Service provider is expected to provide a Central IT Infrastructure system on the lines of a Data Centre with a parallel Disaster Recovery System where the core application (henceforth described as Software in this document) shall be made available in a secure manner at exam venues.

At any point in time during the currency of the project, if the Government policy /NJB Policy demands migration of data from the Service Provider's central system to any other identified system, the Service Provider shall support the migration of data related to this project within mutually agreed timelines.

3.3.2 Local Server System

While the primary Questions / Question Sets shall be securely placed in the Central System, the examinations of NJB shall be conducted at the identified examination venues in a LAN Based format.

3.3.3 User System

Every candidate shall be provisioned with one individual computer node for appearing in the examination. The detailed specifications of user computer node are explained in the Technical Requirement chapter of this document.

3.3.4 Support Infrastructure

Support Infrastructure shall include the following but not limited to:

- i. Surveillance cameras at site, without leaving any dark Spots
- ii. Capture biometric data of all entrants to the examination venue
- iii. Availability of CCTV footage etc. after examination.
- iv. Audit trail of all transactions from entry till exit of the candidates.
- v. Capture signature(s) of candidates prior to entry
- vi. Scanning of completed documentation and submit to the NJB within prescribed timeframe
- vii. Storage of CCTV footage in a secure storage system that could be accessible for audit/review for a period of 1 year from the date of declaration of the result of that exam.

3.3.5 Readiness and Conduct of Examination

(a) Preparation

- Based on the details of Region-wise and City-wise distribution of candidates as given by NJB, list of venues for examination shall be made available to the NJB by the Service Provider at least 30 days prior to start of the examination.

- Any change of venues due to any reasons, shall be completed by the Service provider at least 25 days in advance

(b) Venue:

- The venue for examination shall be frozen 21 days prior to the conduct of examination.
- Examination venues should be taken over by the Service provider for the conduct of examinations 2/3 days prior to the examination,
- 2 / 3 days prior to the examination the venue shall be available for Mock Drill. Mock drill must be completed with 100% load.
- All nodes must be thoroughly checked and sanitized
- All staff associated with the conduct of examination at the respective venue must be present during the Mock Drill.

(c) Audit of Venue. NJB may, if required, conduct sample check of examination venues.

Conduct of Examination either before exam or during the exam

- Each question will be available in “TOTAL” for the candidate on-screen. (Candidate should not be made to navigate more than one screen for one question)
- Photograph of the candidate will be clearly visible on the computer screen.
- All questions selected for a particular examination must be stored in encrypted format in the central server.
- The question sets downloaded on the local server must be in encrypted format.
- Questions shall be decrypted only at the terminal of the candidate after the candidate Logs in and examination starts
- Questions must be randomized
- Choices within questions must be randomized
- System should save/record all transactions and automatically log-out after the stipulated time gets completed.
- Any two adjacent candidates shall not have similar question set

(d) Logs of transaction: System should ensure record of every transaction viz.,

- Start time of examination
- End time of Examination
- Time taken by candidate to attend to each given question
- Idle time of computer node (if any)
- Any form of interruption in the computer node due to technical or operational faults
- Time at which candidate logs-out of the examination (This may be different from the time of end of examination)
- Complete trail of navigation between questions

(e) Attendance

- The service provider will collect signature, affix photograph of candidate and take statements in the handwriting of the candidates on “Board Copy” from respective candidates.

- Service provider will ensure to get Signature and Thumb Impression of each and every candidate who appears for the examination in the Attendance sheet

3.3.6 Submission of documents to NJB after Examination

On completion of examination, the Service Provider shall comply with the following processes at the venue itself:

- (a) The Attendance sheet & NJB copy must be signed by the invigilator and countersigned by the venue manager.
- (b) The completed attendance sheet of each examination, before being submitted to the NJB Headquarters will be scanned in colour at 200 DPI and uploaded as PDF file to the central system. This file shall be available for secure access to the NJB Headquarters. This exercise shall be completed on the same day.
- (c) Signed NJB copy of candidates shall be made in the batches of 50 and each batch of 50 NJB copies with each candidate in individual page shall be scanned in colour at 200 DPI as PDF and uploaded to the central system. NJB Copies shall be uploaded within 72 hours of completion of examination of that day.
- (d) The original hard copies must be dispatched by courier /speed post/ registered post to the NJB HQ on the same day. The Service provider will be responsible for the secure delivery of the hard copies of the NJB copy and Attendance sheet to the National Jute Board. A copy of dispatch receipt from courier/speed post/Registered post shall be submitted as proof of submission at the time of raising invoice.

Submission /Upload of Examination data

- (a) Examination data from each venue shall be uploaded to the Central System by Service Provider within one hour of completion of the shift.

Self-Certification List for upload & Submission

The service provider shall upload the following declaration testimonials for each shift to the Central Server for being assessed by the Board and subsequently send by post:

- (a) List of all examination functionaries who were deployed in the venue, with their signatures affixed on the sheet along with their contact numbers and email addresses.
- (b) Number of changes in computer nodes during the examination along with details of affected candidates.
- (c) Report of any untoward incident and action taken thereon.

This testimonial will be created, signed by Venue Manager, scanned and uploaded by the service provider on the same day (If the exam goes on for 2 days, there will be two such documents that would be uploaded by the Service Provider. The hardcopy of this document will be sent by Registered Post/ Courier to NJB / within 3 days after end of the entire examination).

3.3.7 Question Set

The Service provider must ensure a robust mechanism for preparation of questions and a secure mechanism for the transmission of the same to the computer nodes during examination. The Service provider shall adhere to the following:

1. Ensure to maintain highest standard of confidentiality in creation, processing, maintenance, storage, encryption and administration of question set
2. Ensure that the question items are not directly taken from question papers of any other examinations during last two years.
3. Arrange for creation of items with the help of dedicated panel of subject experts
4. Ensure multi-level of validation of items created by panel of subject experts
5. Questions would be created topic-wise and subsequently the same would be clubbed
6. Difficulty level of items would be assigned by one panel of subject experts and the same would be validated by another panel of subject experts
7. Pool of questions will be created topic-wise/subject-wise with proper tagging of difficulty level of each question item
8. Complete set of question papers would be generated from the pool of questions through a computerized programme just before downloading the question paper for the examination
9. Ensure that the question papers have similar difficulty level across various sets of question papers for one examination
10. If translation of question items is required, translation work will be done through a dedicated panel of experts
11. Same meaning and sense of question is retained in the translated version as in the original language
12. Ensure proof-reading of each question.
13. Questions must be randomized
14. Sample set of question paper must be submitted to the NJB at least 15 days prior to the conduct of the Mock Test at the first venue
15. Questions shall be available only 1 hour prior to examination. Questions shall not be available earlier than 1 hour
16. Question set shall transmit from Central Server to Local server only after best encryption (as on date of examination. As on date it is at least 256 bit encryption).
17. Perfection of question should be of the highest level. In extreme cases, a maximum of 2 wrong questions in any given set of 100 questions in a shift will be allowed.[only the first 2 wrong questions in a set of 100 shall be considered as allowance. In case the errors cross the 2 number mark, then penalty shall be levied on all the error questions including the permitted 2 numbers] Ex: if there were 2 errors, there shall be no penalty. If there were 3 errors, then penalty shall be applicable for 3 errors]
18. Encryption shall have “ZERO HUMAN INTERVENTION”.

Self-review by candidates

- a) Service Provider must ensure to expose the master question set of each shift in a form that can be uploaded on the website.
- b) The candidates who had appeared in the examination would be given a link by the NJB to challenge questions/ tentative answer keys.
- c) The master set of question will be visible to candidates for a limited period of time as decided by the NJB.
- d) The challenges on the Questions/Answer keys will be given to the Service Provider for processing the challenges.

Preparation of final scores

- a) Service Provider will finalise the answer keys within 5 days of the receipt of the challenges and provide the same to NJB.
- b) For arriving at the final scores of the candidates, an approved normalization formula will be applied on the raw scores.
- c) Service provider will provide the scores of the candidates within 5 days of the finalisation of answer keys.

3.3.8 Manpower Support

The Service Provider is required to offer the following specific manpower at each venue but not limited to the list given below:

1. Coordinators:

Chief Coordinator: The service provider will position one Chief Coordinator in the Headquarters of the Board, who will be its own employee and will be responsible for the overall coordination between NJB and all other functionaries appointed by the Service Provider, who are associated with the conduct of examination(s). He/ she will inter-alia perform the following functions;

- a) Finalization of venues
- b) Enabling and energizing the Central Dashboard at the NJB-HQrs.
- c) Collating & processing all inputs from various Regional and Sub-Regional Offices
- d) Coordinating the work of processing the scores and preparation of Merit List including the processing of challenges
- e) Providing responses on RTI applications, complaints, grievances, court related matters, police cases etc.
- f) Providing all reports required by NJB
- g) Any other functions assigned by the NJB

Chief Coordinator will be assisted by one or more permanent employee(s) of the Service Provider. He / She will be the representative of the Service Provider and will be the single point of contact at NJB HQ for all examination related matters.

Regional Coordinators:

Regional Coordinators will be employees of the Service Provider, will be positioned **one** at each Regional/ Sub-Regional Office of the Board and will be the coordinator for all matters

related to examinations in that region. He / She will be the single point of contact for that region.

2. **Venue Manager:**

Venue manager will be responsible for the complete management of the venue. He/ she will check the credentials of the manpower deployed at the venue and ensure satisfactory conduct of the examination functionaries including dress code, identity cards etc. As the leader/head of the examination venue, he/she will be responsible for seamless conduct of examinations in all respects. He/she will communicate all inputs from the venue to the concerned Regional /Sub-Regional Office directly or through his/her regional coordinator. As the head of the venue, he/she shall be responsible to handle and manage all eventualities such as reporting examination related malpractices to the concerned agencies (including lodging FIR with the police).

3. **Lab Supervisor:**

Each room/lab must be provisioned with a supervisor. He/she will supervise the invigilation process at lab/room. Will meet the same requirements prescribed under invigilators. All invigilators will be under the control of respective Lab Supervisors. Lab supervisor will ensure high standards of invigilation from the invigilators under him/her.. [at any given point in time, a lab supervisor shall not be an employee of that venue]

4. **Invigilators**

(1 per 50candidates): The Service Provider will ensure that the invigilators are;

- At least 21 years of age
- With prior experience of invigilation
- Invigilators will be regularly shuffled among labs/venues
- Must wear distinct badges/identity cards at the exam venue

5. **Software Support Engineer:**

During the conduct of examination at any identified venue, there shall be an on-site software technical support staff, who shall be able to offer support to the venue and to the candidates in the event of any such challenges with respect to the Software that are used in the examination.

6. **Infrastructure/Network Support Engineer:**

During the conduct of any examination at any identified venue, there shall be an on-site Infrastructure & Network support staff who shall be able to offer support to the venue and to the candidates in the event of any such challenges with respect to the Hardware /Network and the support incidents that are identified during the said examination.

7. **Security Staff:**

Security within the venue is the sole responsibility of the service provider. Security Staff must be engaged from Registered Professional Security Agencies. The Security staff so deployed at venues must be empanelled with the security agency and shall comply with the dress code, display identity cards, adhere to discipline, and show professional conduct while frisking and other security related activities. The guard at entry point shall frisk the candidates (separate for male & female) with Hand held metal detector devices. A senior

functionary of the security agency designated as Security Supervisor must be positioned at the Control Room of NJB HQ during the entire examination cycle.

8. Multi-Tasking staff:

The Service Provider shall ensure deployment of adequate Number of Multi-Tasking staff for support and any miscellaneous services.

