



**Indian Maritime University**  
**(A Central University Govt. of India)**  
**East Coast Road, Uthandi, Chennai 600 119.**  
**Tel: (044) 2453 0343/45, Fax: 2453 0342**

**Tender No. IMU/CET & CRT/2017-18**

**12/01/2018**

## **TENDER NOTICE**

Sealed tenders are invited from reputed Service Providers engaged in providing End-to-End Services (except setting of Question Papers) for conducting Online Computer Based Test (CBT) and non-CBT based for (i) Admissions to various UG and PG programmes of the Indian Maritime University (ii) Recruitments to various Teaching and Non-Teaching posts in IMU for a period of one year(Academic Year) from the date of issue of Work Order, extendable on satisfactory performance, one year at a time for a maximum of 3 years, at the same quoted price. The Tender Document can be downloaded from the University Website [www.imu.edu.in](http://www.imu.edu.in). The last date for receiving bids is 3 p.m on 2<sup>nd</sup> February 2018.

REGISTRAR

## Tender Abstract

1	Notice Inviting Tender No.	:	<b>Tender No. IMU/CET &amp; CRT/2017-18</b> dated 12.01.2018
2	Tender document download date	:	12.01.2018
3	Pre bid meeting (Attendance of Bidder is mandatory)	:	11:00 AM on 23:01:2018
4	Last date and time for receipt of bids	:	03:00 PM on 02.02.2018
5	Date and time for opening of Technical bid	:	03:30 PM on 02.02.2018
6	Date and time for opening of Financial bid (Tentative)	:	To be intimated later
7	Service to be provided	:	End-to-End Services (except setting of Question Papers) for conducting Online CBT and non-CBT based for (i) Admissions to various UG and PG programmes of the Indian Maritime University (ii) Recruitments to various Teaching and Non-Teaching posts in IMU
8	PERIOD/EXTENSION OF CONTRACT	:	One year(Academic Year) from the date of Award of contract with an option of extension for a further period up to 2 years at the same rate, terms and conditions subject to providing of satisfactory services on year to year basis at the sole discretion of IMU.
9	Validity of tender offers	:	90 days from date of opening of Technical bid
10	EMD Amount	:	Rs. 1,00,000/- in the form of Demand draft from any Nationalized Bank / Scheduled Bank drawn in favour of "Indian Maritime University", Payable at Chennai.
11	Security Deposit (for finalized bidder only )	:	Rs.5,00,000/- in the form of Demand draft from any Nationalized Bank / Scheduled Bank drawn in favour of "Indian Maritime University", Payable at Chennai.
12	Address for Submission of Tender	:	The Registrar, Indian Maritime University, East Coast Road, Uthandi, Chennai - 600 119.

## 1. Introduction:

**1.1.** The Indian Maritime University (IMU), Chennai is a Central University under the Union Ministry of Shipping with all India jurisdiction, with its own Campuses at Chennai, Cochin, Mumbai, Kolkata and Visakhapatnam, and with 22 Affiliated Institutes all over the country.

**1.2.** The Admissions and Recruitments will be based on

- (i) Online Computer Based Test (CBT) :  
Admission and Recruitments where online tests will be conducted.
- (ii) Non-CBT for Admissions/Recruitments as per the requirement of IMU:  
Online application submission only (no test) for admission and recruitment.

### 1.3. Online Tests for Admissions:

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

1.3.1. There will be a CET for all the UG programmes put together; another CET for the 2 MBA programmes and a third CET for the 3 M.Tech programmes. These CETs are usually held in **May-June** in a **single shift**. All the 3 CETs may be held on the same day or they may be held on different dates, and if circumstances so warrant, in different months. In future, there may be more CETs as new P.G/Doctoral programmes are introduced by IMU. The number of candidates who applied for this CET was as follows: in 2014 – 14751; in 2015 – 16694; in 2016 – 22495; in 2017 - 21940. These CETs are usually held in the following 36 cities (Test Centres):

1. Agra, 2. Ahmedabad, 3. Allahabad, 4. Bangalore, 5. Bhopal, 6. Bhubaneswar, 7. Chandigarh, 8. Chennai, 9. Cochin, 10.Coimbatore, 11. Dehradun, 12. Faridabad, 13. Guwahati, 14. Hyderabad, 15. Jaipur, 16. Kanpur, 17. Kolkata, 18. Kota, 19. Lucknow, 20. Meerut, 21. Madurai 22. Mumbai, 23.Muzaffarpur, 24.Nagpur, 25.New Delhi, 26. Noida, 27.Patna, 28.

Pune, 29. Raipur, 30.Ranchi, 31.Shimla, 32.Siliguri, 33.Srinagar, 34.Trivandrum, 35.Varanasi and 36.Visakhapatnam. Depending upon the number of applicants, the number of cities (Test centers) may vary.

1.3.2. There will be a CBT based CET for the February batch of the Diploma in Nautical Science (DNS) and other programmes usually held in **December-January** in a **single shift** in the following 12 cities (Test Centres): 1. New Delhi, 2. Lucknow, 3. Patna, 4. Kolkata, 5. Guwahati, 6. Hyderabad, 7. Chennai, 8. Cochin, 9. Bangalore, 10. Mumbai, 11. Bhopal and 12. Jaipur. The number of candidates who applied for this CET was as follows: in 2014 – 796; in 2015 – 839; in 2016 – 796; in 2017 - 905. Depending upon the number of applicants, the number of cities (Test centres) may vary.

1.3.3. Service Provider should conduct Computer-based Online Counselling for the Candidates qualified in IMU's Common Entrance Test for Admissions to the UG and PG Courses throughout the Academic Year (Academic Year of IMU starts from 1<sup>st</sup> Aug and ends at 31<sup>st</sup> July) at its Campuses and provision for data entry of the students admitted to various UG/PG Programmes in Affiliated Institutes.

**Online Counselling will be done for the following programmes for admissions in IMU Campuses:**

**A) UG Programmes:**

- a) B. Tech (Marine Engineering)
- b) B. Tech (Naval Architecture & Ocean Engineering)
- c) B. Sc (Maritime Science)
- d) B. Sc (Nautical Science)
- e) B.Sc (Ship Building & Repair)
- f) BBA (Logistics, Retailing and e-Commerce)
- g) Diploma in Nautical Science (DNS) leading to B.Sc. (Applied Nautical Science)

## **B) PG Programmes:**

- a. M.Tech (Naval Architecture and Ocean Engineering)
- b. M.Tech (Dredging and Harbour Engineering)
- c. MBA (Port and Shipping Management)
- d. MBA(International Transportation and Logistics Management)
- e. M. Sc (Commercial Shipping and Logistics)
- f. M.Tech (Marine Technology and Management)
- g. PGDME (Post Graduate Diploma in Marine Engineering)
- h. Ph.D/M.S. (by Research)

- 1.3.4. IMU reserves the right to add or delete any programmes and also alter the Campuses/ Affiliated Institutes where they are conducted as and when required.
- 1.3.5. The details of the seats available for Online Counselling for each course and each IMU Campus or affiliated colleges will be made available by IMU in the form of a 'Seat Matrix'.
- 1.3.6. The bidder should have commercially Off-the-Shelf (COTS) Online Software product which can be customized to IMU's requirements with minimal changes in minimal time.
- 1.3.7. The successful bidder must complete the customization and demonstrate at least 2 successful trial runs of the Online software within the time line given by IMU in the purchase order. Failure to adhere to this deadline will result in appropriate action by IMU.
- 1.3.8. The Online software must be user-friendly and free from glitches.

