

REQUEST FOR PROPOSAL

(Directorate of Manpower Planning & Recruitment, Integrated Headquarters
Ministry of Defence (Navy), 'C' Wing, Sena Bhawan, New Delhi - 110011)

Invitation of Bids for

Rate Contract for Computer-Based Indian Navy Entrance Test (INET)

Request for Proposal (RFP) No MPS/9090/002 dated 30 Mar 2021

1. Online bids under advertised Tender Enquiry (two-bid system) are invited by the Directorate of Manpower Planning and Recruitment (DMPR), Integrated Headquarters Ministry of Defence (Navy) {IHQ MoD (Navy)}, New Delhi on behalf of the President of India, hereinafter called the 'Buyer', for **conduct of Computer-Based Indian Navy Entrance Test (INET)** for recruitment of sailors/officers in the Indian Navy as listed in Part-II of this RFP. Please superscribe the above mentioned Title and RFP number while submitting the bids online.

2. The address and contact numbers of the Buyer regarding this RFP are given below:-

(a) **Postal Address:** The Commodore, Manpower Planning & Recruitment (Cmde (MPR)), Room No. 212, 'C' Wing, Sena Bhawan, New Delhi 110011.

(b) **Address for sending the Bids:** Online bids through www.eprocure.gov.in

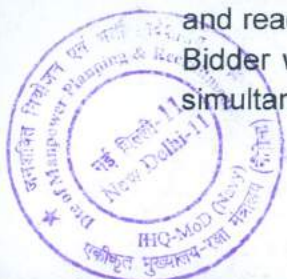
(c) **Name/designation of the contact person:** Lt Cdr Navroz Krishan, DMPR/IHQ MoD (Navy).

(d) **Fax number:** 011 -21410437.

(e) **Email:** dmpr@navy.gov.in

3. **Disclaimer.** This tender is not an offer by the Indian Navy (IN), but an invitation to receive offers from vendors. No contractual obligation whatsoever shall arise from the tender process unless and until a formal contract is signed and executed by duly authorised officers of the IN with the vendor.

4. **Purpose.** The Indian Navy is conducting its recruitment exams via Computer Based Examinations (CBE) format. It also intendeds to enhance the number of centres and reach out to aspirants from remote areas to join the Indian Navy. IN is looking for a Bidder who has proven capability to provide end-to-end services for conducting CBE simultaneously at multiple venues across India. This tender is aimed at selecting such a



vendor who has the capability and capacity along with quality, reliability and reach. Utilisation of this rate contract for conduct of Computer Based Examination can be done by any directorate at IHQ MoD(Navy).

5. This RFP is divided into five Parts as follows:-

(a) **Part I** – Contains General Information and Instructions for the Bidders about the RFP such as the time, place of submission and opening of tenders, validity period of tenders, etc.

(b) **Part II** – Contains essential details of the items/services required, such as the Schedule of Requirements (SOR), Technical Specifications, Delivery Period, Mode of Delivery and Consignee details etc.

(c) **Part III** – Contains Standard Conditions of RFP, which will form part of the Contract with the successful Bidder.

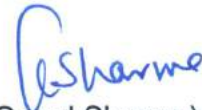
(d) **Part IV** – Contains Special Conditions applicable to this RFP and which will also form part of the contract with the successful Bidder.

(e) **Part V** – Contains TEC Matrix and guidelines for Price Bids.

6. You are required to get registered on www.defproc.gov.in for submission of bids. The procurement and related transactions will be done through the Defence procurement portal.

7. This RFP is being issued with no financial commitment and the *IN* reserves the right to change or vary any part thereof at any stage. The Indian Navy also reserves the right to withdraw the RFP, should it become necessary at any stage.

Yours faithfully,



(Gopal Sharma)
Commodore
Cmde (MPR)

For and on behalf of the President
of India



PART I – GENERAL INFORMATION

1. **Critical Dates and Time of the Tender.** The critical timelines with respect to the RFP reference **MPS/9090/002** dated 30 Mar 21 are as tabulated below. The responsibility to ensure uploading the e-bids by due date and time lies with the Bidder.

CRITICAL DATES' SHEET			
Ser	Item	Date	Time
(a)	RFP Published date	31 Mar 21	1500
(b)	Document download start date	31 Mar 21	1500
(c)	Seek clarification start date	31 Mar 21	1500
(d)	Seek clarification end date	07 Apr 21	1600
(e)	Pre Bid Meeting	09 Apr 21	1400
(f)	Bid submission start	01 Apr 21	1000
(g)	Bid submission end	21 Apr 21	1600
(h)	Opening of Tender Box for physical verification of documents listed at Para 2 (a) of Part-I only.	22 Apr 21	1000
(j)	Technical Bid opening (Online)	22 Apr 21	1500
(k)	Commercial Bid opening	Intimation would be sent in due course after the technical evaluation is completed.	

2. **Manner of Depositing the Bids.** The technical and the commercial bids should be submitted **online** on the Defence Procurement Portal by the Bidders, duly digitally-signed by the legal owner of the firm or the person authorized by him/her to do so as per the following details:-

(a) **Physical Documents to be Submitted Prior to Bid Submission End Date and Time:-**

(i) **Earnest Money Deposit (EMD).** For an amount of **Rs 1,20,00,000 (Rupees One Crore Twenty Lakh only)**, in favour of CDA (Navy/CG), New Delhi, will be submitted in the tender box before the due date and time as per Para 1 above. If you are claiming exemption from EMD, proof of your being registered with one of the agencies as per Sub-Para 2(a) (iii) below is to be enclosed.



(ii) **Tender Fee.** As per GFR 2017, Rule 161(iv), No tender fee is to be paid by the bidders.

(iii) **Exemption Certificate.** From Bidders who are registered with the Central Purchase Organisation (eg DGS&D), National Small Industries Corporation (NSIC), DGQA or similar procurement organization of Ministry of Defence for the same item/ range of products, goods or services for which the tenders have been issued.

(b) **To be submitted Online Through www.defproc.gov.in.**

(i) **Technical Bid.** This will contain the technical bids consisting of following documents scanned in a single PDF file and uploaded against this tender on eprocure.gov.in : -

(aa) **Tender Conditions Acceptance Certificate.** The Bidder shall certify the acceptance of all the tender conditions of the RFP. The certificate, duly signed, shall be scanned and uploaded. In case of any deviations, the bid shall be rejected. If the certificate is signed by legally authorized signatory, a copy of the authorization letter is to be uploaded.

(ab) Scanned Copy of documents at Sub-Para 2(a) above.

(ac) Compliance of specifications and requirements mentioned in Part II of the RFP, duly supported by documents.

(ad) The following documents required:-

Appendix 'F'- TEC Matrix supporting documents

Appendix 'G'- Details of Bidder

Appendix 'H'- Non Disclosure Agreement

Appendix 'J'- Similar Completed Work

Appendix 'K'- Non Blacklisting

(ii) **Commercial Bid.** Commercial bid will be submitted online as per the format at **Appendix 'E'**.

Note: Bids sent by Fax/e-mail will not be considered. Overwritten entries shall be treated as deleted unless duly struck out & rewritten and initialled. Requisite documents are to be duly signed (No thumb impression should be affixed).

3. **Tender Box.**

(a) The documents at Para 2 (a) above are to be submitted physically in a sealed envelope in the Tender Box prior to the e-bid submission end date and



time as per Para 1 above. The technical bids shall not be accepted if these documents are not received by the bid submission end date & time.

(b) A Tender Box marked as “**INET Tender Box**” will be kept near the Reception Office of **Gate No. 1 Sena Bhawan, New Delhi**. Following guidelines are to be followed while submitting the requisite physical documents:-

(i) **No documents are to be dropped in the Tender Box except those mentioned at Para 2(a) above.** Documents other than those specified at Para 2(a) above, if found in the Tender Box, shall be destroyed by shredding after, or without opening, the concerned envelope and no further action shall be taken on the documents.

(ii) Only those documents specified at Para 2(a) above and found in the Tender Box will be opened.

(iii) The documents, if dropped in the wrong tender box will be rendered invalid.

(iv) The envelope containing the requisite physical documents should be addressed to “**The Commodore, Manpower Planning & Recruitment (Cmde (MPR)), Integrated Headquarters of Ministry of Defence (Navy), Room No 212, ‘C’ Wing, Sena Bhawan, New Delhi 110011**”. However, it is the sole responsibility of the Bidder to ensure that the requisite physical documents are dropped in the Tender Box prior to bid submission end date & time. The Indian Navy, by no means, will be responsible for any delay in submission of the requisite documents.

(v) The sealed envelope should clearly superscribe the RFP title, RFP number and date of opening of bids to avoid the bid being declared invalid. The envelope should also be super-scribed with the Bidder firm’s name, address, official seal and should be ink signed by an authorised representative of the Bidder.

4. **Date and Time of Opening of Bid.**

(a) **Technical Bids.** Technical Bids shall be opened online at 1500 hrs on 22 Apr 21. Intimation regarding the technical bid opening shall be available to the bidders through the Defence Procurement Portal.

(b) **Commercial Bids.** Commercial Bids will be opened online on completion of the Technical Evaluation Process. Intimation regarding the same will be sent to the Bidders through e-mail on the company e-mail ID to be indicated by the Bidder in the Technical Bid. (If due to any exigency, the due date for opening of the bid is declared a closed holiday, the bid will be opened on the next working day at the same time, or on any other day/time, as intimated by the Indian Navy).



5. **Place of Opening of Bids.** Bids will be opened online through the Defence Procurement Portal at **Directorate of Manpower Planning and Recruitment, IHQ MoD (Navy), 'C' Wing, Sena Bhawan, New Delhi 110011..** Details of opening of Bids will be available to the bidders through the portal.

6. **Forwarding of Bid.**

- (a) The technical and commercial bid will be submitted '**Online Only**'.
- (b) The technical bid and the commercial bid submitted online by the Bidders should be digitally-signed by the legal owner of the firm or the person authorized by him to do so.
- (c) Each offer shall specify only a single solution, which is cost-effective, and meeting the RFP specifications, and it is the responsibility of the Bidder to decide the most suitable solution.

7. **Modification and Withdrawal of Bid.**

- (a) The Bidder may modify (resubmit) his/her bid **Online** after submission, as per the provisions available on the portal. No bids shall be modified after the deadline for submission of bids.
- (b) If the Bidder desires to withdraw before bid submission closing date/time, he may do so **online** in the portal. EMD (in case already submitted in physical form) shall be returned offline. However, once the bid is withdrawn online, that Bidder will not be permitted to participate again in this tender.
- (c) Bids cannot be withdrawn in the interval between the deadline for submission of bids and expiry of the period of the specified bid validity. Withdrawal of a bid during this period will result in forfeiture of Bidder's EMD.

8. **Clarifications Regarding Contents of the RFP.**

- (a) A Bidder who requires clarifications regarding the contents of the bidding documents shall notify to the Indian Navy on Defence procurement portal about the clarification sought not later than 07 (Seven) days after the RFP publishing date. Copies of the query and clarification(s) by the Indian Navy will be made available online on Defence procurement portal www.defproc.gov.in.
- (b) During the evaluation of the bids, the Buyer may at his discretion, ask the Bidder for clarifications of his bid. The Buyer may also seek a presentation from the Bidder on his Technical Bid proposal.



(c) No change in prices or substance of the bid will be permitted after the bid submission date and time.

9. **Pre-Bid Meeting.** The Indian Navy will hold a pre-bid meeting with prospective Bidders on 09 Apr 21 at 1400 hrs at DMPR, IHQ MoD (N), 'C' Wing, Sena Bhawan, Rajaji Marg, New Delhi 110011 or can also be conducted via teleconferencing means due Covid – 19 conditions. The Corrigendum/addendum (if any) and clarifications to the queries from all Bidders will be posted on www.defproc.gov.in. Details of the Bidder's representatives attending the pre-bid meeting is to be forwarded, as per format at **Appendix 'L'**, by Fax/mail to reach DMPR/IHQ MoD(Navy) at least three working days prior to the meeting date.

10. **Rejection of Bid.** Canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection with forfeiture of EMD. Conditional tenders will be rejected. If a firm quotes NIL charges/consideration, the bid shall be treated as unresponsive and will not be considered.

11. **Validity of Bids.** The Bids should remain valid for **180 days** from the last date of submission of the Bids.

12. **Earnest Money Deposit.** Bidders are required to submit Earnest Money Deposit (EMD) of **Rs 1,20,00,000 (Rupees One Crore Twenty Lakh only)**, in favour of CDA (Navy/CG), New Delhi. The EMD may be submitted in the form of an Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any Public Sector Bank or a Private Sector Bank authorized to conduct government business as per Form DPM-13 (available in MoD website and could be provided on request). EMD is to remain valid for a period of **forty-five days** beyond the final bid validity period. EMD of the unsuccessful Bidders will be returned to them at the earliest after expiry of the final bid validity or latest by 30 days after the award of the contract. The EMD of the successful Bidder would be returned, without any interest whatsoever, after the receipt of Performance Bank Guarantee (PBG) from them as called-for in the contract. EMD is not required to be submitted by those Bidders who are registered with the Central Purchase Organization (e.g. DGS&D), National Small Industries Corporation (NSIC) or any Department of MoD or MoD itself. The EMD will be forfeited if the Bidder withdraws, amends, impairs or derogates from the tender in any respect within the validity period of their tender.

13. **Definitions.** The definition of various terms used in this RFP is appended below:-

(a) **President of India.** "The President of India" means the President of India and his successors.

(b) **"IN - The Indian Navy".** The "IN" means the "Indian Navy" having its headquarters at the Integrated Headquarters of Ministry of Defence (Navy), Sena Bhawan, Rajaji Marg, New Delhi 110011, under the Ministry of Defence.