The Service Provider shall ensure that

- i. none of the exam functionaries deployed for any examination are appearing in the same examination as a candidate
- ii. None of their relatives are appearing as a candidate at the venue of their deployment.

3.3.9 Requirement Gathering

The Service Provider is expected to have conducted a comprehensive requirement analysis of the system, infrastructure and training needs in discussion with all the stakeholders. The Service Provider must have mapped the Functional Requirements of the proposed exercise and analyzed the existing gaps between the Functional Requirements and the functionalities provided by the software. The Service Provider shall identify the customization requirements for the implementation.

3.3.10 Compliance to Standards

- i. The Service Provider shall ensure industry standard formats for capturing, storage, processing, transmission and reporting of data.
- ii. The Service Provider must ensure that all the technology components adhere to flexibility, interoperability, usability, availability, manageability, security and integration standards as at Section 5.3 of this document

3.3.11 Adherence to Implementation Plan and Project Governance Structure

- i. The Service Provider shall adhere to roles and responsibilities as defined in the RFP.
- ii. The Service Provider must conform to the defined institutional mechanism for project review and monitoring including risk management during the entire contractual period.
- iii. The Service Provider shall maintain documentation related to the project with adequate traceability matrix and version control wherever necessary.

3.3.12 Temporary Dashboards & Modules

Service provider shall be responsible to setup CONTROL ROOM in the NJB headquarters. The service provider must provide an automated DASHBOARD in the control rooms of Headquarters of the Board. Service provider shall provide the required hardware, peripherals including LCDs and Software.

1. The proposed dashboard/system shall be made available 10 days prior to the start of examination and for 10 days after the completion of examination.

2. A National Level Status indicator will be available at the HQ which will display the status of Examinations at Pan-India Level and at Regional/City/Venue level.
3. Feeds of CCTV surveillance data (on demand) as prescribed by NJB
4. Should be available on Graphical User Interface drilling down to the venue level.
5. Dashboards must be REALTIME to the extent possible.
6. Information that cannot be shown Real-time should be available on “Near-Real time” mode.
7. Other information, as desired by the NJB shall be made available as downloadable reports for end of Shift, end of Day and end of complete examination.
8. Each Regional/Sub-Regional office must have a Dashboard available on their desktops for view
9. Apart from a Desktop based dashboard, the NJB Headquarters will be provided with an LCD-wide-screen (40”) dashboard to be made available by NJB.
10. The dashboard will contain the following aspects:
 - Attendance at each venue (no. of candidates appearing for exam)
 - Check-list of facilities at each venue must be made available for Regional and Sub-Regional Offices & Headquarters
 - Except for the candidates examination data, all major aspects of venue will be available on this dashboard
 - Status of start & end of Examination
 - Status of capturing of Biometric details
 - Status of download of question paper from Data Centre/cloud to Venue Server
 - No. of live nodes
 - Status of any node getting affected
 - Status of transfer of exam data to central system
 - Status of sealing of venues
 - Indication on any blackouts at any location, at any point in time during the conduct of examination

3.4 Roles and Responsibilities of Service Provider

1. The detailed scope of work and responsibilities for the selected Service Provider are discussed in earlier sections of this document. In addition to these roles and responsibilities, the responsibilities of the selected Service Provider will also include but will not be limited to the following:
2. Design a portal
 - Application submission
 - Acceptance by applicant as declaration
 - Scrutiny of the complete application
 - Uploading photograph (of applicant)
 - Uploading signature (scanned signature) of applicant

- Evaluation of the application for totality
 - Submission of application to the portal
 - Generation of acknowledgement slip of the application
 - Acceptance of payment of fee through a secure payment gateway (preferably managed by any Indian Bank/agency)
 - Acceptance through Net-banking, Credit/Debit/Cash cards, UPI, BHIM etc., [Any service charges against credit/debit shall be charged from applicant]
 - Submission of daily collection status to NJB
 - Consolidated collection details to NJB
 - Allotment of examination slot/venue
 - Generation of Hall-tickets
 - Sending hall-tickets to the registered email address of the applicant
 - A portable document (PDF) of the completed application should be available for extraction in future
3. Procure and Implement the Infrastructure (Software and Hardware) for the project as per specified requirements
 4. Design, test and deploy software at venues of the examination
 5. Setup requisite infrastructure at the venues of examination
 6. Provide training to individuals/staff/support staff and Government officials as required
 7. Configure the solution to facilitate access to the software from all the identified locations / users
 8. Provide necessary software and IT infrastructure maintenance support
 9. Work in close coordination with NJB, Project Monitoring Unit (PMU)* and other stakeholders for this project; and provide reports as required by NJB
 10. Carry out the activities as indicated in the contract agreement and submit all the mentioned deliverables within the stipulated time-frame
 11. Ensure that the timelines are strictly adhered to, and ensure resolution within timelines set out by the NJB.
 12. Ensure compliance with the project SLAs
 13. Implement a version control tool to record each and every version of the software release, as well as ensure that all security measures are in place to secure the data, code or functionality
 14. Ensure that no personal/private information relating to candidates is shared with any unauthorized entity.
 15. Ensure maintaining sanctity of the examination at all cost. This includes
 16. Confidentiality of Question sets
 17. Subject matter experts
 18. Gate management and security and safety at exam venues
 19. Outsourcing of activities
 20. Security related to data of candidates & venues
 21. Software, hardware, network and other support infrastructure

22. Service provider will collect biometric information from each candidate appearing for examination, in the form of (i) Thumb impression (ii) Photograph. This information must be transferred to the NJB as “PDF file” and as “digital data”.
23. Biometric information collected from candidates, supervisors, invigilators or any other official entrant related to the exam, shall conform to the security guidelines, interoperability and procedures as defined in the “E-GOV Standards” Manual of Government of India.
24. Biometric information shall be transferred to Board within the time stipulated by NJB after completion of any given examination. On successful upload, the biometric information must be erased /removed from service provider’s system/storage.[Biometric data shall be securely transferred to NJB and the SP shall undertake that the biometric data shall not be transmitted to any other individual or agencies at any circumstances]
25. Biometric information collected at venue must be erased after a period defined in consultation with the Board and a certificate to this effect must be furnished to the Board.
26. Service provider shall provide a mechanism to NJB to access data related to biometric, photograph of candidates, to enable the Board to generate PDFs as required for individual candidates or a group of candidates or for specific venue.
27. In all subsequent stages of examinations, biometric data of candidates, captured in any previous tiers/stage of examination will be verified by the Service provider conducting subsequent examinations.

2. **Documentation:** The Service Provider must ensure that complete documentation of the Project is provided with Standard Operating Procedures (SOP), Minutes of Meetings, etc., and adhere to standard methodologies in software development/operations as per ISO standard and/or CMMi models.

3. **Project Monitoring Unit (PMU):** A Project Monitoring Unit will be appointed by NJB to monitor the operations of Service Provider in the conduct of examinations and may make sample inspection of venue.

4. Functional Requirements for the Project

This chapter summarizes the overall Functional Requirements that need to be met by the selected Service Provider

4.1 Basic Requirements to be met by the system

The system to be deployed by the Service Provider must be able to deliver the minimum services listed below. The Service Provider shall implement all the necessary functional, technical, operational and other supporting requirements to meet these functionalities.

4.2 Functional Requirements

The proposed system shall be a core, automated, scalable and integrated software application, deployed centrally at Data Centre (DC) which could be securely accessed only by authorized users over secure connectivity.

4.2.1 Software Application Requirements

1. **Language Support:** Examination software must provide in English. All displays on candidate's computer nodes must be in English..
2. **Dates:** All functionality must properly display and transmit date data in DDMMYYYY format.
3. **Test Engine:** Test engine must support the following functionalities apart from other functions. The system must have capability
 - a) to shuffle questions
 - b) to shuffle answer options
 - c) to display images of different formats along with the text on the same screen
 - d) to ensure high-clarity and complete image within the display area along with the respective question in the same screen
 - e) to enable candidates to navigate between questions within the stipulated time
 - f) to show the candidates' credentials including text and images
 - g) to present questions and answer options in a randomized way in such a manner
 - h) that every candidate gets a different version of randomized question set
 - i) The screen shall not allow any form of computing software like calculators etc.
4. The examination software must capture candidate's data & information real-time while taking the examination.
5. The system must automatically stop when the time limit is over. However, in the event of any break/delay/interruption during the examination, such time of Break /delay/interruption shall be compensated accordingly by the system to ensure that every candidate gets the full allocated duration of time.
6. The software must not store any response of the candidate at computer node. Software must have the capability to synchronize the responses in the real time with the local server at venue.

7. The software must be able to generate various reports for analysis such as score report, section-wise score report, feedback report, question paper report, summary report of candidate's performance etc., as required by the Board
8. At the completion of the examination, the software must generate the Candidate's log trail of examination. The data must be made available to the NJB on time.
9. The software must upload the candidates' examination responses directly to the Data Centre in the encrypted form.
10. Within one hour of completion of the shift, one copy of "Candidate's examination responses" in encrypted format must be made available to NJB.
11. While the examination is ongoing, access to all possible web resources must be blocked from the computer node of the candidate as well as any other computer peripherals. Similarly, functions like 'Copy-Paste, Cut-Paste, screen capture' shall be disabled. The Login should be captcha enabled.
12. The Examination software must be capable of hard closing the running applications and disabling all the ports along with the keyboard on the candidate's computer node.
13. While keyboard ports are disabled, only SCREEN-BASED-KEYBOARD (virtual keyboard) with randomized keys shall be available for login only.

4.3 Server & Equipment Requirements

The service provider shall ensure that the following parameters are adhered to:

1. The central Software will be securely hosted in the Data Centre (DC)/ Cloud.
2. Access to the server data, specific to the Examinations will be made available to NJB.
3. Service provider must hold primary software/question bank in owned data centre (not hired).
4. A Disaster Recovery Centre (as per Tier-III standards of DC/DR) must be available (or) a parallel cloud must be available as DRC.
5. The exam venue must have a separate Server Room with adequate number of primary and backup servers.
6. The computer nodes in the Examination Venue must be connected only by wired LAN. [any form of non-wired connectivity shall be disabled / removed]
7. Each of the computer node must be loaded only with the requisite operating System and the examination tool.
8. Service Provider must own the Servers (primary and backup) for the purpose of conducting examination at venues. Configuration for the primary and back-up servers must be identical. Primary and backup servers must be in sync and switching must be performed without any interruptions to the examinations being conducted.
9. Time hardening of examination servers must be done so that no one can change the server time.
10. MAC & IP addresses along with the asset ID as per the inventory records of such servers and computer nodes must be submitted to NJB as and when required.

11. After automated allotment of computer nodes subsequent to biometric registration of candidates, any allocation change in computer nodes shall be submitted to NJB at the end of each shift.
12. Automated allotment of computer nodes to candidates after biometric registration must be made in such a way that candidates are distributed in uniform pattern across the lab.(Ex: Odd-Even allotment).
13. Spare computer nodes must not be allotted to candidates, unless there is any fault in the nodes originally allotted to candidates.
14. The service provider must setup a “dummy-candidate computer node” for every examination for monitoring purposes at NJB Headquarters.
15. At each exam venue, the servers must be located in a room separate from the computer lab.
16. None other than the authorized personnel shall have access to the server area at the venue.
17. Each venue must have 10% additional spare working computer nodes. For instance if a venue has capability to host 100 candidates at one go, then there must be at least 10 spare computer nodes.

