

भारतीय प्रबंध संस्थान जम्मू

Indian Institute of Management Jammu

ओल्ड यूनिवर्सिटी कैम्पस, कैनाल रोड, जम्मू (जम्मू-कश्मीर) – 180016 भारत

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REQUEST FOR PROPOSAL (RFP)
(E-PROCUREMENT MODE ONLY)
FOR
CONDUCTING ONLINE AI BASED REMOTE
PROCTORED ENTRANCE (COMPUTER BASED)
EXAMINATION

RFP Ref No: IIMJ/RFP/Online-Entr-Exam/2021-22/12

Dated: 07.03.2022

RFP Document can be downloaded from following websites:

<http://www.iimj.ac.in/tender-and-notice>

<https://www.eprocure.gov.in/epublish/app>

<https://mhrd.euniwizarde.com>

Address To:

Chief Administrative Officer

Indian Institute of Management Jammu

Old University Campus, Canal Road

Jammu- 180016 (J&K)

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RFP Ref No: IIMJ/RFP/Online-Entr-Exam/2021-22/12

Dated: 07.03.2022

Indian Institute of Management Jammu, an autonomous body, under the Ministry of Education, Government of India invites online proposals for ENGAGEMENT OF AGENCY FOR CONDUCTING ONLINE AI BASED REMOTE PROCTORED ENTRANCE (COMPUTER BASED) EXAMINATION.

Interested Agencies meeting the eligibility criteria as per terms & conditions RFP document may submit their Proposals complete in all respect.

THE IMPORTANT INFORMATION AND SCHEDULE RELATED TO RFP

Date of Issue/Publishing	:-	07.03.2022
Last Date and Time for Submissions of Bids	:-	28.03.2022 up to 3.00 PM
Date and Time of Opening of Technical Bids	:-	30.03.2022 at 3.00 PM
Date and Time of Opening of Financial Bids	:-	Will be informed later
Pre-Bid Meeting	:-	15.03.2022 at 3.00 PM
Presentation Date	:-	Will be informed later
Tender Fee (Non Refundable)	:-	Rs. 590/- (Rupees Five Hundred and Ninety Only) Including GST
EMD	:-	Rs. 5000/- (Rupees Five Thousand Only)
Performance Security	:-	EMD shall be converted in to Performance Security
No. of Covers (Two Bid System)	:-	02
Bid Validity	:-	90 days (From date of opening of Bids)
Contact detail	:-	Chief Administrative Officer 0191-2585837 cao@iimj.ac.in
Location	:-	Indian Institute of Management Jammu, Old University Campus Canal Road, Jammu-180016 (J & K)

Note: The Applicants are requested to read the RFP document carefully and ensure compliance with all specifications/ instructions herein. Non-compliance with specifications/instructions in this document may disqualify the Applicants from selection process.

****Sd/****
Chief Administrative Officer

1. BACKGROUND:

- 1.1 Indian Institute of Management Jammu, hereinafter known as IIM Jammu is one of the Institutions of National Importance (INIs) in India governed by the Indian Institute of Management Act 2017 under the Ministry of Education (MOE), Government of India. The Institute imparts quality/ world class education in Management and conducts MBA program, postgraduate programme in management equivalent to MBA, Doctoral level programmes and executive training programs in all the functional areas of Management.
- 1.2 IIM Jammu is operating from its temporary campus at the Old University Campus, Canal Road, Jammu, since August 2016. Indian Institute of Management Jammu has setup a new extension transit campus to accommodate new students, staff and faculty at Jallo Chak, Jammu, which will be used for residential and academic purposes.
- 1.3 IIM Jammu is also operating its transit Satellite campus for Executive's Education Programs at Pohroo Chowk, Nowgam Bypass, Srinagar-190015 J&K.
- 1.4 The proposed 200 acres of state-of-the-art campus is coming up at Jagti, 14 Kms. from Jammu City, about 16 Kms. from Jammu Railway Station and 18 Kms. from Jammu Airport. The proposed Campus will be a blissful mix of modern architecture, culture and heritage of Jammu and Kashmir.
- 1.5 IIM Jammu is looking to engage service providers, who can conduct the **Online AI Based Remote Proctored Entrance Examination** on behalf of the institute. The service providers must have experience in conducting such online examinations regularly with necessary infrastructures and preparing questions for the test.
- 1.6 Interested and eligible agencies and/or individuals can send their proposals in details supported by documentary evidence for consideration by the Institute. Based on the details submitted and evaluation carried out by the Institute, shortlisted agencies will be required to make presentation as per the schedule communicated for further consideration.

2. SCOPE OF WORK:

- 2.1 Indian Institute of Management Jammu is planning to conduct **Online AI Based Remote Proctored Entrance Examination** for admission in E-MBA, PH.D (Part Time) or any other program as per requirement of IIM Jammu.
 - 2.1.1 The tentative dates of online exams are as follows:
The last week of April (23rd April to 7th May) for E-MBA
 - 2.1.2 Mid of May (14th-21st May) 2022 for Ph. D-Part Time
- 2.2 About 300 students for E-MBA and 700 to 1000 students for Ph. D-Part Time are expected to appear. Number of candidates may vary as per the actual number of applications received.
- 2.3 The service providers, who can conduct the **Online AI Based Remote Proctored Entrance Examination** on behalf of the institute. The service providers must have experience in conducting such online examinations regularly with necessary infrastructures and preparing questions for the test.
- 2.4 This Scope of Work has been divided into the following three broad phases:
 - 2.4.1 **Pre- Examination Phase:** Questions preparation in consultation with IIM Jammu Faculty.
 - 2.4.2 **Issuing of Admit Cards to Candidates**