- (c) **"The Bidder"** means the individual/firm/company who participates in the tender and submits its bid.
- (d) **"The Successful Bidder"** means the individual/firm/company who participates in the tender and is awarded the contract after Technical and commercial bids evaluation.
- (e) **"The Services"** means all activities related to conduct & performance of contractual obligations under this RFP.
- (f) **"The Contract Price"** means the price payable to the Successful Bidder, under the Work Order for the full and proper performance of its contractual obligations.
- (g) **"Contract."** "The term contract means, the document(s) forming the tender and acceptance thereof and the formal agreement executed between the competent authority on behalf of the President of India and the Seller, together with the documents referred to therein, including instructions issued from time-to-time by the Indian Navy and all these documents taken together shall be deemed to form one contract and shall be complementary to one another.
- (h) **"Acceptance"** is a process of accepting satisfactory services rendered by the Seller to the Indian Navy.
- (i) **"Buyer"** means the Indian Navy taking services for the conduct of Computer Based Examination.
- (j) **"Seller"** means the successful Bidder who would provide services/stores as per this RFP.
- (k) **"Stores"**. This term would be defined as per Para 1.4.20 of Defence Procurement Manual (2009) (available on MoD website) which includes equipment, stores, spares, technical literatures etc as well as all types of services, including packing, unpacking, transportation, insurance, delivery, special services, leasing, technical assessment, consultancy, systems study, software development, updates etc.
- (l) **"The Work Order/Supply Order/Contract"** means the order placed by the Indian Navy on the Seller.
- (m) **"Contract Effective Date."** The date on which the contract is signed by both parties.
- (n) **"Contract End Date."** The Contract End Date for this RFP would be three (03) years three years, extendable up to two more years subject to satisfactory performance of the successful Bidder and approval of the competent authority from the Contract Effective Date.



PART II – ESSENTIAL DETAILS OF ITEMS/SERVICES REQUIRED

1. **Schedule of Requirements.** The Indian Navy (IN) intends to conduct Computer-Based Examinations (CBE) termed as **Indian Navy Entrance Test (INET)** at an all-India level, at locations specified at **Appendix 'A'**. The Bidder should be able to conduct the examination at all locations simultaneously for all registered candidates and over a number of days depending on the number of applicants, in two/three shifts per day. **Bids of Bidders unable to conduct examination simultaneously at all locations/examination centres would be summarily rejected.** The structure of the examination would consist bi-lingual (English and Hindi) Multiple Choice Questions (MCQs) for each type of examination. INET would be usually conducted twice a year (but not be limited to) for recruitment of IN personnel. INET is normally scheduled to be conducted in Feb/Mar and Aug/Sep every year (months are liable to change, as decided by IN). The requirements from successful Bidder are appended in succeeding paragraphs.

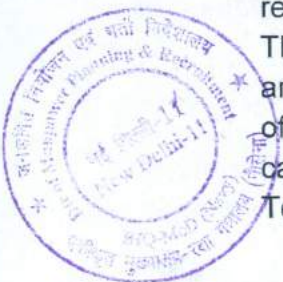
2. **Two-Bid System.** In respect of two-bid system, Bidders are required to furnish clause-by-clause compliance of specifications/requirements, duly supported by relevant documents. The technical details should be factual and comprehensive. Insufficient or incomplete details may lead to rejection of the bid. **Mere indication of compliance may be construed as incomplete information unless specific details are available in the bid. Bidders are to submit the Bid with proper indexing and page numbering of all documents.**

Scope of Work

3. **Contract with Successful Bidder.**

(a) **The contract with successful Bidder would be signed for three years, extendable up to two more years subject to satisfactory performance of the successful Bidder and approval of the competent authority.**

(b) INET would normally be conducted twice a year (but not be limited to), as decided by the IN and indicated at **Appendix 'C'**, at locations mentioned at **Appendix 'A'** and in **two/three shifts per day**. The Successful Bidder shall be responsible for arranging good quality examination centres for each examination. The location of the examination centres should be easily accessible to candidates and well-connected by public transport. The successful Bidder is to provide details of names and addresses of the Bidder's examination centres along with seating capacity and whether **owned/hired**. These details are to be furnished in the Technical Bid in a tabular format.



4. **Volume and Frequency of INET.** INET is conducted for recruitment of *IN* personnel in the Indian Navy. Recruitment in the *IN* is typically conducted twice a year, as decided by the *IN*, based on requirement. INET may be conducted as and when required by the *IN*. The expected number of applicants and the frequency of INET during the contract period would be as follows:-

- (a) Based on the last three years' data, approximately **nine lakh** candidates per cycle inclusive of all officer and sailor entries are likely to appear in each cycle.
- (b) **The Indian Navy does not guarantee any specific volume of candidates.**

5. **Structure of Examinations.** Examinations will have the following structure:-

Examination	Duration	No. of Sections	No of Question per section	Marks
Officers	Two hours	04	25	400
AA/SSR	One hour	04	25	100
MR	30 Minutes	02	25	50

(Notes: 1. **AA – Artificer Apprentice; SSR – Senior Secondary Recruit; MR – Matriculate Recruit.**)

2. Each exam will have negative marking, multidisciplinary/multiple subjects and bi-lingual (English and Hindi). The examination system should be designed to handle these aspects seamlessly.
3. The structure of the examination is subject to change, as decided by the *IN*, based on requirement.)

6. **Schedule for Completion of the Examination.** The recruitment examinations are time-bound activities as they are linked with the training and induction schedules. The successful Bidder shall conduct INET as per schedule provided by the Indian Navy. The successful Bidder is expected to conduct examination **within 2 months** after completion of registration period of candidates on the recruitment website of *IN*. A timeline for various activities to be undertaken is placed at **Appendix 'D'**. The successful Bidder is to strictly adhere to the time-lines by following procedure and processes and providing requisite services efficiently and effectively as per provisions mentioned in the RFP. In case of non-adherence to time-line for deliverables by the successful Bidder, the Indian Navy shall have the right to withdraw the contract at any point of time during the period of contract and the Bidder shall be responsible for such non-compliance and termination.

Nomination of Project Manager. The successful Bidder will be required to nominate a capable Project Manager, as per timeline mentioned at **Appendix 'D'**, throughout the contract period, till the contract end date, to liaise between *IN* and the



successful Bidder for effectively co-ordinating all INET related activities. The Project Manager shall be the single point of contact on behalf of the Successful Bidder.

8. **Candidate Fee Payment.**

(a) **Accounting of Candidates' Online Fees Payment.** The Successful Bidder is responsible to the Indian Navy/DMPR for complete accounting of application fees received through the payment gateway. The Successful Bidder is responsible to the *IN* for mapping candidates/applications to payments, categorizing successful/pending/duplicate payments, payment chargeback cases, communicating with credit/debit card companies for resolving chargeback cases, prepare the entire account for audit and any other examination fee related issues/discrepancies. The Successful Bidder will identify and verify facts regarding refund/chargeback cases and put up a list with requisite details to Indian Navy/DMPR for approval. The refunds to the applicants are to be effected only after the approval of DMPR. The Successful Bidder will be held responsible for any erroneous refunds/chargebacks and the financial loss due to the discrepancy in Fees payment account. The loss, if any, due to wrong refund will be borne by the Successful Bidder.

(b) **Audit of Account.** The successful bidder shall engage a reputed and registered Chartered Accountancy firm for auditing the INET Fees Payment Account. The audit shall be undertaken on completion of each examination cycle. The audit report shall be provided by the Chartered Accountancy firm directly to the Indian Navy/DMPR.

9. **Infrastructure Services and Support.** The Bidder shall provide end-to-end consultancy, infrastructure, services, manpower, training and support for the entire examination process (except candidates' registration) including setting up of Control Centre at DMPR/IHQ MoD (Navy) and Two nodes to upload Question Papers at the Directorate of Naval Education (DNE), West Block-V, RK Puram, New Delhi. The required hardware, software, networking including internet lines shall be installed by the Bidder, whose cost should be covered under the commercial bid. **The transmission and storing of INET-related data should be in a secure environment at any point-in-time.** The successful Bidder will make available all its hardware/software and other service to the auditors/Vulnerability Analysts appointed by the Indian Navy. Certificates/Quality shall include, but not be limited to, the following:-

(a) **The Bidder's IT infrastructure and Services to be used for conduct of INET are to be certified by CERT-In (India) empanelled vendors.** A comprehensive **Vulnerability Analysis Report** is also to be submitted to DMPR/IHQ MoD (Navy) by the successful Bidder, as per timeline mentioned at **Appendix 'D'**. **The *IN* places special emphasis on this certification.**



(b) AES 256 bits and above data encryption algorithm to be used for transfer of encrypted question papers or any other kind of transmission related to INET carried out over the internet.

(c) All examination centers should be secured and guarded against all kinds of intrusion systems/external networks. Firewalls, virus free environment and Disaster Recovery mechanism is to be catered for by the Successful Bidder.

(d) The usage of and exposure to internet should be bare minimum during the entire activity of INET.

10. **System Test Run**. The successful Bidder will have to demonstrate complete System Test Run (STR) with test data to the Indian Navy before implementation of the INET software. The Bidder should also be able to demonstrate click-by-click audit trail for any type of enquiry (Refer Para 36 of Part II also).

11. **Deliverables**. All examination processes shall be carried out by the successful bidders in consultation with DMPR. The key deliverables by the successful Bidders are grouped under the following categories and elaborated in succeeding paragraphs:-

- (a) Identity Authentication requirements during all stages.
- (b) Pre Examination Activities.
- (c) Conduct of the Computer Based INET/ Test Delivery Phase.
- (d) Post Examination Activities.

Identity Authentication Requirements

12. The Identity Authentication services to be provided by the successful bidder are placed at **Appendix 'B'**. In case the required Identity Authentication solution is not owned by the bidder, the bidder has to submit an agreement/MoU with a third-party company indicating the acceptance of all requirements stated at **Appendix 'B'**.

Pre-Examination Activities

13. **Examination Centres**.

(a) The selected Bidder is to plan and set-up various examination centres in consultation with DMPR.

(b) The Bidder shall ensure that all Exam Centres have the required hardware, software, internet and LAN connectivity, with adequate redundancy, for



conducting INET. The centres should contain proper air conditioning facilities, have hygienic washrooms for both male and female candidates, have proper ventilation and ensure that the candidates have a conducive environment to write the examination.

(c) The successful bidder shall ensure that all COVID-19 protocols are in place at each centre as per Central and State Govt directives.

(d) The successful Bidder will be required to submit the agreements entered into with the owners of the examination centres if not owned by the Bidder, one month before each exam, safeguarding legally the Bidder, the Indian Navy and the examination under all foreseen and unforeseen situations.

14. **Registration and Admit Cards.**

(a) Candidates' registration and examination fee collection would be undertaken by the Indian Navy through its website www.joinindiannavy.gov.in. The vendor will be providing the payment gateway which would be integrated with the Indian Navy website through API. The successful Bidder will be required to assign examination centres to candidates and generate Admit Cards for INET, based on available seats in the centres for a particular session on the examination date(s) intimated by the *IN*. The list of exam centres and cities is to be finalised in consultation with the Indian Navy prior to the issue of Admit Cards by the Bidder. Timelines are mentioned at **Appendix 'D'**.

(b) The admit cards should contain essential details like Name of candidate, Father's/Mother's/Guardian's name, Instructions for CBE, Exam Centre address, time to report to exam centre, items not permitted in exam centre, help desk numbers etc. Issue of Admit Cards will be done online. The format for Admit Card will be approved by the Indian Navy. The admit card download window should be compatible on all devices (laptop, mobile, tablet).

(c) The successful Bidder will be required to dispatch the candidates' Admit Card on their registered e-mail ID and should also be available for download by the candidates through a link on the *IN* website www.joinindiannavy.gov.in. SMS intimation regarding the same is also to be sent by the successful Bidder to each candidate on their registered mobile number simultaneously with the electronic dispatch of Admit Cards. Timelines are mentioned at **Appendix 'D'**.

15. **Question Papers/Authoring Tool.** The Question Papers (QP) would be prepared by the Indian Navy. The examination pattern shall be bi-lingual (English and Hindi) Multiple Choice Questions (MCQ), with or without negative marking for wrong answers. The successful Bidder is to provide required secure software application (tool) for converting Navy's prepared question paper into a format readable by the successful



Bidder's server/system in a secure manner at the Directorate of Naval Education (DNE)/IHQ MoD (Navy), West Block-V, RK Puram, New Delhi. This software/tool will have to be installed by the successful Bidder in two suitable computer systems provided by the Bidder to the Indian Navy for the duration of the Contract. The necessary secure transmission system, for transmitting the question paper from DNE/IHQ MoD (Navy) to the Bidder's Data Centre, is to be set-up by the Bidder. Due training is to be provided by the successful Bidder to /N personnel on the authoring tool and methodology to upload Question Paper to successful Bidder's Data Centre server. The question paper authoring tool should be capable of accepting mathematical equations, scientific equations and images (such as diagrams) as a part of questions. The /N will not approve a bid in which the QP authoring tool cannot accept images/mathematical/scientific equations. The Bidders solution must be capable of encrypting these images/mathematical/scientific equations as an integral part of the QP, i.e. not as separately encrypted or transmitted files or images.

16. **Procedural Documents/Manuals.** The successful Bidder is to prepare a Master Plan as per specified timeline (placed at **Appendix 'D'**) for timely conduct of INET and submit the same to DMPR/IHQ MoD (Navy).

17. **COVID – 19 Protocols.** The successful Bidder shall ensure that all COVID-19 protocols are followed at each centre as per Central and State Govt directives. Details are placed at **Appendix 'P'**.

18. **Computer-Based Examination (CBE) Software for Conduct of INET.** The successful Bidder should own a suitable CBE Software for conduct of INET. The essential prerequisites of the software are as follows:-

(a) The CBE Software should have been tested for Performance, Security, Usability, High-Availability, Business Continuity and Disaster-Recovery.

(b) The CBE Software should provide the option to deliver examination through a centralised (Web-based) as well as de-centralised delivery model and should have the capacity and capability to deliver the examination through a secure browser.

(c) The CBE Software must display on screen the candidates' photo, summary of questions attempted, questions yet to be attempted, bookmarked questions for review, navigation to unanswered questions, time left, prompt for submission etc. The software must be configured for **Auto-Save functions up to the last click and Auto-Submit only after the examination duration is over.**

(d) In order to prevent the candidates from swapping their seats, their photograph must be displayed on the computer screen at all times during the examination.



(e) The CBE Software must have capacity and capability to conduct examination for minimum 50,000 candidates per shift at various examination centres.

(f) **The CBE Software should mandatorily support different types of bilingual (English and Hindi) MCQs and randomly sequenced questions and answers.**

(g) The software should be able to simultaneously conduct INET for up to three different recruitment entries during a single session, each with a different question paper.