4.4 Non-IT Requirements

4.4.1 General

1. The Examination Venue must be made available for review, audit and inspection:
 - For examinations with candidature up to 5000 : at least 3 days prior to the conduct of examination.
 - For examinations with candidature beyond 5000: at least 5 days prior to the conduct of examination.
2. CCTV surveillance must be made functionally available in such a way that all candidates are covered under the surveillance setup. i.e., one camera may cater to 25 candidates, but all candidates and the examination area must be covered under the surveillance, which gets recorded to a central system at the Examination Venue.
3. Surveillance system must also cover the following areas:
 - a) Entry point of the Examination venue (Entry refers to the location from where the entry to computer lab starts including the locations of biometric registration).
 - b) Exit points of the venue, if the entry and exits are separate.
 - c) Server Room.
 - d) Pathway to washrooms.
 - e) Atop the water and other convenience facilities.
 - f) The room of the venue manager (if any).
 - g) The front area and the back area of the Examination Venue.
 - h) Any points specifically indicated by the NJB for comprehensive surveillance coverage of the Examination venue.

4. Sufficient space should be available for candidates in such a way that a candidate cannot see other candidate's screen. Cardboard, transparent material and thermocol are strictly prohibited in partitions.
5. Furniture of good quality should be provided for candidates to take examination.
6. Non-shadow lighting is mandatory for every hall of examination.
7. Examination venues should contain holding area to keep candidate's belongings.
8. Service provider must arrange to provide place for depositing mobile, handbag etc. and to handover the aforesaid article after the exam.
9. Centres should conform to the requirements of candidates who are physically challenged
10. Wheel chair facility to assist candidates with mobility challenges

4.4.2 Examination venue

Service Provider will be required to accredit agencies/ institutions, who have examination venue infrastructure as per the standards mentioned in this RFP. Service Provider will provide detail of such exam venues and certify that accredited exam venues comply with the standards defined in this document. The Service provider must have their own examination venue or have requisite Memorandum of Understanding (MoU) with the agencies/ institutions who would provide their computer nodes necessary for the conduct of examination at each exam venue. Service Provider will be required to submit an undertaking pertaining to the list of agencies/ institutions, their seating capacity and locations.

1. Acceptance of any venue as examination venue is at the discretion of NJB.
2. Examination Venues should be easily accessible and have well known address in the locality /city/ town where these are located. Congested areas to be avoided.
3. Antecedent detail of the venue owner, in case of hired/leased venues must be verified by the Service Provider and made available to NJB.
4. Coaching centres must not be used as the examination venue for the NJB exams. After pre audit, a computer lab selected for examination will not be used for any activity which could be prejudicial to the seamless conduct of NJB examination.
5. Venues must be identified as per the requirement of the examination at least 30 days prior to the scheduled date of the examination and communicated to NJB.
6. After audit of venues by NJB, the venue must be finalized at least 21 days prior to the commencement of the Examination.
7. Examination Venues must have adequate covered space for checking of documents and biometric registration of candidates. One counter with biometric machine is required to serve 30 scheduled candidates.
8. Service Provider must ensure the availability of sufficient number of Examination Venues across the Country covering all States and UTs.
9. Arrangement of necessary power backup (UPS and DG set or alternate power backup solution) shall be made at each Examination Venue. Connected UPS must have at least 20

- minutes of power backup. Service Provider must ensure that the power backup solution suffices as per the seating capacity of the examination venue.
10. Each examination venue must have a minimum capacity of 100 candidates. In exceptional cases, with prior approval of NJB, examination venues with lesser capacity may be engaged, provided these venues strictly conform to the requirements specified.
 11. Service Provider must conduct 01 “full load mock test” (dry run) prior to start of the examination, as per mutually agreed schedule.
 12. Service Provider must submit certification of the nodes eligible for conducting the computer based examination and sealing of the examination venue after conducting successful mock test. The examination venue will be sealed after completion of examination for the day and
 13. certificate to this effect will be provided to NJB by the Service Provider on day-to-day basis. The certificate will be submitted online which will be available for verification by NJB from the centralised Dashboard.
 14. Service Provider will provide for allocation of alternative computer node from the audited spare capacity to candidates in case of failure of any node and assist them to undertake the examination with minimum disruption.
 15. Following facilities / arrangements are required to be provided for Persons with Disability (PwD) candidates:
 - As far as possible, the venue of the examination should be allotted within the city of their choice.
 - Evening shifts should be avoided for these candidates.
 - Their examination venue should be as near as possible from the city centre
 - Their examination lab should preferably be on the ground floor or within a short distance from the lift
 - Examination venue should have disabled-friendly washroom facilities
 - Facility of wheel chairs may be provided to candidates, if required.
 16. Following facilities / arrangements are required to be provided for female candidates:
 - As far as possible, the venue of the examination should be allotted within the city of their choice.
 - Evening shifts should be avoided for these candidates.
 - Their examination venue should be as near as possible from the city centre.
 17. While a candidate enters the examination venue, the following activities shall be ensured:
 - Frisking (separately for male and female candidates).
 - Service Provider must ensure one level of frisking with hand-held metal detector devices.
 - Capture biometric details of candidates (as required).
 - Biometric registration of the candidates should start 1 hour before the conduct of exam and concludes well within the time of start of examination.
 18. During the conduct of Examination, the following activities must be ensured with minimum disturbance to candidates:

- Take signature, thumb impression, and handwritten statement from the candidates' on Attendance Sheet and Board copy of Admission Certificate, wherever applicable.

19. After conclusion of an Examination:

- Admission certificate with photograph and signature of candidates must be uploaded to the central system in batches of 50 (50 sheets will constitute one PDF file).
- Signed Attendance sheet must be uploaded to central system on the same day.
- Examination data including candidate responses, etc., must be transferred to the central system after encryption.
- NJB's Copy and Attendance Sheets in original, must be sent to NJB by registered post or by courier on the same day.

4.5 4.5 Manpower Requirements

- i. Each Examination Venue must have the manpower as described in the table below:

S No	Description	Job/Duties	Terms of Engagement	Count
1.	Chief Coordinator	Overall coordination with NJB, Will be stationed at NJB HQ	An employee of Service Provider	One Assisted by one or more employees of the Service Provider.
2.	Regional Coordinators	Coordinate with NJB Regional and Sub-Regional Offices	An employee of Service Provider	One per Region.
3.	Venue Manager	Overall management and supervision of the examination venue	An employee of Service Provider. List must be provided to NJB in advance	One per venue irrespective of the size of the Venue.
4.	Lab Supervisor	Supervision of the examination in computer lab	Employee of Service Provider. (or) From a dedicated panel maintained by the Service Provider on long term contract basis and duly verified by Service Provider. The panel must be submitted to NJB in advance	One per Computer lab.
5.	Invigilator	Vigil on the examinations being conducted	Outsourcing Allowed. List must be provided to NJB in advance One per 50	One per 50 candidates

S No	Description	Job/Duties	Terms of Engagement	Count
			Candidates.	
6.	Software Support	Software Support during the conduct of examination	Employee of Service Provider. List must be provided to NJB in advance . Minimum One per venue ;One for every200 candidates for large Venues.	Minimum One per venue ; One for every 200 candidates for large venues
7.	Network & Hardware support	Network and hardware support at examination venue	Outsourcing Allowed. List must be provided to NJB in advance for large venues.	Minimum One per venue ; One for every 200 candidates for large venues
8.	Security & Frisking	All functions related to security of the venue including gate management, frisking, and internal security.	Only from registered professional security agencies.	Minimum of two males &one female staff. Additional one male and one female staff for every 100candidates
9.	Washroom cleaning staff		Outsourcing allowed	One each for Male / Female washroom
10.	Support staff Formaintenance of centres.		Outsourcing allowed	Adequacy to be maintained

- The personnel deployed at the venue shall maintain a uniform dress code, to be decided by the Service Provider in consultation with NJB. The Service Provider shall be responsible for maintaining dress code by the personnel deployed at the venues.
- All personnel deployed by the Service provider shall wear distinctly visible Photo-ID Cards.

4.6 Surveillance system requirements

All Examination Venues will be covered with CCTV surveillance. Cameras should be installed in such a manner that it covers the entire examination area, walkways with continuous recording of the examination.

Following minimum functionality must be supported by the surveillance system:

- 1) At least 2 CCTV cameras should be installed diagonally in an examination venue having seating capacity of 50 Candidates. After that 1 additional CCTV Camera will be required for each set of additional 50 Candidates.

- 2) CCTV camera feeds must be stored locally on the server at 10 Frames per second (FPS) and Full HD (1080 Pixel) Resolution. The system shall be configured in such a way that Full-HD does not enable zooming to the extent where the screen/question is visible during the conduct of examination.
- 3) CCTV camera must capture Examination Venue activities from 60 minute before the examination to 60 minutes after the completion of examination. If examinations are conducted in more than one shift, the CCTV surveillance must start 60 minutes before the beginning of the first shift and continue without break until 60 minutes after the completion of final shift.
- 4) Service Provider will be required to store CCTV camera feeds with necessary metadata to data centre server for all the exams within 72 hours after the examination. In exceptional circumstances such as natural calamity, with prior approvals, the feeds must be made available within 07 days.
- 5) CCTV cameras must be IP enabled. Web based access must be provided to the live feed during the examination at designated control room at NJB HQ and Regional Offices.
- 6) Service Provider is required to share the CCTV footage with NJB either through a File Transfer mechanism or by providing access to the storage servers, and also keep a copy of the same securely till One year after the completion of the exam.
- 7) Backup of such feeds, stored in magnetic media (tape/disk) should be handed over to the NJB after 1 year

5. Technical Requirements for the Project

This chapter summarizes the overall Technical Requirements that needs to be complied

5.1 Software Requirements

Software Solution must be Network enabled web based system, built on enterprise application platforms with sufficient flexibility for configuration based on NJB needs. The proposed solution must use standard relational database.

- 1) Software must support an active Dashboard during the exam to monitor the exam status on a real time basis on the day of examination.
- 2) Must have capability to generate audit trails and logs. Only authorized users should have access.
- 3) Software system must support digital signatures or e-sign-in capability. These capabilities shall be restricted to submission of final scores & documents by the Service Provider to the NJB.

5.2 Software and other standards

The software shall be certified as “Safe to Host” by any CERT-in empanelled agency. Cost of CERTin certification will be borne by the Service Provider.

5.3 Compliance with Industry Standards

The Solution shall be based on and compliant with industry standards (their latest versions as on date) wherever applicable. This will apply to all the aspects of solution including but not limited to design, development, security, installation, and testing. There are many standards that are indicated throughout this RFP as well as summarized below. However the list below is just for reference and is not to be treated as exhaustive.

Details	Compliance
Information access/ transfer protocols	SOAP, HTTPS
Interoperability	Web Services, Open standards
Information Security	System to be ISO27001 compliant
Service Management	ISO 20000 specifications
Project Documentation	IEEE/ISO specifications for documentation
Internet Protocol	IPv6 ready equipment

5.4 Performance Metrics

The Service Provider shall ensure that the project meets SLA requirements, standards, specifications and performance prescribed, by ensuring that the following are associated with clear, quantifiable metrics for accountability:

1. Performance

2. Availability
3. Security
4. Manageability
5. Scalability
6. Inter-operability & Integration
7. Standards and protocols

The solution must meet all functional, non-functional and management requirements as mentioned in the document. Some of the key acceptance criteria are defined in the table below.

1. Performance - The system shall provide fast and steady response times (Quality of Service). The maximum user response time shall be less than 5 (Five) second over LAN, for the next screen to appear or the existing screen to refresh for submission of data. The speed and efficiency of the system shall not be affected with growing volumes, especially during search operations, reporting, MIS, online processes and batch processes.