## **1.4. Online Tests for Recruitments:**

- 1.4.1. IMU proposes to recruit suitable candidates to its various Teaching and Non-Teaching posts. Toward this end, IMU will be conducting Common Recruitment Tests (CRT) for the initial screening of candidates before calling for interview.

1.4.2. There will be a separate CRT for its various Teaching/Non-Teaching post. The various CRTs may be held on the same day or on different dates, and in different circumstances so warrant, in different months in the course of the year. Depending upon the category of posts, the number of applicants may vary from 40 to 2,000. These numbers are only indicative. These CRTs are likely to be held in a **single shift** in the following 12 cities (Test Centers): 1. New Delhi, 2. Lucknow, 3. Patna, 4. Kolkata, 5. Guwahati 6. Hyderabad, 7. Chennai, 8. Cochin, 9. Bangalore, 10. Mumbai, 11. Bhopal, and 12. Jaipur. Depending upon the number of applicants, the number of cities (Test centers) may vary.

**1.5.** If sufficient numbers of candidates are not forthcoming for certain cities, IMU reserves the right to accommodate the candidates in the nearest cities. For example, if sufficient numbers of applications are not forthcoming for Jaipur, IMU may divert these candidates to New Delhi.

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

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

## **2. End-to-End Services to be Provided:**

### **2.1. Online CBT based Admissions/Recruitments:**

The End-to-End Services that the Service Provider will be required to provide for Online CBT based Admissions/Recruitments are as follows:

2.1.1. Online Registration of Applicants with facility to upload photographs, certificates, e-receipt, scanned signatures etc. and to download and print filled-

in application in standard formats, and with provision of administrative login to IMU to check and authenticate the applications online.

- 2.1.2. Secure Online Payment Gateway as well as Offline (challan-based) Payment Management.
- 2.1.3. Arranging Test Venues with sufficient computers, relevant software and necessary personnel to administer the Online Tests for Admissions (CETs) and Recruitments (CRTs) smoothly without any hitch.
- 2.1.4. Designing and development of a suitable IT platform for enabling a Computer based Test (CBT) with multiple choice questions to be held simultaneously in different cities in India. The questions asked will be multi-disciplinary, multiple choice or what in common parlance are called 'Objective Type Questions'. While questions and answer keys will be provided by IMU, the digital 'transcription' and 'uploading' of the same shall be the responsibility of the Service Provider.
- 2.1.5. IMU should be provided with dashboard facility to view the status of the test like students count, login time, etc. on real time basis while the examination is in progress.
- 2.1.6. The bidder should strictly adhere to the Business Rules mutually agreed between IMU and the service provider.
- 2.1.7. Facility for candidates to take at least 3 Web-based 'Mock Tests' of a nature similar to IMU's CETs and CRTs.
- 2.1.8. Facility for applicants to download their Hall Tickets/Admit Cards with the name of the Test Venue indicated.
- 2.1.9. Automated e-mails/SMS to every registered applicant for- successful registration, receipt of application fee (online and offline), dispatch of hall ticket, publication of results, allotment of seat after Counselling (in case of CET only), etc.
- 2.1.10. Conducting the Online Computer Based Test (CBT) for Admissions (CETs) and Recruitments (CRTs) at the designated Test Venues.
- 2.1.11. Evaluation of answers and submission of results as per the format required by IMU.
- 2.1.12. Maintaining a Master Database of all Candidates Registered; Attended CET/CRT; Results for use at any time during the Admission process; and

transfer of the entire data (soft copy) to IMU after the whole process is completed along with the result. List of appeared candidates and their test log (in time, out time) should be submitted to IMU within 24 hours of completion of exam.

- 2.1.13. Such other items as deemed necessary by IMU for the proper conduct of the Online Tests for Admissions (CETs) and Recruitments (CRTs) and its immediate aftermath.
- 2.1.14. The Online Counselling software should be capable of registering online at least for 4000 candidates within the time specified.
- 2.1.15. Enabling candidates to make online payment of the prescribed Counselling Fee through a secured Payment Gateway and providing technical support for the payment gateway for all programmes. IMU reserves a right to refund such fees paid by the candidate for which the service provider will make necessary arrangement.
- 2.1.16. Generating online the list of selected candidates based on (a) their CET rank, (b) their category (whether General, OBC-NCL, SC or ST) and any other category/quota as prescribed by IMU, (c) their preferences for programmes, and (d) their preferences for IMU Campuses.
- 2.1.17. Enabling candidates to make online payment of prescribed Programme Fee through a secured Payment Gateway and providing technical support for the payment gateway for all programmes.
- 2.1.18. Enabling the candidate to modify his choices at any time (limited to two attempts) before the last date prescribed for Online Counselling.
- 2.1.19. Generating online the Allotment letters to selected candidates and forwarding the same through email and SMS.
- 2.1.20. Generating online the letters intimating the details of the selected candidates to the respective IMU Campuses with a copy to COE, IMU.
- 2.1.21. Facilitating IMU Campuses to enter online the details of candidates who have appeared for Certificate Verification, paid the Programme Fees, and finally joined the Campus/ Programme.
- 2.1.22. Facilitating Affiliated Institutes to enter online the details of the candidates directly admitted by them to enable the verification of such candidates with regard to their original certificates, medical certificates in the designated IMU



Campuses as per the Seat Matrix for the Affiliated Institutes which will be shared by IMU.

- 2.1.23. Enabling Affiliated Institutes to make online payment of prescribed Admission Registration Fee and Programme Fee for all programmes, through a secured Payment Gateway and providing technical support for the payment gateway.
- 2.1.24. Generating such other reports as prescribed by IMU.

## **2.2. Admissions/Recruitments without CBT:**

The End-to-End Services that the Service Provider will be required to provide for CET/CRT without CBT are as follows:

- 2.2.1. Online Registration of Applicants with facility to upload photographs, certificates, challans/e-receipts, scanned signatures etc. and to download and print filled-in application in standard formats, and with provision of administrative login to IMU to check and authenticate the applications online.
- 2.2.2. Secure Online Payment Gateway as well as Offline (challan-based) Payment Management.
- 2.2.3. Automated e-mails/SMS to every registered applicant on successful registration, receipt of application fee (online and offline), publication of results and allotment of seat after Counselling (in case of UG/PG Admission).
- 2.2.4. Maintaining a Master Database of all Candidates Registered; Results for use at any time during the Admission process; and transfer of the entire data (soft copy) to IMU after the whole process is completed.
- 2.2.5. Generating online the list of selected candidates (in respect of UG/PG Admission) based on (a) Percentage of the Aggregate marks of 12th Standard (b) their category (whether General, OBC- NCL, SC or ST) and (c) their preferences for IMU Campuses.
- 2.2.6. Generating online the list of candidates (in respect of CRT) based on recruitment rules as prescribed by IMU.
- 2.2.7. For the programmes as desired by IMU, the software should enable candidates to make online payment of the prescribed Admission Registration Fee and Programme Fee through a secured Payment Gateway and providing technical support for the payment gateway.

- 2.2.8. Enabling the candidate to modify his choices at any time (limited to two attempts) before the last date prescribed for Online Counselling (in respect of UG/PG Admission).
- 2.2.9. Generating online the Allotment letters to selected candidates and forwarding the same through email and SMS.
- 2.2.10. Generating online the letters intimating the details of the selected candidates to the respective IMU Campuses with a copy to COE, IMU.
- 2.2.11. Facilitating IMU Campuses to enter online the details of candidates who have appeared for Certificate Verification, paid the Programme Fees, and finally joined the Campus/ Programme.
- 2.2.12. Generating such other reports as prescribed by IMU.

