Sealed tenders are invited from reputed Service Providers engaged in providing End-to-End Services (except setting of Question Papers) for conducting Computer-based (Online) Tests for (i) Admissions to various UG and PG programmes of the Indian Maritime University and (ii) Recruitments to various Teaching and Non-Teaching posts in IMU during the period from 01.09.2015 to 31.08.2016 extendable on, satisfactory performance, one year at a time for a maximum of 3 years, i.e. up to 31.8.2018 at the same quoted price. The Tender Document can be downloaded from the University Website www.imu.edu.in. The last date for receiving bids is 3 p.m on Wednesday 26th August 2015.

TENDER NOTIFICATION

Tender No. IMU/CBT/2015-16 05/08/2015

INDIAN MARITIME UNIVERSITY
(A Central University)
East Coast Road, Uthandi, Chennai 600 119.
Tel: (044) 24531086

Tender Abstract

- Notice Inviting Tender No. : IMU/CBT/2015-16 dated 05.08.2015
- Pre-Bid Meeting: Monday 17th August 2015 at 11:00 hrs
- Last Date for Submission of Tender: Wednesday 26th August 2015 at 15:00 hrs
- Technical Bid Opening Date and Time: Wednesday 26th August 2015 at 15:30 hrs
- Price Bid Opening Date and Time: Friday 28th August 2015 at 15.00 hrs
• Price of Bid Document: Rs.5,000/-
• EMD Amount: Rs. 1,00,000/-.
• Address for Submission of Tender: The Registrar, Indian Maritime University, East Coast Road, Uthandi, Chennai – 600 119.

I. Introduction:

The Indian Maritime University (IMU), Chennai is a Central University under the Union Ministry of Shipping with all India jurisdiction, with its own Campuses at Chennai, Cochin, Mumbai, Kolkata and Visakhapatnam, and with 39 Affiliated Institutes all over the country.

A. Computer-based (Online) Tests for Admissions

IMU offers various Undergraduate and Postgraduate programmes in the Schools of Marine Engineering and Technology, Nautical Sciences, Naval Architecture and Ocean Engineering and Maritime Management. Admissions to these programmes offered by IMU Campuses and the Affiliated Institutes are through Common Entrance Tests (CETs) held once or more each year.

(i) There will be a CET for the February batch of the Diploma in Nautical Science (DNS) programme usually held in December-January in a single shift in the following 12 cities (Test Centres): 1. New Delhi, 2. Lucknow, 3. Patna, 4. Kolkata, 5. Guwahati, 6. Hyderabad, 7. Chennai, 8. Cochin, 9. Bangalore, 10. Mumbai, 11. Bhopal and 12. Jaipur. Around 1,000 candidates are likely to apply for this CET. Depending upon the number of applicants, the number of cities (Test centres) may vary.

(ii) There will be a CET for all the UG programmes put together; another CET for the 2 MBA programmes and a third CET for the 2 M.Tech programmes. These CETs are usually held in May-June in a single shift. All the 3 CETs may be held on the same day or they may be held on different dates, and if circumstances so warrant, in different months. In future, there may be more CETs as new P.G/Doctoral programmes are introduced by IMU. Around 15,000 candidates are likely to apply

B. Computer-based (Online) Tests for Recruitments

IMU proposes to recruit suitable candidates to entry-level Teaching and Non-Teaching posts such as Assistant Professors, Assistant Registrars, Assistants and so on. Toward this end, IMU will be conducting Common Recruitment Tests (CRT) for the initial screening of candidates before calling for interview.

There will be a separate CRT for each category of Teaching/Non-Teaching posts. The various CRTs may be held on the same day or on different dates, and if circumstances so warrant, in different months in the course of the year. Depending upon the category of posts, the number of applicants may vary from 100 to 10,000. These numbers are only indicative. These CRTs are likely to be held in a single shift in the following 12 cities (Test Centres): 1. New Delhi, 2. Lucknow, 3. Patna, 4. Kolkata, 5. Guwahati 6. Hyderabad, 7. Chennai, 8. Cochin, 9. Bangalore, 10. Mumbai, 11. Bhopal, and 12. Jaipur. Depending upon the number of applicants, the number of cities (Test centres) may vary.

Points to be noted:

- The CETs and CRTs will be Computer-based (Online) for all programmes/posts.
- The questions asked will be multi-disciplinary, multiple choice or what in common parlance are called ‘Objective Type Questions’.
• If sufficient number of candidates are not forthcoming for certain cities, IMU reserves the right to accommodate the candidates in the nearest cities. For example, if sufficient number of applications are not forthcoming for Jaipur, IMU may divert these candidates to New Delhi.

• If there is a large number of candidates for certain cities (Test Centres), IMU may require the Service Provider/Vendor to arrange multiple Test Venues in such cities.

• The Test Venues must be arranged only within the geographical limits of the Corporation/Municipality/Nagar Panchayat of the designated cities. If in exceptional circumstances, this is not possible, IMU’s prior written permission should be obtained to arrange a Test Venue outside the city limits.

IMU is looking for a Service Provider/Vendor who can provide **End-to-End Services** for the successful conduct of its Computer-based (Online) CETs and CRTs, *except for the setting of question papers*, for one year period from 01.09.2015 to 31.08.2016, extendable on satisfactory performance one year at a time for a maximum of 3 years, i.e. up to 31.8.2018 *at the same quoted price*. This tender is aimed at selecting such a Service Provider/Vendor.

**II. End-to-End Services to be Provided:**

The End-to-End Services that the Service Provider will be required to provide are:

• Online Registration of Applicants with facility to upload photographs, certificates, challans, scanned signatures etc. and to download and print filled-in application in standard formats, and with provision of administrative login to IMU to check and authenticate the applications online.

• Secure Payment Gateway as well as Offline (challan-based) Payment Management.