2. High Availability – Systems shall be available for 99% of the planned uptime

3. Security – Shall be ISO 27001 certified.

5.5 Network connectivity

SI No	Net Work Link	Locations/Connectivity	Bandwidth Size (Indicative)	Service Provisioning by
1	N1	All locations (Examination Venues) shall have local LAN with minimum CAT-5 cable based LAN network	Minimum 100 Mbps	Provision locally
2	N2	Connectivity to DC/DR/CLOUD	Secure connectivity to DC/DR/Cloud	Preferred Government network provision , or any secure private connectivity

5.6 Minimum technical requirement at Examination Venue

5.6.1 Servers at Examination Venues

The Service Provider must provide the following minimum requirement at Exam venue for **local servers**:

Processor	Best processor to serve the terminals
RAM	4GB or higher

Operating system	Compatible for candidates systems as clients, must meet the performance criteria
Performance Criteria	Must support at least 100 clients without any degradation in performance. All mouse/key clicks are to be recorded for each client with time stamp (5 seconds) for audit purposes. Response time for question/page loading must be less than five second. All responses to be acted upon in real time.

5.6.2 Minimum requirement for Computer Nodes:

Monitor/Terminal size	15 inch or 17 inch
Processor	CPU Speed: 1.5 GHz or above.
RAM	2GB or higher
Others	<ul style="list-style-type: none"> • USB disabled, Keyboard disabled during exam after login • Proxy disabled (Direct Internet) • All mouse/key clicks are to be recorded for each client with time stamp for audit purposes. (in milliseconds) • All responses to be recorded upon in real time. • Internet disabled.

5.7 Infrastructure Support to NJB

1. Service Provider will install necessary server, storage, support, dashboard infrastructure & network equipment at the NJB HQ (presently located at Park Street but may be shifted to Patsan Bhawan , Rajarhat if building is ready by that time) . The servers shall be placed by the service provider 30 days prior to the start of Registration by candidates and shall be in the supervision of the NJB until 30 days after the publication of the results. The server shall be moved out of the NJB premises after due approval and migration of complete data to a server /storage space, designated by the NJB.
2. The servers & storage will store the following data of examination not limited to:
 - Biometric data along with logs
 - Examination data, responses and other related data with time stamps
 - Uploaded scans of Board Copy of Admission Certificates and Attendance Sheets, etc.
 - Retrieval of reports as and when required by the NJB.
 - CCTV footages, CCTV live streams and other relevant data submitted by the Service Provider at intervals defined by the NJB.
3. Necessary software for retrieval of above data in the form of queries, reports etc. shall be provided by the Service Provider to the NJB.
4. NJB will provide space & raw supply of electricity for setting up the infrastructure. Service provider will install requisite UPS for the IT Infrastructure. SP will finalise the space after inspection. The complete IT Infrastructure installed at the NJB Headquarters along with

software (as mentioned in 5.7) will be fully handed over to NJB at the end of the contract. For this purpose SP shall inspect existing space in NJB HQ to see feasibility.

6. Operational Requirements for the Project

This chapter summarizes the overall Operational Requirements

- **Software Application Requirements**

1. The application software must be architected, designed and deployed in a manner to cater to the projected load without any degradation of performance and shall meet the defined SLAs as explained above.
2. The database schema and design must be capable of handling current and future loads.
3. The proposed solution must be vertical and horizontal scalable i.e. scalable to handle Increased usage than the projected usage and scalable to handle new business Requirements
4. Service Provider will give audit certificate if it is hired and not owned and ownership certificate & CERTIN certificate if owned.
5. **Support Requirements** The Service Provider shall provide Operation and maintenance (O&M) support to NJB till the end of the contract.

7. Indicative Examination Data (likely to change depending on requirements)

1	Asst. Director (Mkt. Promotion, Scheme Imp./ Export Promotion)	2	0	0	0	2	Max-.35	Master in Business Administration (MBA) from recognized University or Equivalent with specialization in Marketing
2	Asst. Director (Technical - Technology)	1	0	0	0	1	Max-.35	B. Tech in Textile / Jute Technology or Equivalent
3	Accounts Officer	2 (75% by Promotion & 25% by DR)	0	0	0	2	Max-.30	B.Com/M.B.A (Finance) or Equivalent
4	Private Secretary	2 (By promotion failing DR)	0	0	0	2	Max-.30	Graduate from a recognized University with at least 6 months Diploma in Secretarial practice. English Short Hand speed of 120 wpm and English Typing speed of 30 wpm. Knowledge basic operation of computer viz. MS word, Excel, Power Point, Internet etc.
5	Executive Asst.	2+1=3 (75% promotion & 25% DR)	0	0	0	3	Max - 30	Graduate from a recognized University with at least 6 months Diploma in computer operation
6	Accountant	4 (By promotion failing)	0	0	0	4	Max - 30	B.Com from recognized University. Knowledge of operation of Tally Accounts Package and

		which by DR)						basic operation of computer viz MS word, Excel, Power point, internet etc.
7	Private Asst.	3 (By promotion failing which by DR)	0	0	0	3	Max - 30	Graduate from recognized University with at least 6 months Diploma in computer operation / Secretariat services. English Short Hand speed of 100 wpm and English Typing speed of 30 wpm. Knowledge of basic operation of computer viz. MS word, Excel, Power Point, Internet etc.
8	Jr. Accountant	2 (By promotion failing which by DR)	0	0	0	2	Max - 27	Graduate from recognized University. Knowledge of operation of Tally Accounts Package and basic operation of computer viz MS word, Excel, Power point, internet etc.
9	Office Assistant	3	0	0	1	4	Max - 27	Graduate from recognized University with at least 6 months Diploma in computer operation. Knowledge of basic operation of computer viz. MS word, Excel, Power Point, Internet etc. is must.
10	Stenographer	3	0	0	0	3	Max - 27	At least 10 + 2 (Intermediate) Certificate from a recognized Board with at least 6 months diploma in computer knowledge of basic

								operation of computer viz. MS word, Excel, Power point, internet etc. English Short Hand speed of 80 wpm and English Typing speed of 30 wpm.

8. REQUIREMENTS FOR VENDORS

- P.C. connected with internet.
- Registration with Service provider portal www.tenderwizard.com/TWEPROC • The vendor should possess a Class III Digital Signature certificate (Mandatory).
- (Bids will not be recorded without Digital Signature Certificate.)
- In case of any clarification please contact ITI Ltd., before the schedule time of the e-Procurement.

Contact Helpdesk:-

HELPDESK NO. 9073677150/151,152, E-mail: helplinetenderwizard@gmail.com

- a) For registration, Submission procedure and method of correspondence etc. Please visit our website:

www.tenderwizard.com/TWEPROC and click on the link Vendor Help.

- b) To obtain the Class III digital signature certificate or further details please visit our website:

www.tenderwizard.com/TWEPROC

- c) Registration/Enrollment of Bidder on e-procurement Portal of TWEPROC:

In order to submit the Bid, the bidders have to get themselves registered online on the eProcurement portal of TWEPROC with valid Digital Signature Certificate (DSC) issued from any agency authorized by CCA and which can be traced up to the chain of trust to the Root Certificate of CCA.. The registration should be in the name of bidder, whereas DSC holder may be either bidder himself or his duly authorized person.

The bidders will have to accept unconditionally the online user portal agreement which contains the acceptance of all the Terms and Conditions of NIT including Commercial and General Terms & Conditions and other conditions, if any, along with on-line undertaking in support of the authenticity of the declarations regarding the facts, figures, information and documents furnished by the Bidder on-line in order to become an eligible bidder. No conditional bid shall be allowed/accepted.

The bidder will have to give an undertaking online that if the information/declaration/scanned documents furnished in support of the same in respect of eligibility criteria is found to be wrong or misleading at any stage, they will be liable to be punitive action.

d) Help for participating in e-tender:

The detailed method for participating in the e-procurement are available in the website www.tenderwizard.com/TWEPROC. The bidders have to Log on to TWEPROC's web site and then click on the specified links to start participating in the e-tendering process.

Bidders are also free to communicate with the contact person of service provider to get all clarifications regarding the mode of the e-procurement process.

NB : (I) Please note that there is no provision to take out the list of parties downloading the tender document from the above referred web site . As such , tenderers are requested to see the website once again before due date of tender opening to ensure that they have not missed any corrigendum uploaded against the said tender after downloading the tender document. The responsibility of downloading the related corrigendum , if any , will be that of the downloading parties.

(ii) No separate intimation in respect of corrigendum to this RFP (if any) will be sent to tenderers who have down loaded the document of TWEPROC.

e) The offer should be submitted (uploaded) as per the terms and conditions and procedures laid down in the website of M/s ITI Ltd www.tenderwizard.com/TWEPROC tender document failing which the offer is liable for rejection.

Bidders should download the complete RFP including the Annexure and read carefully before filling the details and uploading the documents.

f) The bidder must upload all the documents required as per the terms of RFP. Any other document uploaded which is not required as per the terms of the RFP shall not be considered.

9. PART II – SUBMISSION PROCESS

This section II of the RFP comprises of the bidding guidelines, instructions to the bidders, evaluation criteria, formats for bid response etc.

The bids are invited by the National Jute Board (NJB) for selection of Service providers who would conduct Computer based Examinations for the candidates who apply for various examinations conducted by the NJB for direct recruitment posts.

The bidders are advised to study the Bid document carefully. Submission of bids shall be deemed to have been done after careful study and examination of the Bid document with full understanding of its implications. This Section provides general information about the Issuer (NJB), important dates and addresses for submission of the bids.

Issuer

This RFP is being issued by the National Jute Board , Kolkata.

Contact Person

Shri Jayabrata Kar, Asst Director – will be the contact person for this project

Address for Correspondence

Shri Jayabrata Kar, Asst Director

3 A Park Plazas, 3rd Floor

71 Park Street

Kolkata – 700 016

9.1 Request for Proposal Data Sheet

SI No	Important Information	Details
1.	Non Refundable Tender Fee	Rs.5,000 (Through gateway)
2.	Publication of RFP Document in tender wizard	26 th December 2019
3.	EMD Rs.2,00,000	Rupees two lakhs only
4.	Last date for submission of written queries for clarifications.	2 nd January 2020
5.	Date of Pre-bid conference	6 th January 2020 , 11:30 AM
6.	Release of responses and clarifications on pre-bid queries	8 th January 2020
7.	Last date for receipt of proposals online in response to RFP notice	22 nd January 2020 , 5:00 PM
8.	Date and Time of opening of Pre-Qualification bids received in response to the RFP	23 rd January 2020 , 1:00 PM
9.	Date and Time of online opening of Technical Proposal received in response to the RFP notice for	27 th January 2020 , 1:00PM

SI No	Important Information	Details
	successful bidders	
10.	Date and Time, Place for Technical Presentations	29th January 2020 , 11:30 AM, Kolkata
11.	Date and Time of online opening of Financial proposals received in response to the RFP notice	3 rd February 2020, 11:30 AM (Bidders who qualify technically)
12.	Contact Person for queries	Sh Jayabrata Kar (Asst. Director NJB)
13.	Addressee and Address at which proposal in response to RFP notice is to be submitted Only those proposals submitted online shall be entertained. Other forms of submissions will not be entertained	Online – www.tenderwizard.com/TWEPROC

. No

Important Information Details

9.2 Procurement of RFP

The RFP can be downloaded from the ITI website www.tenderwizard.com/TWEPROC. The same can also be downloaded from the NJB website www.jute.com under Tender and Procurement link .The tender fees is Rs.5,000.00 (Rupees Five Thousand only) which should be paid through online payment gateway.