### **3. Deliverables of this Project:**

#### **Student Admissions:**

- a) Conduct of online CBT based CET's for admissions in to various programmes of IMU.
- b) Conduct of online counselling for admissions of students both admitted through Online CBT based CET as well as direct admissions (including Lateral Entry admissions).
- c) Entry of data of the students admitted at IMU Campuses and Affiliated Institutes during Certificate Verification.
- d) Generation of various reports during the process of student's admission as and when required in any format that may be prescribed.
- e) In respect of Online Counselling, due to dropouts, it may be necessary for IMU to draw up a Second List or even a Third List of selected candidates and the Online Counselling software should be capable of monitoring the dropouts and generating the Second and Third Lists. A candidate who has not got his Certificates Verification completed and made payment of Programme Fee within the time prescribed will be deemed to be a 'dropout'. To facilitate generation of further lists of candidate for all programmes or individual programmes as sought by IMU.

#### **Recruitments:**

- a) Conduct of online CRT's for recruitment of various posts of IMU.

- b) Provision of entry of data of candidates applying for various posts of IMU.
  - c) Generation of various reports during the process of recruitment as and when required in any format that may be prescribed.
- 3.1.** To provide/deploy the necessary Personnel, Hardware, Software, Networking, Internet connectivity, Power back-up, Air-conditioning, System Security, Testing, Validation, Audit, and other measures for the proper and satisfactory conduct of the Online Tests for Admissions (CETs) and Recruitments (CRTs) at the designated Test Venues.
  - 3.2.** To ensure that the Web application is able to handle a large volume of online traffic from the date of commencement of registration till completion of Admission/Recruitment process.
  - 3.3.** The application should be kept active so as to answer any queries coming forth in future.
  - 3.4.** To provide at each Test Venue computer terminals equal to the number of Hall Tickets/Admit Cards issued for that Test Venue plus a buffer of 20%.
  - 3.5.** The computer systems and servers shall be of latest configuration and LAN must be scaled enough to handle the traffic in real time with proper backup and redundancy at each level.
  - 3.6.** To ensure that the examination is purely "online" and conducted in Computer-based Test mode so that it is not affected by Internet issues.
  - 3.7.** To ensure secured real time transmission, upload/download, installation and implementation of confidential data/Question Paper received from IMU.
  - 3.8.** To transfer/export the data in encrypted format including raw scores data from local server to Central server and vice versa at the instruction of IMU. The data should be furnished to IMU along with result. If any lapse in submission of data it will attract penalty.
  - 3.9.** To prepare and provide documentary manuals for all processes for safe and secure conduct of examination to be followed along with rules for contingency and exception handling/ emergency procedures.
  - 3.10.** To ensure the fool-proof functioning of the Online Tests for Admissions (CETs) and Recruitments (CRTs) at the designated Test Venues by conducting adequate Dry Runs at all Test venues before the date of the Tests, and to conduct a final

Dry Run on the day before the Test in all venues simultaneously thereby simulating actual Test-like conditions.

- 3.11.** In respect of Online Counselling, due to dropouts, it may be necessary for IMU to draw up a Second List or even a Third List of selected candidates and the Online Counselling software should be capable of monitoring the dropouts and generating the Second and Third Lists. A candidate who has not got his Certificates Verification completed and made payment of Programme Fee within the time prescribed will be deemed to be a 'dropout'. To facilitate generation of further lists of candidate for all programmes or individual programmes as sought by IMU.
- 3.12.** The Service Provider shall transfer the Master Database relating to the Online Counselling to IMU after the process is completed. The Master Database should be furnished to IMU along with result. If any lapse in submission of data it will attract penalty.
- 3.13.** The Service Provider shall post a member of his staff knowledgeable in Online Counselling at IMU for hand holding during the entire period. This staff member shall also liaise between IMU and the Service Provider.
- 3.14.** If for any reason there has been a complete failure of the services, the Service Provider shall redo the exercise immediately at his own cost within the time period as specified by IMU.
- 3.15.** To have a comprehensive Business Continuity Plan/Disaster Recovery Plan and practice in place which should be shown to IMU when called upon to do so.
- 3.16.** To maintain complete log of all activities of candidate during the course of the Online Tests for Admissions (CETs) and Recruitments (CRTs) to enable complete auditability of the assessment process. The log details should be furnished to IMU along with result. If any lapse in submission of data it will attract penalty.
- 3.17.** To ensure suitable drinking water facilities and separate toilet facilities both for male and female at the Test venues.
- 3.18.** To arrange/provide adequate signage's/displays/instructions/information to the candidates appearing for Online Tests for Admissions (CETs) and Recruitments (CRTs) at the designated Test Venues.
- 3.19.** To arrange frisking of candidates (separately for male and female) at examination centre to disallow any electronic gadgets, pen, paper (other than

Admit Card), bag, purse (except wallet) etc., as per the guidelines of the IMU. The center-in-charge should prohibit any type of impersonation.

**3.20.**In respect of CBT based CRT the Service Provider should verify the photograph of the candidate. In addition to it the Service Provider should also obtain thumb impression and signature of the candidates in OMR sheet.

**3.21.**To obtain feedback from candidates after examination is over through online Feedback Form.

**3.22.**To provide automated scoring/ merit list as per rules defined and agreed.

**3.23.**To evaluate the responses and furnish the merit list and such other processed data to IMU in the formats prescribed.

**3.24.**To provide documented inputs and support for handling

- a. Candidates queries
- b. Press interaction
- c. RTI queries
- d. Court Cases

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

#### **4. Minimum Manpower Deployment:**

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

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

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

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

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

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

*Illustration 2:* The number of candidates at a Test Venue (based on the number of Hall Tickets/Admit Cards issued) is 140. The complement of staff to be posted at that Test venue shall be: 1 Test Venue Administrator, 1 I.T Manager, 6 Invigilators, 1 Chief Invigilator, 3 support staff, and 3 security guards.

It shall be incumbent upon the Service Provider to finalize the list of names & contact numbers of the Administrators, I.T Managers, Invigilators, Chief Invigilators, Supports staff and Security Guards together with the names of those on stand-by in the event of absentees allocated to each Test Venue and submit the same to IMU within the date prescribed.

## **5. Time Line:**

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

### **5.1. Time Line For the Common Recruitment Tests (CRTs):**

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

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

5.1.1. Date of intimation of the schedule for the CRT to the Service Provider: **D-30** days. (*D minus 30 days*).

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

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

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

5.1.4. Last date for receipt of online applications: **D+45** days.

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

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

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

5.1.8. Date of Publication of CRT results: **D+68** days.

## 5.1. Time Line For the Common Entrance Tests (CETs):

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

(a) **Type 1:** those where **40 days'** time will be given for the registration of online applications; e.g. the 'Main' CET held in May/June.

(b) **Type 2:** those where only **10 days'** time will be given for the registration of online applications; e.g. the CET held in December-January for admissions to DNS.

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

*Note 2:* The **date of Common Entrance Test** will be termed '**T day**' for CET related activities and all other dates with regard to CET are fixed relative to this '**T day**'.

*Note 3:* The **date of publication of CET results** will be termed '**C day**' for Online Counselling related work and all other dates with regard to Online Counselling are fixed relative to this '**C day**'.