• Arranging Test Venues with sufficient computers, relevant software and necessary personnel to administer the Computer-based (Online) Tests for
Admissions (CETs) and Recruitments (CRTs) smoothly without any hitch.

- Designing and development of a suitable IT platform for enabling a Computer-based examination (with multiple choice questions) to be held simultaneously in different cities in India. While questions and answer keys will be provided by IMU, the digital ‘transcription’ and ‘uploading’ of the same shall be the responsibility of the Service Provider.

- Facility for candidates to take at least 3 Web-based ‘Mock Tests’ of a nature similar to IMU’s CETs and CRTs.

- Facility for applicants to download their Hall Tickets/Admit Cards with the name of the Test Venue indicated.

- Automated e-mails/SMS to every registered applicant on successful registration, receipt of application fee (online and offline), dispatch of hall ticket and publication of results.

- Conducting the Computer-based (Online) Tests for Admissions (CETs) and Recruitments (CRTs) at the designated Test Venues.

- Evaluation of answers and submission of results.

- Maintaining a Master Database of all Candidates Registered; Attended CET/CRT; Results for use at any time during the Admission process; and transfer of the entire data (soft copy) to IMU after the whole process is completed.

- Such other items as deemed necessary by IMU for the proper conduct of the Computer-based (Online) Tests for Admissions (CETs) and Recruitments (CRTs) and its immediate aftermath.

### III. Deliverables of this Project

The main deliverable of this Project is the successful conduct of the Computer-based (Online) Tests for Admissions (CETs) and Recruitments (CRTs) of the Indian Maritime University, Chennai and the provision of the End-to-End Services listed in (II) above. Other deliverables are:
(a) To provide/deploy the necessary Personnel, Hardware, Software, Networking, Internet connectivity, Power back-up, Air-conditioning, System Security, Testing, Validation, Audit, and other measures for the proper and satisfactory conduct of the Computer-based (Online) Tests for Admissions (CETs) and Recruitments (CRTs) at the designated Test Venues.

(b) To ensure that the Web application is able to handle a large volume of online traffic for a period of approximately 6-8 weeks and to keep it active so as to answer any queries coming forth during that period and also later for tasks handled by it on real time basis (maximum within 24 hours).

(c) To provide at each Test Venue computer terminals equal to the number of Hall Tickets/Admit Cards issued for that Test Venue plus a buffer of 20%.

(d) The computer systems and servers shall be of latest configuration and LAN must be scaled enough to handle the traffic in real time with proper backup and redundancy at each level.

(e) To ensure that the examination is not "online only" and conducted in Computer-based Test mode so that it is not affected by Internet issues.

(f) To securely transmit, download, install and implement confidential data received from the Registrar, IMU. The Question Papers installation and implementation shall be as per requirement of IMU in real time situation.

(g) To transfer/export the data in encrypted format including raw scores data from local server to Central server and vice versa at the instruction of IMU.

(h) To prepare and provide documentary manuals for all processes for safe and secure conduct of examination to be followed along with rules for contingency and exception handling/emergency procedures.

(i) To ensure the fool-proof functioning of the Computer-based (Online) Tests for Admissions (CETs) and Recruitments (CRTs) at the designated Test Venues by conducting adequate Dry Runs at all Test venues before the date of the Tests, and to conduct a final Dry Run on the day before the
Test in all venues simultaneously thereby simulating actual Test-like conditions.

(j) To have a comprehensive Business Continuity Plan/Disaster Recovery Plan and practice in place which should be shown to IMU when called upon to do so.

(k) To maintain complete log of all activities of candidate during the course of the Computer-based (Online) Tests for Admissions (CETs) and Recruitments (CRTs) to enable complete auditability of the assessment process.

(l) To ensure suitable drinking water facilities and separate toilet facilities both for Boys and Girls at the Test venues.

(m) To arrange/provide adequate signage’s/displays/instructions/information to the candidates appearing for Computer-based (Online) Tests for Admissions (CETs) and Recruitments (CRTs) at the designated Test Venues.

(n) To arrange frisking of candidates at examination centre to disallow any electronic gadgets, pen, paper (other than Admit Card), bag, purse (except wallet) etc., as per the guidelines of the IMU.

(o) To obtain feedback from candidates after examination is over through online Feedback Form.

(p) To provide automated scoring as per rules defined and agreed.

(q) To evaluate the answer sheets and furnish the merit list and such other processed data to IMU in the formats prescribed.

(r) To provide documented inputs and support for handling

- Candidates queries
- Press interaction
- RTI queries
- Court Cases

(s) To be in a position to conduct an alternative Test at the Bidder’s cost at the Test venue(s) at short notice (but with a different question paper) if there has been a
complete failure of the Test delivery process.

**IV. Minimum Manpower Deployment:**

(a) The Service Provider will be required to depute a capable I.T expert to IMU Headquarters from the date of commencement of receipt of applications for the Computer-based (Online) Tests for Admissions (CETs) and Recruitments (CRTs) till the date of submission of results to liaise between IMU and the Service Provider and to function as a consultant, trainer and helper to IMU to effectively handle all the end-to-end services.

(b) For the successful conduct of the CETs/CRTs, the Service Provider shall deploy the following complement of staff at each **Test Venue:**

1. Test Venue Administrator: 1  
2. I.T Manager: 1  
3. Invigilators: 1 for every 25 candidates.  

There shall be 1 Chief Invigilator if the number of candidates at a Test Venue is 100 - 300, and 2 Chief Invigilators if a Test Venue has over 300 candidates.

4. Support staff/peons: 2 for up to 100 candidates, 1 extra for every 50 candidates.  
5. Security guards: 2 for up to 100 candidates, 1 extra for every 50 candidates.

**Illustration 1:** The number of candidates at a Test Venue (based on the number of Hall Tickets/Admit Cards issued) is 65. The complement of staff to be posted at that Test Venue shall be: One Test Venue Administrator, one I.T Manager, three Invigilators, no Chief Invigilator, two support staff, and two security guards.