- 2.4.3 **Pre-Testing of Exam:** Providing Demo to Candidate
- 2.4.4 **Examination Phase: Examination Phase:** Complete invigilation of every candidate through real time proctor system.
- 2.4.5 **Issuing of Score Card**
- 2.4.6 **Post Examination Phase:** Section wise break up of marks in tabulate format.
- 2.5 **The details of the examination are given herein:** These details may also be changed as per requirement of IIM Jammu.
- 2.5.1 **E-MBA**
- Examination Type: MCQs
 - Modules of Test: Quantitative Aptitude, Data Interpretation & Logical Reasoning, Verbal Ability & Reading Comprehension.
 - No. of questions: 100 (With 0.25 Negative Marks for wrong answer)
 - Duration: 2 hours
 - The questions will appear in the English language only
- 2.5.2 **PH.D (Part Time)**
- Examination Type: MCQs
 - Modules of Test: Verbal Ability & Reading Comprehensions, Quantitative Aptitude, Data Interpretation & Logical Reasoning, Teaching & Research Aptitude.
 - No. of questions: 100 (With 0.25 Negative Marks for wrong answer)
 - Duration: 2 hours 30 Minutes
 - The questions will appear in the English language only.
- 2.6 The service provider will be solely responsible to maintain the sanctity of the online examination and if questioned shall have to establish that the online examination was conducted and the evaluation was made fairly, without any bias, and without the intervention of anyone from IIM Jammu or otherwise.
- 2.7 The selected agency should prepare the question after consulting the responsible IIM Jammu faculty.
- 2.8 The exam will be conducted through computer based online platform. The candidate will be giving exam through their computers from their respective places, through a real time proctor system/ Remote proctored examination.
- 2.9 The selected agency shall maintain audit trails of all activities of the candidate (click by click) during the course of the examination.
- 2.10 The selected agency shall obtain the candidate's feedback through online Feed Back Form, after the examination is over.
- 2.11 In case the online examination cannot be held at scheduled dates due to the COVID related exigencies/natural calamities or such other unintended circumstances, the IIM

Jammu and the service provider shall finalize alternative dates through mutual consultations.

- 2.12 The service provider will arrange a complete System Test Run (STR) with test data at IIM Jammu
- 2.13 The service provider will be provided with the list of students with necessary details.
- 2.14 The service provider will make available the admin panel where the question bank will have to be uploaded along with format/template etc. as required by the service provider's system.
- 2.15 All the raw data (including click-by-click audit trail) captured during the examination will have to be deposited to IIM Jammu in a form that will be acceptable to any legal authority in case such need arises.
- 2.16 The service provider will make available APIs/ reporting modules, whereby IIM Jammu will be able to extract the information regarding the online examination, if and when necessary.
- 2.17 Common Merit List and Category-wise Merit List will have to deliver by the service provider within 2 days of completion of the examination.
- 2.18 All recording and photographs shall be made available to the IIM Jammu.

3. TERMS AND CONDITIONS OF CONTRACT:

- 3.1 **Period of Contract:** Contract period will be initially for one year. This period may be extended on yearly basis extension on same rate and terms & conditions subject to the satisfactory performance or with some addition/ deletion/ modification for a further period of maximum up to 3 years.
- 3.2 **Sub-Contracting:** The contractor shall not assign, sub-contract or sub-let the whole or any part of the contract in any manner. In case of an unavoidable circumstance, the contractor shall be able to do it with the approval of the Institute. However, the job shall be sublet only to the party approved by the Institute.
- 3.3 **Exit Clause:** The contract can be terminated by giving one-month notice period by the Institute and three-month notice by the contractor. However, in any instant contract will be terminated if service of the vendor is not found satisfactory.
- 3.4 The quoted rates shall remain firm throughout the tenure of the contract and no revision is permissible for any reason.
- 3.5 The Institute does not guarantee any minimum business or assignment which will depend on the requirements, financial resources available and your performance.
- 3.6 IIM Jammu shall have discretion to give any work to any empanelled agency selected through tendering process and the other agency will not have to claim for the work.
- 3.7 IIM Jammu reserves the right to cancel the contract at any time without assigning any reasons whatsoever.
- 3.8 In case of any legal, quasi-legal challenge, the service provider will provide all information required by the legal authorities promptly and in the manner the data is sought.

3.9 PAYMENTS TERMS

- 3.9.1 The payment will be done after the successful completion of each exam and submission of the invoice through NEFT/RTGS/IMPS (online transfer). IIM

Jammu will normally settle the bill within 30 days from the receipt of the bill. However for delayed payment, the Contractor will not charge any penalty or interest to IIM Jammu. The final payment shall, however, be made only after adjusting all the dues / claims of the IIM JAMMU.