E-Tender Processing Fee –As applicable online shall be paid to M/s ITI Limited through their e-gateway by credit/debit card, internet banking facility through website www.tenderwizard.com/TWEPROC.

The tender fees and processing fee are non-refundable even if the bid is not submitted.

The bidders are expected to examine all the instructions, forms, terms, project requirements and other information in the RFP documents. Failure to furnish all information required, as mentioned in the RFP documents, or submission of a proposal not substantially responsive to the RFP documents in every respect, shall be at the bidder's risk and may result in rejection of the proposal and forfeiture of the bid fee.

9.3 Bid Clarifications

The bidders need to send their queries on Bid document before the dates as mentioned above Para . The clarifications can be sent in writing or by email to Assistant Director-NJB, 3 A Park Plaza , 71 Park Street , Kolkata 110003, (email: jkar.ad@njbindia.in)

9.4 Pre-Bid Conference

NJB shall host a Pre-Bid Conference, time schedule as stated above at NJB Headquarters, Kolkata. NJB may incorporate any changes in the RFP, based on suggestions acceptable evolving from interactions on the RFP document, during the pre-bid conference. The decision of NJB regarding

acceptability of any suggestion shall be final. It may not be possible at the Pre-Bid Conference to answer questions which are received after the conclusion of the pre-bid conference. However, prospective bidders are free to raise their queries during the meeting. The responses will be conveyed to all the prospective bidders (byway of hosting amendments/ clarifications on the website). The representatives of the bidders may attend the pre-bid conference at their own cost. The purpose of the conference is to provide bidders with information regarding the RFP and the proposed requirements specifically with regard to this RFP. NJB shall provide each bidder with an opportunity to seek clarifications regarding any aspect of this RFP and the project, during the pre-bid conference.

9.5 Issue of Clarifications

NJB at its own initiative or in response to a clarification requested by a prospective bidder(s), can issue a corrigendum. All corrigenda would be published on www.tenderwizard.com/TWEPROC and website of NJB . All such corrigenda shall be binding on all the bidders. The bidders are also advised to visit the aforementioned website, on a regular basis for checking necessary updates in regard to this RFP. All enquiries from the bidders relating to this RFP must be submitted in writing or by email, exclusively to the contact official of the NJB. Contact details are provided in this RFP. The queries should necessarily be submitted in the following format:

S. No	Bidding Document Section	Bidding Document Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions
1					
2					
3					

NJB shall give an appropriate response to all queries of the bidders. However, NJB claims no warranty as to the completeness or accuracy of the response on the query thus raised, nor does NJB undertake to answer all the queries that have been posed by the bidders. All responses given by NJB will be available to all the bidders through the website www.tenderwizard.com/TWEPROC and www.jute.com.

10 Instructions for submission of the Bid

10.1 Instructions

- Proposals must be direct, concise, and complete.
- NJB will evaluate proposal received from a bidder, based upon its clarity and the directness of its response to the requirements of the project, as outlined in this RFP.
- Bidders shall furnish the required information on their technical and commercial proposals in the enclosed formats only.

10.2 Mode of Submission

Submission of the bid through the www.tenderwizard.com/TWEPROC .

1. NJB will not accept delivery of proposal in any manner other than what has been prescribed in this document. Proposal delivered in any other manner shall be treated as defective, invalid and is liable to be summarily rejected.
2. Technical proposal should not contain any commercial information.
3. The proof with technical and commercial proposals, should be submitted along with a certified true copy of the corporate sanctions/approvals specifying the authorized representative of the bidder concerned, to sign/act/execute documents forming part of the bid submitted, including various RFP documents and binding contracts, at the portal.
4. If any bidder does not qualify in the technical evaluation, the Commercial Proposal will be not be opened.
5. The proposals shall be valid for a period of nine (9) months from the date of opening of the proposals (270 days from the date of opening of proposals). A proposal valid for a shorter period could be summarily rejected. Bids, once submitted cannot be withdrawn by the bidder concerned until the completion of evaluation process.
6. In exceptional circumstances, at the discretion of the NJB, the Board may solicit the bidder's consent for an extension of the validity period. The request and the responses thereto, shall be made in writing.

10.3 Authentication of Bids

The original and copies of the bid, shall be typed or written in indelible ink and signed by the Bidder or the official duly authorized by the bidder to this effect. A letter of authorization shall be supported by a written power-of-attorney, accompanying the bid. All pages of the bid, except for un-amended printed document, shall be initialed in ink and stamped by the authorized person or persons signing the bid.

10.4 Interlineations in Bid

The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder. In such a case, the requisite corrections shall be initialed by the authorised person or persons signing the bid.

10.5 Late Bids

Bids received after the due date and the specified time (including the extended period, if any) for any reason whatsoever, shall not be entertained.

10.6 Proposal Preparation Costs

The bidders shall be responsible for all the costs incurred in connection with their participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by the NJB to facilitate the evaluation process, and in negotiating a definitive Service Agreement (Master Service Agreement as per the RFP) and all such activities related to the bid process. This RFP does not commit NJB to award a contract or to engage in negotiations with the bidder concerned. Further, no reimbursable cost may be incurred in anticipation of an award of the contract for implementation of the project.

10.7 Supplementary Information/ Corrigendum / Amendment to the RFP

- a. If NJB deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of the provisions of this RFP, the Board may issue supplements /corrigendum to this RFP. Such supplementary information shall be communicated to all the participating bidders. Any such supplementary information, shall be deemed to have been incorporated by this reference into this RFP
- b. At any time prior to the deadline (or as extended by NJB) for submission of bids, NJB, for any reason, whether at the initiative of the Board or in response to clarifications requested by a prospective bidder, may modify the RFP document by issuing amendment(s) to the effect. All bidders will be notified of any such amendment(s). The given amendments will be binding on all the bidders.
- c. In order to allow bidders a reasonable time to take the amendment(s) into account in preparing their bids, the Board at its discretion, could extend the deadline for the submission of bids.

10.8 Right to Terminate the Process

NJB makes no commitments, explicit or implicit, that this process will result in a commercial transaction with any of the bidders participating in the process. A bidder's participation in this process may result in NJB selecting the bidder concerned, to engage in further discussions and negotiations towards the finalisation of the contract. The commencement of such negotiations does not, however, signify a commitment by the Board to execute the contract or to continue with further negotiations.

10.9 Language of Bids

The Bids prepared by the bidder and all correspondence and documents relating to the bids exchanged by the bidder and the Board, shall be in English.

10.10 Bid Prices

- 1) Quantities as specified in Cost Tables in this Bid document, would be used for the purpose of commercial evaluation.
- 2) Prices quoted in the bid must be firm and final, and shall not be subject to any upward modifications or escalation, on any account whatsoever. However, NJB reserves the right to negotiate the prices quoted in the bid, to effect an appropriate modification in the commercial terms and conditions quoted.
- 3) The Commercial bid should clearly indicate the price to be charged, without any qualifications whatsoever and should exclude all taxes, duties, fees, statutory levies, works contract tax and other statutory charges as may be applicable in relation to the activities proposed to be carried out in the contract concerned.
- 4) Prices or commercial terms and conditions should not be revealed in any form before the opening of the Commercial Bid. Failure to abide by the given condition could result in the bid submitted by the bidder concerned to be summarily rejected by the Board. If a change in price is envisaged due to any clarification, revised bid shall be submitted with prior written permission of the Board before the time specified for closing of commercial bid.

10.11 Bid Currencies

Prices shall be quoted in Indian Rupees (INR) only.

10.12 Bidder Qualifications

1. The "Bidder" as used in the Bid documents, shall be construed as the one who has signed on the Bid Form. The Bidder may be either the Principal Officer or the Authorized Representative of the bidder. In either case, he / she shall submit a certificate of authority to this effect. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall, as far as possible, be furnished and signed by the Principal Officer or by the Authorized Representative of the bidder concerned.
2. The authorization shall be indicated by written power of attorney accompanying the Prequalification bid.

10.13 Earnest Money Deposit (EMD)

- 1) Bidders shall submit, along with their Bids, EMD of Rs.2,00,000 (Rs. Two Lakhs only) in the form of a Demand Draft issued by any Scheduled bank in favour of the NJB payable at Kolkata, valid for a period of 90 days from the due date of the RFP. Bid Fees in any other form, will not be accepted. Format of EMD is provided at Annexure-Part II
- 2) The EMD of all unsuccessful bidders shall be refunded by NJB within three months of a bidder being notified as unsuccessful. The EMD of successful bidder would be returned / adjusted with upon the submission of the Performance Guarantee.
- 3) The EMD amount is interest free and will be refundable to the bidders, without any interest accrued thereon.
- 4) The bid submitted without EMD shall be summarily rejected.

- 5) Bidders claiming Special category concessions from the Government shall be governed under respective provisions and guidelines of the Government of India. Bidders submitted their bids under the given category would be required to submit certification issued by appropriate agency of the Government to substantiate their claim for their benefit hence solicited.
- 6) The bid security may be forfeited in the following conditions:
 - a) If a bidder withdraws its bid during the period of validity of the bid
 - b) In case of a bidder being successful in the commercial bidding process, if the bidder fails to sign the contract in accordance with terms and conditions as detailed under this RFP.

10.14 Bid Validity Period

1. Period of Validity of Bids

Bids shall remain valid for 270 days consequent upon the date of opening of the Technical Proposal as prescribed by the Board. A bid valid for a period less than 270 days, shall be summarily rejected. However, the prices finalized after opening of the Bids shall not be considered for escalation, throughout the period of implementation and operation of the Contract.

2. Extension of Period of Validity

In exceptional circumstances, NJB may request the Bidder for an extension of the period of validity of their Bids. The request and the responses thereto shall be made in writing by the Board. The validity of EMD shall also be suitably extended.

10.15 Commercial Proposal / Bid Prices

1. The Bidder is expected to factor in the price of all the items and services proposed, in the Technical Proposal. NJB may seek clarifications from a Bidder on his Technical Proposal. Any of the clarifications submitted by the Bidder on the technical proposal, should not have any commercial implications. The Commercial Proposal submitted by the Bidder, should be inclusive of all the items in the technical proposal and should incorporate all the clarifications provided by the Bidder on the technical proposal during the evaluation of the technical bid.
2. Unless expressly indicated in this RFP, bidder shall not include any technical information regarding the services in the commercial proposal. Additional information directly relevant to the scope of services as sought, in the RFP, may be submitted with the proposal. However, this information will not be considered for evaluation purposes.

10.16 Correction of Error

Bidders are advised to exercise adequate care in quoting the prices.

10.17 Prices of Components and Overall Price Information

1. The Bidder shall quote a price for all the components, the services of the solutions as per the provisions of this RFP document. All the prices shall be quoted in terms of Indian Rupees.

2. No adjustment of the price quoted in the Commercial Proposal shall be made on account of any variations in costs of Labour and materials, currency exchange fluctuations with international currency or any other cost component affecting the total cost, in meeting the obligations under the contract.
3. The price quoted in the Commercial Proposal shall be the only payment, payable by NJB to the successful Bidder for completion of the contractual obligations, by the successful Bidder under the Contract, subject to the terms of payment as specified in the proposed commercial bid or the one agreed between NJB and the Bidder after negotiations. The price shall be exclusive of all taxes, duties, charges and statutory levies as applicable.
4. The prices, once offered, must remain fixed and must not be subject to escalation for any reason whatsoever, within the period of the validity of the proposal and period of the validity of the contract. A proposal submitted with an adjustable price quotation or conditional proposal may be rejected at the discretion of the Board.
5. Bidder should provide all prices, quantities as per the format prescribed under **Clause 11.5**-(Bid Response – Commercial Bid). No field/columns should be left blank by the bidder. In case of a field being not applicable, the Bidder must indicate “NA (Not Applicable)” in all such fields.
6. It is mandatory to provide details of the GST payable by bidder. The bidder shall also submit to NJB, its GST registration certificate and requisite details as per the governing regulations.
7. All costs incurred due to any delay, directly attributable to the bidder, shall be borne by the Bidder.
8. NJB reserves the right to direct the Bidder to submit proof of payment against any of the taxes, duties and statutory levies as indicated in the bid, within the specified time frame as permitted under Governing Taxation laws.