**Illustration 2:** The number of candidates at a Test Venue (based on the number of Hall Tickets/Admit Cards issued) is 140. The complement of staff to be posted at that Test venue shall be: 1 Test Venue Administrator, 1 I.T Manager, 6 Invigilators, 1 Chief Invigilator, 3 support staff, and 3 security guards.
It shall be incumbent upon the Service Provider to finalise the list of names & contact numbers of the Administrators, I.T Managers, Invigilators, Chief Invigilators, Supports staff and Security Guards together with the names of those on stand-by in the event of absentees allocated to each Test Venue and submit the same to IMU within the date prescribed.

**V. Time Line**

*Time is of the essence of this contract.* The time line for important milestones of CETs/CRTs (which may be modified slightly by IMU if warranted) shall be as follows:

**(A) Time Line For the Tender**

(i) Date of pre-bid meeting: 11.00 am on Monday 17th August 2015

(ii) Last date for receipt of bids: 3.00 pm on Wednesday 26th August 2015.

(iii) Opening of Technical Bids: 3.30 pm on Wednesday 26th August 2015.

(iv) Opening of Financial Bids: 3.30 pm on Friday 28th August 2015.

(v) Issue of Purchase Order to successful Bidder: Tuesday 1st September, 2015.

(vi) Furnishing of Security Deposit by the successful Bidder and execution of Contract with IMU: 5.00 pm on Friday 4th September 2015.

**(B) Time Line For the Common Recruitment Tests (CRTs):**

*Note 1:* For recruitments, 45 days’ time will be given for the registration of online applications. The date of commencement of online applications will be termed ‘D day’ and all other dates are fixed relative to the ‘D day’.

*Note 2:* The actual dates (which will be in accordance to the schedule shown below) will be communicated to the Service Provider once a decision is taken to conduct a Common Recruitment Test (CRT) for particular type of post.
(i) Date of intimation of the schedule for the CRT to the Service Provider: **D-30** days. *(D minus 30 days).*

[The Service Provider will be required to immediately commence the customization of the Online Software to suit IMU’s needs and demonstrate at least 2 successful Trial Runs within 30 days].

(ii) Date by which the Service Provider should ‘go live’ and be able to register candidates’ applications online and receive payments of CRT’s fees online or offline through challans with automated Email/SMS acknowledgements: **D day**.

(iii) Date by which the Service Provider should furnish to IMU the *provisional list of Test Venues* in the designated cities with details of the computer systems and other facilities available at each Venue: **D+30** days.

(iv) Last date for receipt of online applications: **D+45** days.

(v) Date by which the Service Provider should furnish the *final list of Test Venues* in the designated cities with details of the computer systems and other facilities available and the names/contact numbers of the administrative & technical officers, invigilators and other staff allocated to each Test Venue: **D+48** days.

(vi) Date by which candidates should be able to download Hall Tickets/Admit Card: **D+50** days.

(vii) Date of conduct of the Computer-based Common Recruitment Test (CRT): **D+65** days.

(viii) Date of Publication of CRT results: **D+68** days.
(C)Time Line For the Common Entrance Tests (CETs):

Note 1: For admissions, there will be two types of CETs –

(a) **Type 1**: those where **60 days’** time will be given for the registration of online applications; e.g. the ‘Main’ CET held in May-June.

(b) **Type 2**: those where only **15 days’** time will be given for the registration of online applications; e.g. the CET held in December-January for admissions to DNS.

There will be a separate schedule for each type of CET.

Note 2: The date of commencement of online applications will be termed ‘D day’ and all other dates are fixed relative to the ‘D day’.

Note 3: The actual dates (which will be in accordance to the schedule shown below) will be communicated to the Service Provider once a decision is taken to conduct a Common Entrance Test (CET) for particular programme(s).

**Time Line for Type 1 CET:**

(i) Date of intimation of the schedule for the CET to the Service Provider: **D-30** days.

[The Service Provider will be required to immediately commence the customization of the Online Software to suit IMU’s needs and demonstrate at least 2 successful Trial Runs within 30 days].

(ii) Date by which the Service Provider should ‘go live’ and be able to register candidates’ applications online and receive payments of CET’s fees online or offline through challans with automated Email/SMS acknowledgements: **D day**.

(iii) Date by which the Service Provider should furnish to IMU the **provisional list**
of Test Venues in the designated cities with details of the computer systems and other facilities available at each Venue: **D+45** days.

(iv) Last date for receipt of applications: **D+60** days.

(v) Date by which the Service Provider should furnish the *final list of Test Venues* in the designated cities with details of the computer systems and other facilities available and the names/contact numbers of the administrative & technical officers, invigilators and other staff allocated to each Test Venue: **D+63** days.

(vi) Date by which candidates should be able to download Hall Tickets / Admit Cards: **D+65** days.

(vii) Date of conduct of Computer-based Common Entrance Test (CET): **D+80** days.

(viii) Date of Publication of CET results: **D+83** days.

**Time Line for Type 2 CET:**

(i) Date of intimation of the schedule for the CET to the Service Provider: **D-30** days.

[The Service Provider will be required to immediately commence the customization of the Online Software to suit IMU’s needs and demonstrate at least 2 successful Trial Runs within 30 days].

(ii) Date by which the Service Provider should ‘go live’ and be able to register candidates’ applications online and receive payments of CET’s fees online or offline through challans with automated Email/SMS acknowledgements: **D day**.

(iii) Date by which the Service Provider should furnish to IMU the *provisional list*
of Test Venues in the designated cities with details of the computer systems and other facilities available at each Venue: \( D+13 \) days.

(iv) Last date for receipt of applications: \( D+15 \) days.