(h) The software should have facility to randomly shuffle the Questions for each candidate including sequence of answers, before downloading on each of the machines where candidates are attempting the question papers, such that two candidates seated adjacently do not have the same sequence of questions or answers.

(i) The CBE software should be capable of handling mathematical equations, scientific equations and images in questions.

(j) The CBE software is to provide automated alerts at the **Seller's** Data-Centre and the **Buyer's** Control Room if any unauthorised access is detected on the examination network.

(k) The Seller's CBE Software and hardware is to be hardened to prevent remote access of any component from unauthorised origins. Automated alerts are to be provided at the **Seller's** Data-Centre and the **Buyer's** Control Room if any remote access is detected on the examination network.

19. **Help Desk.**

(a) The successful bidder would be required to setup a **Dedicated** help-desk accessible through a toll free telephone number(that is neither common to any other customer, nor give any indication of the hosting company) with *Interactive Voice Response System(IVRS)* in two languages (English & Hindi) and Email throughout the contract period. It is essential that the PBX/IPPBX system in the help-desk is capable of handling the calls from all Indian telecom service providers and automatically blocking calls from international numbers. The system should also have the capability of Call Holding and Call Conferencing/Forwarding facilities within and outside help-desk. The help-desk shall resolve candidates' queries and assist them in all activities related to broad scope of work covered in following areas:-



- (i) INET related queries that include:-
 - (aa) Filling-up of online application.
 - (ab) Payment of examination fee.
 - (ac) Allocation of examination centers.
 - (ad) Downloading of Admit card.
- (ii) Non INET related queries that include:-
 - (aa) Job published other than INET for both officer's and sailor's entry.
 - (ab) Issues related to registration and updation of candidates' data on their respective dashboard on the www.joinindiannavy.gov.in through an automated dashboard board provided by Indian Navy for help-desk to access candidates' information.
 - (ac) General queries related to recruitment/induction in Indian Navy.
 - (ad) SSB related queries.
 - (ae) Queries regarding location of medical documents.

(b) The help desk should have the capacity to handle calls/mails based on the following defined periods:-

- (i) **Peak Period**. This is a four-month period spread over a year, as follows:-
 - (aa) **INET Online Application**. 30 days period of online application window that repeats itself every six months. So total of 60 days.
 - (ab) **INET Online Examination**. 15 days period of INET at various centers all over India that repeats itself every six months. So total 30 days.
 - (ac) **10+2 B.Tech Entry**. 30 days of online application window at a stretch twice in a year. So total of 60 days.
- (ii) **Non-Peak Period**. This is the rest of the eight months period in a year.



(c) The help-desk calls/emails handling capacity as per the periods defined above should be as follows:-

(i) **Peak Period.**

(aa) **Telephone Calls.** During the Peak Period, help-desk should be able to handle 1000 Inbound/Outbound calls per day (Inbound calls/Outbound calls in this context means calls received by help-desk or calls made by help-desk to pass some information to candidates specified by Indian Navy).

(ab) **Emails.** During the Peak Period, help desk should be able to handle 500 email replies every day.

(ac) The help-desk should function between 0900-1800 hrs, on all days, including holidays.

(ii) **Non-Peak Period.**

(aa) **Telephone Calls.** During the Non-Peak period call center should be able to handle 500 Inbound/Outbound calls per day (Inbound calls/Outbound calls in this context means calls received by help-desk or calls made by help-desk to pass some information to candidates specified by Indian Navy).

(ab) **Emails.** During Non-Peak period call center should be able to handle 200 email replies every day.

(ac) The help-desk should function between 0900-1800 hrs, on all days (except Sunday).

(d) When a call is in queue, an appropriate pre-recorded message through dynamic IVR should be played intermittently. The pre-recorded message will be approved by Indian Navy.

(e) The help-desk should work on building *use cases* to generate 'Customer Service Email Template(CSET)' and 'Labels' to handle common queries raised by candidates and raising the level in cases where candidates queries are not resolved by the help desk executive. Indian Navy reserves the right to approve/amend the CSET being send to candidates.

(f) The help-desk should maintain a log of the call received, queries, replies, use cases, CSET and labels. The logs maintained would be produced to the IN by



the help-desk in the form of statistical data when requested. A Dashboard facility is to be provided to monitor the call/mail logs on a daily basis.

(g) The help-desk is to advise the Indian Navy on updating/ populating Frequently Asked Questions (FAQs) section present on the www.joinindiannavy.gov.in website on the basis of queries received via telephone/mail.

(h) **Confidentiality.** Candidates and Indian Navy Recruitment related information being shared with help desk executives through various means such as dashboard, mail, on call are meant to be delivered to a specific target audience. Any misuse of information constitute a breach of Confidentiality, leading to termination of Contract.

(i) **Training to Bidder Representatives for Manning Help Desk.** The Indian Navy will train vendor representatives on the Indian Navy's recruitment portal for handling candidates' queries on filling up of online application form, payment of examination fee etc.

20. **Mock Test for Candidates.** The successful Bidder is to provide a facility of online mock test for the candidates, as per timeline mentioned at **Appendix 'D'**. The mock test should be a replica of the INET. This facility should be available to the candidates on the internet from the date of dispatch of Admit Cards till the completion of the examination. Methodology to access this mock test website must be provided in the Admit Cards. In addition, instructions are to be given to the candidates 10-15 minutes before the commencement of the examination, at all examination centres, to familiarise them with the CBE environment. These instructions are to be standardised across all Centres. The Successful bidder is to propose the template to DMPR and institute delivery of the approved instructions at all Exam centres in English and Hindi.

21. **Allocation of Examination Centre to Candidates.** The successful Bidder would be responsible for allocation of examination centre to the registered candidates, as per timeline mentioned at **Appendix 'D'**. The decision of Indian Navy/DMPR for finalising the list of the examination centres will be final and binding. The successful bidder shall be responsible for arranging secure and high quality examination centres across the country. The successful bidder shall also be responsible for randomly allocating centres to candidates such that most candidates are provided centres closest to their city of residence on 'best-effort' basis. Candidates will not have the option to choose a city for the examination. The *IN* reserves the right to amend the process for allocation of centres to candidates.

Control Rooms and Nodes for Question Paper Upload at IHQ MoD (N).



(a) **DMPR**. The successful Bidder is to setup and activate a Control Room, with adequate trained manpower, at IHQ MoD (N)/DMPR premises, as per timeline at **Appendix 'D'**, for the duration of the examination for online monitoring and coordination of examination activities of each examination centre. The successful Bidder is to also provide the following:-

(i) Two high-speed MTNL/BSNL wired internet connections (one FTTH and one copper wire). For the duration of the contract. No leased line is required.

(ii) Selected bidder shall be responsible for placing order for the internet connections and ensuring continued availability during the contract period. The connections are to be operational within one month of signing the contract.

(iii) DMPR shall be responsible for obtaining security clearance for the internet connections.

(b) **DNE**. Two separate nodes will also be provided at Directorate of Naval Education (DNE), IHQ MoD (Navy), West Block-V, RK Puram, New Delhi, as per timeline at **Appendix 'D'**, for uploading the question paper on the successful Bidder's Server for transmission to INET examination centres. The following is to be provided:-

(i) Two high-speed internet connections (one FTTH and one copper wire). The requirement of data (volume) should be just adequate to upload the examination papers and download answer templates etc.

(ii) Two laptops are to be provided for QP Authoring tool. The Successful bidder is responsible for providing continuous availability of hardware and any maintenance requirements with 24 hours turnaround time in case of any defect.

(iii) The selected bidder is to arrange for VA/PT for both hardware and QP authoring software. Certificate (from CERT-In empanelled firm) is to be provided one month before scheduled examinations.

(iv) The selected bidder is also to provide audit certificate to DNE about the safe transmission of QP from DNE to the data centre.

(c) Provision of the entire hardware, software, networking infrastructure including obtaining network connectivity over the Internet, at the Control Room at Sena Bhawan, IHQ MoD (N) and nodes at West Block-V, RK Puram, New Delhi shall be the responsibility of the successful Bidder. The *IN* shall only facilitate



obtaining of security clearances for operating within high security areas. The connectivity of Control Room at Sena Bhawan, IHQ MoD (N) and the Node at West Block-V, RK Puram, New Delhi with examination centres over internet should not compromise the security of examination centres.

23. **Preparedness of Examination Centres**. The successful Bidder will prepare all examination centres for smooth conduct of computer-based INET. The LAN/ INTRANET on which INET would be conducted should be completely isolated from all other networks to avoid a leak in the network. The following is to be ensured by the successful Bidder:-

(a) **Hardware for Conduct of Examination**. One workstation per candidate is to be made available at each examination centre. The successful Bidder should arrange for additional Servers/workstations/switches necessary for conduct of INET at each examination centre. The minimum system and server requirements at the examination centre are enumerated below.

(i) **Minimum Examination Machine System Pre-requisites:**

Screen Resolution	1024 X 768
Screen Size	15 inch monitor or higher
Operating System	Non-obsolete OS with latest security patches and updates installed
Browser	Internet Explorer 7.0 or above as supported by above Operating Systems
Browser settings:	Java Script enabled Pop-up blocker disabled Under 'Settings' of 'Temporary Internet Files', set 'Check for newer versions of stored pages' to 'Every visit to the page' Proxy disabled (Direct Internet) USB disabled, Keyboard disabled during exam after login

(ii) **Minimum Exam Centre Server Prerequisites:**

Processor CPU Speed:	2.4 GHz or above.
RAM	16 GB or higher
Screen resolution	1024 X 768
Operating system	Compatible for candidates systems as clients, must meet the performance criteria
Performance Criteria	Must support at least 200 clients without any perceivable degradation in performance.



	<p>All mouse/key clicks are to be recorded for each client with time stamp for audit purposes.</p> <p>Response time for question/page loading must be less than one second. All responses to be acted upon in real time.</p>
--	--

(iii) **MAC + IP Binding.** The successful Bidder has to ensure MAC and IP Binding is done on all systems present in the LAN on which the examination is being conducted. All unused ports in the network switch are to be disabled.

(iv) **IT/ Power Back-up at Exam Centres.** A minimum of two backup servers are to be present for each centre. For centres having over 200 candidates, two backup servers are to be present. The Bidder is to ensure the availability of a functional Local Area Network, adequate uninterrupted power backup, Generator and Air Conditioning facilities at each examination centre during the examination process.

(b) **Sanitisation of Network/Nodes.** Sanitisation of network and computer nodes/work stations of each examination centres from all kinds of external networks and software applications/processes which could possess threat of intrusion/malpractice during the examination. The successful Bidder is to run necessary **regression testing programs** to check the performance, security, usability, high availability of network and nodes not more than two hours before the conduct of examination, or as mutually decided with DMPR/IHQ MoD (Navy), and as per best practices (**Appendix 'D'** refers). The log of regression testing is to be shared with the Indian Navy post completion of the activity.

(c) **Arrangement of Workstations.** There must be adequate spacing (of at least 2 feet) between two adjacent candidate seats, with measures to prevent candidates from viewing adjacent monitors. Each workstation should have a partition between candidates to avoid malpractice. Spacing is also required to be increased in accordance with Govt guidelines and protocols to prevent spread of COVID-19 virus.

(d) **10% Buffer of Capacity.** The Bidder is to keep 10% buffer of capacity for each online examination slot/session meaning hereby that the Bidder should ensure 10% of the systems are available as backup shift i.e. if 100 systems are going to be used, the centre shall have at least 110 systems available per shift.

(e) **Manpower for Conduct of Examinations.** Manpower for supervision, invigilation and technical operations involved in the conduct of the CBE including frisking of candidates with metal detectors at examination centre to disallow any electronic gadgets, pen, paper (other than admit card), bag, purse etc, at each



location as per guidelines of *IN*. The personal particulars along with attested photocopy of Govt issued ID of nominated personnel for each centre would be submitted by the successful Bidder to *IN* at least two weeks before the date of examination. All personnel associated with the examination shall have to certify, in the format prescribed by the Indian Navy, that none of their near relations is appearing in the said examination.

(f) **Minimum number of Personnel to be deployed.** The minimum number of personnel to be deployed at each examination centre is as follows:-

Exam Center Administrator/ Centre Superintendent	One (Regular employee of the successful Bidder)
IT Manager	One per 250 nodes (minimum one in a centre) (Regular employee of the successful Bidder)
Technical Support Team	At least one engineer for 50 computers for any breakdown of IT infrastructure (Preferably regular employees of the successful Bidder).
Invigilators	One per 30 nodes (minimum 2 in a room)
Support Staff	Minimum One per 100 students (Suitability needs to be justified with centres) and locations
Security Guards	Minimum Two per 100 students (Suitability needs to be justified with centres).
Peons	Minimum Two per 100 students

(Note: The above staff should be increased proportionately on the basis of size of the center and the number of candidates registered in that centre. In addition, selected bidder should provide the details of City Head for each of the cities of examination. The staff provided at the Test Centre for conduct of examination should be from among the regular staff of the selected bidder and as well as of the Test Centre. Staff arranged at each examination centre is to be exclusively utilised for one role only. That is, **interchangeable roles must not be assigned to staff.**)

(g) **Hired Staff.** The successful Bidder is to submit the list of staff proposed to be hired for the conduct of INET and the method to verify their antecedents at least 21 days prior to the first day of examination for each cycle (**Appendix 'D'** refers). The personal details of staff to be submitted to *IN*, as per Sub-Para 22(f) above, should clearly highlight the staff which is hired.

(h) **Invigilation Instructions.** Successful Bidder is to use trained invigilators for announcement of instructions to the candidates, checking of Admit Cards, verifying candidates' identity, recording attendance and preventing candidates



from malpractices during examination. The invigilation instructions for CBE shall be prepared by the successful Bidder and approved by DMPR.

(i) **IT/ Power Back-up at Exam Centres.** The Bidder is to ensure the availability of a functional Local Area Network, adequate uninterrupted power backup, Generator and Air Conditioning facilities at each examination centre during the examination process.

(j) **Registration Counters.**

(i) The selected Bidder shall ensure complete registration process of the candidates (biometrics, photo etc) at each Examination Centre. Registration counters are to be setup by the successful Bidder at each examination centre at least two hours before the commencement of examination. The selected Bidder shall ensure checking of required documents (as intimated by *IN*) and Admit Cards of the candidates at the registration desk.