10.18 Conditions under which this RFP is issued

1. This RFP is not an offer and is issued with no commercial obligation on the part of the NJB. NJB reserves the right to withdraw the RFP and change any part thereof at any stage. NJB also reserves the right to disqualify any bidder, should it be felt necessary at any stage.
2. Timing and sequence of events resulting from this RFP shall be determined by the NJB.
3. Neither the bidder nor any of the authorized representatives of the bidder, shall have any claim whatsoever against NJB or any of its officials or employees, arising out of or relating to this RFP or procedures (other than those arising under a definitive service agreement with the bidder in accordance with the terms and conditions of the final contract).
4. Till the finalization of the contract and during the currency of the period of the contract, the bidders shall not directly or indirectly try to solicit any official or employee of NJB. The bidder shall also not engage any official or employee of the Board, who was involved in the process of evaluation of the bid, as his employee without the prior written approval of the Board.

10.19 Rights to the Contents of the Proposal

All proposals and accompanying documents of the Technical proposal shall be considered as the property of NJB and shall not be returned after opening of the technical proposals. NJB is not

restricted in its rights to use or disclose any or all of the information contained in the proposal and can do so without any right to compensation to the bidders.

10.20 Modifications and Withdrawal of Proposals

No proposal may be withdrawn in the interval between the deadline for submission of the proposal and the expiry of the validity period as specified in this RFP. The bid fees shall be forfeited if any of the bidders withdraw their bid.

10.21 Non-Conforming Proposals

A proposal may be construed as a non-conforming proposal and would be considered as ineligible if it does not comply with the requirements of this RFP. Failure to comply with the technical requirements or non-acknowledgment of receipt of any amendments, would be considered as factors leading to a proposal being categorized as non-conforming.

- a. If a proposal appears to be a combination of promotional material which does not follow the prescribed format of this RFP or does not appear to address the particular requirements of the proposed contract, the given bid shall also be considered for disqualification by the Board.

10.22 Disqualification

The proposal is liable to be disqualified under the following circumstances:

1. Proposal not submitted in accordance with the procedure and formats prescribed in this RFP or is treated by the Board as a non-conforming proposal.
2. The form used for submitting the proposal is found to be incomplete
3. Proposal is not accompanied by all the requisite documents
4. In case of the bidder submitting the quotation for a part of the project
5. Information submitted in technical proposal is found to be misrepresentative, incorrect or false, at any time during the finalization of the contract or during the tenure of the contract, including the extension period, if any
6. Commercial proposal is found to be enclosed along with the technical proposal
7. Bidder tries to influence the process of evaluation of the proposal by resorting to unlawful/corrupt/fraudulent means at any point of time during the bid process
8. In case any one bidder submits multiple proposals for the same category/slab or in case of a common interest arising amongst more than one bidder, the bidders concerned are likely to be disqualified.
9. Bidders may specifically note that while evaluating the proposals, if it comes to the knowledge of the Board, that some bidders may have colluded in any manner whatsoever or otherwise joined to form an alliance, resulting in delaying the processing of the proposal, the bidders so involved would be liable to be disqualified for the award of this contract, which may extend for a further period of three years in regard to tenders floated by the Board.
10. Bidder fails to deposit the Performance Bank Guarantee (PBG) or fails to enter into a contract within 21 days of the date of notice of award of contract or within such extended period, as may be specified by NJB.

10.23 NJB's Right to change the Scope of Contract at the time of Award of the Contract

- 1) NJB may at any time, by a written order given to the bidder, make changes to the scope of the contract under consideration.
2. If any such change causes an increase or decrease in the cost of or the time required for the bidder's performance of any part of the work under the Contract, mutually agreed change in the Value or time schedule relating to the given Contract shall be arrived at between the Bidder and the Board. Any claim made by the bidder for change under the extant Clause must be asserted from the Board within a period of twenty one (21) days consequent upon the receipt of the change order.
3. NJB reserves the right to withdraw/revoke/cancel the whole or any part of the Bid at any stage without assigning any reason

10.24 NJB's Right to Accept Any Bid and to reject any or All Bids

1. NJB reserves the right to accept any bid and/or annul the Bidding process and reject bids at any time prior to the final award of Contract, without incurring any liability to the bidders concerned and without any obligation to inform the bidders concerned regarding the reasons of said action of NJB.
2. NJB reserves the right to negotiate the terms and conditions of the commercial bid with the selected bidder seeking a revision in the bid thus submitted.

10.25 Concessions permissible under statutes

Bidder, while quoting against this RFP, should take cognizance of all concessions admissible under various Statutes including the benefit under statutory provisions relating to GST, failing which, the bidder shall be required to bear the extra cost which arise on account of the bidder not availing concessional rates of levies like customs duty, excise duty, sales tax, etc. NJB shall not bear any responsibility to this effect. However, NJB may provide necessary assistance to the bidder for claiming the given concessions from the statutory authorities concerned. In case of a reduction in the rate of tax claimed by the bidder, the requisite benefit arising out of the given reduction in the rate of tax shall be passed over to the NJB by the bidder.

10.26 Tax Liability

The bidder shall indicate GST wherever applicable

10.27 Uniformity

1. All information submitted must clearly refer to page number, section number or other identifying reference in this RFP document. All information submitted must be noted and furnished in the sequence mentioned in this RFP.
2. All pages of the proposal submitted by bidder should be sequentially paginated.

10.28 Only One Proposal

Bidder shall submit only one proposal under each category/slab. If a bidder submits or participates in more than one proposal, all such proposals shall be disqualified.

10.29 Bid Scope

The bidder cannot bid for a specified portion of the RFP under consideration. The entire scope of work has been detailed in this RFP.

10.30 Duration of Project

The duration of the project is for a period of 1 year from the date of signing of the contract with option to extend the contract for a maximum period of 3 months under same terms and conditions.

11 BID Opening & Evaluation Process

11.1 Bid Opening Session

- a) Total transparency will be observed by the NJB, while opening the proposals/bids.
- b) NJB reserves the rights at all times to postpone or cancel a scheduled date/time of opening of the bid.
- c) The bids shall be opened, in three sessions, one for pre-qualification, one for Technical Proposal and one for Commercial Proposal (as submitted by the bidders whose technical bids have been found to be eligible), in the presence of authorized representatives of the bidders.
- d) The authorized representatives of the bidders, present during the time of the opening of the bids, shall sign a register of attendance to this effect. In the event of the specified date of bid opening being declared a Government holiday, the Bids shall be opened at the same time and location on the next working day. However, if there is no authorized representative present, for the bidder, NJB shall proceed with the opening of the bids.
- e) During bid opening, preliminary scrutiny of the bid documents shall be made to determine whether the bid documents are complete, the required bid fees has been furnished, the documents have been signed by the authorised signatory of the bidder, and the bids are found to be in order. Bids not conforming to the given preliminary requirements, shall be summarily rejected at the discretion of the Board. Preliminary scrutiny should not be construed that the bid submitted by a bidder has been found to be complete in all respects.

11.2 Overall Evaluation Process

- a. A two-tier evaluation process shall be adopted for evaluation of the proposals submitted by the bidders. NJB shall review the technical bids of the bidders who meet the Pre-Qualification criteria, to determine whether the technical bids are compliant with the requirements of the RFP. Bids that are not compliant are liable to be rejected.
- b. The bids of the bidders found successful in respect of their technical bids, shall be informed accordingly by the NJB. Consequent thereto the commercial bids of the technically successful bidders shall be opened

11.3 Pre-Qualification Criteria – Mandatory

S. No	Pre-qualification Criteria	Documentary Evidence
1	The Bidder should be registered under the Companies Act, 1956 as amended in 2013 should have registered offices in India and should be in existence for at least the last Five (5) financial years, as on 31st March 2019.	Copy of Certificate of Incorporation issued by Registrar of Companies Ministry of Corporate Affairs, Government of India
2	The Bidder should submit Earnest Money Deposit (EMD) of Rs.2,00,000	EMD should be submitted through e-payment through Gateway .
3	The Bidder should submit the tender fees (non-refundable) of Rs. 5,000 (Rupees Five	Tender fees should be submitted through e-payment through Gateway.

S. No	Pre-qualification Criteria	Documentary Evidence
	thousand only)	
4	Authorization letter from the bidder, in the name of person signing the Bid, authorizing him to submit/execute this agreement as a bidding document	Valid Power of Attorney
5	The Bidder must have valid ISO 9001: 2008, ISO27001 and ISO20000 certification; along with at least CMMi Level 3 certification	Authenticated Copy of valid certificates at the time of bid submission The bidder shall be responsible for retaining the requisite certification during the currency of the contract under consideration in this RFP
6	The Bidder should have an annual turnover of at least Rs. 10 Cr from the business of conducting Computer based Examinations during each of the last three financial years (i.e. 2016-2017,2017-18, 2018-19) with positive net worth as on 31.3.2019 and should have conducted exams for govt. & govt. related Organizations.	Certified Copy of the financials statements including audited Balance sheet and Profit & Loss Account along with the certificate issued by the Statutory Auditor appointed by the Company
7	The Bidder shall not be under a ban or blacklisted for any reason, by any Government entity in India as on last date of submission of the Bid	Affidavit by authorized signatory of the Bidder

Note:

1. Suppression of information / facts would lead to summary disqualification of the bid submitted.

2. Consortium in any form is not allowed in this bid

qualification Criteria Documentary Evidence

11.4 Technical Evaluation Criteria:

11.4.1 Technical Evaluation Criteria with marks:

The following table depicts the broad technical evaluation criteria used to arrive at the Technical Score (T_s) for the bidder:

S.No	Details	Evaluation	Marks
			100
1	Turnover of the Company	Units	10
	Turnover \geq 200	10	
	Turnover \geq 150 Cr but <200 Cr	8	
	Turnover \geq 100 Cr but <150 Cr	6	
	Turnover \geq 50 Cr but <100 Cr	4	
	Turnover \geq 20 Cr but <50 Cr	2	
	Turnover \geq 10 Cr but <20 Crore	1	
	Turnover <10 Crore [Disqualified]	0	

S.No	Details	Evaluation	Marks
			100
	Proof: Balance sheet of the company signed by company auditor Provisional balance sheet would be accepted at the time of submission of bids However, the company if found successful in the final evaluation, shall submit the final approved balance sheet before signing of the contract	.	.
2.	Net Profit (as % of Turnover) of the Company	Units	5
	Net Profit $\geq 25\%$	5	
	Net Profit $\geq 20\%$ but $< 25\%$	4	
	Net Profit $\geq 15\%$ but $< 20\%$	3	
	Net Profit $\geq 10\%$ but $< 15\%$	2	
	Net Profit $\geq 5\%$ but $< 10\%$	1	
	Net Profit (positive) but $< 5\%$ or No profit	0	
3	Conducting of Computer Based exams in FY 2017-18 & 2018-19 (with minimum candidates per shift)	50,000	3
	Conducted more than 9 exams	3	
	Conducted 7-9 exams	2	
	Conducted 4-6 exams	1	
	Conducted ≤ 3 exams	0	
	Marks will be allotted on pro-rata basis for each year based upon the figures submitted by the bidder in their bid document		
4	Conducting of Computer Based exams for GOVERNMENT in FY 2017-18 & 2018-19 (with minimum candidates per shift)	50,000	10
	Conducted more than 9 exams	10	
	Conducted 7-9 exams	8	
	Conducted 4-6 exams	5	
	Conducted 2-3 exams	3	
	Conducted 1 exam	1	
	Marks will be allotted on pro-rata basis for each year based upon the figures submitted by the bidder in their bid document		
5	Volume of Examinations Conducted in FY 2017-18, 2018-19 in CBT in a single shift	units	10
	Conducted $\geq 1,50,000$ candidates	10	
	Conducted $\geq 1,25,000$ less than 1,50,000	8	
	Conducted $\geq 1,00,000$ less than 1,25,000	7	
	Conducted $\geq 75,000$ less than 1,00,000	6	