- 3.9.2 Bill to be made in the name of Indian Institute of Management Jammu. GST No, Pan No and account details should be clearly mentioned on the bill.
 - 3.9.3 No advance payment will be made under any circumstances.
 - 3.9.4 TDS/ Income Tax etc. are to be deducted at source from the bills of Contractor as per rule.
- 3.10 **FORCE MAJURE:** If at any time, during the continuance of this contract, the performance in whole or in part by either party, of any obligation under this contract, shall be prevented or delayed by Force Majeure situation. The Agency/ Firm shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- 3.10.1 For purposes of this Clause, "Force Majeure" means an event beyond the control of the Agency/ Firm and not involving the Agency/ Firm's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the Institute either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
 - 3.10.2 If a Force Majeure situation arises, the Agency/ Firm shall promptly notify the Institute in writing of such conditions and the cause within 7 days from the date of occurrence thereof. Unless otherwise directed by the Institute in writing, the Agency/ Firm shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
 - 3.10.3 Neither party shall be due to reason of such event be entitled to terminate this contract nor shall either party have any such claim for damages against the other in respect of such non-performance or delay in performance.
- 3.11 The decision of IIM Jammu in regard to interpretation of the Terms & Conditions and the Agreement shall be final and binding on the Agency.
- 3.12 With mutual consent between the IIM Jammu and the Contractor, any other point can be included in the agreement at the time of its execution.
- 3.13 In case of any disputes on execution of the work during the period of contract, the decision of the Director, IIM Jammu shall be binding and final, agreeable in full by both the parties.
- 3.14 **ARBITRATION CLAUSE:** In the event of any dispute or difference(s) between the vendee Institute (IIM Jammu) and the vendor(s) arising out of non-supply of material or supplies not found according to specifications or any other cause whatsoever relating to the supply or purchase order before or after the supply has been executed, shall be referred to "The Director, IIM Jammu", who may decide the matter himself or may appoint arbitrator(s) under the Arbitration and Conciliation Act, 1996. The decision of the arbitrator shall be final and binding on both the parties.
- 3.14.1 The venue of the arbitration shall be the place from where the order is issued.
 - 3.14.2 The place of arbitration and the language to be used in arbitral proceedings shall be decided by the arbitrator.

3.14.3 Further, any legal dispute arising out of any breach of contract shall be settled in the court of competent jurisdiction located within the local limits of Jammu, J&K.

4. ELIGIBILITY CRITERIA:

- 4.1 The Agency should have PAN Number and GST Registration.
- 4.2 The Firm must be having minimum Average Annual Turnover of Rs. 50 Lakh during the last 3 Financial Years i.e. from 2018-19 to 2020-21. The agency should also attach a proof certified by a Chartered accountant.
- 4.3 The Firm should be having a minimum three years of similar experience as on 31st March, 2022 in conducting such online examinations regularly with necessary infrastructures and preparing questions for the test., on behalf of academic institutions in Govt./State Govt./Govt. Autonomous Institute /large reputed institution / organization preferably at IIMs/IITs. (Proof to be submitted:- Self attested copies of Agreements/ Work Orders along with Satisfactory Performance Report issued by such Central or State Govt organization / Institutions/ universities).
- 4.4 The Agency should have not been debarred / black listed / terminated / ceased without completing the entire duration of contract period by any Central/State Govt. Department, Public Sector Undertaking, Autonomous Bodies, Academic Institutions, CFTIs etc. during past five years from the last date of submission of Proposals.

5. TENDER FEE & EARNEST MONEY DEPOSIT (EMD):

- 5.1 The Bidder should submit Tender Fee of Rs. 590/- (Rupees Five Hundred and Ninety Only) – Non-Refundable / Not-Exempted and Earnest Money Deposit (EMD) of 5,000/- (Rupees Five Thousand only) separately payable, payable in the form of in the form of NEFT/RTGS in the name of “Indian Institute of Management Jammu”.

Bank Details of IIM Jammu for NEFT/RTGS:

NAME OF THE ACCOUNT HOLDER: INDIAN INSTITUTE OF MANAGEMENT JAMMU

NAME OF BANK: THE JAMMU & KASHMIR BANK LTD.

BRANCH NAME: E/C GOVT. COLLEGE OF ENGINEERING CANAL ROAD

ADDRESS OF BANK: GCET CANAL ROAD JAMMU

IFSC CODE: JAKA0EGCENG

A/C NUMBER: 1250040500000042

MICR CODE: 180051027

- 5.2 The Technical Bid without EOI Processing Fee and EMD would be considered as UNRESPONSIVE and will not be accepted. NSIC / MSME registered bidders must submit copy of valid NSIC / MSME Registration Certificate for exemption of EMD only.
- 5.3 The EOI Processing Fee and EMD shall be denominated in Indian Rupees only. No interest will be payable to the bidders on the amount of the EMD.
- 5.4 **Refund of EMD:** The EMD will be refunded without any interest to the unsuccessful Bidders only after the EOI are finalized.

6. SUBMISSION OF BID (INSTRUCTIONS FOR ONLINE BID SUBMISSION):

The bidders are required to submit soft copies of their bids electronically on the e-tender Portal, using valid Class 3 Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the e-tender Portal, and submitting their bid online on the e-tendering portal as per uploaded bid. **Prepare their bids in accordance with the requirements and submitting their bids online on the e-tender Portal.**

More information useful for submitting online bids on the e-tender Portal may be obtained at: <https://mhrd.euniwizarde.com>

6.1 REGISTRATION:

- 6.1.1 Bidders are required to enroll on the e-Procurement Portal (URL: <https://mhrd.euniwizarde.com>) with clicking on the link "Online bidder Registration" on the e-tender Portal by paying the Registration fee of Rs.2000/- Per vendor/per year.
- 6.1.2 As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 6.1.3 Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication with the bidder.
- 6.1.4 Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Only Class III Certificates with signing + encryption key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.
- 6.1.5 Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6.1.6 Bidder then logs in to the site through the secured log-in by entering their user ID /password and the password of the DSC / e-Token.
- 6.1.7 The scanned copies of all original documents should be uploaded in pdf format on portal <https://mhrd.euniwizarde.com>
- 6.1.8 After completion of registration payment, you need to send your acknowledgement copy on our help desk mail id ewizardhelpdesk@gmail.com for activation of your account.