*Note 4:* The actual dates (which will be in accordance to the schedule shown below) will be communicated to the Service Provider once a decision is taken to conduct a Common Entrance Test (CET) for particular programme(s).

### 5.1.1. Time Line for Type 1 CET:

Date of intimation of the schedule for the CET to the Service Provider [The Service Provider will be required to immediately commence the customization of the Online Software to suit IMU's needs and demonstrate at least 2 successful Trial Runs within 30 days].	<b>T - 90</b>
Date by which the Service Provider should 'go live' and be able to register candidates' applications online and receive payments of CET's fees online or offline through challans with automated Email/SMS acknowledgements	<b>T - 60</b>
Date by which the Service Provider should furnish to IMU the <i>provisional list of Test Venues</i> in the designated cities with details of the computer systems and other facilities available at each Venue	<b>T - 25</b>
Last date for receipt of applications	<b>T - 20</b>



Date by which the Service Provider should furnish the <i>final list of Test Venues</i> in the designated cities with details of the computer systems and other facilities available and the names/contact numbers of the administrative & technical officers, invigilators and other staff allocated to each Test Venue	<b>T - 18</b>
Date by which candidates should be able to download Hall Tickets / Admit Cards	<b>T - 15</b>
Date of conduct of Computer-based Common Entrance Test (CET)	<b>T</b>
Date of Publication of CET results This will be the <b>C-Day</b> for the starting of Online Counselling activities.	<b>T + 3 = C</b>

Time line for Online Counselling is as follows:

<b>Particulars</b>	<b>Time Line</b>
Date of Publication of CET results and commencement of Online Registration for Counselling for all UG & PG Programmes	<b>C</b>
Last date for registering for Online Counselling	<b>C + 20 days</b>
Publication of First List of selected candidates	<b>C + 23 days</b>
Deadline for Online Payment of Programme Fee for candidates selected in First List	<b>C + 29 days</b>
Publication of Second List of selected candidates	<b>C + 30 days</b>
Deadline for Online Payment of Programme Fee for candidates selected in Second List	<b>C + 37 days</b>
Publication of Third List of selected candidates (if necessary).	<b>C + 38</b>
Deadline for Online Payment of Programme Fee for candidates selected in Third List.	<b>C + 46 days</b>
Certificate Verification at the campus allotted	<b>C + 53 days</b>
Commencement of Academic Session 2018-19	<b>C + 57 days</b>

5.1.2. **Time Line for Type 2 CET:**

Date of intimation of the schedule for the CET to the Service Provider.	<b>T - 40 days</b>
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[The Service Provider will be required to immediately commence the customization of the Online Software to suit IMU's needs and demonstrate at least 2 successful Trial Runs within 30 days].	
Date by which the Service Provider should 'go live' and be able to register candidates' applications online and receive payments of CET's fees online or offline through challans with automated Email/SMS acknowledgements	<b>T - 30 days</b>
Date by which the Service Provider should furnish to IMU the <i>provisional list of Test Venues</i> in the designated cities with details of the computer systems and other facilities available at each Venue	<b>T - 15 days.</b>
Last date for receipt of applications	<b>T - 20 days</b>
Date by which the Service Provider should furnish the <i>final list of Test Venues</i> in the designated cities with details of the computer systems and other facilities available and the names/contact numbers of the administrative & technical officers, invigilators and other staff allocated to each Test Venue	<b>T - 18 days</b>
Date by which candidates should be able to download Hall Tickets / Admit Cards	<b>T - 15 days</b>
Date of conduct of Computer-based Common Entrance Test (CET)	<b>T</b>
Date of Publication of CET results	<b>T + 3 days</b>

### 5.1.3. Timeline for UG/PG Admission & CRT without CBT:

- 5.1.3.1. In respect of CRT without Computer Based Test (CBT) the timeline shall be in line with 5.1 but without CBT part.
- 5.1.3.2. In respect of UG/PG Admission without CBT, the time line shall be in line with 5.2.1 & 5.2.2 or as required by IMU. The Service Provider should be in a ready state to deliver as per the requirement of IMU.

## 6. Eligibility/Qualification criteria:

Along with time, *quality is of the essence of this contract*. IMU is looking for a bidder who has proven capacity to provide End-to-End services for conducting a Computer-based Test in multiple venues across India in a single shift for candidates varying from a few hundreds to over 20,000. Accordingly, IMU has opted for a **Quality-cum-Cost based System (QCBS)** of Tender Evaluation in which **65%** weightage will be given to the *Technical Bid* and **35%** weightage to the *Price Bid*.

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

- (A) *Minimum Eligibility Criteria* – Bidders who do not possess **ALL** these criteria will not be taken up for Technical Evaluation.
- (B) *Technical Evaluation Criteria* – Bidders who possess all the Minimum Eligibility Criteria will be given marks based on certain well defined criteria which are indicative of their technical capacity to undertake projects similar to or bigger than IMU's Online CBT based CET /CRTs. *The Technical Score (TS) of the Bidder getting the highest mark will be treated as 65*, and those of the others will be arrived at proportionately using the formula:  $TS = (T/T_{max}) \times 65$  where  $T_{max}$  is the highest mark secured in the Technical Evaluation by one of the Bidders, and T is the mark secured by any given Bidder. In this manner, each Bidder will be assigned a Technical Score (TS) out of 65.

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

**6.1. The Minimum Eligibility Criteria shall be as follows:**

Sl.No.	Eligibility/Qualification Criteria	Mode of Proof
1	The bidder must be in the software development business for at least 5 years. The bidders should have successfully developed and operated Software for Admissions to at least three reputed organizations, out of which at least one should be Online Software.	(a) Certificate of Incorporation, Certificate of commercial taxes registration/ Income tax registration/any other document (e.g. copies of purchase orders) showing that the Bidder had been in the business during last 5 years. and (b) Copy of agreement/Work Order/Project completion certificate/any other relevant document.

2	The Bidder should have been in the business of conducting similar Online Tests for Admissions or Recruitments on behalf of Educational Institutions/Public Service Commission /Companies and the like since 2014-15 or earlier.	Copy of Purchase Order/Contract showing that the Bidder had conducted a similar Online Test since 2014-15 or earlier.
3	The bidder must be the full owner of the Online software and must have the right to make such changes to it as required by IMU to suit its needs.	Declaration to that effect by the bidder. Sample source code should be produced on demand.
4	The Bidder should have successfully implemented at least 1 (one) Project of value not less than Rs.50 lakhs during 2014-15, 2015-16 and 2016-17	Copy of Purchase Order/Contract for proving 'Award of Work'. Copy of Completion Certificate'/Final Invoice/Letter indicating return of Security Deposit for proving satisfactory 'Completion of Work'. Should be furnished for each Project.  Value of a Project = No. of candidates x Rate per candidate
5	Bidder should have successfully implemented at least 1 (one) Project during 2014-15, 2015-16 and 2016-17 which had Test Venues covering simultaneously 36 (thirty six) or more cities across India.	Copy of Purchase Order/Contract for proving 'Award of Work' and the locations of the various Test centers. Copy of Completion Certificate'/Final Invoice/Letter indicating return of Security Deposit for proving satisfactory 'Completion of Work' should be furnished for each Project.
6	Bidder should have successfully implemented at least 1 (one) Project during 2014-15, 2015-16 and 2016-17 in which the Test was administered to 20,000 (Twenty Thousand) or more candidates in a single shift.	Copy of Purchase Order/Contract for proving 'Award of Work' and any internal communication between the Service Provider and Client proving the total number of candidates covered in a single shift. Copy of Completion

		Certificate'/Final Invoice/Letter indicating return of Security Deposit for proving satisfactory 'Completion of Work'. Should be furnished for each Project.
7	Bidder should NOT have been debarred/Penalized by any government department/agency in any of the past 3 (three) years on account of fraudulent or corrupt practices or inefficient/ineffective performance since 2014-15.	The bidder should give an undertaking to that effect.
8	The Bidder should have a valid PAN and GST Registration Certificate.	Certified copy of PAN and GST Registration Certificate.

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

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

The Bidder must possess **ALL** the 8 Minimum Qualifying Criteria. If he does not possess even one of these, he shall stand disqualified and his bid will not be taken up for technical evaluation.

## 6.2. The Technical Evaluation Criteria shall be:

- 6.2.1. Does the Bidder own the source code of the Test Engine Software?  
[Appropriate Proof to be furnished].
- 6.2.2. What is the Capability Maturity Model Integration (CMMI) Level of the Bidder?  
[Appropriate Proof to be furnished].

- 6.2.3. What is the level of sophistication of the Bidder's Information Security Management? Does he have ISO-IEC 27001:2005 certification? [Proof to be furnished].
- 6.2.4. With what Advanced Encryption Standards (AES) does the Bidder comply – 128 bit or 256 bit?  
[Proof to be furnished].

**[N.B.** For Criteria (6.2.5) to (6.2.9) below, the mode of proof should be similar to that prescribed under (6.1) Minimum Qualifying Criteria (4) to (6)].

- 6.2.5. Total number of Projects successfully implemented by the Bidder during 2014-15, 2015-16 and 2016-17 of value greater than Rs.50 lakhs.
- 6.2.6. Total number of Projects successfully implemented by the Bidder during 2014-15, 2015-16 and 2016-17 each of which had Test venues more than 36 cities across India.
- 6.2.7. Total number of Online Tests/Projects successfully implemented by the Bidder during 2014-15, 2015-16 and 2016-17 in each of which the Test was administered to more than 20,000 candidates in a single shift.
- 6.2.8. Total number of projects that Bidder had successfully developed & operated software for Admission on Online basis.
- 6.2.9. Total number of Projects successfully implemented by the Bidder during 2014-15, 2015-16 and 2016-17 which contained **ALL** of the following components/activities:
- (a) Online Application Registration and processing.
  - (b) Secure Online Payment Gateway.
  - (c) Issue of Hall Ticket/Admit Card.
  - (d) Conduct of Online Test in at least 36 Cities across India.
  - (e) Results processing.
  - (f) Online Counselling.

6.2.10. The Bidder should be a reputed company registered under the Companies Act, 1956 with substantial financial capacity. What is the average annual turnover of the Company in India in each of 2014-15, 2015-16 and 2016-17?

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

**The weightage given to each of the Technical Evaluation Criteria will be as follows:**

<b>Sl.No</b>	<b>Technical Evaluation Criteria</b>	<b>Scoring Criteria</b>	<b>Maximum Marks</b>
1	Does the Bidder <u>own</u> the source code of the Test Engine Software?	1. For own software-10 Marks.	10
2.	What is the Capability Maturity Model Integration (CMMI) Level of the Bidder?	1. For CMMI 3- 5 Marks 2. For CMMI 4- 7 Marks 3. For CMMI 5- 10 Marks.	10
3.	Does he have ISO-IEC 27001:2005 certification?	1. For having certificate-5 Marks	5
4	With what Advanced Encryption Standards (AES) does the Bidder comply – 128 bit or 256 bit?	1. For 128 bit-5 Marks 2. For 256 bit-10 Marks	10
5	Total number of Projects successfully implemented by the Bidder during 2014-15, 2015-16 and 2016-17 of value greater than Rs.50 lakhs.	1. 2 Marks for each Project.	10
6	Total number of Projects successfully implemented by the Bidder during 2014-15, 2015-16 and 2016-17 each of which had Test venues more than 36 cities across India.	1. 2 Marks for each Project.	10
7	Total number of Online Tests/Projects successfully implemented by the Bidder during 2014-15, 2015-16 and 2016-17 in each of which the Test was administered to more than 20,000 candidates in a single shift.	1. 2 Marks for each Project.	10
8	Total number of projects that Bidder had successfully developed & operated software for Admission on Online basis.	1. 1 Mark for each Project.	5

9	Total number of Projects successfully implemented by the Bidder during 2014-15, 2015-16 and 2016-17 which contained <b>ALL</b> of the following components/activities: (g) Online Application Registration and processing. (h) Secure Online Payment Gateway. (i) Issue of Hall Ticket/Admit Card. (j) Conduct of Online Test in at least 36 Cities across India. (k) Results processing. (l) Online Counselling.	1. 5 Mark for each Project.	15
10	What is the average annual turnover of the Company in India in each of 2014-15, 2015-16 and 2016-17?	1. For every 30 Crores- 5 Marks.	15
<b>Total Score</b>			<b>100</b>

### 6.3. Submission of Bids:

6.3.1. The Bidders shall submit their bids in two parts:

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

6.3.2. The Technical and Price Bids should be kept separately in sealed envelopes and both these envelopes should be kept in one sealed envelope super scribing "*Tender for Indian Maritime University's Online Tests*". In case any Bidder encloses the Financial Bid within the Technical Bid, the same shall be rejected summarily.

6.3.3. The Bid Document must be addressed to:

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



The bids must sent only by Registered/Speed Post or through Special Messenger so as to reach by 3:00 PM on 2<sup>nd</sup> February 2018. Late tenders shall not be accepted.

- 6.3.4. The Bid Document can be downloaded from IMU web site <http://www.imu.edu.in> at free of cost.
- 6.3.5. The Technical Bid should contain all the relevant information and desired enclosures in the prescribed format [**Statement no.2**] along with a **Earnest Money Deposit** (EMD) of **Rs.1 lakh** in form of **Demand Draft** drawn in favour of Indian Maritime University and payable at Chennai. The tenders without EMD shall be summarily rejected. The EMD will be forfeited if the Bidder unilaterally withdraws the offer, or unilaterally amends, impairs or rescinds the offer within the period of its validity.
- 6.3.6. The Technical Bid will have 2 Schedules: Schedule 1 contains "Minimum Eligibility Criteria" while Schedule 2 contains the "Evaluation Criteria". **If a bidder does not possess ALL the *Minimum Eligibility Criteria* laid down in Schedule 1, then Schedule 2 of his/her Technical Bid will not be taken up for marking and evaluation nor will his/her Financial Bid be opened.**
- 6.3.7. The Price Bid should be in the prescribed format (Statement no.3) and contain only the quote of 'Rate per Candidate'. Printed terms and conditions shall not be accepted and the same shall be rejected.  
[N.B. The number of candidates to whom Hall Tickets/Admit Cards have been issued shall be treated as 'Number of Candidates' for purposes of payment subject to other conditions being fulfilled].
- 6.3.8. All prices/rates in the Price Bid should be clearly written both in figures and in words. In case of a discrepancy between the prices/rates in figures and words, the prices/rates in words will be considered correct.

- 6.3.9. Bidders should avoid alterations/corrections in the prices/rates submitted by them. However, if alterations/corrections in prices/rates are inescapable each alteration/ correction should be indicated both in figures and words and duly attested under the full signature of the Authorized Signatory of the Bidder.
- 6.3.10. All the pages of the Bid Document shall be continuously numbered and submitted as a package along with a Covering Letter in the prescribed proforma (Statement no. 1) letter on the Bidder's letter head.
- 6.3.11. Information, references and certificates from the respective clients certifying technical, delivery and execution capability of the Bidder should be signed and the contact numbers of all such clients should be mentioned. The IMU, Chennai may also independently seek information regarding the performance from the clients.
- 6.3.12. If the Bidder deliberately gives incorrect or misleading information in his tender or wrongfully creates circumstances for the acceptance of the tender, then IMU, Chennai reserves the right to reject such a tender at any stage and also blacklist/debar the Bidder from future tenders for a period of not less than 3 years.
- 6.3.13. Bidders are not allowed to submit multiple bids nor bid through a consortium.
- 6.3.14. Bidders are not allowed to sub-contract any part or whole of this contract except with the prior written permission of IMU.

#### **6.4. Pre-bid Meeting:**

**Attendance at Pre-bid Meeting is mandatory for participating in the tender.** IMU shall organize a pre bid meeting on the scheduled date and time as mentioned in Tender Abstract, at Indian Maritime University Headquarter, Chennai-600 119. IMU may or may not incorporate any changes in the Tender document based on acceptable suggestions received during the Pre-Bid Conference. The decision of IMU regarding acceptability of any suggestion shall be final in this regard and shall not be called upon to question under any

circumstances. The prospective bidders shall submit their queries in prescribed format mentioned below in writing to the address mentioned in the invitation of tenders or E-Mail to [dr.purchase@imu.ac.in](mailto:dr.purchase@imu.ac.in) with a copy to [registrar@imu.ac.in](mailto:registrar@imu.ac.in) not later than date and time indicated in abstract.

Sl.No.	Clause No. & Page No.	Reference Clause Details	Clarification Sought

### **6.5. Response to queries and issue of amendments:**

- 6.5.1. IMU will respond to any valid request for clarification, received one week prior to the last date for submission of tender. IMU's decision is final and binding with regard to interpretation of terms used or other tender contents.
- 6.5.2. IMU may, for any reason, suo motu or in response to a clarification by a prospective bidder or bidder, modify the tender documents by amendments (through addenda / corrigenda etc.)
- 6.5.3. Any such amendments will be informed to all the participants in the pre-bid meeting besides hosting on IMU website. All the bidders who had downloaded the Bid Document shall verify, whether any such amendments have been issued by IMU, before submitting their bid and shall take cognizance of and include such amendment(s) in their submission. In any case, the amendment(s), if any, shall be binding on the Bidder.
- 6.5.4. Any such corrigendum/addendum shall be deemed to be part or incorporated into this NIT.
- 6.5.5. In order to provide prospective bidders reasonable time for taking the Corrigendum/modifications into account, IMU may, at its discretion, extend the last date for the receipt of Bids. However, no such request in this regard shall be binding on IMU.
- 6.5.6. It is the responsibility of the bidder to check the website of IMU time to time for updates.

## 6.6. Tender Evaluation Process:

- 6.6.1. **The Technical Bids will first be opened at 3.30 pm on 2<sup>nd</sup> February 2018** in the presence of the bidders if any.
- 6.6.2. *Before opening the Technical Bids*, the weightage assigned to the various **Technical Evaluation Criteria** listed in Schedule 2 of the Technical Bid will be explained to the Bidders so that the process is fair and transparent.
- 6.6.3. Schedule 2 will be marked and evaluated only in respect of bidders who **possess ALL the *Minimum Eligibility Criteria* laid down in Schedule 1.**
- 6.6.4. The IMU shall have the right to call upon the Bidders to explain/substantiate/prove the various claims made by the Bidder in Schedules 1 and 2, and if satisfactory explanation/proof is not forthcoming, the IMU reserves the right to treat the claim as 'Not Proved' and ignore it.
- 6.6.5. Schedule 2 of the Technical Bid submitted by each Bidder would be assessed based on the Technical Evaluation Criteria already announced. *The Technical Score (TS) of the Bidder getting the highest mark will be treated as 65*, and those of the others will be arrived at proportionately, using the formula:  $TS = (T/T_{max}) \times 65$  where  $T_{max}$  is the highest mark secured in the Technical evaluation by one of the Bidders, and T is the mark secured by any given Bidder. **In this manner, each Bidder will be assigned a Technical Score (TS) out of 65.**
- 6.4.5. **The Price Bids shall be opened at a time specified later in the presence of the eligible bidders present (if any).** The Price Bids of those Bidders who did not possess the *Minimum Eligibility Criteria* laid down in Schedule 1 and whose Schedule 2 of the Technical Bid was not marked and evaluated, will not be opened.

- 6.4.6. **This Tender, being a Quality-cum-Cost based Tender, with quality and integrity of the examination process being paramount, will be evaluated on 65:35 basis. This means 65% weightage will be given to Technical Bid and 35% weightage will be given to the Price Bid.**
- 6.4.7. The amount quoted by the bidders in **Sl.No. 1 & 2 of the Price Bid shall be added to arrive the value of the Price Bid** of the Bidder.
- 6.4.8. **The Financial Score (FS) out of 35 for each bidder** will be arrived at using the formula:  $FS = (P_{\min}/P) \times 35$  where  $P_{\min}$  is the value of the *lowest Price Bid (after adding Sl.No1 & 2 in the lowest price bid)*, and P is the value of the Price Bid of a given Bidder (*after adding Sl.No1 & 2 in given price bid*).
- 6.4.9. **The Total Score for a Bidder (out of 100) = TS + FS.**
- 6.4.10. **The Bidder with the highest Total Score will be awarded the contract subject to other terms and conditions of Tender.** The IMU shall issue a Purchase Order to the successful bidder giving him **4 working days'** time to furnish the Security Deposit and execute the Contract with IMU in the prescribed format.
- 6.4.11. IMU reserves the right to accept any bid under this tender in full or in part, or to reject any bid or all bids without assigning any reason.
- 6.4.12. **The Contract between IMU and the successful Bidder (Vendor) will be for** conducting Online CBT and non-CBT based (i) Admissions to various UG and PG programmes of the Indian Maritime University (ii) Recruitments to various Teaching and Non-Teaching posts in IMU for a period of one year (Academic Year) from the date of issue of Work Order, extendable on satisfactory performance, one year at a time for a maximum of 3 years, at the **same quoted price. In other words, the rate quoted by the Bidder should be valid for up to 3 years.**

## 7. Security Deposit:

- 7.1. Within 4 working days of the successful Bidder's receipt of notification of award, the Bidder shall furnish a Security Deposit of **Rs.5 lakhs** in the form of a A/C Payee **Demand Draft** in favour of Indian Maritime University payable at Chennai. The EMD already paid can be adjusted against the Security Deposit.
- 7.2. The Security Deposit will be discharged by the IMU and returned to the Vendor without interest not later than 90 days following the date of completion of the Vendor's performance obligations and submission of completion certificate.
- 7.3. The proceeds of the Security Deposit shall be payable to the IMU as compensation for any loss (es) resulting from the failure of the Vendor to meet out its obligations under the Contract. This shall be in addition to any other action/penalty taken by IMU for delays/default/failure on the part of the Vendor.

## 8. Payment Terms:

- The number of candidates to whom Hall Tickets/Admit Cards have been generated/uploaded shall be treated as '**Number of Candidates**' for the purposes of payment. No advance will be paid to the Vendor.
- 8.1. The payments to the Vendor for the conduct of **CBT based Admissions to various UG and PG programmes** of the Indian Maritime University will be made on submission of invoice by the Vendor and will be regulated as follows:
    - (i) **20%** - As soon as the Vendor furnishes to IMU the final list of Test Venues in the designated cities with details of the computer systems and other facilities available and the names/contact numbers of the staff allocated to each Test Venue, and submits a report that the Hall Tickets/Admit Cards have been fully uploaded and are available for downloading by the candidates.

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

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

(iii) **20%**- As soon as the Vendor submits a detailed report that the Online Counselling has been successfully conducted and relevant records have been duly submitted to IMU.

8.2. The payment to the Vendor for the conduct of CBT based CRT for **Recruitments to various Teaching and Non-Teaching posts** of IMU will be made on submission of invoice by the vendor and will be regulated as indicated in (i) and (ii) in 8.1. i.e 80% in place of 60% in (ii).

8.3. The payment to the Vendor for the conduct of **Non-CBT based (i) Admissions to various UG and PG programmes** of the Indian Maritime University (ii) **Recruitments to various Teaching and Non-Teaching posts** of IMU will be decided on the number of successfully registered candidates.

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

8.5. In the event of unsatisfactory performance or non-performance of any of the steps/activities not attributable to IMU or to *Force Majeure causes*, IMU shall have the right to withhold the corresponding payment for these steps/activities either fully or partly after giving a 7-day notice to the Vendor to show cause against the same, and to take such other legal action to make good the losses caused by the Vendor to IMU. Penalty shall be decided by IMU without any ceiling but not more than awarded value. IMU shall also have the right to terminate the contract altogether (upon which the Security Deposit paid by the Vendor shall stand forfeited) and to entrust the remaining work to another Vendor.

## **9. TAXES AND DUTIES:**

The Tax Invoice raised by the supplier must be in compliance of relevant GST acts, rules & notifications made thereunder and should bear the IMU-HQ's GST Registration no. **33AAAAI2610K2Z3**. The rate and amount of CGST, SGST, IGST and GST (Compensation to state) cess, related to supply of goods, shall be shown separately in tax invoice for each item of supply.

## **10. Anti-Profiteering Rules of GST:**

The bidder should strictly adhere with the Anti-Profiteering Rules of GST.

## **11. Confidentiality:**

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

## **12. Force Majeure:**

- 12.1. The Vendor shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- 12.2. For purposes of this Clause, "Force Majeure" means an event beyond the control of the Vendor and not involving the Vendor's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the Purchaser either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- 12.3. If a Force Majeure situation arises, the Vendor shall promptly notify the IMU in writing of such conditions and the cause thereof. Unless otherwise directed by the IMU in writing, the Vendor shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.



### **13. Indemnity:**

The selected bidder shall indemnify IMU from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind how-so-ever suffered including patent, copyright, trademark and trade secret, arising or incurred inter-alia during and after the Contract period out of:

- a) Negligence or wrongful act or omission by the Selected Bidder or its team or any Agency/ Third Party in connection with or incidental to this Contract; or
- b) Any breach of any of the terms the Selected Bidder's Proposal as agreed, the Tender and this contract by the Selected Bidder, its Team or any Agency/ Third Party.
- c) Bidder (the "Indemnifying Party") undertakes to indemnify the client (the "Indemnified Party") from and against all losses, claims for damages including losses, claims for damages on account of bodily injury, death or damage to tangible.
- d) The indemnity shall be to the extent of 100% of project cost in favour of the IMU.

### **14. Arbitration & Jurisdiction:**

In the event of disputes, differences, claims and questions arising between the parties hereto arising out of this Agreement or anyway relating hereto or any term, condition or provision herein mentioned or the construction or interpretation thereof or otherwise in relation hereto, the parties shall first endeavor to resolve such differences, disputes, claims or questions by mutual discussion and failing such settlement, the same shall be referred for arbitration by a sole Arbitrator appointed by IMU HQ. Such arbitration shall be held in accordance with the provisions of the Arbitration and Conciliation Act 1996 or re-enactment thereof for the time being in force and shall be held in Chennai. In case the Arbitration award is not acceptable to either of the parties, they may approach courts having jurisdiction at Chennai only.

### **15. Applicable Law:**

The Contract shall be interpreted in accordance with the laws of the Union of India and all disputes shall be subject to place of jurisdiction of Chennai Courts only.

**REGISTRAR**

**Statement No.1**  
**Covering Letter to Accompany Technical Bid**

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

Reference: IMU's Tender Notification for Online CBT based CET & CRT vide Advt.  
IMU/CET & CRT/2017-18 Dt.12.01.2018

From

**Name & Address of the Bidder**

To

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

Sir,

We are a -----  
-

-----  
-----

-----]. [Introduce your company and its activities with particular reference to your experience in conducting OnlineTests. Also furnish particulars of your registration with various statutory Tax authorities. *Not more than 200 words*].

- 2) We hereby submit our Bid for conducting for conducting Online **CBT and non-CBT** based (i) **Admissions to various UG and PG programmes** of the Indian Maritime University (ii) **Recruitments to various Teaching and Non-Teaching posts** of IMU for a period of one year from the date of issue of Work Order, extendable on satisfactory performance, one year at a time for a

maximum of 3 years, at the same quoted price. We understand that in a few cases the number of Cities and shifts may increase or decrease on mutual understanding.

- 3) We have enclosed a Demand Draft bearing No. \_\_\_\_\_ dated \_\_\_\_\_ for Rs.1 lakh towards Earnest Money Deposit (EMD) in the name of the Indian Maritime University, payable at Chennai.
- 4) We have read and understood and hereby agree to all the terms and conditions stipulated by IMU in this tender including the Quality-cum-Cost based System (QCBS) of Tendering with 65% weightage to the Technical Bid and 35% weightage to the Price Bid, the Deliverables under the Project, the Time Line for delivery, Payment Terms, etc.
- 5) We certify that all the particulars furnished in our Bid are true and correct and based on documentary evidence. We understand that if any of the particulars is found to be false or misleading, IMU has the right to summarily reject our bid at any stage.
- 6) In the event of our being awarded the work, and understanding the urgency involved, we undertake to remit the Security Deposit and execute the Contract with IMU within 4 (four) working days from the date of issue of the Purchase Order failing which the Purchase Order may be cancelled and the EMD forfeited.
- 7) Our Price Bid is inclusive of all duties and charges if any and exclusive of GST and the price quoted shall be firm till the execution of the entire contract.
- 8) We shall work closely with IMU and keep IMU posted at every stage about the progress made, and handover the entire data to IMU on conclusion of the project.
- 9) We shall render all assistance to IMU to make the projects a success including provision of consulting, training and manpower support to the Registrar, IMU or any other designated officer in IMU premises to handle the entire CET & Counselling/CRTs.

Yours faithfully,

Date:

*Signature with Seal of Authorised Signatory*

Place:

**Statement No.2 –Schedule-1-TECHNICAL BID:**  
**Minimum Qualifying Criteria**

1. The bidder must be in the software development business for at least 5 years. The bidders should have successfully developed and operated Software for Admissions to at least three reputed organizations, out of which at least one should be Online Software.

a) Mode of Proof enclosed:

b) Available at which page number of Bid Document:

2. The Bidder should have been in the business of conducting similar Online Tests for Admissions or Recruitments on behalf of Educational Institutions/Public Service Commission /Companies and the like since 2014-15 or earlier.

a) Mode of Proof enclosed:

b) Available at which page number of Bid Document:

3. The bidder must be the full owner of the Online Counselling software and must have the right to make such changes to it as required by IMU to suit its needs.

a) Mode of Proof enclosed:

b) Available at which page number of Bid Document:

4. Successful Implementation of 1 Project of value > Rs.50 lakhs during 2014-15, 2015-16 and 2016-17:

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

**Note 1:** A Online Common Entrance Test (CET) or a Common Recruitment Test (CRT) is termed a 'Project'.

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

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

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

5. Successful Implementation of 1 Project which had Test Venues covering simultaneously 36 (thirty six) or more Cities across India during 2014-15, 2015-16 and 2016-17:

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

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

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

Illustration: A CET/CRT may have been conducted in 30 Cities across India. In 5 of those Cities, there may have been 3 Test Venues each. So the total no. of Test Venues for this CET/CRT would be 40. But this CET/CRT would NOT qualify as what is relevant for this qualifying criterion is the total no. of 'Cities' [36 or more] and NOT the total no. of 'Test Venues'.

6. Successful Implementation of 1 Project in which the Test was administered to 20,000 (Twenty Thousand) or more candidates in a single shift during 2014-15, 2015-16 and 2016-17:

<i>Sl. No.</i>	<i>Name &amp; brief description of the Project</i>	<i>Name, Address &amp; Contact No. of the Client for whom the Project was conducted</i>	<i>When was the Project conducted?</i>	<i>No. of shifts in which the Project was conducted</i>	<i>Total No. of candidates who appeared for the Project (all shifts put together)</i>	<i>Maximum No. of candidates who appeared in a <u>single shift</u></i>	<i>Mode of Proof enclosed</i>	<i>Available at which page no. of Bid Document.</i>
1.								

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

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

8. The Bidder should have a valid PAN and GST Registration Certificate.

a) Mode of Proof enclosed:

b) Available at which page number of Bid Document:

## **Declaration**

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

Date:

*Signature with Seal of Authorised Signatory*

Place:

**Statement No.2 – Schedule-2-TECHNICAL BID:**  
**Technical Evaluation Criteria**

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

1. (a) Does the Bidder own the source code of the Test Engine Software? Yes/No.  
If No, then from whom will the software be leased in?  
  
(b) Mode of Proof enclosed:  
(c) Available at which page number of Bid Document:
  
2. (a) What is the Capability Maturity Model Integration (CMMI) Level of the Bidder?  
  
(b) Mode of Proof enclosed:  
(c) Available at which page number of Bid Document:
  
3. (a) Does the Bidder have ISO-IEC 27001:2005 certification? Yes/No.  
(b) Mode of Proof enclosed:  
(c) Available at which page number of Bid Document:
  
4. (a) With what Advanced Encryption Standards (AES) does the Bidder comply – 128 bit or 256 bit?  
Yes/No  
(b) Mode of Proof enclosed:  
(c) Available at which page number of Bid Document:
  
5. Details of Projects of value more than Rs.50 lakhs successfully implemented during 2014-15, 2015-16 and 2016-17:



<i>Sl. No.</i>	<i>Name &amp; brief description of the Project</i>	<i>Name, Address &amp; Contact No. of the Client for whom the Project was conducted</i>	<i>When was the Project conducted?</i>	<i>No. of shifts in which the Project was conducted</i>	<i>Value of the Project</i>	<i>Mode of Proof enclosed</i>	<i>Available at which page no. of Bid Document.</i>
1.							
2.							
3.							
Etc.							

6. Details of Projects successfully implemented by the Bidder during 2014-15, 2015-16 and 2016-17 each of which had Test venues covering simultaneously more than 36 Cities across India.

<i>Sl. No.</i>	<i>Name &amp; brief description of the Project</i>	<i>Name, Address &amp; Contact No. of the Client for whom the Project was conducted</i>	<i>When was the Project conducted?</i>	<i>Total No. of Cities where the Project was conducted</i>	<i>Total No. of Test Venues where the Project was conducted</i>	<i>Mode of Proof enclosed</i>	<i>Available at which page no. of Bid Document.</i>
1.							
2.							
3.							
Etc.							

7. Details of Projects successfully implemented by the Bidder during 2014-15, 2015-16 and 2016-17 in each of which the Test was administered to more than 20000 candidates in a *single shift*.

Sl. No.	Name & brief description of the Project	Name, Address & Contact No. of the Client for whom the Project was conducted	When was the Project Conducted?	No. of shifts in which the Project was conducted	Total No. of candidates who appeared for the Project (all shifts put together)	Maximum No. of candidates who appeared in a <u>single shift</u>	Mode of Proof enclosed	Available at which page no. of Bid Document.
1.								
2.								
3.								
Etc.								

8. Details of Projects successfully implemented by the Bidder during 2014-15, 2015-16 and 2016-17 which contained **ALL** five of the following components/activities: (a) Online Application Registration and processing, (b) Secure Online Payment Gateway, (c) Hall Ticket/Admit Card upload, (d) Online Test delivery in at least 36 **Cities** across India, (e) Results processing, (f) Online Counselling.

Sl. No.	Name & brief description of the Project	Name, Address & Contact No. of the Client for whom the Project was conducted	When was the Project conducted?	Total No. of Cities where the Project was conducted	Did the Project contain ALL the 5 components (a) to (f)	Mode of Proof enclosed	Available at which page no. of Bid Document.
1.							
2.							
3.							
Etc.							

9. Details of projects that bidder had successfully developed & operated a software for Admission on Online basis.

<i>Sl. No.</i>	<i>Name &amp; brief description of the Project</i>	<i>Name, Address &amp; Contact No. of the Client for whom the Project was conducted</i>	<i>When was the Project conducted?</i>	<i>Mode of Proof enclosed</i>	<i>Available at which page no. of Bid Document.</i>
1.					
2.					
3.					
Etc.					

**10. Audited Annual Turnover (in India) of the Company:**

<i>Year</i>	<i>Annual Turnover (in Crores of Rupees)</i>	<i>Mode of Proof enclosed</i>	<i>Available at which page no. of Bid Document.</i>
2014-15			
2015-16			
2016-17			

**Declaration**

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

Date:

*Signature with Seal of Authorised Signatory Place:*

Place:

## **Statement No.3**

### **Price Bid**

*[On the Letter head of the Bidder and to be put in a separate sealed cover]*

Reference: IMU's Tender Notification for Online Tests for CET including Counselling & CRT vide Advt. IMU/CET & CRT/2017-18 Dt.12.01.2018

From

**Name & Address of the Bidder**

To

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

Dear Sir,

We hereby submit our Price Bid for the for conducting **Online CBT and non-CBT** based for (i) **Admissions to various UG and PG programmes** of the Indian Maritime University (ii) **Recruitments to various Teaching and Non-Teaching posts** of IMU for a period of one year from the date of issue of Work Order, extendable on satisfactory performance, one year at a time for a maximum of 3 years, at the same quoted price:

Sl. No.	Title	Rate in INR per Candidate (in figures)	Rate in INR per Candidate (in words)
<b>1</b>	<b>Online CBT based (i) Admissions to various UG and PG programmes</b> of the Indian Maritime University (ii) <b>Recruitments to various Teaching and Non-Teaching posts</b> of IMU		
<b>2</b>	<b>Non-CBT based (i) Admissions to various UG and PG programmes</b> of the Indian Maritime University (ii) <b>Recruitments to various Teaching and Non-Teaching posts</b> of IMU		

The Rate per candidate quoted **is inclusive of all duties and charges if any and exclusive of GST** and will remain the same till the completion of the Contract **including the period of extension, if any.**

Date:

Place:

*Signature with Seal of Authorised Signatory*