S.No	Details	Evaluation	Marks
			100
	Conducted >=50,000 less than 75,000	5	
	Conducted >=20,000 less than 50,000	2	
	Proof: Client's Certification (or) Work order from any client		
6	Combined Volume of Examinations Conducted (CBT) in the last 2 years (Sum of all candidates in 2 years) 2017-18, 18-19	units	10
	Conducted >=50,00,000	10	
	Conducted >=40,00,000 <50,00,000	9	
	Conducted >=30,00,000 <40,00,000	8	
	Conducted >=25,00,000 <30,00,000	7	
	Conducted >=20,00,000 <25,00,000	6	
	Conducted >=15,00,000 <20,00,000	5	
	Conducted >=10,00,000 <15,00,000	4	
	Conducted >=5,00,000 <10,00,000	3	
	Conducted >=3,00,000 <5,00,000	2	
	Conducted >=1,00,000 <3,00,000	1	
	Less than 1 ,00,000	0	
	Proof: Client's Certification (or) Work order from any client		
7	Infrastructure for Data Centre / Disaster Recovery (DR)	units	6
	DC & DR Owned by Service Provider	6	
	DC owned by Bidder, DR Hired from different sources	5	
	Both DC & DR Hired	3	
	Solution offered through Cloud (within India)	3	
	Solution offered through Cloud (Cloud outside Indian territory)	0	
	Proof: Audit certificate from any 3rd Party Auditor of DC & DR / Cert-In certification		
8	Type of ownership of Computer Nodes with minimum 250 nodes per centre	45,000 units Countrywide /nationally	10
	Ownership of 100% of the nodes	10	
	Ownership of at least 50% of the nodes	7	
	Ownership of at least 25% of nodes	4	
	Ownership of at least 10% of nodes	3	

S.No	Details	Evaluation	Marks
			100
	Not owned, but hired/Leased completely	1	
	Proof: Certificate from CTO of site owned by service provider, 3rd party audit certificate/ client's audit certificate		
9	General Manpower Strength of Service Provider on their rolls Manpower in Computer Based Examinations vertical as on 31st July 2019	units	8
	>=1000	8	
	More than equal 750 but <1000	7	
	More than equal to 500 but < 750	6	
	More than equal to 250 but < 500	5	
	More than equal to 150 but < 250	4	
	More than equal to 100 but <150	3	
	More than equal to 50 but <100	2	
	Less than 50	1	
	Proof: Declaration by the company secretary		
10	General Security of the overall system		10
	<i>Software Security</i>	8	
	Application hosted in Secure environment	2	
	Application ensure data transfer with encryption	2	
	Application hosted exclusively at each site	2	
	Application keeps timestamp of entries	2	
	<i>Infrastructure Security</i>	2	
	Each system being sanitized before exam	0.5	
	Exposure of Server blocked beyond DC	0.5	
	Only Application is installed in terminals	0.5	
	Local terminal/system does not hold data	0.5	
	ISO Certification		
11	CMMi Level in Development		3
	CMMi Level 5	3	
	CMMi Level 4	2	
	CMMi Level 3/Equivalent ISO certification	1	
	CMMi certification as proof		
12	CMMi Level in services		3
	CMMi Level 5	3	
	CMMi Level 4	2	

S.No	Details	Evaluation	Marks
			100
	CMMi Level 3	1	
	CMMi certification as proof		
13	Presentation		12

Minimum 75% required to qualify in the Technical Bid. Bidders who secure less than 75% marks will be considered as DISQUALIFIED

11.4.2 Technical Proposal – Other Requirements

Should contain all the mandatory undertakings as specified in this RFP. Format for all the required undertakings / covering letters are provided in Annexures-Part II.

1. Non- Disclosure Agreement (NDA)
2. Earnest Money Deposit(EMD)
3. Bid Documents
4. Undertaking on Patent Rights
5. Undertaking on Service Level Compliance
6. Undertaking on Deliverables

The technical proposal should address all the areas/ sections as specified in this RFP and should contain a detailed description of how the bidder will provide the required services outlined in this RFP.

1. The technical proposal must not contain any pricing information. While submitting additional information, it should be marked as “supplementary” to the specific response. If the bidder wishes to propose additional services (or enhanced level of services) beyond the scope of this RFP, the proposal must include a description of such services as a separate and distinct attachment to this proposal.
2. Proposed methodology for implementation
3. The Technical Proposal should address the following:
 - a) Overview of the proposed solution which meets the requirements as specified in this RFP
 - b) Overall proposed Solution, technology, and deployment architecture
 - c) Security architecture
 - d) Integration Architecture
 - e) Network architecture
 - f) Details of the Solution as per the format provided in this RFP
 - g) Approach & methodology for conducting the computer based examinations including the project plan.
 - h) Overall Governance Structure and Escalation Mechanism
 - i) Project team structure, size, capability and deployment plan
 - j) Training Strategy for officials/employees of the National Jute Board
 - k) Key Deliverables such as Question Bank Project Management, reporting and review methodology

- l) Bidder's experience in all the project related areas as highlighted in Bid evaluation criteria.
 - m) Bidder must provide the team structure and the resumes of key officials responsible for the management of this project. Termination in case of wrongdoing
5. The technical proposal shall also contain bidder's contingency plan to address the key challenges anticipated during the execution of the project.

11.5 Commercial Bids

S. No	Item	Basic unit price (i.e. Rates/Charge per candidate per shift) exclusive of all statutory levies & taxes	GST and any other taxes		Any other statutory levies/taxes	Units Price inclusive of all statutory levies & taxes (G=C+E+F)
			%	Amount		
A	B	C	D	E	F	G
1	Computer Based Examination services Per candidate (both in figures & words)					

Note:

- The cost quoted by the bidder shall be the total cost per candidate per exam (inclusive of application processing & examination)
- The successful bidder will receive the cost towards conduct of examination (CBT) per candidate only for those cases/candidates for whom the Admit Card has been issued for examination.
- Price should be written both in figures and words.
- Rates shall be quoted based on "per candidate per shift" and shall include all levies in respect of things mentioned in the paras related to the scope of work including any incidentals thereof.
- Lowest Commercial bid will be determined on the basis of total amount quoted in column 'C' of the Commercial bid.
- The bidder will have to substantiate the taxes and levies claimed by him in each bill. The bidders will thus be required to provide documentary evidence of the rates of tax as applicable on the basic unit cost quoted at the time of claiming payment consequent upon the award of the contract arising out of this RFP.
- Scores would be considered for the purpose of QCBS (Quality cum cost based system) based final evaluation, explained below.
- NJB reserves the right to cancel/reschedule any examination.

11.6 Final Evaluation of Bids. The evaluation of Bidder proposals will be done using the QCBS methodology. The individual Bidder's Commercial Bid scores are normalized as per the formula below.

Normalization shall be done against optimum marks for both Technical & Financial Scores.

$$T_n = T_b / T_{max} * 100 \text{ (rounded off to 3 decimal places)}$$

Where,

T_n = Normalized Technical Bid score for the Bidder under consideration

F_b = Absolute Technical Bid score of the Bidder under consideration

T_{max} = Maximum Technical Bid (Best Technical score received)

$$F_n = F_{min} / F_b * 100 \text{ (rounded off to 3 decimal places)}$$

Where,

F_n = Normalized Commercial Bid score for the Bidder under consideration

F_b = Absolute Commercial Bid for the Bidder under consideration

F_{min} = Minimum absolute Commercial Bid (Lowest Bid received)

$$\text{Final Composite Score} = T_n * 0.70 + F_n * 0.30$$

The Bidder with the highest Composite Score will be considered for award of the contract. In the event of a tie, the bid with best commercials will be considered forward of contract. If the tie still persists, the guidelines of Government of India on the subject shall be followed for processing of the bids.

12 Award of Contract

12.1 Notification of Award

Prior to the expiry of the validity period, NJB will notify the successful bidder in writing that the proposal submitted by the Bidder has been accepted. The notification of award will initiate the finalization of the contract. Upon the successful bidder's furnishing of performance bank guarantee, NJB will promptly notify each unsuccessful bidder and shall return their EMD.

12.2 Contract Finalization and Award

NJB shall reserve the right to negotiate with the bidder(s) whose proposal has been ranked best value bid on the basis of QCBS evaluation of their Technical and Commercial bids, for the purpose of arriving at reasonable terms and conditions for the contract arising out of this RFP

12.3 Signing of the Contract

At the time of notification of the successful bidder with regard to the Bid having been accepted by the NJB, the NJB shall enter into a contract with the successful bidder. NJB shall have the right to annul the award in case there is a delay of more than 21 days from the date of this notification, in signing of contract, for reasons attributable to the successful bidder.

12.4 Failure to agree with the Terms and Conditions of the RFP

Failure of the successful bidder to agree with the Terms & Conditions of the RFP shall constitute grounds for the annulment of the award.

12.5 Performance Bank Guarantee (PBG)

PBG : A PBG of 10% of value of the work order for each examination would be furnished by the successful bidder in the form of a Bank Guarantee and details submitted as per the format provided in this RFP. The PBG shall be executed through a Scheduled Bank.

- NJB may invoke forfeiture of the Performance Bank Guarantee for any failure on part of Bidder to fulfil its obligations as specified under the Contract Agreement executed with the successful bidder.

12.6 Service Level Agreement (SLAs)

The following SLAs will be applicable to SP and made part of the agreement.