6.2 SEARCHING FOR TENDER DOCUMENTS:

- 6.2.1 There are various search options built in the e-tender Portal, to facilitate bidders to search active tenders by several parameters.
- 6.2.2 Once the bidders have selected the tenders they are interested in, you can pay the form fee and processing fee (Non-Refundable) by net-banking / Debit / Credit card then you may download the required documents / tender schedules, Bid documents etc. Once you pay both fees tenders will be moved to the respective 'requested' Tab. This would enable the e-tender Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

6.3 PREPARATION OF BIDS:

- 6.3.1 Bidder should consider any corrigendum published on the tender document before submitting their bids.
- 6.3.2 Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- 6.3.3 **Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF formats. Bid Original documents may be scanned with 100 dpi with Colored option which helps in reducing size of the scanned document.**
- 6.3.4 To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Documents” available to them to upload such documents.
- 6.3.5 These documents may be directly submitted from the “**My Documents**” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

6.4 SUBMISSION OF BIDS (GENERAL INSTRUCTIONS):

- 6.4.1 Bidder should log into the website well in advance for the submission of the bid so that it gets uploaded well in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 6.4.2 The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document as a token of acceptance of the terms and conditions laid down by RGIPT, Jais.
- 6.4.3 Bidder has to select the payment option as “e-payment” to pay the tender fee / EMD as applicable and enter details of the instrument.
- 6.4.4 Bidder should prepare the EMD as per the instructions specified in the tender document. The EMD in original should be posted/couriered/given in person to the concerned official before the Online Opening of Financial Bid. In case of non-receipt of EMD amount in original by the said time, the uploaded bid will be summarily rejected.
- 6.4.5 Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the white Colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
- 6.4.6 The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

- 6.4.7 All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 6.4.8 The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 6.4.9 Upon the successful and timely submission of bid click “Complete” (i.e. after Clicking “Submit” in the portal), the portal will give a successful Tender submission acknowledgement & a bid summary will be displayed with the unique id and date & time of submission of the bid with all other relevant details.
- 6.4.10 The tender summary has to be printed and kept as an acknowledgement of the submission of the tender. This acknowledgement may be used as an entry pass for any bid opening meetings.

6.5 BID SUBMISSION PROCESS:

The offer/bid should be submitted in two bid systems (i.e.) Technical bid and financial bid. The technical bid should consist of all technical details along with commercial terms and conditions. Financial bid should indicate item wise price for the items mentioned in the technical bid. Financial Bids to be submitted in BOQ format only.

6.5.1 TECHNICAL BID SUBMISSION:

- 6.5.1.1 Bidder should number the pages submitted in form of Technical Bid and provide an INDEX/ COMPLIANCE SHEET (**As per Annexure-I**) indicating the page number of each document submitted. The index should be placed on the top of the Technical Bid, without which the tender will be considered incomplete and hence, summarily rejected.
- 6.5.1.2 **The Technical Bid should be accompanied by the relevant documents, duly signed and stamped by Authorised Signatory on each page of Technical Bid & relevant documents and all supportive documents to be attached with related annexure only, without which the tender will be considered incomplete and hence, summarily rejected.**
- 6.5.1.3 **Due date:** The tender has to be submitted online on or before the due date. The offers received after the due date and time will not be considered.
- 6.5.1.4 The Technical Bid should be accompanied by a copy of this Tender Document with each page duly signed by the authorized signatory of the bidders, who has signed the bid, as taken of having read, understood and complied with tender, the terms, and conditions contained herein. Bids not accompanied by a duly signed copy of the Tender Document will not be considered.
- 6.5.1.5 The bid should be precise, complete in all respect and in the prescribed format as per the requirement of the bid document. Failure to furnish all information required through the bidding document or submission of a

bid not responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of the bid.

- 6.5.1.6 The bid should be clear and without any condition. Conditional bids shall be summarily rejected.
- 6.5.1.7 **Pre-Bid Meeting:** An Online Pre-bid meeting will be conducted through Google Meet/ Zoom/ Other Online Platform, to clarify doubts that may arise before submission of the bids. Bidders/Representatives are invited to participate in this pre-bid meeting. Such attendees have to send a request along with a letter of authorization from their firm (or firms they are representing) by email to purchase@iimj.ac.in, for attending the Pre-bid meeting. Bidders are requested to mail the doubts prior to the pre bid meeting if possible, to enable us to clarify the doubts in the pre-bid meeting itself. The link of Online Pre-Bid Meeting will be shared with only those prospective bidders, who would have requested for attending the Pre-bid meeting as mentioned above. Maximum of two representatives per bidder will be permitted to attend Pre Bid Meeting, subject to the submission of valid authorization letter.
- 6.5.1.8 Any change/corrigendum/extension of closing/ opening dates in respect of this tender shall be issued through e-tender Portal (<https://mhrd.euniwizarde.com>) and IIM Jammu website only and no press notification will be issued in this regard. Bidders are therefore requested to regularly visit IIM Jammu website for updates.