(v) Date by which the Service Provider should furnish the final list of Test Venues in the designated cities with details of the computer systems and other facilities available and the names/contact numbers of the administrative & technical officers, invigilators and other staff allocated to each Test Venue: \( D+17 \) days.

(vi) Date by which candidates should be able to download Hall Tickets / Admit Cards: \( D+19 \) days.

(vii) Date of conduct of Computer-based Common Entrance Test (CET): \( D+34 \) days.

(viii) Date of Publication of CET results: \( D+37 \) days.

VI. Qualifications of Bidders:

Along with time, quality is of the essence of this contract. IMU is looking for a bidder who has proven capacity to provide End-to-End services for conducting a Computer-based Test in multiple venues across India in a single shift for candidates varying from a few hundreds to over 15,000. Accordingly, IMU has opted for a Quality-cum-Cost based System (QCBS) of Tender Evaluation in which 70% weightage will be given to the Technical Bid and 30% weightage to the Price Bid.

Since the capacity to conduct Computer-based (Online) Tests in multiple venues across India in a single shift on a similar or even greater scale without any hitch is of paramount importance and crucial to the success of IMU’s venture, IMU has prescribed 2 sets of technical criteria:

(A) Minimum Eligibility Criteria – Bidders who do not possess ALL these
criteria will be screened and not taken up for Technical Evaluation.

(B) **Technical Evaluation Criteria** – Bidders who possess all the Minimum Eligibility Criteria will be given marks based on certain well defined criteria which are indicative of their technical capacity to undertake projects similar to or bigger than IMU’s Computer-based CETs/CRTs. *The Technical Score (TS) of the Bidder getting the highest mark will be treated as 70*, and those of the others will be arrived at proportionately using the formula: \( TS = \left( \frac{T}{T_{\text{max}}} \right) \times 70 \) where \( T_{\text{max}} \) is the highest mark secured in the Technical Evaluation by one of the Bidders, and \( T \) is the mark secured by any given Bidder. In this manner, each Bidder will be assigned a Technical Score (TS) out of 70.

**N.B.** The Bidder may furnish modes of proof other than the ones indicated below but it shall be entirely up to IMU whether to accept them or not.

(A) The **Minimum Eligibility Criteria** shall be as follows:

1. The Bidder should have been in the business of conducting similar Computer-based (Online) Tests for Admissions or Recruitments on behalf of Educational Institutions/Public Service Commissions/Companies and the like since **2012-13 or earlier**.

   [*Mode of Proof: Copy of Purchase Order/Contract showing that the Bidder had conducted a similar CBT since 2012-13 or earlier*].

2. The Bidder should have successfully implemented during **2012-13, 2013-14 and 2014-15** at least 1 (one) Project of value not less than Rs.50 lakhs.

   [*Mode of Proof: Copy of Purchase Order/Contract for proving ‘Award of Work’. *Copy of Completion Certificate’/Final Invoice/Letter indicating return of Security Deposit for proving satisfactory ‘Completion of Work’. Should be furnished for each Project.* Value of a Project = No. of candidates x Rate per candidate*].
**N.B:** The distinction between a ‘Contract’, a ‘Project’ and a ‘shift’ must be clearly understood. ‘Project’ refers to a Computer-based Test (CBT) similar to IMU’s CET that is implemented by the Service Provider on behalf of a client in one or more ‘shifts’. The individual ‘shifts’ do not count as a ‘Project’; only the CBT as a whole counts as one. A ‘Contract’ may cover a single CBT/Project or several CBTs each of which is deemed a separate ‘Project’.

**Illustration:** A Service Provider may have entered into a ‘Contract’ with a Public Service Commission to conduct 5 different CBTs in the course of a year, and each CBT may be conducted in multiple ‘shifts’. There are 5 ‘Projects’ here with each CBT counting as a separate ‘Project’.

3. **The Bidder should have successfully implemented at least 1 (one) Project during 2012-13, 2013-14 and 2014-15 which had Test Venues covering simultaneously 35 (thirty five) or more cities across India.**

   *Mode of Proof:* Copy of Purchase Order/Contract for proving ‘Award of Work’ and the locations of the various Test centres. Copy of Completion Certificate’/Final Invoice/Letter indicating return of Security Deposit for proving satisfactory ‘Completion of Work’. Should be furnished for each Project].

4. **The Bidder should have successfully implemented at least 1 (one) Project during 2012-13, 2013-14 and 2014-15 in which the Test was administered to 15,000 (Fifteen thousand) or more candidates in a single shift.**

   *Mode of Proof:* Copy of Purchase Order/Contract for proving ‘Award of Work’ and any internal communication between the Service Provider and Client proving the total number of candidates covered in a single shift. Copy of Completion Certificate’/Final Invoice/Letter indicating return of Security Deposit for proving satisfactory ‘Completion of Work’. Should be furnished for each Project].

5. **The Bidder should NOT have been debarred or blacklisted by any**
government department/agency in the past 3 (three) years on account of fraudulent or corrupt practices or inefficient/ineffective performance.

Mode of Proof: The bidder should give an undertaking for this.

The Bidder must possess ALL the 5 Minimum Qualifying Criteria. If he/she does not possess even one of these, he/she shall stand disqualified and his/her bid will not be taken up for technical evaluation.

(B) The Technical Evaluation Criteria shall be:

1. Does the Bidder own the source code of the Test Engine Software? [Proof to be furnished].

2. What is the Capability Maturity Model Integration (CMMI) Level of the Bidder - CMMI 3 or CMMI 5? [Proof to be furnished].


4. With what Advanced Encryption Standards (AES) does the Bidder comply – 128 bit or 256 bit? [Proof to be furnished].

[N.B. For Criteria (5) to (8) below, the mode of proof should be similar to that prescribed under (A) Minimum Qualifying Criteria (3) to (5)].