S. No.	Service Level	Criticality	Penalty
1	Conduct Computer Based Exam in all the identified /planned Venues.	Critical	If exam could not be conducted in an Exam Venue due to lack of services not provided by the Service Provider, a penalty of [basic Fee quoted by bidder] x (No. of candidates registered) for that venue. Re-examination for that venue/shift for all the affected candidates must be conducted free of cost within mutually agreed timelines after completion of that examination. If Exam in a Venue/part of venue is delayed for more than 30 minutes then a penalty of (5% of the fee quoted by bidder) x (No. of affected candidates) for that venue will be imposed
2	Availability of requisite manpower in each shift of	Moderate	1. A penalty of Rs.2000 per person per shift in case of

S. No.	Service Level	Criticality	Penalty
	the examination at Examination Venue as per RFP		non- availability of Manpower as per RFP [Venue manager, Software Engineer, Network Engineer, lab supervisor, invigilator & security)
3	Provision for 10% buffer computer nodes in each Examination Venue	Moderate	Buffer Computer Nodes : 0% to 5 %: A penalty of Rs. 2,000 per venue per shift.
4	Setup CCTV Cameras for surveillance and make recordings available	Critical	If deficiency in recording is observed on the CCTV recordings submitted by Service Provider then a penalty of Rs. 5,000 per defaulting venue per shift.
5	If error is found in scores as per defined standard during result processing activities	Critical	A penalty of 25% of the (basic quoted fee) x no. of affected candidates subject to a maximum of 2% of work order for that examination.
6	100% capture of biometric and photo capture before the exam	Critical	If 100% photo and biometric of candidates are not captured, a penalty of 5% of the (basic transaction fee) x no. of affected candidates
7	If exam questions /answer keys get leaked before the examination	Critical	The re-examination shall be conducted free of cost by the Service Provider failing which NJB may impose a penalty of 100% of the value of price quoted by bidder for that shift
8	Allotment of wrong-duration of examination time.	Critical	Conduct examination again for candidates free of cost failing which NJB may impose a penalty of 100% of the value of price quoted by bidder for that shift

S. No.	Service Level	Criticality	Penalty
9	<p>Delay in submission of scores No penalty for submission of scores upto 5 days</p> <p>From 6th day onwards till 10 days</p> <p>From 11th Day till 20 days</p> <p>Beyond 20 days</p> <p>Beyond 30 days, until submission of the scores</p>	Critical	<p>5% of (total basic quoted fee, subject to minimum Rs.5,000)</p> <p>10% of (total basic quoted fee, subject to minimum Rs.10,000)</p> <p>15% of (total basic quoted fee, subject to minimum Rs.20,000)</p> <p>A flat penalty of Rs.20,000 plus an additional Rs.2500 per day for subsequent days of delay</p>
10	Sending Attendance Sheets	Critical	Must ensure to send attendance sheets by email copy in bunch of 50 units as PDF file (200 DPI) by end of the day of exam failing which NJB may impose a penalty of Rs.500 per venue. For delay beyond 24 hours @ Rs.1,000 for each day of delay.
11	Despatch of hard-copies of Attendance sheet & Board copy to the Board	Critical	<p>Within 48 hours despatch : No penalty</p> <p>Every additional day after day of examination : Rs. 1,000 per day per venue</p>
12	Availability of Web Portal for applicants to fill in applications: To be available 15 days after the issuance of work order	Critical-High	Rs. 5,000 for each day of delay. Beyond 10 days (11 th day onwards) Rs.10,000
13	Performance of Web Portal Portal should be seamless, compatible to all browsers (including mobiles)	Critical-High	Rs.5,000 for every 1 hour of continuous blackout
14	Payment Gateway	Critical-High	Failure in payments not due

S. No.	Service Level	Criticality	Penalty
			to communication but due to blackout of portal : Rs.2,500 for every 50 failed transactions
15	Handling of Grievance & RTI support	Critical	An amount of Rs.10,000 shall be levied on failure to handle grievances related to any of the following <ul style="list-style-type: none"> • Portal • Examination • Challenges to questions

12.7 Terms of Payment

Payment shall be made on each work order separately

Payment shall be made only after satisfactory completion of the given work order and due certification to the effect by the NJB

- No ADVANCES shall be paid
- Payment shall be made at the rate of 75% of the amount claimed in the given work order, at the time of acceptance of the invoice/bill to the NJB, after successful completion of the examination.
- The balance 25% of the payment shall be made after certification by NJB of all the activities related to the given work order have been duly completed in all respects
- Deductions from the payment due shall be made for statutory levies, taxes, penalties and liquidated damages etc., as per the contract agreement signed between the NJB and the bidder and in accordance with the applicable rules on the day of the release of payment
- In case of any recoveries are due to be made with regard to statutory levies, taxes, penalties and liquidated damages, etc., the NJB reserves the right to effect the recoveries from the subsequent payments due to the Service provider

Annexure- Part-II :

a. Non- Disclosure Agreement (NDA)

[On Company Letterhead]

This AGREEMENT (hereinafter called the “Agreement”) is made on the [day] day of the month of [month], [year], between, NJB, , on the one hand, (hereinafter called the “Purchaser”) and, on the other hand, [Name of the bidder] (hereinafter called the “Bidder”) having its registered office at [Address]

WHEREAS

The “Purchaser” has issued a public notice inviting various organizations to propose for hiring services of a company for provision of services to NJB (hereinafter called the “Project”) of the Purchaser;

The Bidder, having represented to the “Purchaser” that it is interested to bid for the proposed Project,

The Purchaser and the Bidder agree as follows:

- In connection with the “Project”, the Purchaser agrees to provide to the Bidder a Detailed Document on the Project vide the Request for Proposal. The Request for Proposal contains details and information of the Purchaser operations that are considered confidential.
- The Bidder to whom this Information (Request for Proposal) is disclosed shall:
 1. Hold such Information in absolute confidence with the same degree of care with which the Bidder protects its own personal, confidential and proprietary information;
 2. Use the Information only as needed for the purpose of bidding for the Project;
 3. Except for the purpose of bidding for the Project, not copy or otherwise duplicate such Information or knowingly allow anyone else to copy or otherwise duplicate such Information;
 4. Undertake to document the number of copies it makes with regard to the project, and on completion of the bidding process and in case unsuccessful, promptly return to the Purchaser, all Information in a tangible form or certify to the Purchaser that it has destroyed such Information as relating to the project.
 5. The Bidder shall have no obligation to preserve the confidential or proprietary nature of any Information which:
 - Was previously known to the Bidder free of any obligation to keep it confidential at the time of its disclosure as evidenced by the Bidder’s written records prepared prior to such a disclosure; or
 - Is or becomes publicly known through no wrongful act of the Bidder; or
 - Is independently developed by an employee, agent or contractor of the Bidder not associated with the Project and who did not have any direct or indirect access to the Information.
- The Agreement shall apply to all Information relating to the Project disclosed by the Purchaser to the Bidder under this Agreement.

- The Purchaser will have the right to obtain an immediate injunction enjoining any breach of this Agreement, as well as the right to pursue any and all other rights and remedies available under statutes or in equity for such a breach.
- Nothing contained in this Agreement shall be construed as granting or conferring rights of license or otherwise, to the bidder, in any of the Information. Notwithstanding the disclosure of any Information by the Purchaser to the Bidder, the Purchaser shall retain title and all intellectual property and proprietary rights to the Information. No license under any trademark, patent or copyright, or application for same that are now or thereafter may be obtained by such party is either granted or implied by the conveying of Information. The Bidder shall not alter or obliterate any trademark, trademark notice, copyright notice, confidentiality notice or any notice of any other proprietary right of the Purchaser on any copy of the Information, and shall reproduce any such mark or notice on all copies of such Information.
- This Agreement shall be effective from the date the last signature is affixed to this Agreement and shall continue in perpetuity.
- Upon written demand of the Purchaser, the Bidder shall (i) cease using the Information, (ii) return the Information and all copies, notes or extracts thereof to the Purchaser forthwith after receipt of notice, and (iii) upon request of the Purchaser, certify in writing that the Bidder has complied with the obligations set forth in this paragraph.
- This Agreement constitutes the entire agreement between the parties relating to the matters discussed herein and supersedes any and all prior oral discussions and/or written correspondence or agreements between the parties. This Agreement may be amended or modified only with the mutual written consent of the parties to the contract. Neither this Agreement nor any right granted hereunder shall be assignable or otherwise transferable.
- CONFIDENTIAL INFORMATION IS PROVIDED “AS IS” WITH ALL FAULTS. IN NO EVENT SHALL THE PURCHASER BE LIABLE FOR THE ACCURACY OR COMPLETENESS OF THE CONFIDENTIAL INFORMATION.
- This Agreement shall benefit and be binding upon the Purchaser and the Bidder and their respective subsidiaries, affiliate, successors and assigns.
- Agreement shall be governed by and construed in accordance with the Indian laws.

For and on behalf of the Bidder

____ (Signature) _____

(Name of the Authorized Signatory) Date

Address&Location:

b. Earnest Money Deposit

1. In consideration of (hereinafter called the “Board”) Represented by Asst Director (JK) - NJB , on the first part and M/s of (Hereinafter referred to as “Bidder”) on the Second part, having agreed to Accept the Earnest Money Deposit of Rs. (Rupees) in the form of Bank Guarantee/Demand Draft for the Request

for Proposal for procurement of us(Name of the Bank), (hereinafter referred to as the “Bank”), do hereby undertake to pay to the Board forthwith on demand without any demur and without seeking any reasons whatsoever, an amount not exceeding _____ (Rupees) and the guarantee will remain valid up to a period of 270 days from the due date of the opening of the bid. It will, however, be open to the Board to return the Guarantee earlier than this period to the Service Provider, in case the Service Provider does not qualify for the commercial negotiations by the Commercial Negotiations Committee (CNC) as constituted by the Board after are commendation is made by the CNC on the bid(s) after an evaluation.

2. In the event of the Service Provider withdrawing the tender before the completion of the stages prior to the Commercial negotiations or during the Commercial negotiations, as the case may be, the Performance Bank Guarantee deposited by the Service Provider stands forfeited to the Board. We also undertake not to revoke this guarantee during this period except with the previous consent of the Board in writing and we further agree that our liability under the Guarantee shall not be discharged by any variation in the term of the said tender and we shall be deemed to have agreed to any such variation.

3. No interest shall be payable by the Government to the Service Provider on the performance bank guarantee for the period of its currency

Dated this day of _____

For the Bank of (Manager)

c. Undertaking on Patent Rights

[Company letterhead]

To
Secretary
National Jute Board
3A &3B, Park Plaza, 71, Park Street, 3rd Floor,
Kolkata – 700 016

Date:

Sub: Undertaking on Patent Rights

Sir,

I/We as Service Provider (SP) do hereby undertake that none of the deliverables being provided by us is infringing on any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence.

1. I/We also confirm that there shall be no infringement of any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence, in respect of the equipment, systems or any part thereof to be supplied by us. We shall indemnify NJB against all cost/claims/legal claims/liabilities arising from third party claim in this regard at any time on account of the infringement or unauthorized use of patent or intellectual and industrial property rights of any such parties, whether such claims arise in respect of manufacture or use. Without prejudice to the aforesaid indemnity, the SP shall be responsible for the completion of the supplies including spares and uninterrupted use of the equipment and/or system or any part thereof to NJB and persons authorized by NJB , irrespective of the fact of claims of infringement of any or all the rights mentioned above.
2. If it is found that it does infringe on patent rights, I/We absolve NJB of any legal action.

Yours faithfully,

Authorized Signatory
Designation

d. Undertaking on Pricing of Items of Technical Response

To

[Date]

Secretary

National Jute Board

3A &3B, Park Plaza, 71, Park Street, 3rd Floor,

Kolkata – 700 016

Sub: Undertaking on Clarifications sent to NJB

Sir,

I/We do hereby undertake that Commercial Proposal submitted by us is inclusive of all the item sin the technical proposal and is inclusive of all the clarifications provided/may be provided by uson the technical proposal during the evaluation of the technical proposal. We understand and agree that our Commercial Proposal is firm and final and that any clarifications sought by you and provided by us would not have any impact on the Commercial Proposal submitted by us.

Yours faithfully,

Authorized Signatory

Designation

e. Undertaking on Service Level Compliance

[Company letterhead]

To

[Date]

Secretary

National Jute Board

3A &3B, Park Plaza, 71, Park Street, 3rd Floor,

Kolkata – 700 016

Sub: Undertaking on Service Level Compliance

Sir,

1. I/We as SP do hereby undertake that we shall monitor, maintain and comply with the service levels as desired in the RFP to provide quality service to NJB
2. However, if the proposed number of resources is found to be not sufficient in meeting the tender and/or the Service Level requirements given by NJB, then we will augment the team without any additional cost to NJB.

Yours faithfully,

Authorized Signatory Designation

END of DOCUMENT