6.5.2 FINANCIAL BID SUBMISSION:

- 6.5.2.1 A standard BOQ format has been provided with the tender document to be filled by all the bidders. Bidder to note that they should necessarily submit their financial bids in the prescribed format and no other format is acceptable. The format of Financial Bid is also given at **Annexure-VII** for reference only.
- 6.5.2.2 The Financial Bid (Price Bid) shall be submitted in electronic form only in conformity with the tender specifications on the portal only by the time & date as specified in NIT.
- 6.5.2.3 The financial cover shall contain price bid in the enclosed "Price Bid format" i.e. in BOQ format. Submission of the Financial Bid (Price Bid) by any other means shall not be accepted by the Institute in any circumstances.
- 6.5.2.4 Online submission of the bid will not be permitted on the portal after expiry of submission time and the Bidder shall not be permitted to submit the same by any other mode.
- 6.5.2.5 The bidders are required to quote their rates in Indian Rupees (INR) only.
- 6.5.2.6 GST will be extra and will be paid as actual.
- 6.5.2.7 The Bidder shall not tamper/modify Financial Bid Format in any manner. In case, if the same is found to be tempered/modified in any manner, tender will be completely rejected and EMD would be forfeited.

6.5.2.8 The rates as per award of contract shall remain same throughout the contract period or any extension thereon and shall not be changed in any circumstances.

6.5.3 **ONLINE BID SUBMISSION:** The Online bids (complete in all respect) must be uploaded online in two covers as explained below:

COVER – 1 (TECHNICAL BID)			
(Following documents to be provided as single PDF file)			
Sr. No.	Documents	Content	File Types
1.	Technical Bid	INDEX/ COMPLIANCE SHEET (As per Annexure-I) indicating the page number of each document submitted	.PDF
2.		Technical Bid As per Annexure - II	.PDF
3.		Proof of Tender Fee and EMD.	.PDF
4.		Acceptance of Terms & Conditions of RFP as per Annexure-III.	.PDF
5.		Copy of Permanent Account Number (PAN) in the name of the firm, if not proprietorship firm.	.PDF
6.		Copy of GST Registration Certificate.	.PDF
7.		Platform - The technical details of the online examination ecosystem.	.PDF
8.		Detail of Experience as per Annexure-IV , along with the copy of work order and completion / performance certificates in the same sequence. The Feedback from client will also have to be submitted along with the proof of experience under technical bid.	.PDF
9.		Proof of Income / Turnover to claim the eligibility related to Turn Over.	.PDF
10.		MANDATE FORM FOR Electronic Fund Transfer/ RTGS TRANSFER As per Annexure- V.	.PDF
11.		Self-Declaration about Non Black Listing as per Annexure-VI.	.PDF
12.		Duly signed and stamped of the entire RFP document along with its addendum/corrigendum, if any	.PDF
13.		All other documents, as required in terms of the tender, to claim eligibility.	.PDF
Note: Institute may ask the vendor to submit any other certificate/document as it may deem fit.			
COVER – 2 FINANCIAL BID (PRICE-BID)			
Sr. No.	Types	Content	File Types
1.	Financial Bid	Price Bid in given format BOQ only.	.xls

6.6 ASSISTANCE TO BIDDERS:

- 6.6.1 Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 6.6.2 Any queries relating to the process of online bid submission or queries relating to e-tender Portal in general may be directed to the 12x7 Helpdesk Support.
- 6.6.3 Please feel free to contact ITI Helpdesk (as given below) for any query related to e-tendering.

Helpdesk Support (011- 49606060)

Mr. Anand (9650970101)

- 6.7 **Bid Validity:** The bids shall remain valid for a period of 90 days from the date of opening of tender. In case the Bidder withdraws, modifies or changes his offer during the validity period, bid is liable to be rejected and the earnest money deposit shall be forfeited without assigning any reason thereof. The Bidder should also be ready to extend the validity, if required, without changing any terms, conditions etc. of their original tender.

In case the Bidder withdraws, modifies or change his offer during the validity period, bid is liable to be rejected and the earnest money deposit shall be forfeited without assigning any reason thereof. The Bidder should also be ready to extend the validity, if required, without changing any terms, conditions etc. of their original tender.

- 6.8 The Submission of bids does not entitle any Agency for automatic grant of award.
- 6.9 Any enquiry after submission of the proposal will not be entertained.

7. BIDS OPENING & EVALUATION:

- 7.1 The bids will be opened by a Committee duly constituted for this purpose. The proposals (complete in all respect) received will be opened as mentioned at "RFP Schedule" in presence of Agency's representative if available. Only one representative will be allowed to participate in the Proposal opening and evaluation process, subject to the submission of valid authorization letter.
- 7.2 The Agencies may depute their authorized representatives to remain present during the Proposal opening process subject to submission of valid authorization letter in the name of the representative to attend the Proposal opening process.
- 7.3 **The Technical Proposal** will be opened first and evaluated. **The Financial Proposal** of only those Agencies whose technical bid is found to be technically responsive by the Committee will be opened. The Financial Proposals of ineligible Agencies will not be opened.
- 7.4 **Presentation:** A Separate online meeting for presentation will be conducted through Google Meet or any other platform as decided by IIM Jammu, to assess the technical competence of the bidders. The bidders can use this presentation as an opportunity to present their proposal and to understand the requirement of the institute. This presentation will be the part of evaluation of technical bids. Maximum of two representatives per bidder will be permitted to attend online meeting for presentation, subject to the submission of valid authorization letter.
- 7.5 **SELECTION OF SUCCESSFUL AGENCY:** IIM Jammu will use Cost Evaluation under Combined Quality Cum Cost Based System (CQCCBS), the technical proposals will be allotted weightage of 70% while the financial proposals will be allotted weightages of 30%.