5. Total number of Projects successfully implemented by the Bidder during 2012-13, 2013-14 and 2014-15 of value greater than Rs.50 lakhs.

6. Total number of Projects successfully implemented by the Bidder during 2012-13, 2013-14 and 2014-15 each of which had Test venues more than 35 cities across India.
7. Total number of CBTs/Projects successfully implemented by the Bidder during 2012-13, 2013-14 and 2014-15 in each of which the Test was administered to more than 15,000 candidates in a single shift.

8. Total number of Projects successfully implemented by the Bidder during 2012-13, 2013-14 and 2014-15 which contained **ALL** of the following components/activities:

   (a) Online Application Registration and processing.
   (b) Secure Payment Gateway and Offline (challan-based) Payment Management.
   (c) Hall Ticket/Admit Card upload.
   (d) Conduct of Computer-based Test in at least 6 Cities across India.
   (e) Results processing.

9. The Bidder should be a reputed company registered under the Companies Act, 1956 with substantial financial capacity. What is the annual turnover of the Company in India in each of 2012-13, 2013-14 and 2014-15?

   *Mode of Proof: Copy of Registration Certificate, Copy of Profit & Loss Account of the company for each of the 3 years authenticated by a Chartered Accountant (or) Copy of Income Tax return for each of the 3 years authenticated by a Chartered Accountant]."

   "The weightage given to each of the Technical Evaluation Criteria will be announced just before the opening of the Technical Bids.

I. Submission of Bids

(a) The Bidders shall submit their bids in two parts:

   (i) **Technical Bid**, and
   (ii) **Price Bid**.

(b) The Technical and Price Bids should be kept separately in sealed envelopes and both these envelopes should be kept in one sealed envelope superscribing "Tender for Indian Maritime University’s Computer-based
In case any Bidder encloses the Financial Bid within the Technical Bid, the same shall be rejected summarily.

(c) The Bid Document must be addressed to:

The Registrar,
Indian Maritime University,
East Coast Road,
Uthandi,
Chennai – 600119.

They must sent only by Registered/Speed Post or through Special Messenger so as to reach by 3:00 PM on Wednesday 26th August 2015. Late tenders shall not be accepted.

(d) The Bid Document can be downloaded from IMU web site http://www.imu.edu.in and submitted along with a fee of Rs. 5,000/- (non-refundable) in the form of a Demand Draft in favour of “Indian Maritime University payable at Chennai”. There is no exemption from payment of bid document fees and bids without requisite fees shall not be accepted.

(e) The Technical Bid should contain all the relevant information and desired enclosures in the prescribed format [Statement no.2] along with a Earnest Money Deposit (EMD) of Rs.1 lakh in form of Demand Draft drawn in favour of Indian Maritime University and payable at Chennai. The tenders without EMD shall be summarily rejected. The EMD will be forfeited if the Bidder unilaterally withdraws the offer, or unilaterally amends, impairs or rescinds the offer within the period of its validity.

(f) The Technical Bid will have 2 Schedules: Schedule 1 contains "Minimum Eligibility Criteria” while Schedule 2 contains the "Evaluation Criteria”. If a bidder does not possess ALL the Minimum Eligibility Criteria laid down in Schedule 1, then Schedule 2 of his/her Technical Bid will not be taken up for marking and evaluation nor will his/her Financial Bid be opened.
(g) The Price Bid should be in the prescribed format (Statement no. 3) and contain only the quote of ‘Rate per Candidate’ for the test.

[N.B. The number of candidates to whom Hall Tickets/Admit Cards have been issued shall be treated as ‘Number of Candidates’ for purposes of payment].

(h) All prices/rates in the Price Bid should be clearly written both in figures and in words. In case of a discrepancy between the prices/rates in figures and words, the prices/rates in words will be considered correct.

(i) Bidders should avoid alterations/corrections in the prices/rates submitted by them. However, if alterations/corrections in prices/rates are inescapable each alteration/ correction should be indicated both in figures and words and duly attested under the full signature of the Authorized Signatory of the Bidder.

(j) All the pages of the Bid Document shall be continuously numbered and submitted as a package along with a Covering Letter in the prescribed proforma (Statement no. 1) letter on the Bidder’s letter head.

(k) Information, references and certificates from the respective clients certifying technical, delivery and execution capability of the Bidder should be signed and the contact numbers of all such clients should be mentioned. The IMU, Chennai may also independently seek information regarding the performance from the clients.

(l) If the Bidder deliberately gives incorrect or misleading information in his tender or wrongfully creates circumstances for the acceptance of the tender, then IMU, Chennai reserves the right to reject such a tender at any stage and also blacklist/debar the Bidder from future tenders for a period of not less than 3 years.

(m) Bidders are not allowed to submit multiple bids nor bid through a consortium.

(n) Bidders are not allowed to sub-contract any part or whole of this contract except with the prior written permission of IMU.
II. Tender Evaluation Process

(a) The Technical Bids will first be opened at 3.30 pm on Wednesday 26th August 2015 in the presence of the bidders if any.

(b) Before opening the Technical Bids, the weightage assigned to the various Technical Evaluation Criteria listed in Schedule 2 of the Technical Bid will be explained to the Bidders so that the process is fair and transparent.

(c) Schedule 2 will be marked and evaluated only in respect of bidders who possess ALL the Minimum Eligibility Criteria laid down in Schedule 1.

(d) The IMU shall have the right to call upon the Bidders to explain/substantiate/prove the various claims made by the Bidder in Schedules 1 and 2, and if satisfactory explanation/proof is not forthcoming, the IMU reserves the right to treat the claim as ‘Not Proved’ and ignore it.