(ii) Details for identity authentication of candidates are placed at **Appendix 'B'**.

(iii) **Photograph.** The registration counters are to capture the digital photograph of the candidates. The candidates' photograph taken at the examination centre is to be checked with the photograph on the Admit Card. The photo captured should be done with the candidate sitting in front of a white screen and no other candidate should be visible in the picture, other than the candidate whose picture is being clicked.

(iv) The identity authentication details and their registration details (photographs etc) are to be submitted to the Indian Navy within seven days of the conduct of the examination (**Appendix 'D'** refers).

(k) **Frisking of Candidates.** Candidates at each examination centre shall be physically frisked and scanned with the help of metal detectors (hand-held or fixed) by the Bidder so as to prevent candidates from carrying any electronic gadget, pen, paper (other than admit card), watch, bag, wallets etc, as per guidelines specified by *IN*. Female security guards are to be available at all examination centres where female candidates have been called for examination. **Special attention is to be paid to preventing any candidate from carrying any device that can be used for communicating with persons outside the examination centre.**

(l) **Use of Unfair means by Candidates.** The Bidder is to ensure adequate measures to prevent use of unfair means by the candidates during the



examination, including impersonation. Arrangements against undue influence over the invigilation staff and technical staff of the examination centres must also be ensured.

(m) **Seating Allotment.** The candidates are to be allotted a seat/machine in the examination centre after successful registration at the exam centre and in a random manner. The Bidder is to employ sufficient staff for ushering candidates to the examination halls. Individual log-in passwords are to be given to each candidate along with the seat/machine allocation.

(n) **Signboards.** Adequate sign boards are to be placed at the examination centres to facilitate the candidates to locate their seats and for various facilities like toilets, drinking water and other allied facilities. At least one large signboard is to be displayed on the main gate of the Examination Centre indicating the name and date(s) of the examination to facilitate the candidates to identify the Exam Centre for INET.

(o) **Drinking Water/Sanitation Facilities.** The successful Bidder is to ensure clean drinking water and toilet facilities separately for both boys and girls at each examination centre.

(p) **Pre Audit.** Complete pre-audit for cyber security, physical security, internet connectivity, power and hardware redundancies, active network components and other requirements will be conducted by successful Bidder prior to conduct of the examination through an internal auditor of the selected Bidder (preferably qualified STQC or CERT-IN empanelled) as per the best practices for such conduct of examination and report submitted to DMPR/IHQ MoD (Navy). In addition, the selected bidder is to submit a comprehensive vulnerability analysis issued by a CERT-In empanelled vendor of the bidder's IT infrastructure and services to be used for conduct of INET. This certificate is to be submitted to DMPR at least three days prior to the first examination (**Appendix 'D'** refers). **The IN places special emphasis on this certification.**

(q) **Audit by a third Party.** The successful bidder is to submit an undertaking accepting conduct of any audit by a third-party as per instructions of DMPR. The successful bidder would need to submit all logs, data, security logs, server logs etc and all documents in the context of pre-examination, examination and post examination phases, to the audit team empowered/authorised by DMPR.

(r) **Readiness Report.** The successful Bidder is to submit a Readiness Report of all Exam Centres and other requirements for conduct of INET to DMPR/IHQ MoD (Navy) at least two days prior to the date of examination (**Appendix 'D'** refers).



24. **Trial Run.** The successful Bidder is to conduct adequate trial runs at all examination centres before the date of the INET, and a final trial Run on the day before the INET in all venues in the presence of *IN* reps, simulating actual INET-like conditions. Workstations/nodes to be used during examination shall log-in through dummy roll numbers to check the readiness and report shall be submitted to the Indian Navy (**Appendix 'D'** refers). The number of nodes to be checked would be decided by the Naval representative present in examination centres.

25. **Training to *IN* Team.**

(a) **Question Paper Software.** The successful Bidder shall impart training to a small team of *IN* personnel at New Delhi on its application software for Question Paper Management at New Delhi. Timeline is mentioned at **Appendix 'D'**.

(b) A one-day training capsule will also be conducted by the successful Bidder, at least 14 days prior to every INET, at New Delhi, Mumbai, Visakhapatnam and Kochi for *IN* observers on the entire examination process, conduct of INET, physical and IT security measures at Exam Centres and general administration aspects of INET. The training will be as per the syllabus submitted by Bidder and any additions/alterations carried out by the Indian Navy. Such trained *IN* observers will be deployed at all examination centres during INET.

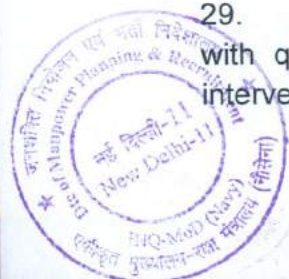
26. **Reviews and Audit.** The successful Bidder will provide written monthly updates to *IN* on the progress of activities planned for conduct of INET. *IN* or any third-party (nominated by the Indian Navy) may audit/inspect any information/ infrastructure related to CBE during the currency of the contract to obtain first-hand information. The successful Bidder shall be responsible to implement the feedback/suggestions of the Indian Navy based on the audit/reviews.

Examination Phase

27. The activities to be carried out by successful Bidder during the examination phase are enumerated in succeeding paragraphs.

28. The successful Bidder shall complete the registration and validation process of the candidates before the start of the examination and after that allow the candidates to appear for INET.

29. **Mode of Conduct of Examination.** The examination should be computer based with questions being provided onscreen on a random basis, without any manual intervention. The examination shall be conducted on a secure network consisting of a



local server and workstations connected via Local Area Network. The systems on which the candidates take exam should be secure and should not be connected to the internet or any other external networks. The systems should be configured to run only the INET software. No other software other than the operating system and the software required for the exam should exist on the terminals/servers.

30. **Orientation Time for Candidates.** Sufficient time of 10-15 minutes should be allotted to the candidates before the exam in which the successful Bidder should provide the necessary information/instructions to the candidates for their orientation on the structure of the exam, time limits and guidelines for answering the question papers.

31. **Regular/Live Updates at Control Room.** During the examination, the successful Bidder is to make arrangement for regular/live updates of examination-related activities being carried out at each examination centre for monitoring and supervision through the Control Room at IHQ/MoD(N) / DMPR New Delhi. The updates may be live till commencement of examination and regular updates thereafter. The provisioning of regular/live updates should not compromise the examination centre networks to malafide attacks over the internet.

32. **Allocation of Nodes/Seats to Candidates.** Candidates shall be allotted nodes/seats on the spot after registration under the supervision of the Naval representatives. The seats allotted should be post completion of IP and MAC binding a particular candidate with a single seat. No change of seat should be permitted at the centre level unless expressly authorised by the Control Centre at DMPR.

33. **Blank Papers.** The Bidder shall provide blank paper sheet/s and pencil to the candidates as per requirement for rough work.

34. **Delivery of Question Paper.**

(a) Digital Question Paper would be uploaded by the *IN* on to the successful Bidder's Server two hours prior to the examination commencement time for each session or as per time determined as per best practices and approved by DMPR.

(b) The Question Paper is to be transmitted to all examination centres from Data Centre server in a secure manner i.e. using data-encryption AES 256-bit or above algorithm, through SSL/VPN tunnel link, not more than one hour before the commencement of INET for each session or as per time determined as per best practices and approved by DMPR.

(c) The QP activation password is to be entered jointly by the examination controller and the *IN* observer.



(d) The decryption of the QP is to be done not earlier than 15 minutes prior to start of examination of each shift and strictly in the presence of the /N observer.

(e) The live question paper is to be available to the candidates only at the scheduled time.

35. **Generation of Event Based Log (Audit Trail).** The successful Bidder would be required to ensure that every event (mouse click) for each candidate is recorded and saved on the server (including the mouse clicks by candidates without a response). The audit trail for every candidate is to be handed over to the /N for each session/slot, as per specified format, within seven days of the examination completion date (**Appendix 'D'** refers). The successful Bidder will not keep/have any response data on the exam centre server after the handover. In this regard, the Indian Navy would require a confidentiality certificate/undertaking from the successful Bidder. The successful bidder is to ensure that the audit trail provided for any candidate(s) is thorough and legally acceptable as proof of correct conduct or malpractice, as the case may be.

36. **Cyber Security.** The Bidder needs to ensure the following related to cyber security:-

(a) Encryption/ protection of data during preparation phases of question papers at DNE/IHQ MoD (Navy), during the transfer to data centre, post transfer to the data centre and at servers in exam centres to be protected by multiple layers {passwords and encryption (AES 256 bits and above)}.

(b) Systems at Examination Centres to be hardened and sanitized to prevent installation of any unauthorized hardware/ software and connectivity to any external networks like Bluetooth/ Wi-Fi/ USB dongle etc. The LAN setup at each of the exam centre is to be virus free and fire-walled. The terminals and backup servers are also to be virus-free.

(c) A security layer is to be incorporated to ensure that only personnel authorised by Indian Navy can transfer the Question Papers and answer data from data centre to examination centres and vice versa.

(d) The Bidder needs to ensure encryption of the questions and also encryption of a private key which will be required for decryption of the question papers at the examination centres.

(e) The computers conducting the examinations shall be disconnected from the Internet. The computers shall be sanitized (during pre-examination preparations) by booting a trusted image of the Operating System (OS) that the examination is to be conducted upon.



(f) The vendor has to prove that only authorised workstations, which have been sanitised before the examination, are part of the examination LAN.

37. **Monitoring.** The successful Bidder is to ensure two levels of monitoring during the examination:-

(a) **Real-Time Monitoring of Candidates at LAN.** Real-time monitoring of candidates at LAN during examination is to be carried out at all local centres. This should include analytic reports of candidate's responses as well as mouse clicks along with time.

(b) **Monitoring at Main Control Room.** Monitoring of all exam centres should be done at DMPR/IHQ MoD (Navy), New Delhi which will be the main Control Centre.

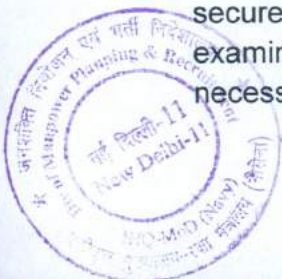
38. **Feedback from Candidates.** On completion of the examination, successful Bidder is to make arrangements for obtaining feedback from candidates after the examination is over, through a built-in online feedback form (**Appendix 'D'** refers). The format of feedback form will be approved by *IN*. The feedback shall be optional but all candidates are to be made aware of the feedback form before the exam starts. Consolidated feedback data is to be made available to DMPR in soft copy within seven days of the examination (**Appendix 'D'** refers).

39. **Complaints against Malpractice during examination.** In case of confirmed malpractice being reported at any examination, it shall be the responsibility of the successful bidder's permanent employee to lodge an FIR/complaint and ensure that the incident is reported to the Police officials. In case of the incident requiring a hearing in a Court of Law, it will be the successful bidder's responsibility to hire a lawyer and argue in Court wrt the malpractice case.

40. **Contingency Planning.** The successful Bidder must produce and submit suitable emergency management plan during any crisis situation which may be due to strike/*bandh* at examination centre, failure of network/internet, power failure, hardware/software failure (server, switches, nodes), malpractice/cheating/impersonation during examination, etc.

Post Examination Phase

41. **Transmission of Candidates' Responses to Control Room.** At the end of the exam, transfer/export of candidate responses shall be done by the successful Bidder on secured channel to DMPR/IHQ MoD (Navy) within one hour of completion of the examination by each examination centre (**Appendix 'D'** refers). Also, handover necessary tool/application for reading/interpreting candidates' response data by the



Indian Navy. The Bidder should ensure the following points to ensure authenticity and integrity of the transferred responses:-

- (a) Candidates' responses should be transferred in encrypted form, whose integrity can be verified (using a hash or checksum).
- (b) The selected Bidder should ensure that no change is made in individual candidate's response/result under any circumstances, for which the Bidder will be held accountable.

42. **Preliminary Answer Key.** The preliminary Answer Key of the Question Paper shall be shared by the Indian Navy with the successful Bidder after receipt of candidates' responses.

43. **Tool for Automated Checking.** The successful bidder is to provide a tool for automated checking of candidates raw responses received. This tool should have the ability of reconciling the raw responses with the final results which have been submitted.

44. **Final Answer Key.** The final Answer Key will be shared by the Indian Navy with the successful Bidder after the closure of the above question paper comments window. The raw scores of all the candidates are to be submitted by the successful Bidder to the Indian Navy within two days of receiving the final Answer Key from the *IN* (**Appendix 'D'** refers).

45. **Results.** Candidates' results would be hosted on *IN* website. The *IN* website would host only candidate details along with the marks. The successful Bidder is to make arrangements for online availability of each candidate's question paper and his recorded answer responses along with the answer key and marks obtained by the candidate for download by DMPR, through a secure link within two days of generation of the raw scores.

46. **Admit Card.** Selected bidder is to collect all Admit Cards of candidates and shred them after scanning. The scanned copy of all pages of each Admit Card is to be made accessible to DMPR on the selected Bidder's Cloud space. Provision is to be made to enable DMPR to retrieve any particular candidate's Admit Card through a 'Search' function. Admit Cards are to be made available within seven days of completion of examination at each venue. Admit Cards are to be securely maintained on the Cloud space for one year after the examination and then deleted. Admit Card data is not to be accessible to any party other than the selected bidder's authorised representatives and DMPR.

47. **Application Server Logs.** The successful Bidder should be able to provide Application Server Logs to *IN* with details of all errors, warnings and exceptions that are generated in exam applications along with the time at which they occurred.



48. **Archive.** The successful Bidder is to securely archive all the records and data, including registration details, Admit Cards, candidate's answer responses, question papers, Answer Keys, audit trails etc for at least one year (**Appendix 'D'** refers). The Successful Bidder is to ensure that this data is accessible only to select, specially-authorised personnel of the Bidder. The successful Bidder is to provide documented inputs, support and necessary assistance for addressing candidates Queries, Press interaction, RTI queries and Court cases to *IN* for one year from the date of examination. All data collected from the test centres is to be converted into digital format and sent to DMPR one month after completion of the examination.

49. The successful Bidder is to make available all required reports, data / analysis to the Indian Navy/ DMPR, as required, after the examination process is completed.