Proposals with the lowest cost may be given a financial score of 100 and other proposals given financial scores that are inversely proportional to their prices. Total score, both technical and financial, shall be obtained by weighing the quality and cost scores and adding them up.

TECHNICAL EVALUATION CRITERIA:

S.No.	Parameter	Scoring Protocol
	QUALITY	TOTAL: 100 MARKS (Min. 40 Marks required for Qualification)
1	Experience (in years)	Max Marks: 20 - 5 or more of Similar Experience – 20 Marks - 4 or more but less than 5 years of Similar Experience – 15 Marks - 3 or more but less than 4 years of Similar Experience - 10 Marks - Less than 3 years of Similar Experience – 0 Marks
2	Experience with any Govt Academic Institute, university like IITs/IIMs etc. or Reputed B-School/ Institute	Max Marks: 20 For every one engagement with any Govt Academic Institute, university like IITs/IIMs etc. or Reputed B-School/ Institute in last 5 years- 5 Marks, subject to the maximum up to 20 marks
3	Average Annual Turnover during the last 3 Financial Years i.e. from 2018-19 to 2020-21	Max Marks: 20 - 2 crore & Above – 20 Marks - 1 crore & Above but less than 2 crore – 15 Marks - 50 Lakh & Above but less than 1 crore – 10 Marks - Less than 50 Lakh – 0 Marks
4	Feedback from Clients (from 2 clients including present)*	Max Marks: 10 Very Good – 4 Marks, Good – 3 marks Satisfactory – 2 Marks, Fair – 1 Marks Note: The Feedback will have to be submitted along with the proof of experience under technical bid. Multiple feedback from same client shall be treated as one feedback.
5	Presentation.	Max Marks: 30 Presentation to the technical committee and evaluation of the response by the technical committee.

7.5.1 A bidder has to score at least an overall minimum score of 40 in the technical evaluation in order to be technically qualified.

7.5.2 The financial evaluation will be for 30 marks and will be only for the technically qualified bidders. The lowest priced qualified bidder will get the maximum financial score (30) while the others will have a pro-rated score lower than 30. More specifically, the financial score of a technically qualified bidder is calculated as
 Financial score = 30 * (lowest price bid)/ (price bid of the bidder).

7.5.3 The bidder with the highest total score (technical + Financial) will be declared as the successful bidder. In case of tie, the bidder having higher financial score will be declared successful.

7.5.4 The following formula will be used to evaluate the overall ranking of the qualified tenders.

$$\text{Overall Score} = \frac{\text{Score of Technical Bid} \times 70}{\text{Highest Score of Best Technical Bid}} + \frac{\text{Lowest Financial Bid} \times 30}{\text{Price of Financial Bid}}$$

7.5.5 Selection of tender will be based on overall score calculated from the formula. An Example of the same is presented below:

Bidder	Score of Technical Bid	Price of Financial Bid	Overall Score	Overall Rank
Company A	90	280	97.85	First
Company B	80	270	91.10	Third
Company C	80	260	92.22	Second

- 7.6 IIM Jammu reserves the right to negotiate the quoted price with the successful Agency to arrive at the fair and reasonable price.
- 7.7 The IIM Jammu is not bound to award contract at the lowest price received in the Tender and reserves the right to decide on fair and reasonable price of the services tendered for any counter offer the same to the bidders. All other terms and conditions of the tender shall remain operative even if a counter offer rate is offered to the bidders
- 7.8 Technical Bid containing commercial details or Revelation of Prices in any form or by any reason before opening the Financial Proposal shall not be considered.
- 7.9 The institute reserves the right to seek clarifications or additional information/ documents from any Agency regarding its technical Proposal. Such clarification(s) or additional information/document(s) shall be provided within the time specified for the purpose. Any request and response thereto shall be in writing. If the Agency does not furnish the clarification(s) or additional information/document(s) within the prescribed date and time, the proposal shall be liable to be rejected.
- 7.10 In case the day of opening of proposals is declared as a Public Holiday or there is non-functioning of the Institute due to any unavoidable reason, the next working day will be treated as a day for the purpose. No separate intimation will be given.
- 7.11 Any act on the part of the bidder to influence anybody in the institute is liable to rejection of his bid.
- 7.12 IIM Jammu reserves the right to reject any application without assigning any reason.
- 7.13 IIM Jammu reserves the right to relax/amend/add/withdraw any of the terms and conditions contained in the Tender Document without assigning any reason thereof.
- 7.14 The decision of Competent Authority, IIM Jammu will be final in all matters relating.

8. AWARD OF CONTRACT:

- 8.1 The Successful Bidder should accept the offer within 10 days from the date of receipt of "Letter of Offer", failing which the offer will be cancelled.
- 8.2 In case the successful bidder backing out before actual award or execution of agreement or declines the offer of contract, for whatsoever reason(s), IIM Jammu will have right to forfeit the EMD.
- 8.3 If Successful Bidder fails to provide acceptance within stipulated time, IIM Jammu will be free to award the contract to 2nd Highest Scorer Vendor provided 2nd Highest Scorer matches 1st Highest Scorer's price, If the price quoted by 2nd Highest Scorer are more than the price quoted by 1st Highest Scorer and if 2nd Highest Scorer does not agree, it will be awarded to 3rd Highest Scorer subject to 3rd Highest Scorer matching 1st Highest Scorer's price, If the

price quoted by 3rd Highest Scorer are more than the price quoted by 1st Highest and in that order.

- 8.4 IIM Jammu reserves the right to engage one or more agencies at a time. One or more agencies may be empanelled through this RFP.
- 8.5 It is clearly understood by the parties that no financial liability of any type is created by issuance of work order. The Institute does not guarantee any minimum business or assignment which will depend on the requirements, financial resources available and your performance.

9. PERFORMANCE SECURITY:

- 9.1 The EMD of successful bidders shall be automatically converted to Performance Security which would be returned on successful completion of the contract. In case of exemption of EMD, The successful bidder is required to deposit an amount, equal to EMD through NEFT as security deposit, within 30 days from the date of award of contract.
- 9.2 Performance Security would be returned on successful completion of the contract. No interest shall be payable on performance security.
- 9.3 In case of breach of contract, performance security shall be forfeited and the agency shall be blacklisted for such period as decided by the competent authority in addition to termination of the contract.

****Sd/-****

Chief Administrative Officer
Indian Institute of Management Jammu

ANNEXURE-I

INDEX/ COMPLIANCE SHEET

(To be submitted on the letterhead of the Agency)

Sr. No	Document Name	Compliance (Yes / No)	Page No		Remarks
			From	To	
1.	Technical Bid As per Annexure - II				
2.	Proof of Tender Fee and EMD.				
3.	Acceptance of Terms & Conditions of RFP as per Annexure-III.				
4.	Copy of Permanent Account Number (PAN) in the name of the firm, if not proprietorship firm.				
5.	Copy of GST Registration Certificate.				
6.	Platform - The technical details of the online examination ecosystem.				
7.	Detail of Experience as per Annexure-IV , along with the copy of work order and completion / performance certificates in the same sequence. The Feedback from client will also have to be submitted along with the proof of experience under technical bid.				
8.	Proof of Income / Turnover to claim the eligibility related to Turn Over.				
9.	MANDATE FORM FOR Electronic Fund Transfer/ RTGS TRANSFER As per Annexure- V.				
10.	Self-Declaration about Non Black Listing as per Annexure-VI.				
11.	Duly signed and stamped of the entire RFP document along with its addendum/corrigendum, if any				
12.	All other documents, as required in terms of the tender, to claim eligibility.				

Place:

(Signature with stamp of the Agency)

Date:

RFP Ref No IIMJ/RFP/Online-Entr-Exam/2021-22/12

TECHNICAL BID

(To be submitted on the letterhead of the Agency/ Firm)

Copies of all supporting documents duly signed and stamped by the Agency in support of below particulars must be attached along with this checklist

1.	Name of the Agency (In Block Letters)	::	
2.	Registered Office Address (With telephone no. & email address)	::	
3.	Status of the organization Proprietary/Partnership/Pvt. Ltd./Public Ltd. Company	::	
4.	Year of incorporation /constitution of agency	::	
5.	PAN No.	::	
6.	GST No.	::	
7.	Authorized Signatory Details	::	Name: _____ Designation: _____ Mobile No: _____ Email: _____
8.	Details of Contact Person Other than Authorized Signatory:	::	Name: _____ Designation: _____ Mobile No: _____ Email: _____
9.	Total No. of Year of Similar Experience in Conducting Online Examination Details of work experience (as per Annexure-IV) in support of Experience related eligibility criteria.	::	
10.	Annual Business turnover for last two financial years, duly certified by the Chartered Accountant	::	FY 2020-21: Rs _____ (in Lakhs) FY 2019-20: Rs _____ (in Lakhs) FY 2018-19: Rs _____ (in Lakhs) Avg Turnover of Last Three Years: Rs.

_____ (in Lakhs)	
11. Total number of employees	::
12. Details of Tender Processing Fee (Application Fee) of Rs. 590/- (Rupees Five Hundred and Ninety Only only) and EMD of Rs. 5,000/- (Rupees Five Thousand Only):	<p>Details of Tender Processing Fee: Amount: Rs. 590/- Txn No: Date: Bank & Branch:</p> <p>Details of EMD: Amount: Rs. 5,000/- Txn No: Date: Bank & Branch:</p>
13. Whether the Agency faced any litigation with any organization earlier, if yes, kindly furnish the same with name of the organization and brief details of litigation.	::
14. Any other information	::

Verification:

The details furnished in the application are true and correct to the best of my/our knowledge and that in case of furnishing any false information or suppression of any material information. The application shall be liable to be rejected besides initiation of panel proceedings by IIM Jammu, if it deems fit.

Note: 1) Please enclose all supporting documents.

2) If documents are not included in the application, the bid will be automatically rejected.

Signature of authorized signatory

Name:

Seal:

ANNEXURE-III

ACCEPTANCE OF TERMS & CONDITIONS OF RFP

(On the letter head of the Agency/ Firm)

To
Chief Administrative Officer,
Indian Institute of Management Jammu
Old University Campus, Canal Road
Jammu-180016 (J&K)

Date:

Sub: Acceptance of Terms & Conditions of RFP for 'FOR ENGAGEMENT OF AGENCY FOR CONDUCTING ONLINE ENTRANCE EXAMINATION' vide RFP Ref No: IIMJ/RFP/Online-Entr-Exam/2021-22/12

Dear Sir,

I/We have downloaded / obtained the RFP document(s) for the above mentioned "Work" from the web site(s) namely as per your notice given in the above mentioned website(s).

1. I/We hereby certify that I / we have read the entire terms and conditions of the RFP documents (including all documents like annexure(s), schedule(s), etc.), which form part of the contract and I / we shall abide hereby by the terms / conditions / clauses contained therein.
2. The corrigendum(s) issued from time to time by your department/ organization with this RFP has also been taken into consideration, while submitting this acceptance letter.
3. I/We hereby unconditionally accept the terms and conditions of above mentioned RFP document(s) / corrigendum(s) in its totality / entirely.
4. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.
5. No employee or direct relation of any employee of IIM Jammu is in way connected as Partner/Shareholder/Director/Advisor/Consultant/Employee etc. with the Agency / Firm / Company.
6. I/We certify that all information and data furnished and attachments submitted with the application by our Agency / Firm / Company are true & correct.
7. I/We are aware that if any information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason thereof summarily reject our Proposal or terminate our contract, without prejudice to any other rights or remedy including the forfeiture of the full said Earnest Money Deposit/ Performance Security absolutely.

Yours Faithfully,

(Signature of the Agency, with Official Seal)

DETAILS OF EXPERIENCE

(To be submitted on the letterhead of the Agency/ Firm)

Sr. No	Name of the Institute / University for which the online exam was conducted (with Name of Contact Person, Contact No. & email id.)	Duration of contract		Total number of online exam was conducted	Average Number of candidates per exam	Whether it is academic institute (Yes/No)
		From (DD/ MM/ YYYY)	To (DD/ MM/ YYYY)			
1.						
2.						
3.						
4.						
5.						

Note:

- Agencies are required to provide the information on above format only in reverse chronological order (start from latest/recent most organization to oldest organization) and also attach Copy of contract / performance certificate in same sequence. Agencies may add row / rows in the above format, if No of organizations / Institutions are more or may add additional sheet also.
- The firm should provide the contact information (i.e., names of two contact persons, phone number, email address, URL of the company) of clients that IIM Jammu may contact in order to obtain the required information.

Signature of Agency

Name: _____

Designation: _____

Organization Name: _____

Contact No.: _____

ANNEXURE-V

MANDATE FORM FOR ELECTRONIC FUND TRANSFER/RTGS TRANSFER

(To be submitted on the letterhead of the Agency/ Firm)

The Chief Administrative Officer
 Indian Institute of Management Jammu
 Jammu

Date: / /

Sub: Authorization for release of payment / dues from Indian Institute of Management Jammu through Electronic Fund Transfer/RTGS Transfer.

1. **Name of the Firm/Company/Institute:**
2. **Address of the Firm/Company/Institute:**

City _____

Pin Code _____

E-Mail ID _____

Mob No: _____

Permanent Account Number _____

3. **Particulars of Bank**

Bank Name		Branch Name	
Branch Place		Branch City	
PIN Code		Branch Code	
MICR No			
(9 Digit number appearing on the MICR Bank of the Cheque supplied by the Bank, Please attach a Xerox copy of a cheque of your bank for ensuring accuracy of the bank name , branch name and code number)			
IFS Code:(11 digit alphanumeric code)			
Account Type	Saving	Current	Cash Credit
Account Number:			

DECLARATION:

I hereby declare that the particulars given above are correct and complete. If any transaction delayed and not effected for reasons of incomplete or incorrect information I shall not hold Chief Administrative Officer, Indian Institute of Management Jammu responsible. I also undertake to advise any change in the particulars of my account to facilitate updating of records for purpose of credit of amount through NEFT/RTGS Transfer.

Place: _____

Date: _____

Signature & Seal of the Authorized Signatory of the Firm/Company/Institute:

Certified that particulars furnished above are correct as per our records

Bankers Stamp:

Date: _____

Signature of the Authorized Official from the Bank

N.B: Please fill in the information in CAPITAL LETTERS, computer typed; please TICK wherever it is applicable.

SELF-DECLARATION ABOUT NON BLACK-LISTING

(To be submitted on the letterhead of the Agency/ Firm)

To

Date:

Chief Administrative Officer,
Indian Institute of Management Jammu
Old University Campus, Canal Road
Jammu-180016 (J&K)

Subject: Self Declaration About Non Black-Listing for '**FOR ENGAGEMENT OF AGENCY FOR CONDUCTING ONLINE ENTRANCE EXAMINATION**' vide RFP Ref No: **IIMJ/RFP/Online-Entr-Exam/2021-22/12**

Sir,

In response to RFP under reference, I/ We hereby declare that presently our firm/ agency/ company is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any Central/ State Govt. Department, Public Sector Undertakings, Autonomous Bodies, Academic Institutions and Commercial Organizations.

We further declare that presently our agency / firm / company is also not blacklisted/ debarred and not declared ineligible for any reason other than corrupt & fraudulent practices by any Central/ State Govt. Department, Public Sector Undertakings, Autonomous Bodies, Academic Institutions and Commercial Organizations in last five years from the last date of submission of Proposal.

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

Yours faithfully,

(Name & signature with stamp of the Agency)

ANNEXURE- VII

FINANCIAL BID

(To be submitted online in BOQ Excel Sheet)

Name and Address of the Bidder:

Sl. No	Particulars	Rate per Examinee (Rs.) (Excluding GST)
01	Rate per examinee for conducting the online Entrance Examination including all possible expenditure	To be submitted online ONLY

Note:

1. GST will be paid extra, at the applicable rate.
2. No additional payment shall be entertained later, other than the quoted and approved rate.

Date:

Authorized Signatory

Place:

(Signature and seal of the authorized signatory)