(e) Schedule 2 of the Technical Bid submitted by each Bidder would be assessed based on the Technical Evaluation Criteria already announced. The Technical Score (TS) of the Bidder getting the highest mark will be treated as 70, and those of the others will be arrived at proportionately, using the formula: 

\[ TS = \left( \frac{T}{T_{\text{max}}} \right) \times 70 \]

where \( T_{\text{max}} \) is the highest mark secured in the Technical evaluation by one of the Bidders, and \( T \) is the mark secured by any given Bidder. In this manner, each Bidder will be assigned a Technical Score (TS) out of 70.

(f) The Price Bids shall be opened at 3.30 pm on Friday 28th August 2015 in the presence of the eligible bidders present (if any). The Price Bids of those Bidders who did not possess the Minimum Eligibility Criteria laid down in Schedule 1 and whose Schedule 2 of the Technical Bid was not marked and evaluated, will not be opened.

(g) This Tender, being a Quality-cum-Cost based Tender, with quality and integrity of the examination process being paramount, will be evaluated on 70:30 basis. This means 70% weightage will be given to Technical Bid and 30% weightage will be given to the Price Bid.
(h) **The Financial Score (FS) out of 30 for each bidder** will be arrived at using the formula: $FS = (P_{\text{min}}/P) \times 30$ where $P_{\text{min}}$ is the value of the *lowest Price Bid*, and $P$ is the value of the Price Bid of a given Bidder.

(i) **The Total Score for a Bidder (out of 100) = TS + FS.**

(j) **The Bidder with the highest Total Score will be awarded the contract subject to other terms and conditions of Tender.** The IMU shall issue a Purchase Order to the successful bidder giving him 3 days’ time to furnish the Security Deposit and execute the Contract with IMU in the prescribed format.

(k) IMU reserves the right to accept any bid under this tender in full or in part, or to reject any bid or all bids without assigning any reason.

(l) **The Contract between IMU and the successful Bidder (Vendor) will be for conducting Computer-based (Online) Tests** for (i) **Admissions** to various UG and PG programmes of the Indian Maritime University and (ii) **Recruitments** to various Teaching and Non-Teaching posts in IMU during the period from 01.09.2015 to 31.08.2016 extendable on, satisfactory performance, one year at a time for a maximum of 3 years, i.e. up to 31.8.2018 at the same quoted price. In other words, the rate quoted by the Bidder should be valid for up to 3 years, i.e. up to 31.08.2018.

### III. Security Deposit

(a) Within 3 days of the successful Bidder’s receipt of notification of award, the Bidder shall furnish a Security Deposit of **Rs.5 lakhs** in the form of a A/C Payee **Demand Draft**. The EMD already paid can be adjusted against the Security Deposit.

(b) The Security Deposit will be discharged by the IMU and returned to the Vendor not later than 90 days following the date of completion of the Vendor’s performance obligations.

(c) The proceeds of the Security Deposit shall be payable to the IMU as compensation for any loss(es) resulting from the failure of the Vendor to
meet out its obligations under the Contract. This shall be in addition to any other action/penalty taken by IMU for delays/default/failure on the part of the Vendor.

IV. Payment Terms:

(a) No advance will be paid to the Vendor.

(b) The payments to the Vendor for the conduct of each CET/CRT will be regulated as follows:

(i) 40% - As soon as the Vendor furnishes to IMU the final list of Test Venues in the designated cities with details of the computer systems and other facilities available and the names/contact numbers of the staff allocated to each Test Venue, and submits a report that the Hall Tickets/Admit Cards have been fully uploaded and are available for downloading by the candidates.

(ii) 60% - As soon as the Vendor submits a detailed report that the Computer-based CET/CRT has been successfully conducted at all the designated Test Venues and that the results of the CET/CRT have been published and that all the data and other relevant records have been duly submitted to IMU.

IMU reserves the right to test check whether the claims/reports made by the Vendor are correct.

(c) The above payment schedule is subject to timely and satisfactory completion of all the steps/activities leading to each stage. In the event of delays on the part of the bidder not attributable to IMU or to Force Majeure causes, IMU shall have the right to make ‘cuts’ in payment at the rate of 0.50% of the amount payable for each day of delay but not exceeding 10% of the amount payable after giving a 3-day notice to show cause against the same.

(d) In the event of unsatisfactory performance or non-performance of any of the steps/activities not attributable to IMU or to Force Majeure causes, IMU shall have the right to withhold the corresponding payment for these steps/activities either fully or partly after giving a 7-day notice to the Vendor to show cause against the same, and to take such other legal action to make good the losses caused by the Vendor to IMU. IMU shall
also have the right to terminate the contract altogether (upon which the Security Deposit paid by the Vendor shall stand forfeited) and to entrust the remaining work to another Vendor.

(e) IMU shall have the right to determine what the “amount payable/corresponding payment” for any step/activity is, and while the Vendor has a right to represent/clarify, IMU’s determination of the same shall be final without prejudice to the Vendor’s rights to seek alternative remedy through arbitration/Courts.

V. Confidentiality

The Bidder and their personnel shall not, either during implementation or after completion of the project, disclose any proprietary or confidential information or data relating to IMU’s CETs/CRTs without the prior consent of the IMU. IMU reciprocally agrees to do likewise regarding any proprietary or confidential information or data relating to the Bidder which may come into the possession or custody of IMU in the course of the project.

VI. Resolution of Disputes

Should any dispute arise between the Bidder and the IMU which cannot be resolved amicably through mutual negotiations, the same shall first be resolved through Arbitration, failing which in a Court of competent jurisdiction based in Chennai irrespective of the locus of the dispute.

-0-0-0-
Bid Document
Covering Letter to Accompany Technical Bid

[On the Letter head of the Bidder and to be put in a separate sealed cover along with Statement no. 2 (Technical Bid), and DDs for Bid Document fee of Rs.5,000, and EMD of Rs. 1 lakh]

Reference: IMU’s Tender Notification for CBT vide Advt. Dt.05.08.2015

From
Name & Address of the Bidder

To

The Registrar,
Indian Maritime University,
East Coast Road,
Uthandi,
Chennai - 600119.