50. **The successful bidder is to provide a Confidentiality certificate that no data related to Candidates/Question Paper or any examination related activity is handed over to any other agency other than the Indian Navy.**

51. **Data Wiping.** The successful Bidder is to electronically wipe all examination and candidates related data from all examination centres servers after the transfer of data to Bidder's Data Centres.

52. **Privacy.** The successful Bidder is to take all necessary precautions to ensure that the personal details of candidates are not leaked or hacked or unauthorisedly accessed by anyone.

53. **Proprietary.** All the data obtained from the candidates in the applications and during the registration at the exam centres, their responses to questions in the examination, their biometrics, the raw scores and the question papers will be the property of the Government of India and the Bidder will not use it for any purpose other than that specified by DMPR.

54. **Bidder Identity.** The identity of the successful Bidder is not to be displayed anywhere either during the pre-examination, examination or post-examination process. Further, there should be no links available anywhere that may lead to disclosure of the vendor name or identity at any stage in the examination process.

55. **Delivery Period.** The deliverables' schedule is placed at **Appendix 'D'**.



PART III – STANDARD CONDITIONS OF RFP

The Bidder is required to give confirmation of their acceptance of the Standard Conditions of the Request for Proposal mentioned below which will automatically be considered as part of the Contract concluded with the successful Bidder (i.e. Seller in the Contract) as selected by the Buyer. Failure to do so may result in rejection of the Bid submitted by the Bidder.

1. **Law.** The Contract shall be considered and made in accordance with the laws of the Republic of India. The contract shall be governed by and interpreted in accordance with the laws of the Republic of India.

2. **Effective Date of the Contract.** The contract shall come into effect on the date of signatures of both the parties on the contract (Effective Date) and shall remain valid until the completion of the obligations of the parties under the contract. The deliveries and supplies and performance of the services shall commence from the effective date of the contract.

3. **Arbitration.** All disputes or differences arising out of or in connection with the Contract shall be settled by bilateral discussions. Any dispute, disagreement or question arising out of or relating to the Contract or relating to construction or performance, which cannot be settled amicably, may be resolved through arbitration. The standard clauses of arbitration are as per Form DPM-07 and DPM-09 (available at MoD website). The Bidder under the provisions of this RFP (contract) in case of any dispute/disagreement may appeal in courts of **Delhi Only**.

4. **Penalty for Use of Undue Influence.** The Seller undertakes that he has not given, offered or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any person in service of the Indian Navy or otherwise in procuring the Contracts or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the present Contract or other Contract with the Government of India for showing or forbearing to show favour or disfavour to any person in relation to the present Contract or any other Contract with the Government of India. Any breach of the aforesaid undertaking by the Seller or any one employed by him or acting on his behalf (whether with or without the knowledge of the Seller) or the commission of any offers by the Seller or anyone employed by him or acting on his behalf, as defined in Chapter IX of the Indian Penal Code, 1860 or the Prevention of Corruption Act, 1986 or any other Act enacted for the prevention of corruption shall entitle the Indian Navy to cancel the contract and all or any other contracts with the Seller and recover from the Seller the amount of any loss arising from such cancellation. A decision of the Indian Navy or his nominee to the effect that a breach of the undertaking had been committed shall be final and binding on the Seller. Giving or offering of any gift, bribe or inducement or any attempt at any such act on behalf of the Seller towards any officer/employee of the Indian Navy or to any other person in a position to influence any



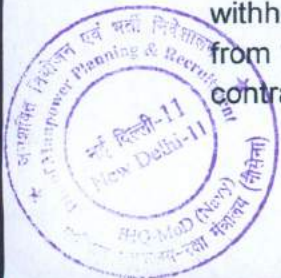
officer/employee of the Indian Navy for showing any favour in relation to this or any other contract, shall render the Seller to such liability/ penalty as the Indian Navy may deem proper, including but not limited to termination of the contract, imposition of penal damages, forfeiture of the Bank Guarantee and refund of the amounts paid by the Buyer.

5. **Agents/ Agency Commission.** The Seller confirms and declares to the Indian Navy that the Seller is the original manufacturer of the stores/provider of the services referred to in this Contract and has not engaged any individual or firm, whether Indian or foreign whatsoever, to intercede, facilitate or in any way to recommend to the Government of India or any of its functionaries, whether officially or unofficially, to the award of the contract to the Seller; nor has any amount been paid, promised or intended to be paid to any such individual or firm in respect of any such intercession, facilitation or recommendation. The Seller agrees that if it is established at any time to the satisfaction of the Buyer that the present declaration is in any way incorrect or if at a later stage it is discovered by the Buyer that the Seller has engaged any such individual/firm, and paid or intended to pay any amount, gift, reward, fees, commission or consideration to such person, party, firm or institution, whether before or after the signing of this contract, the Seller will be liable to refund that amount to the Buyer. The Seller will also be debarred from entering into any supply Contract with the Government of India for a minimum period of five years. The Buyer will also have a right to consider cancellation of the Contract either wholly or in part, without any entitlement for compensation to the Seller who shall in such an event be liable to refund all payments made by the Buyer in terms of the Contract along with interest at the rate of 2% per annum above LIBOR rate. The Buyer will also have the right to recover any such amount from any contracts concluded earlier with the Government of India.

6. **Access to Books of Accounts.** In case it is found to the satisfaction of the Indian Navy that the Seller has engaged an Agent or paid commission or influenced any person to obtain the contract as described in clauses relating to Agents/Agency Commission and penalty for use of undue influence, the Seller, on a specific request of the Indian Navy, shall provide necessary information/ inspection of the relevant financial documents/information.

7. **Non-Disclosure of Contract Documents.** Except with the written consent of the Buyer/ Seller, other party shall not disclose the contract or any provision, specification, plan, design, pattern, sample or information thereof to any third party. The Non-disclosure agreement format is placed at **Appendix 'H'**.

8. **Liquidated Damages.** In the event of the Seller's failure to submit the Bonds, Guarantees and Documents, supply the stores/goods and conduct trials, installation of equipment, training, etc as specified in this contract, the Buyer may, at his discretion, withhold any payment until the completion of the contract. The BUYER may also deduct from the service provider as agreed, Liquidated Damages to the sum of 0.5% of the contract price of the delayed/undelivered stores/services mentioned above and at



Appendix 'D' for every week of delay or part of a week, subject to the maximum value of the Liquidated Damages being not higher than 10% of the value of delayed stores.

9. **Termination of Contract.** The Indian Navy shall have the right to terminate this Contract in part or in full in any of the following cases:-

(a) If the Seller:-

(i) Becomes bankrupt or insolvent or goes into liquidation (other than a voluntary liquidation for the purpose of amalgamation or reconstruct, in the case of a company) or is ordered to be wound up or has a receiver appointed on its assets or execution or distress is levied upon all or substantially all of his/their assets or

(ii) Makes an arrangement with or assignment in favour of his/their creditors or agrees to carry out the contract under a committee or inspection of his/their creditors.

(iii) Abandons the work or fails to perform any or all of the obligations within the time period(s) specified in the agreement or any extension thereof granted, by the Indian Navy.

(iv) Persistently disregards the instructions of the Indian Navy in contravention of any provision of the contract or

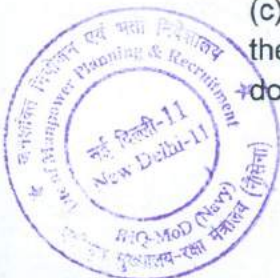
(v) Fails to adhere to the agreed programme of work or

(vi) Assigns or sublets the work in whole or in part thereof without prior written consent of the Indian Navy; or

(vii) The loss of integrity of the question paper in any manner whatsoever, compromise of invigilating or technical staff, use of unfair means or failure of the vendor to conduct examinations in the prescribed manner.

(b) The Indian Navy has noticed that the Contractor/Seller has utilised the services of any Indian/Foreign agent in getting this contract and paid any commission to such individual/company etc.

(c) Made misleading or false representation or facts or deliberately suppressed the information to be provided in the forms, statements and enclosures of this document. Record of poor performance such as abandoning work, not properly



completing the contract or financial failures/weakness or the quality of the delivery of various tasks is not satisfactory.

(d) If confidential inquiry reveals facts contrary to the information provided by the Seller.

(e) As per decision of the Arbitration Tribunal.

10. **Notices.** Any notice required or permitted by the contract shall be written in the English language and may be delivered personally or may be sent by FAX or registered pre-paid mail/airmail, addressed to the last known address of the party to whom it is sent.

11. **Transfer and Sub-letting.** The Seller has no right to give, bargain, sell, assign or sublet or otherwise dispose of the Contract or any part thereof, as well as to give or to let a third party take benefit or advantage of the present Contract or any part thereof.

12. **Patents and other Industrial Property Rights.** The prices stated in the present Contract shall be deemed to include all amounts payable for the use of patents, copyrights, registered charges, trademarks and payments for any other industrial property rights. The Seller shall indemnify the Indian Navy against all claims from a third party at any time on account of the infringement of any or all the rights mentioned in the previous paragraphs, whether such claims arise in respect of manufacture or use. The Seller shall be responsible for the completion of the supplies including spares, tools, technical literature and training aggregates irrespective of the fact of infringement of the supplies, irrespective of the fact of infringement of any or all the rights mentioned above.

13. **Amendments.** No provision of present Contract shall be changed or modified in any way (including this provision) either in whole or in part except by an instrument in writing made after the date of this Contract and signed on behalf of both the parties and which expressly states to amend the present Contract.

14. **Taxes and Duties.**

(a) If the Bidder desires to ask for Goods & Services Tax (GST) or any other taxes/levies, the same must be specifically stated. In the absence of any such stipulation, it will be presumed that the prices include all such charges and no claim for the same will be entertained.

(b) If reimbursement of any Duty/Tax is intended as extra over the quoted prices, the Bidder must specifically say so. In the absence of any such stipulation it will be presumed that the prices quoted are firm and final and no claim on account of such duty/tax will be entreated after the opening of tenders.



(c) If a Bidder chooses to quote a price inclusive of any duty/tax and does not confirm inclusive of such duty/tax so included is firm and final, he should clearly indicate the rate of such duty/tax and quantum of such duty/tax included in the price. Failure to do so may result in ignoring of such offers summarily.

(d) Bidders must indicate separately the relevant taxes/duties likely to be paid in connection with delivery of completed goods and services specified in the RFP. In absence of this, the total cost quoted by them in their bids will be taken into account in the ranking of bids.

(e) If a Bidder is exempted from payment of any duty/tax up to any value of supplies from them, he should clearly state that no such duty/tax will be charged by them up to the limit of exemption which they may have. If any concession is available in regard to rate/quantum of any duty/tax, it should be brought out clearly. Stipulations like, the said duty/tax was presently not applicable but the same will be charged if it becomes leviable later on, will not be accepted unless in such cases it is clearly stated by a Bidder that such duty/tax will not be charged by him even if the same becomes applicable later on. In respect of the Bidders, who fail to comply with this requirement, their quoted prices shall be loaded with the quantum of such duty/tax which is normally applicable on the item in question for the purpose of comparing their prices with other Bidders.

(f) Any changes in levies, taxes and duties levied by Central/State/Local governments on final product upward as a result of any statutory variation taking place within contract period shall be allowed reimbursement by the Buyer, to the extent of actual quantum of such duty/tax paid by the seller. Similarly, in case of downward revision in any such duty/tax, the actual quantum of reduction of such duty/tax shall be reimbursed to the buyer by the seller. All such adjustments shall include all reliefs, exemptions, rebates, concession etc, if any, obtained by the seller.

(g) **Good & Services Tax (GST)**. The Bidder must ensure that he is fully compliant with all relevant provisions of the GST applicable to this contract. Necessary certificates, highlighting the GSTIN registration number and compliance to GST provisions is to be provided along with the Technical Bid.



PART IV – SPECIAL CONDITIONS OF RFP

1. The Bidder is required to give confirmation of their acceptance of Special Conditions of the RFP mentioned below which will automatically be considered as part of the Contract concluded with the successful Bidder (i.e. Seller in the Contract) as selected by the Buyer. Failure to do so may result in rejection of Bid submitted by the Bidder.

2. **Performance Guarantee.** The Bidder will be required to furnish a Performance Guarantee by way of Bank Guarantee through a public sector bank or a private sector bank authorized to conduct government business (ICICI Bank Ltd., Axis Bank Ltd or HDFC Bank Ltd.) for a sum equal to **10% of the contract value** within 30 days of signing of the contract. Performance Bank Guarantee should be valid up to contract end date. The specimen of PBG is given in Form DPM-15 (available in MoD website). The Seller is to abide by the following:-

(a) The Seller shall provide the service and carry out its other obligation under the agreement with due diligence, efficiency, economy, confidentiality and promptness. The Seller shall adhere to standards set by professional bodies while observing sound management, technical and engineering practices. It shall apply appropriate advance technology and safe and effective methods during execution of this project. The Seller shall always support and safeguard the legitimate interest of Indian Navy, in any dealing with the third party.

(b) The Seller shall abide by the provisions of the legislation(s) related to the information technology, prevalent in India.

(c) The hardware, software and other services provided under this contract shall conform to the standards laid down in the scope of work and technical specifications and requirements.

(d) The security of the system should be foolproof and shall be treated "not foolproof", where unauthorized persons are able to access/infiltrate in to the system. The system may be the application software or process adopted by Seller.

(e) The Seller shall be liable to the Indian Navy for financial losses by way of any of system and/or process failure.

(f) **Delays in the Seller's Performance.** Conduct of the examination as per timeline is the main aspect of the work and performance of the services shall be made by Seller in accordance with the approved time schedule as notified from time-to-time by Indian Navy to the Seller and will become a part of the contract agreement. The activities involved are time bound and it is expected that no



extension of time for performance of any activity/ activities will either be sought or given in this project. However, if at any time during the course of the contract, the Seller encounters conditions impeding the timely delivery of the items/services and the performance of the service, the Seller shall promptly notify to Indian Navy in writing the fact of the delay, it's likely duration and its cause(s). Indian Navy will evaluate the situation and in the exceptional circumstances and in the interest of work may extend the Seller's time for execution of said item of work, but in no case extension shall be granted having adverse effect on scheduled conduct of examination. The dates declared for examinations are absolute, unless changed by Indian Navy on its own. Delay on part of the Seller in the performance of its delivery obligations shall render the Seller liable to the imposition of penalty unless an extension of time is agreed upon.

3. **Payment Terms.** It will be mandatory for the Sellers to indicate their bank account numbers and other relevant e-payment details so that payments could be made through ECS/EFT mechanism instead of payment through cheques, wherever feasible. A copy of the model mandate form prescribed by RBI to be submitted by Sellers for receiving payments through ECS is at Form DPM-11 (available in MoD website and can be given on request). The payment will be made as per the following terms, on production of the requisite documents:-

(a) The payment shall be in Indian Rupees and shall be paid only after successful completion of each stage of INET cycle as mentioned at Para 3(b). No advance payment shall be made including payment of handling charges/service charge etc. under any circumstance to the Seller. Bill for payment shall be accepted and processed only after successful completion of the respective stages mentioned below. A contingent bill would be raised by DMPR/IHQ MoD(Navy) to CDA (Navy/CG), New Delhi on receipt of bills and various documents listed at Para 5 below.

(b) **Payment Stages.** Payment to the Seller would be made by The Controller of Defence Accounts, Navy/CG {CDA (Navy/CG)} in the following three stages:-

(i) 70% of the total amount on successful conduct of examination (including any rescheduled examinations) and handing over of all post examination data and certificates.

(ii) 15% of the total amount after recruitment activities are completed. (Stage II at Para 5 of **Appendix 'B'**).

(iii) 15% of the total amount post completion of identity authentication when candidates arrive for training. (Stage III at Para 6 of **Appendix 'B'**).



(c) **Amount Payable per Examination.** The number of candidates registered for an examination shall form the basis for payment to the Seller. Candidates whose applications are rejected by the *IN* for not complying with advertised terms, shall not form part of the calculation of amount payable to the Seller since Admit Cards shall not be generated for such candidates. The **amount payable to the Seller shall be determined by the number of valid candidates registered for the examination multiplied by the 'cost per candidate' as determined at the conclusion of this tendering process (Para 6 of Part V of RFP also refers).**

(d) **Cost for Rescheduled Examinations.** During the conduct of INET, if any malpractice or any incident of such nature is established at any specific Examination Centre wherein the examination needs to be re-conducted, the entire cost for conducting the re-examination at such Centre(s) shall be borne by the Seller. Similarly, due to any reason attributable to the Seller, wherein the examination needs to be re-conducted due to such reason or any other reason attributable to the Seller, the entire cost for conducting the re-examination for such candidates or at such Centre(s) shall be borne by the Seller. The seller shall also reimburse to each affected candidate the return (two-way) train fare (in Sleeper Class) from home city to/from the examination city. This reimbursement is to be completed within three days of the examination being rescheduled and a certificate is to be rendered to DMPR (Para 14(w) below and **Appendix 'D'** refers).

4. **Advance Payments.** No advance payment(s) will be made.

5. **Paying Authority.** The payment would be made by CDA (Navy/CG). The payment of bills will be made on submission of the following documents by the Seller to the Paying Authority along with the bill:-

- (a) Ink-signed copy of contingent bill/ Seller's bill.
- (b) Ink-signed copy of Commercial invoice/ Seller's bill.
- (c) Copy of Supply Order/Contract with U.O. number and date of IFA's concurrence.
- (d) Xerox copy of Performance Bank Guarantee/ Indemnity bond as applicable.
- (e) Exemption certificate for taxes, if applicable.
- (f) DP extension letter with CFA's sanction, U.O. number and date of IFA's concurrence, where required, indicating whether extension is with or without LD.



(g) Details for electronic payment viz Account holder's name, Bank name, Branch name and address, Account type, Account number, IFSC code, MICR code (if these details are not incorporated in the Supply Order/Contract).

(h) Any other document/ certificate that may be provided for in the Supply Order/ Contract.

(i) User Acceptance Certificate from the IHQ MoD (N)/DMPR.

6. **Fall Clause.** The following Fall Clause will form part of the contract placed on Seller:-

(a) The price charged for the stores/services supplied under the contract by the Seller shall in no event exceed the lowest prices at which the Seller sells the stores/services or offer to sell stores/services of identical description to any persons/organisation including the purchaser or any department of the Central government or any Department of state government or any statutory undertaking of the central or state government as the case may be during the period till performance of all Supply Orders placed during the currency of the rate contract is completed.

(b) If at any time, during the said period, the Seller reduces the sale price, sells or offer to sell such stores/services to any person/organisation including the Buyer or any department of Central Government or any department of the State Government or any Statutory undertaking of the Central or State Government as the case may be at a price lower than the price chargeable under the contract, the Seller shall forthwith notify such reduction or sale or offer of sale to the Principal Director of Manpower Planning & Recruitment PDMPR/IHQ MoD (N) and the price payable under the contract for the stores of such reduction of sale or offer of the sale shall stand correspondingly reduced. The above stipulation will, however, not apply to:-

(i) Exports by the Seller.

(ii) Sale of goods/services as original equipment at price lower than the prices charged for normal replacement.

(iii) Sale of goods/services at lower price on or after the date of completion of sale/placement of the order of goods by the authority concerned under the existing or previous Rate Contracts as also under any previous contracts entered into with the Central or State Govt Departments, including their undertakings excluding joint sector companies and/or private parties and bodies.

(c) The Seller shall furnish the following certificate to the Paying Authority along with each bill for payment for supplies made against the Rate contract- "We



certify that there has been no reduction in the sale price of the stores of description identical to the stores supplied to the Government under the contract herein and such stores have not been offered/sold by me/us to any person/organisation including the purchaser or any department of a State Government or any Statutory Undertaking of the Central or State Government as the case may be up to the date of bill/ the date of completion of supplies against all supply orders placed during the currency of the Rate Contract at price lower than the price charged to the government under the contract except for quantity of stores categories under sub-clauses (i), (ii) and (iii) of sub-para 6(b) above.

7. **Risk & Expense Clause.**

(a) Should the Services/stores or any instalment thereof not be delivered within the time or times specified in the contract documents, or if defective delivery is made in respect of the stores or any instalment thereof, the Buyer shall after granting the Seller 45 days to cure the breach, be at liberty, without prejudice to the right to recover liquidated damages as a remedy for breach of contract, to declare the contract as cancelled either wholly or to the extent of such default.

(b) In case of a Service/material breach that was not remedied within 45 days, the BUYER shall, having given the right of first refusal to the SELLER be at liberty to purchase, manufacture, or procure from any other source as he thinks fit, other stores of the same or similar description to make good:-

(i) Such default.

(ii) In the event of the contract being wholly determined the balance of the stores remaining to be delivered there under.

(iii) Any excess of the purchase price, cost of manufacturer, or value of any stores procured from any other supplier as the case may be, over the contract price appropriate to such default or balance shall be recoverable from the Seller. Such recoveries shall not exceed **10%** of the value of the contract.

(c) In case the Seller fails to execute the contract, the Indian Navy shall have liberty to get it done through any other agency with full cost recoverable from the Seller in addition to damages and penalty.

(d) During the examination if any malpractice is established or there is any question paper leak etc. where the examination activities through-out the Centres are affected and the image of the Indian Navy is tarnished due to such act/incident for which the examination needs to be re-conducted, the entire cost for conducting the re-examination shall be borne by the Seller other than imposing such LD and/or penalty and/or damages, as the case be.



8. **Inspection Authority:** As nominated by the Indian Navy/DMPR.
9. **Confidentiality.** The Seller will submit an affidavit on appropriate Non-judicial Stamp Paper, duly attested by Public Notary, to keep information and data pertaining to the IN to be confidential. The Bidder shall treat as confidential all data and information about the Tendering Authority, obtained in the execution of his responsibilities, in strict confidence and shall not reveal such information to any other party without the prior written approval of the Tendering Authority.
10. The Seller shall act with appropriate propriety and discretion and in particular shall refrain from making any public statement concerning the Project or the Services without prior approval of the IN. In case an issue pertaining to efficient conduct of the examination arises and the vendor gets to know of it, it is the responsibility of the vendor to inform Indian Navy of the same immediately and not make any public/private declaration of the same.
11. **Intellectual Property Rights.** No software or services covered by the contract shall be developed, sold, disposed or done by the Seller in violation of any right whatsoever of third party and in particular but without prejudice to the generality of the forgoing of any patent right, trademark or similar right, or of any change, mortgage or lien. The Seller shall warrant that there is no infringement of any patent or intellectual proprietary rights caused by the supply of IT infrastructure and software and the document which are subject matter of this project.
12. **Force Majeure Clause.**
- (a) Neither party shall bear responsibility for the complete or partial non-performance of any of its obligations, if the non-performance results from such Force Majeure circumstances such as Fire, Flood, Earthquake and other acts of God as well as War, Military Operation, Blockade, Acts or Actions of State Authorities or any other circumstances beyond the parties control that have arisen after the conclusion of the present contract.
- (b) In such circumstances the time stipulated for the performance of an obligation under the present contract is extended correspondingly for the period of time of action of these circumstances and their consequences.
- (c) The party for which it becomes impossible to meet obligations under this contract due to Force Majeure conditions, is to notify in written form the other party of the beginning and termination of the above circumstances immediately, but in any case not later than ten days from the date of occurrence of the Force Majeure incident.



(d) Certificate of a Chamber of Commerce (Commerce and Industry) or other competent authority or organization of the respective country shall be a sufficient proof of commencement and cessation of the above circumstances.

(e) If the impossibility of complete or partial performance of an obligation lasts for more than six months, either party hereto reserves the right to terminate the contract totally or partially upon giving prior written notice of thirty days to the other party of the intention to terminate without any liability other than reimbursement on the terms provided in the agreement for the goods/services received.

13. **Tolerance Clause.** To take care of any change in the requirement during the period starting from issue of RFP till placement of the contract, Buyer reserves the right to 50% plus/minus increase or decrease the quantity of the required goods up to that limit without any change in the terms & conditions and prices quoted by the Seller. While awarding the contract, the quantity ordered can be increased or decreased by the Buyer within this tolerance limit.

14. **Financial Penalties.** In case the Successful Bidder is unable to meet the terms and conditions of the Contract, the following penalties will be levied on them:-

<u>Ser</u>	<u>Exam Phase</u>	<u>Nature of penalty</u>	<u>Penalty</u>
(a)	Pre-exam	Cert-In certification not provided for 100% examination venues 24 hours prior to start of first shift of examination.	Rs 50 lakh
(b)	Pre-exam	VAPT for QP authoring software and hardware not provided one month prior to first day of each exam cycle	Rs Five lakh
(c)	Pre-exam	Readiness report not submitted prior to start of first shift of exam	Rs 10 lakh
(d)	During exam	Any other exam being held in the centre at the time of mock exam/main exam	Rs Five lakh per venue
(e)	During exam	Trained security guards not provided in time for each examination venue or fewer numbers provided	Rs Five lakh
(f)	Pre-exam	Details of invigilators not provided one day prior to first shift of exam or incorrect details provided	Rs Five lakh
(g)	During exam	CCTV cameras not functioning	Rs Five lakh
(h)	During exam	Insufficient number of computer terminals provided for examination	Rs 10 lakh
(i)	During exam	Malpractice observed due to technical issue (remote monitoring) or movement of cursor without candidate input seen by observer	Rs Fifty lakh
(j)	During exam	Malpractice confirmed due to vendor's staff involvement	Rs One Crore



<u>Ser</u>	<u>Exam Phase</u>	<u>Nature of penalty</u>	<u>Penalty</u>
(k)	During exam	Backup servers unable or late to handle the candidates	Rs Five lakh
(l)	Pre-exam	Biometric registration cum authentication failure/delay causing delay in timely start of examination	Rs Five
(m)	Post-exam	Identity authentication services not provided at specified venues during any of the four stages	Rs 10 lakh
(n)	During exam	Power backup supply not available leading to examination interruption more than five minutes in total per shift	Rs 10 lakh
(o)	During exam	Mac & IP binding not present	Rs 50 lakh
(p)	During exam	Air conditioners not working in centre	Rs Five lakh
(q)	All phases	Hygienic facilities not provided	Rs Two lakh per venue
(r)	All phases	Gol or State Govt guidelines for COVID-19 not adhered to	Rs Five lakh per venue.
(s)	During exam	Server room occupants found interacting with candidates	Rs Five lakh
(t)	During exam	Cancellation of examination at any examination centre due to technical reasons ascribed to selected bidder or examination centre	Payment of Sleeper Class two-way train fare to all affected candidates from place of residence to examination city and conduct of examination in centre close to place of residence when rescheduled.
(u)	During exam	Candidates shifted from assigned terminal without permission from INET Control Centre at New Delhi	Rs One lakh per candidate.
(v)	Pre exam	Delay in installation of internet connections	Rs One lakh per day per connection beyond one month of contract effective date.

15. **Additional Financial Penalties**. During the period of contract, DMPR shall be at liberty to institute additional financial penalties other than those mentioned at Para 14 above, based on reasonable expectation of deliverables as per Contract.



PART V – EVALUATION CRITERIA & PRICE BID ISSUES

1. **Evaluation of Bids.** The broad guidelines for evaluation of Bids will be as follows:-
 - (a) Only those Bids will be evaluated which are found to be fulfilling all the eligibility and qualifying requirements of the RFP, both technically and commercially.
 - (b) In respect of Two-Bid system, the Technical Bids forwarded by the Bidders will be evaluated by the Indian Navy with reference to the technical characteristics of the services as mentioned in the RFP. The compliance of Technical Bids would be determined on the basis of the parameters specified in the RFP. **A technical presentation will be sought from Bidders as per the date and time decided by the Indian Navy, as a part of the technical evaluation.**
2. **Technical Evaluation.** The Bidder would be evaluated technically on the basis of a technical matrix placed at **Appendix 'F'**.
3. **Financial Evaluation.** The Financial Bid of those Bidders who have been found to be technically eligible will be opened. The Financial bids of ineligible bidders will not be opened. The Financial Bids shall be opened online through the Defence Procurement Portal. Indian Navy shall inform the date and time for opening of the Financial Bid.
4. **Evaluation and Comparison of Bids.**
 - (a) 80% weightage will be awarded for Technical Evaluation and 20% weightage will be awarded for Financial Evaluation.
 - (b) Technical Bid will be assigned a Technical score (T_s) out of a maximum of 100 points, as per the Scoring Model provided in the TEC matrix placed at **Appendix 'F'**.
 - (c) The commercial scores would be normalised on a scale of 100, with highest score being normalised to 100 and the rest being awarded on a pro-rata basis. Such normalised scores would be considered for the purpose of QCBS based evaluation, explained in section below.



5. **Final Evaluation Criteria - Quality and Cost based selection (QCBS)**

The individual Bidder's commercial scores (CS) are normalised as per the formula below:

$F_n = F_{min}/F_b * 100$ (rounded off to 2 decimal places); where,

F_n = Normalised commercial score for the Bidder under consideration

F_b = Absolute financial quote for the Bidder under consideration

F_{min} = Minimum absolute financial quote for the Bidder under consideration

Composite Score (CS) = $T_s * 0.8 + F_n * 0.2$

The Bidder with the highest Composite Score (CS) would be awarded the contract

6. **Price Bid Format.** The price bid format to be submitted **online** by the vendor is placed at the **Appendix 'E'**. Financial Bid shall be in terms of '**Cost per Candidate**'. The Bidders will require to submit a breakdown of the constituent categories of their financial bid. The categories are as follows:-

- (a) INET.
- (b) Identity Authentication Services.
- (c) COVID- 19 Health Protocols. **The bidders may note that this component shall be eliminated when the COVID-19 pandemic is under control and Govt guidelines do not stipulate social health/sanitisation provisions to be put in place.**



Appendix 'A'

(Refers to Paras 1 & 3(b) of Part II of RFP)

LIST OF EXAMINATION CENTRES FOR INET

1. The Bidders are to arrange minimum one centre per State and Union Territory. Bidders are to pay particular attention to providing examination centres in all States/UTs in North East India, Andaman & Nicobar, Lakshadweep and Ladakh. The Bidders are to Provide State/ City wise number of Centres (with capacity of 250 or more nodes) and total availability of Nodes in all cities identified by the Bidders.
2. In case of centres having capacity less than 250 nodes, please specify the number of Centres and numbers of Nodes in a separate column.
3. Attach duly authenticated, State/City wise list of Centres with number of Nodes in each Centre which shall be used for the work being bid for with the following details :-
 - (a) Contact Person.
 - (b) Designation.
 - (c) Organisation.
 - (d) Telephone No(s).
 - (e) E-mail and Postal Address.



Appendix 'B'

(Refers to Paras 12, 23(j)(ii) of Part II and 3(b)(ii), 3(b)(iii) of Part IV of RFP)

IDENTITY AUTHENTICATION REQUIREMENTS

1. The successful bidder should own or hire services capable of authenticating the identity of candidates utilising the following technologies, preferably through a handheld device:-

- (a) Fingerprinting, including 'live finger detection' to eliminate fraud due to fingerprint implants etc.
- (b) Facial recognition.
- (c) QR code reader.

2. The device should have the following minimum specifications:-

- (a) Hardened OS and hardened secure boot up mechanism.
- (b) Optical finger print sensor 500 dpi (STQC certified).
- (c) Infrared LED and camera for capturing of iris data.
- (d) Rear camera – 8MP auto focus.
- (e) Internal memory – 2GB RAM.
- (f) Flash memory – 16 GB.
- (g) Battery – 4000 mAh.
- (h) Stylus support – for capturing candidate signature.
- (i) Processor – Minimum 1.2 GHz.
- (j) Front camera – 2MP.
- (k) Physical or virtual keypad to input candidates' application number for retrieving stored information.



3. **Stages requiring Identity Authentication.** Identity authentication services will be required at three stages of the selection process. Details of these three stages are described below.

4. **Stage - I (Examination Stage) – Common to Officer and Sailor Candidates.** The selected bidder shall ensure identity authentication of all candidates who arrive to appear for INET on all days and shifts of the examinations. The following is to be provided:-

(a) Authenticate the identity of each candidate referenced against the photograph uploaded by them with their application.

(b) Live photograph of candidate is to be captured at the examination venue. This photograph shall be the reference photograph for all subsequent phases of selection. The photograph is to be taken against a standard white screen set up by the vendor at each examination venue.

(c) Finger prints of all ten fingers are to be captured for each candidate. The finger print reader is to be capable of 'live finger detection' to eliminate fraud/impersonation through means such as fake finger print implants.

(d) **Time Taken.** Not more than one minute per candidate.

(e) **Number of Devices.** Adequate number of devices are to be positioned at each examination venue so as to prevent any delays to starting the examination, as also to cater for redundancy of operational devices. The vendor is to make adequate provision of devices so that identity authentication is completed in the least amount of time.

(f) **Interface with Randomised Seat Allocation System.** Devices used for identity authentication are to be interfaced with the vendor's randomised seat allocation system. This is to enable automatic allocation of seat (terminal) for each authenticated candidate, as well as for marking attendance for the examination.

(g) Captured data of candidates is to be securely transferred to the Cloud storage, as mentioned separately.

5. **Stage – II.**

(a) **For Officer Candidates – Identity Authentication at Services Selection Boards.**

(i) Identity of officer candidates who report to designated Services Selection Boards (located in Bhopal, Bengaluru, Visakhapatnam and Kolkata) are to be authenticated.



(ii) Photographs and 10 finger prints captured at examination venue are to be used as reference for facial recognition and finger print matching.

(iii) Seller's staff is to reach the designated venue at the time specified by staff at the Services Selection Boards. Task of identity authentication is to be completed without any delay, not exceeding one minute per candidate.

(b) **For Sailor Candidates – Identity Authentication during Physical Fitness Test.**

(i) Identity of sailor candidates who report to designated Naval Recruitment Centres are to be authenticated. The location of these centres is liable to change and shall be informed to the vendor at least one month in advance.

(ii) Photographs and 10 finger prints captured at examination venue are to be used as reference for facial recognition and finger print matching.

(iii) Seller's staff is to reach the designated venue at the time specified by staff at the Naval Recruitment Centres. Task of identity authentication is to be completed without any delay, not exceeding one minute per candidate.

(iv) It must be ensured that identity authentication is completed before 0800 hrs on each day of recruitment. Approximately 300 candidates are expected at each centre every day.

6. **Stage III – Identity Authentication when Selected Candidates arrive for Training.** Officer and sailor candidates who have been selected to start training would be required to report on specific dates to Indian Naval Academy and INS Chilka respectively. The identity of all such candidates is to be authenticated at the respective venue. Photograph and finger prints captured at examination venues are to be used as reference for identity authentication. Seller's staff shall be informed of the dates by staff from these training establishments. Identity authentication services are to be provided at Stage III for the following number of days every six months:-

(a) **At Indian Naval Academy.** 30 days.

(b) **At INS Chilka.** 45 days.

7. **Miscellaneous Points Concerning Identity Authentication.**

(a) **Security of Data.**

(i) **On Devices.** Seller is to ensure that candidates' data is securely stored on devices being used for identity authentication and no



unauthorised transfer of candidates' data is possible. Seller is to prove the security of data during any audit instituted by the *IN* or its authorised third-party auditors.

(ii) **During Transit.** Seller is to ensure complete security of data during transit over the internet. Contemporary technologies are to be utilised to ensure complete security of data.

(iii) **Cloud Storage.** *IN* shall provide Cloud space through NIC for secure storage of candidates' data. The vendor shall be responsible for interfacing their identity authentication software and devices with the said NIC Cloud and meeting any requirements that NIC may have for enabling such interfacing. The *IN* shall provide documentary assistance to the vendor to enable interfacing with NIC Cloud.

(iv) **Sharing of Candidates' Data.** Under no circumstance should candidates' data be shared without the express permission of the *IN*.

(v) **Audit of Devices and Transfer.** Seller is to provide a certificate from a CERT-In empanelled company to prove the security of data residing on each device utilised for identity authentication as well as security of data during transit to/from the designated Cloud storage. This certificate is to be provided before the first instance of utilisation of identity authentication and every six months thereafter.

(b) **Police Clearance of Seller's Staff.** Seller is to ensure that all staff that is utilised for identity authentication, is in possession of valid Police Clearance Certificates issued by the local Police. The Police Clearance Certificate is to be provided readily to the Indian Navy or other Military staff, as required to enable access to designated worksites. Seller's staff may be issued with Security Passes for access to designated worksites. The Seller is to ensure that all required documents are provided on demand and without delay.

(c) **Allocation of Candidates to Venues.** Data transfer of specified candidates to each device.

(d) **QR Code Reader.** Devices used for identity authentication are to read QR codes printed on candidates' admit cards (or other similar documents), in order to bring up candidates' data stored on each device.



Appendix 'C'

(Refers to Para 3(b) of Part II of RFP)

VOLUME AND FREQUENCY OF INET

Ser	Entries	Expected Number of Candidates	Qualification	Month of Exam
1.	(a) Artificer Apprentice (b) Senior Secondary Recruits (c) Matriculate Recruit	Expected number of applicants for all entries combined would be approximately six to eight lakh.	12 th class or equivalent 12 th class or equivalent 10 th class or equivalent	Feb/ Mar and Aug/Sep
2.	(a) INET Officers	Expected number of applicants would be approximately 25-30 thousand per cycle	B.Tech/M.Tech, as per choice of entry	Can be conducted at any stage as agreed by both the IN and the vendor

Notes.

1. The Indian Navy does not guarantee any specific volume of candidates. The above mentioned figures are based on historical data. Month(s) of exam and whether to conduct exam once, twice or thrice a year shall be decided by the IN, based on requirement.

2. A common examination shall be conducted for Artificer Apprentice and Senior Secondary Recruits.



Appendix 'D'

(Refers to Paras 6, 7, 9(a), 14(a), 14(c), 16, 20, 21, 22 (a), 22 (b), 23(b), 23(g), 23(j)(iv), 23(p), 23(r), 24, 25, 36, 39, 42, 45, 49 of Part II, Para 8 of Part III, Para 3(d) of Part IV of RFP)

TIMELINE/ DELIVERY SCHEDULE

Note: 'D' denotes the 'Date of Exam'. 'H' denotes 'Time of Exam'.

Ser	Activity	Time to Complete activity (Days)	RFP Reference
The successful Bidder, on award of contract should be able to conduct INET within two months of signing the contract.			
(a)	Submit Master Plan with timelines for conduct of INET.	D-60	Para 16 of Part II
(b)	Setting up two nodes for Question Paper authoring and uploading at DNE, RK Puram, New Delhi.	D-60	Para 22(b) of Part II
(c)	Attachment of Project Manager with Indian Navy.	Within 15 days from contract effective date.	Para 7 of Part II
(d)	Setting up of Help Desk to assist candidates during candidates' registration on <i>IN</i> website, Admit Card download etc.	Within 15 days of signing of contract.	Para 19 of Part II
(e)	Assigning of examination centres to all registered candidates.	D-45	Para 14(a) & 21 of Part II
(f)	Training of <i>IN</i> representatives at DNE for Question Paper module.	D-50	Para 25(a) of Part II
(g)	Admit Card and SMS dispatch to candidates.	D-40	Para 14(a) of Part II
(h)	Mock Test to be uploaded.	D-40	Para 20 of Part II
(i)	Report of Vulnerability Analysis of complete IT infrastructure for	D-3	Para 9(a) and 23 (p) of Part II



Ser	Activity	Time to Complete activity (Days)	RFP Reference
	INET from a CERT-In empanelled compaby.		
(k)	Hand over List of personnel for Exam Centre	D-21	Para 23(g) of Part II
(l)	Training of <i>IN</i> representatives for Exam Centre Supervision	D-14	Para 25(b) of Part II
(m)	Setting up of Control Room at DMPR, Sena Bhawan.	D-15	Para 22(a) of Part II
(n)	Hand over Readiness Report.	D-2	Para 23(r) of Part II
(p)	Trial Run by vendor to prove transmission and security of end to end systems.	D-1	Para 24 of Part II
(q)	Run regression testing programs	H-2 hrs, or as mutually decided	Para 23(b) of Part II
(r)	Conduct of INET	D-Day (Two/three shifts per day)	--
(s)	Feedback from candidates about the quality of examination infrastructure and services.	On day of examination	Para 39 of Part II
(t)	Forward consolidated feedback from candidates to DMPR	Within seven days of completion of examinations	Para 39 of Part II
(v)	Candidates' responses to be submitted to DMPR/IHQ MoD(N)	Within one hour of completion of exam	Para 42 of Part II
(w)	Submission of Raw Scores to DMPR	Two days after handing over Final Answer key by <i>IN</i> .	Para 45 of Part II
(x)	Certificate of reimbursement of train fare to candidates whose examination is rescheduled.	D+3	Para 3(d) of Part IV
(y)	Hand Over Audit Trail data	D+7	Para 36 of Part II
(z)	Hand Over Exam Centre Registration Details of candidates.	D+7	Para 23(j)(iv) of Part II



Ser	Activity	Time to Complete activity (Days)	RFP Reference
(aa)	Retention of details for RTI/Legal cases etc	D+ 1 year	Para 49 of Part II

Note: Timelines not mentioned here, but included in the RFP text, are also to be complied with by the Bidders.



Appendix 'E'

(Refers to Para 2(b)(ii) of Part I
and Para 6 of Part V of RFP)

PRICE BID FORMAT

1. The financial bid shall be submitted online on Defence procurement portal as per the process. Price Bid Format is given in File "BOQ-100.xls" on the Defence procurement Portal.
2. By submitting the financial bid on Defence procurement portal, Bidder agrees and will abide by all terms and conditions specified in this RFP.

Dated

Bidder's Signature with
Name & Designation

Name of Firm

Official Stamp of Bidder



Appendix 'F'

(Refers to Para 2(b)(ii)(ad) of Part I and Paras 2, 4(b) of Part V of RFP)

TEC MATRIX

The successful bidder will be evaluated based on this matrix and further evaluated on the basis of the QCBS model. Documents supporting these factors are to be submitted as part of the technical bid. Mere compliance or undertaking of the given below factors will not be marked. **Proof of compliance of each of these is to be furnished by the bidders.**

S.No	Item	Maximum Marks	Marks evaluated by bidder	Marks evaluated by IN
1.	Financial Turnover	10 Marks		
1.1	Bidder should have a minimum turnover of Rs 100 Crores in each of last three financial years 2016-17, 2017-18, 2018-19	10 Marks		
	>=50 and <100	07		
	>=30 Cr and <50 Cr	05		
	>=10 Cr and <30 Cr	03		
2.	Bidders Company Profile	10 Marks		
2.1	Overall IT Staff strength (Operational, Content Management, Project Management, Quality Assurance)			
	250 & above	10		
	201-250	08		
	101-200	05		
	1-100	00		
3.	Examination Software/Solution	10 Marks		
	Bidder's organization should own the source of the examination software	05		
	The Bidder's company should have 50 in-house technically qualified to maintain the examination software and be capable enough to make changes as instructed by the IN following the best industry practices	03		
4.	Bidder's certification	10 Marks		



S.No	Item	Maximum Marks	Marks evaluated by bidder	Marks evaluated by IN
4.1	CMMi Level (organization – development/Services)	05 Marks		
	CMMi Level 5	05		
	CMMi Level 3	03		
4.2	STQC/CERT-In & ISO Certificates	05 Marks		
	Complete examination software – STQC/CERT-In Certified	03		
	ISO 9001 & ISO 27001 Certified	02		
5.	Bidder's CBE experience	20 marks		
5.1	No. of years in CBE	05 Marks		
	More than 5 years	05		
	Less than 5 years	00		
5.2	Maximum candidates appeared in CBE in single shift during 2016-17, 2017-18 and 2018-19	05 marks		
	>50,000 candidates	05		
	>=45,000 candidates and <50,000 candidates	03		
	<45,000 candidates	00		
5.3	No. of examinations completed with more than 50,000 candidates in a single shift across 50 centres during 2016-17, 2017-18 and 2018-19	10 marks		
	More than 5	10		
	3 to 5	05		
	Less than 3	00		
6.	Bidder's Infrastructure	15 Marks		
6.1	Owned/Hired Certified Nodes (available 24x7 with minimum 250 nodes in 80% of Total centres and at least 100 Nodes in remaining 20% of Total centres) in India (Certified copy of State/City wise capacity of each to be attached)	10 Marks		
	150,000 & above Nodes	10		
	100,000 -< 150,000 Nodes	05		
	<10,000 Nodes	00		
6.2	Primary Data Centre with Secondary DC site to be managed by the bidder/ group of companies for data Security 10 Mark	05 Marks		
	Tier III DC infrastructure with Secondary DC owned by the bidder with Cert-In Certified infrastructure	05		



S.No	Item	Maximum Marks	Marks evaluated by bidder	Marks evaluated by IN
	Tier III DC infrastructure with Secondary DC owned by the bidder	03		
	Tier III DC infrastructure with Secondary DC hired by the bidder	02		
7.	Identity Authentication Capability	05 Marks		
	Bidder's having the capability (owned/hired) to capture digital photo, fingerprints, facial recognition and QR code reader and authenticate in Stage II (and beyond) with all of the above	05		
	Bidder's having the capability (owned/hired) to capture digital photo, fingerprints and authenticate in Stage II (and beyond) with all of the above	03		
8.	Bidder's Technical Presentation	20		
	Bidders will be required to deliver a technical presentation as part of the Technical Evaluation of Bids. Technical soundness of the bidder's complete CBE proposal and identity authentication services shall be evaluated, keeping in mind the best practices of industry.			
	TOTAL MARKS	100		



Appendix 'G'

(Refers to Para 2(b)(i)(ad) of Part I of RFP)

DETAILS OF THE BIDDER

1. Organisation:-

- (a) Name _____
- (b) Year of Incorporation/Registration in India _____
- (c) Year of Start of Operation in India _____
- (d) TIN No. _____
- (e) PAN No. _____
- (f) GST Registration No. _____
- (g) Total No. Administrative Manpower _____

2. Registered Office Address _____

- (a) Tele _____ Mobile No _____
- (b) Fax _____

3. Delhi/NCR Office Address _____

- (a) Tele _____ Mobile No _____
- (b) Fax _____

4. Legal status of firm _____ Company/Firm/Proprietorship/Others

5. Ownership _____

Ser	Name of persons owning stake in the organisation	Nationality of the stakeholders	Details of restriction, if any on transfer of stake
-----	--	---------------------------------	---

6. Annual Turnover for the last Five years



Ser	Financial Year	Total Annual Turnover	Sector wise Annual Turnover			
			Online Examination	Software Development	Other IT related	Other areas of operation

7. Examination details of recent five years:-

Ser	Particulars	Description/Nos
(a)	Name of Examination	
(b)	Maximum No. of candidates handled on a Single Day Shift	
(c)	No. of cities in said examination	

8. Do you own the complete source code of Application software used for complete online examination process (including test delivery system. If yes, provide the language/platform used and No. of release and latest release No.)

9. Quality and Security certification detail (ISO, SEI-CMMI Level etc) (attach proof)

10. Has your organisation occurred loss during last three years : Yes/No

11. Are you able to support entire solution 24x7 across India: Yes/No

12. Particulars of EMD

- (a) Name of the Bank _____
- (b) Address of Bank branch, issuing the instrument _____
- (c) Amount of Instrument _____
- (d) Instrument No. & Date _____
- (e) Valid Up to _____



Office Stamp
Date

Signature of Bidder

Appendix 'H'

(Refers to Para 2(b)(i)(ad) of Part-I and Para 7 of Part-III of RFP)

NON DISCLOSURE AGREEMENT

The Indian Navy and the Seller shall keep confidential and shall not, without the written consent of the other party hereto, divulge to any third party any documents, data or other information furnished directly or indirectly by the other party hereto in connection with the Contract, whether such information has been furnished prior to, during or following termination of the Contract. Notwithstanding the above, the Seller may furnish to its Subcontractor(s) such documents, data and other information it receives from the Indian Navy to the extent required for the Subcontractor(s) to perform its work under the Contract, in which event vendor shall obtain from such Subcontractor(s) an undertaking of confidentiality similar to that imposed on this vendor under this Clause. Seller also undertakes not to use any information gained by virtue of this project, in any form, to prepare, develop, market or sell any system or product for utilisation by any other client. The provisions of this Clause shall survive termination, for whatever reason, of the Contract.



Appendix 'J'

(Refers to Para 2(b)(i)(ad) of Part-I of RFP)

DETAILS OF SIMILAR COMPLETED WORKS DURING LAST THREE YEARS
PROFORMA FOR PERFORMANCE STATEMENT

Ser	Name, Address, Tele No. of organisation for which CBE work has been executed (also mention Name, Designation of contact person of the organisation)	Description & Name of the Examination	Value of Contract (in lakhs)	Period of Execution	Delay, if any from schedule time (give reason)	Litigation/Arbitration /Pending in progress with detail	Remarks

Date

(Signature)

Place

(in the capacity of _____)

Duly authorised to sign Bid for and on behalf of _____



Appendix 'K'

(Refers to Para 2(b)(i)(ad) of
Part-I of RFP)

SELF- DECLARATION – NON BLACKLISTING

To,

The Commodore MPR
Directorate of Manpower Planning & Recruitment
'C' Wing, Sena Bhawan,
Rajaji Marg
New Delhi- 110011

Sir,

In response to the RFP No MPS/9090/001 dated _____ for Computer-based Indian Navy entrance Tes (INET), I/ We hereby declare that presently our Company/ firm/ all members of the consortium _____ is/are having unblemished record and is/are not declared ineligible for any corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central Government/ PSU/Autonomous Body/UGC/AICTE.

We further declare that presently our Company/ firm _____ is not blacklisted and not declared ineligible by any State/ Central Government/ PSU/ Autonomous Body/ UGC/AICTE up to and on the date of Bid Submission.

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

Thanking you,

Yours faithfully,

Name of the Bidder:-
Authorised Signatory:-
Seal of the Organization:-

Date:

Place:



Appendix 'L'

(Refers to Para 9 of Part-I of RFP)

LETTER OF AUTHORISATION

To

Commodore MPR
Directorate of Manpower Planning & Recruitment
'C' Wing, Sena Bhawan,
Rajaji Marg
New Delhi- 110011

Subject: Authorization for attending _____ (event) on _____ (date) in the RFP No MPS/9090/001 dated _____ for Computer-based Indian Navy Entrance Test (INET)

The following persons are hereby authorised to attend the _____ (event) at _____ hrs (time) on _____ (date) for the tender mentioned above on behalf of _____ (Bidder) in order of preference given below:-

Order of Preference	Name	Designation	Nationality	Signatures of Individuals
(a)				
(b)				

Firm's Official Stamp

Signature of Bidder or Officer
authorised to sign the bid
documents on behalf of the Bidder.

Notes:-

1. A maximum of two representatives for any Bidder shall be authorised and permitted to attend.
2. Scanned and signed copy of the authorisation is to be sent by email to dmpr@navy.gov.in.



INSTRUCTIONS FOR ONLINE BID SUBMISSION

1. As per the directives of Department of Expenditure, this tender document has been published on the Defence Procurement Portal (URL: <http://defproc.gov.in>). The Bidders are required to submit soft copies of their bids electronically on the Defence Procurement Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the Bidders in registering on the Defence Procurement Portal, prepare their bids in accordance with the requirements and submitting their bids online on the Defence Procurement Portal. More information useful for submitting online bids on Defence Procurement Portal may be obtained at <http://defproc.gov.in>.

2. **REGISTRATION**

(a) Bidders are required to enrol on the Defence procurement module of the Central Public Procurement Portal (URL: <http://defproc.gov.in> by clicking on the link "Click here to Enrol" on the Defence Procurement Portal is free of charge.

(b) As part of the enrolment process, the Bidders will be required to choose a unique username and assign a password for their account.

(c) 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 from the Defence Procurement Portal.

(d) Upon enrolment, the Bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any certifying authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudra etc.) with their profile.

(e) Only one valid DSC should be registered by a Bidder. Please note that the Bidders are responsible to ensure that do not lend their DSC's to others which may lead to misuse.

(f) Bidders then log in the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

3. **SEARCHING FOR TENDER DOCUMENTS**

(a) There are various search options built in the CPP folder, to facilitate Bidders to search active tenders by several parameters. These parameters could include



tender ID, organisation name, location, date, value etc. There is also an option of advanced search for tenders, wherein the Bidders may combine a number of search parameters such as organisation name, form of contract, location, date, other keywords etc. To search for a tender published on the Defence Procurement Portal.

(b) Once the Bidders have selected the tenders they are interested in, they may download the required documents / tenders schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the Defence Procurement Portal to intimate the Bidders through SMS / e- mail in case there is any corrigendum issued to the tender documents.

(c) The Bidder should make a note of unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the helpdesk.

4. PREPARATION OF BIDS

(a) Bidders should take into account any corrigendum published on the tender documents before submitting their bids.

(b) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents – including the names and content of each of the document that need to be submitted. Any deviation from these may lead to rejection of bids.

(c) Bidders, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF/ XLS / RAR / DWF formats. Bid documents may be scanned with 100 dpi with black and white option.

(d) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the Bidders. Bidders can use "My Space" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not to be uploaded again and again. This will lead to a reduction in the time required for bid submission process.



5. **SUBMISSION OF BIDS**

(a) Bidders should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

(b) The Bidders has to digitally sign and upload the required bid documents one by one as indicated in the tender document.

(c) Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.

(d) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the Tender Processing Section, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.

(e) 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 documents, then the same is to be downloaded and to be filled by all the Bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as the name of the Bidder). No other cells should be changed. Once the details have been completed, the Bidders should save it and submit it online, without changing the file name. If the BoQ file is found to be modified by the Bidder, the bid will be rejected.

(f) The server time (which is displayed on the Bidder's dashboard) will be considered as 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.

(g) 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 unauthorised persons until the time of bid opening. The confidentiality of the bids is maintained using the secured socket layer 256 bit encryption technology. Data storage encryption of sensitive fields is done.



(h) The uploaded tender documents become readable only after the tender opening by the authorised bid openers.

(i) Upon the successful and timely submission of bids, the portal will give a successful bid submission message and a bid summary will be displayed with the bid number and the date and time of submission of the bid with all other relevant details.

(j) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

6. **ASSISTANCE TO BIDDERS**

(a) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to Indian Navy.

(b) Any queries relating to the process of online bid submission for queries relating to Defence Procurement Portal in general may be directed to the 24 x 7 Defence Procurement Portal Helpdesk as mentioned under :-

For any technical related queries please call the helpdesk .The 24 x 7 helpdesk no. 0120 – 4200462, 0120 - 4001002.

Note. Bidders are requested to kindly mention the URL of the Portal and Tender ID in the subject while emailing any issue along with the contact details. For any issues/ clarification relating to the tender (s) published kindly contact the respective tender inviting authority.

Fax number: 011 –21410437, 23010759

Email: dmpr@navy.gov.in

For any Policy related matter/ Clarifications

Please contact Dept of Expenditure, Ministry of Finance.

For any Issues / Clarifications relating to the published tender (s)

Kindly contact the Indian Navy Tender Inviting Authority



Appendix 'P'

(Refers to Para 17 of Part-II of RFP)

COVID-19 PROTOCOLS

1. The successful Bidder shall ensure that all COVID-19 protocols are followed at each centre as per Central and State Govt directives. **The protocols for COVID-19 shall be implemented for the duration of the pandemic and will be suitably relaxed or eliminated, based on guidelines from the Government of India.**
2. The following measures are to be taken to ensure safety of all, at the examination centres:-
 - (a) Social distancing is to be maintained as per Govt guidelines at all times. Adequate number of staff is to be deputed by the seller to ensure this is being done at all locations.
 - (b) All staff deputed by the Seller at examination centres should be COVID-19 negative. This should be confirmed prior to start of the examination cycle by the Successful bidder and a report should be sent to DMPR affirming this.
 - (c) The security staff, staff handling the identity authentication systems and at the registration counters are to mandatorily wear PPE kits.
 - (d) Contact-less body temperature checks for all staff and candidates is mandatory.
 - (e) The identity authentication devices are to be sanitised every time after use by each candidate.
 - (f) Before start of each shift, every workstation and machine is to be sanitised properly.
 - (g) Hygienic washrooms are to be ensured along with presence of hand wash in both girls and boys washrooms.
 - (h) Drinking water dispensers are also to be sanitised after completion of each shift and before start of the next shift.
3. The above mentioned points are the basic minimum COVID-19 requirements. The successful bidder may not limit just to these but should ensure all COVID-19 requirements as laid down by the Govt are being met at all examination centres.