Sir,

We are a ________________________________________________________________
______________________________________________________________
______________________________________________________________

------------- [Introduce your company and its activities with particular reference to your experience in conducting Computer-based (Online) Tests. Also furnish particulars of your registration with various statutory Tax authorities. Not more than 200 words].

2) We hereby submit our Bid for conducting for conducting Computer-based (Online) Tests for (i) Admissions to various UG and PG programmes of the Indian Maritime University for which CET (Type-I) may be conducted in 35 cities and CET (Type-II) may be conducted in 12 cities and (ii) Recruitments to various Teaching and Non-Teaching posts in IMU during the period for which
CRTs may be conducted in 12 cities from 01.09.2015 to 31.08.2016 extendable on, satisfactory performance, one year at a time for a maximum of 3 years, i.e. up to 31.08.2018 at the same quoted price. We understand that in a few cases the number of Cities and shifts may increase or decrease on mutual understanding.

3) We have enclosed a Demand Draft bearing No. dated for Rs.5,000 towards the cost of the Bid Document and another Demand Draft bearing No. dated for Rs.1 lakh towards Earnest Money Deposit (EMD) in the name of the Indian Maritime University, payable at Chennai.

4) We have read and understood and hereby agree to all the terms and conditions stipulated by IMU in this tender including the Quality-cum-Cost based System (QCBS) of Tendering with 70% weightage to the Technical Bid and 30% weightage to the Price Bid, the Deliverables under the Project, the Time Line for delivery, Payment Terms, etc.

5) We certify that all the particulars furnished in our Bid are true and correct and based on documentary evidence. We understand that if any of the particulars is found to be false or misleading, IMU has the right to summarily reject our bid at any stage.

6) In the event of our being awarded the work, and understanding the urgency involved, we undertake to remit the Security Deposit and execute the Contract with IMU within 3 (three) days from the date of issue of the Purchase Order failing which the Purchase Order may be cancelled and the EMD forfeited.

7) Our Price Bid is inclusive of all taxes, duties and charges and the price quoted shall be firm till the execution of the contract.

8) We shall work closely with IMU and keep IMU posted at every stage about the progress made, and handover the entire data to IMU on conclusion of the project.

9) We shall render all assistance to IMU to make the projects a success including provision of consulting, training and manpower support to the Registrar, IMU or any other designated officer in IMU premises to handle the entire CETs/CRTs.

Yours faithfully,

Date: Signature with Seal of Authorised Signatory

Place:
IMU, Chennai

Statement No.2 - Schedule 1

TECHNICAL BID: Minimum Qualifying Criteria

1. (a) Whether in the business of conducting similar Computer-based Tests for Admissions/Recruitments on behalf of Educational Institutions/Public Service Commissions/Companies from 2012-13 or earlier: Yes/No

(a) Mode of Proof enclosed:

(b) Available at which page number of Bid Document:

2. Successful Implementation of 1 Project of value > Rs.50 lakhs during 2012-13, 2013-14 and 2014-15:

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Name &amp; brief description of the Project</th>
<th>Name, Address &amp; Contact No. of the Client for whom the Project was conducted</th>
<th>When was the Project conducted?</th>
<th>No. of shifts in which the Project was conducted</th>
<th>Value of the Project</th>
<th>Mode of Proof enclosed</th>
<th>Available at which page no. of Bid Document</th>
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</thead>
<tbody>
<tr>
<td>1.</td>
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</table>

Note 1: A Computer-based (Online) Common Entrance Test (CET) or a Common Recruitment Test (CRT) is termed a ‘Project’.

Note 2: Only details of Projects that have been fully implemented should be entered; not of those that are still under execution.

Note 3: Value of the Project = Total No. of candidates x Rate per candidate.

Note 4: The distinction between a ‘Contract’, a ‘Project’ and a ‘shift’ must be clearly understood. ‘Project’ refers to a Computer-based Test similar to IMU’s CET/CRT that is implemented by the Service Provider on behalf of a client in one or more ‘shifts’. The individual ‘shifts’ do not count as a
‘Project’; only the CET/CRT as a whole counts as one. A ‘Contract’ may cover a single Computer-based Test or several Tests each of which is deemed a separate ‘Project’.

3. Successful Implementation of 1 Project which had Test Venues covering simultaneously 35 (thirty five) or more Cities across India during 2012-13, 2013-14 and 2014-15:

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Name &amp; brief description of the Project</th>
<th>Name, Address &amp; Contact No. of the Client for whom the Project was conducted</th>
<th>When was the Project conducted?</th>
<th>Total No. of Cities where the Project was conducted</th>
<th>Total No. of Test Venues where the Project was conducted</th>
<th>Mode of Proof enclosed</th>
<th>Available at which page no. of Bid Document</th>
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<tbody>
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<td>1.</td>
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</table>

**Note 1:** Only details of Projects that have been fully implemented should be entered; not of those that are still under execution.

**Note 2:** The distinction between ‘Cities’ and ‘Test Venues’ must be clearly understood. There may be one or more Test Venues in a City depending upon the number of candidates appearing in a given City.

**Illustration:** A CET/CRT may have been conducted in 30 Cities across India. In 5 of those Cities, there may have been 3 Test Venues each. So the total no. of Test Venues for this CET/CRT would be 40. But this CET/CRT would NOT qualify as what is relevant for this qualifying criterion is the total no. of ‘Cities’ [35 or more] and NOT the total no. of ‘Test Venues’.
4. Successful Implementation of 1 Project in which the Test was administered to 15,000 (Fifteen thousand) or more candidates in a single shift during 2012-13, 2013-14 and 2014-15:

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Name &amp; brief description of the Project</th>
<th>Name, Address &amp; Contact No. of the Client for whom the Project was conducted</th>
<th>When was the Project conducted?</th>
<th>No. of shifts in which the Project was conducted</th>
<th>Total No. of candidates who appeared for the Project (all shifts put together)</th>
<th>Maximum No. of candidates who appeared in a single shift</th>
<th>Mode of Proof enclosed</th>
<th>Available at which page no. of Bid Document.</th>
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</table>

**Note 1:** Only details of Projects that have been **fully implemented** should be entered; not of those that are still under execution.

5. Whether the Bidder has been debarred or blacklisted by any government department/agency in the past 3 (three) years on account of fraudulent or corrupt practices or inefficient/ineffective performance? Yes / No.

**Declaration**

I / We certify that all the particulars furnished above are true and correct and based on documentary evidence, and that I /we understand that if any of the above particulars is found to be false or misleading, our bid is liable to be summarily rejected at any stage and my /our company is liable to be blacklisted/debarred by IMU for at least 3 years.

Date: 

Signature with Seal of Authorised Signatory

Place:
IMU, Chennai

Statement No.2 - Schedule 2

TECHNICAL BID: Technical Evaluation Criteria

[N.B. The various explanatory Notes given in Schedule 1 will also apply to this Schedule].

1. (a) Does the Bidder own the source code of the Test Engine Software? Yes/No.
   If No, then from whom will the software be leased in?
   (b) Mode of Proof enclosed:
   (c) Available at which page number of Bid Document:

2. (a) What is the Capability Maturity Model Integration (CMMI) Level of the Bidder - CMMI 3 or CMMI 5?
   (b) Mode of Proof enclosed:
   (c) Available at which page number of Bid Document:

3. (a) Does the Bidder have ISO-IEC 27001:2005 certification? Yes/No.
   (b) Mode of Proof enclosed:
   (c) Available at which page number of Bid Document:

4. (a) With what Advanced Encryption Standards (AES) does the Bidder comply – 128 bit or 256 bit?
   Yes/No
   (b) Mode of Proof enclosed:
   (c) Available at which page number of Bid Document:
5. Details of Projects of value more than Rs.50 lakhs successfully implemented during 2012-13, 2013-14 and 2014-15:

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Name &amp; brief description of the Project</th>
<th>Name, Address &amp; Contact No. of the Client for whom the Project was conducted</th>
<th>When was the Project conducted?</th>
<th>No. of shifts in which the Project was conducted</th>
<th>Value of the Project</th>
<th>Mode of Proof enclosed</th>
<th>Available at which page no. of Bid Document.</th>
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6. Details of Projects successfully implemented by the Bidder during 2012-13, 2013-14 and 2014-15 each of which had Test venues covering simultaneously more than 35 Cities across India.

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Name &amp; brief description of the Project</th>
<th>Name, Address &amp; Contact No. of the Client for whom the Project was conducted</th>
<th>When was the Project conducted?</th>
<th>Total No. of Cities where the Project was conducted</th>
<th>Total No. of Test Venues where the Project was conducted</th>
<th>Mode of Proof enclosed</th>
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7. Details of Projects successfully implemented by the Bidder during 2012-13, 2013-14 and 2014-15 in each of which the Test was administered to more than 15000 candidates in a single shift.
<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Name &amp; brief description of the Project</th>
<th>Name, Address &amp; Contact No. of the Client for whom the Project was conducted</th>
<th>When was the Project conducted?</th>
<th>No. of shifts in which the Project was conducted</th>
<th>Total No. of candidates who appeared for the Project (all shifts put together)</th>
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</table>

8. Details of Projects successfully implemented by the Bidder during 2012-13, 2013-14 and 2014-15 which contained **ALL** five of the following components/activities: (a) Online Application Registration and processing, (b) Secure Payment Gateway and Offline (challan-based) Payment Management, (c) Hall Ticket/Admit Card upload, (d) CBT delivery in at least 35 **Cities** across India, (e) Results processing.

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Name &amp; brief description of the Project</th>
<th>Name, Address &amp; Contact No. of the Client for whom the Project was conducted</th>
<th>When was the Project conducted?</th>
<th>Total No. of Cities where the Project was conducted</th>
<th>Did the Project contain ALL the 5 components (a) to (e)</th>
<th>Mode of Proof enclosed</th>
<th>Available at which page no. of Bid Document</th>
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## 9. Audited Annual Turnover (in India) of the Company:

<table>
<thead>
<tr>
<th>Year</th>
<th>Annual Turnover (in Crores of Rupees)</th>
<th>Mode of Proof enclosed</th>
<th>Available at which page no. of Bid Document.</th>
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<tbody>
<tr>
<td>2012-13</td>
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<td>2013-14</td>
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<td>2014-15</td>
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**Declaration**

We certify that all the particulars furnished above are true and correct and based on documentary evidence, and that we understand that if any of the above particulars is found to be false or misleading, our bid is liable to be summarily rejected at any stage and our company is liable to be blacklisted/debarred by IMU for at least 3 years.

Date: __________________________
Place: __________________________

*Signature with Seal of Authorised Signatory*
Reference: IMU’s Tender Notification for CBT vide Advt. Dt.05.08.2015

From
Name & Address of the Bidder

To

The Registrar,
Indian Maritime University,
East Coast Road,
Uthandi,
Chennai - 600119.

Dear Sir,

We hereby submit our Price Bid for conducting **Computer-based (Online) Tests** for (i) **Admissions** to various UG and PG programmes of the Indian Maritime University and (ii) **Recruitments** to various Teaching and Non-Teaching posts of the Indian Maritime University, Chennai:

<table>
<thead>
<tr>
<th>Rate in INR per Candidate (in figures)</th>
<th>Rate in INR per Candidate (in words)</th>
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The Rate per candidate quoted is inclusive of all taxes, duties and charges and will remain the same till the completion of the Contract **including the period of extension, if any.**

Date: **Signature with Seal of Authorised Signatory**

Place: