

तेजपुर विश्वविद्यालय / TEZPUR UNIVERSITY

केंद्रीय विश्वविद्यालय/A Central University

कुल सचिव का कार्यालय / OFFICE OF THE REGISTRAR

तेजपुर - 784028, असम / TEZPUR - 784028, ASSAM



भारत 2023 INDIA
ONE EARTH - ONE FAMILY - ONE FUTURE

नाक' द्वारा 'ए+' ग्रेड प्राप्त, एनआईआरएफ रैंकिंग में भारत के शीर्ष 100 विश्वविद्यालयों में स्थान प्राप्त
NAAC Accredited with "A+" Grade, Amongst India's Top 100 Universities in NIRF Ranking

NOTICE INVITING BID

Bids in 02 Bid System (**Technical and Financial**) are invited on GeM from interested vendors for hiring of agency for "**Use of Software/ Algorithm for conduct of Computer Based Test (CBT)**" for the academic year 2026-27 for Tezpur University, Tezpur, Assam- 784028.

Please read the Bid document carefully before participating. It shall be deemed that submission of bid by the bidder has been done after their careful study and examination of the Bid terms and conditions with full understanding to its implications. Any lack of information shall not in any way relieve the bidder of its responsibility to fulfill its obligations under the Bid.

The University will reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for, or in executing, the Purchase Order. Fraudulent Practice means a misrepresentation of facts in order to influence a procurement process and includes collusive practice among bidders (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive Tezpur University of the benefits of free and fair competition. Corrupt Practice means offering, giving, receiving or soliciting of anything of value, pressurizing to influence the action of a public official in the process of this purchase execution.

For any queries/doubt please contact the Stores & Purchase Section (e-mail: snp@tezu.ernet.in) or in the email id mentioned in the GeM Bid.

A. GENERAL TERMS & CONDITIONS:

- i) **Rates:** Rates quoted should be on **FOR Tezpur University, Napam, Tezpur, Door Delivery Basis**, for indigenous items and **CIP Tezpur University, Napam, Tezpur or Delivered Duty Paid**, for imported item. Failure to comply with this term may lead to rejection of the quotation.
- ii) **Quotations should be accompanied by:**
 - (a) An **EMD** (in the form of Demand Draft) for **Rs. 1,25,000/-** (Rupees One Lakh Twenty Five Thousand only) drawn in favor of The Registrar, Tezpur University, payable at Tezpur. **No request for consideration of earlier deposited EMD will be considered.**
 - (b) **Bidders who are MSME/NSIC registered** needs to furnish a "Bid Security Declaration" (format enclosed) **in lieu of EMD** accepting that if they withdraw or modify their bids during process of bidding, they will be suspended for a period of Three (03) years from participating in any future bid invited/published by Tezpur University. **Bidders who are MSME/NSIC registered seeking exemption from payment of EMD are to submit valid documents in support of their claim. Bidders seeking exemption are asked to clearly mention the category under which exemption is claimed. The category of exemption under MSME/NSIC will be strictly adhered to.**

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- (c) *The original copies of the **EMD/Bid Security Declaration** should be submitted/reach the office of the undersigned before opening of the Technical Bids, in an sealed envelope superscribed as "**Quotation/Participation Fee and EMD for (State the Bid Number as generated by GEM)**", duly addressed to the **Deputy Registrar-Store & Purchase, Tezpur University. Failure to do so shall result in rejection of the bid.***
- iii) Bidders/Tenderers are to ensure that they are GST compliant and that their quoted tax structure/rates are as per GST law. The rates should be exclusive of taxes and applicable tax percentage should be clearly indicated. Financial/Price Bid format where taxes cannot be mentioned separately, in such cases, the percentage of taxes applicable should be mentioned in the Technical Bid document.
- iv) **Validity of Quotation:** Quoted rates must be valid for at least **180 days** from the last date of submission of quotation.
- v) Applicable levies, surcharge and discounts should be clearly indicated item wise.
- vi) The rates should be quoted along with supporting documents of specifications and technical features and list of users, wherever applicable.
- vii) **Literature a must:** All the quotations must be supported by technical leaflet/literature and the specifications mentioned in the quotation must be reflected/ supported by such technical leaflet/ literature. The model and specifications quoted should **invariably be highlighted** in the leaflet/literature for easy reference.
- viii) **After Sales Service Guidelines:** Bidders should clearly state the detailed address, contact number and email ids of 'After sales service centre'. Service against any complaint must be provided within 24hours.
- ix) **Dealership Certificate:** Dealers or Agents quoting on behalf of Manufacturer must upload valid dealership certificate.
- x) **Genuine Pricing:** Vendor is to ensure that quoted price is not more than the price offered to any other customer in India to whom this item has been sold, particularly to Universities/IITs/Institutes and other Government Organization.
- xi) **Payment:** 100% payment after successful delivery, installation, commissioning and acceptance by the end user department.
- xii) **PENALTY FOR DELAYED DELIVERY:** The date of delivery should be strictly adhered to. In the event of delayed delivery, installation & commissioning, the vendor shall be liable for a penalty deduction/liquidated damages as per prevailing rules.
- xiii) The University is exempted from paying Custom and Excise duty. An Exemption Certificate will be provided on request.
- xiv) Irresponsive/incomplete quote will be rejected.
- xv) **Conditional tenders not acceptable:** All the terms and conditions mentioned herein must be strictly adhered to by all the vendors. Conditional tenders shall not be accepted on any ground and shall be rejected straightway. Printed conditions mentioned in the tender bids submitted by vendors will not be binding on Tezpur University.
- xvi) **Enquiry during the course of evaluation not allowed:** No enquiry shall be made by the bidder(s) during the course of evaluation of the tender till final decision is conveyed to the successful bidder(s). However, the Purchase Committee or its authorized representative (Tezpur University) can make any enquiry/seek clarification from the bidders. In such a situation, the agency must extend full co-operation. The bidders may also be asked to arrange demonstration of the offered items, in a short period notice, as such the bidders have to be ready for the same.
- xvii) **Termination for default:** Default is said to have occurred:
- If the equipment or any of its component is found having poor workmanship, faulty designs, poor performance and bad quality of materials used.
 - If the supplier fails to deliver any or all of the services within the time period(s) specified in the purchase order or any extension thereof granted by Tezpur University.
 - If the supplier fails to perform any other obligation(s) under the contract.

- d. Under the above circumstances Tezpur University may terminate the contract/ purchase order in whole or in part and forfeit the EMD/PBG as applicable. In addition to above, Tezpur University may at its discretion also take the following actions: Tezpur University may procure, upon such terms and in such manner, as it deems appropriate, goods similar to the undelivered items/products and the defaulting supplier shall be liable to compensate Tezpur University for any extra expenditure involved towards goods and services obtained. Besides, the Vice-Chancellor, Tezpur University, reserve the right to impose any other form of penalty as deemed fit including blacklisting of the vendor.

B. Selection criteria:

i. Evaluation Criteria:

To ensure that each bidder has the necessary qualifications and resources to fulfill its obligations under the contract, the submitted bids shall be evaluated on the criteria of eligibility, requisite experience & support service framework (if applicable). Upon passing of the bids in the aforesaid criteria, the technical bids shall be evaluated and ranked by the award of '**ACCEPT**' and/or '**REJECT**'. In case a joint venture makes a bid, any one of the members of the joint venture need to be qualified for each of the criteria mentioned below.

ii. Non Blacklisting Criteria:

The bidder or the OEM should not be blacklisted by Tezpur University or any other Educational /R&D/ PSU/ Govt. Organizations. A certificate or undertaking to this effect must be submitted in company/firm letterhead; sealed and signed.

iii. Financial bid evaluation

Technical bids will be evaluated and ranked by the award Accepted & Rejected. Only the technically qualified bids shall be considered for financial bid evaluation.

- iv. **Delivery Period** The delivery installation and commissioning should be completed within **15 Days** of the award of BID without any deviation.

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Deputy Registrar (S&P)
Tezpur University

Detailed Specifications

- 1) Tezpur University conducts every year All India Entrance Examination tests in order to assess the competency of candidates for admissions to various academic programmes in various selected cities spread across India and countries outside India.
 - a) Total Number of candidates to be assessed in Admission test will be approximately 10,000 Nos. Actual number may vary.
 - b) Tentative date of the examination – 1st week of June 2026
 - c) Exam will be of 2 hours' duration and to be conducted in two or more shifts per day.
 - d) Exam will be conducted in approximately 43 cities across India
 - e) Exam will be conducted on multiple dates in consultation with the selected bidder.
- 2) For the academic session 2026-27, Tezpur University will conduct all the entrance examinations through "Computer Based Test (CBT)-Examination" in examination centers in various cities of India as listed in Annexure I. However, the number of centers may be reduced depending upon the number of candidates or as per the university guidelines.
- 3) The system shall mainly comprise of the following activities:
 - a) Preparation of test center(s) located in the cities selected by Tezpur University across India for Computer Based Test (CBT)-Examination
 - b) Providing software for generation and upload of Question Paper as per requirement of "Computer Based Test (CBT)-Examination."
 - c) Uploading of the question paper for CBT shall be done by the technical team of the selected bidder in presence of the appointed member of TUEE 2026 Cell at Tezpur University.
 - d) Conducting mock tests and workshop regarding Computer Based Test (CBT)-Examination.
 - e) Photo and Signature based verification and attendance of candidates during examinations.
 - f) Conducting Computer Based Test (CBT)-Examinations
 - g) Compiling response data in the desired format for result processing
 - h) Customized report generation by providing scores for each program for each individual candidate.
 - i) The selected bidder has to arrange for a Challenge Portal with features to be given by the University.

Important Events and Dates

Sl. No.	Particulars	Details
1.	Mode of Test	Computer Based Test (CBT)-Examination only
2.	Tender Form/bid issued by	The Registrar, Tezpur University, Napaam, Tezpur, Assam-784028
3.	Authorized Officer for Clarifications	Director, TUEE 2026 Cell/Controller of Examinations, Tezpur University Email- tuee@tezu.ernet.in
4.	Earnest Money Deposit (EMD)	Rs. 1,25,000/-
6.	Pre- Bid Meeting for queries, if any	
7.	a. Last date for submission of Bid	As per GEM
	b. Opening of Technical bid to assess the essential pre-requisites requirements	To be decided by the University
	c. Presentation & Demonstration by Shortlisted Bidders	To be notified in due course of time
8.	Opening of Financial bid of technically qualified bidders only	To be notified in due course of time

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Technical Specification for Computer Based Test (CBT)

A. Scope of Work:

- A. Pre-Examination Phase
- B. Test Delivery Phase
- C. Post Examination Phase

All processes in all the above three phases shall be carried out by the selected bidder in consultation with Tezpur University through the Tezpur University Entrance Examination 2026 cell, herein after referred to as TUEE 2026 Cell. Examination would be multidisciplinary / multiple subjects as per scheme of examination. Henceforth, the test delivery system should be able to handle this aspect of multidisciplinary / multiple subjects very well.

General Duties and Responsibilities of Tezpur University through the TUEE 2026 Cell

Following shall be made available by Tezpur university through the TUEE 2026 Cell

- a) Soft copy of eligible Candidates' application data consisting of Roll No., Center No., Shift, Photographs, Signature etc.
- b) Soft Copy of Question Paper set shall be provided by the TUEE-2026 Cell for uploading in the hosting server. The question paper will contain the rules/guidelines/marking scheme. The format, but not the contents, of the questions shall be as per the implementation requirement of the selected bidder.

Duties and Responsibilities of the bidder

At University

- a) Uploading/verification/corrections of the question papers into the Exam Central Server for CBT (both actual exam and mock) shall be done by the bidder by providing **DATA ENTRY PERSONNELS** to complete the work at Tezpur University. Necessary facilities shall be arranged by the bidder.
- b) Question paper installation and implementation shall be as per requirement and instructions of TUEE 2026.
- c) The bidder has to provide Exam Center address and Superintendent / IT Manager details before releasing the candidate admit cards.
- d) After each programme examination, the selected bidder need to process/acquiesce attendance sheet of student's; program wise and/or session wise and the scan copy need to be submitted to TUEE 2026 immediately after the session.

At Exam Center

- a) The examination center should have capabilities of video surveillance of CBT exam. All candidates should be clearly noticeable from at least two different, preferably from opposite angles, while examination is continuing.
- b) Each examination center must be easily accessible to the differently abled persons.
- c) The required facilities (computer and relevant software's) for PWD candidates must be made available at each examination center.
- d) The Centre should be equipped with minimum facilities like DG back-up for uninterrupted power supply, drinking water, washrooms, ramp for PWD students etc.
- e) Banners (specification min: 6 x 4 ft.) needed for the examination to be printed by CBT team with University prescribed format/details in consultation with TUEE2026.
- f) The whole process on mock test day and actual exam day, to be carried out in presence of TU Center Representative / Superintendent of Exam Center/Observer.
- g) The selected bidder shall conduct a mock test in all centers that are designated, on the day before the actual TUEE 2026 examination.
- h) Ensure that no computer node used by examinees enters sleep mode at any point during the entire examination.

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- i) Except the exam screen, everything else like Internet browsing shall be locked in all client machines.
- j) For the day of mock test and day of actual exam: A Complete response related data of all the candidates during the examination and audit logs / audit trails to be uploaded to Central Server.
- k) After the completion of each session on the day of the actual exam:
 - The bidder must provide a storage medium containing encrypted data (including exam results, question papers, responses, etc.) in a format specified by Tezpur University.
 - If the exam is on successive days, they may use same medium to copy the responses, however with proper naming conventions as follows.
 - CenterCode_Date_Session_Responses.zip
 - CenterCode_Date_Session_auditLogs.zip
 - CenterCode_Date_Session_Attendance.zip

A. Pre-Examination Phase:

(i) The selected bidder is expected to design the examination plan and examination processes as required by TUEE 2026. Broadly, the requirements will be as follows:

Manpower

- a) The selected bidder shall appoint required manpower for each center in a ratio given by Tezpur University.
- b) The final list of centers will be finalized by TUEE 2026 Cell after the closure of the application process.
- c) Remuneration for such officials shall be borne by the selected bidder. There shall not be any legal binding on Tezpur University in this regard.

Complete Security management processes:

- a) Physical Security
- b) Information Security
- c) Server Security
- d) Network Security

Candidate handling process:

- a) Uploading details of candidates allotted to specific examination center to the CBT system.
- b) Details of the candidates allotted to a center will be provided from TUEE 2026 Cell.
- c) Validation and verification of identity: Photograph, Name and signature of the candidates etc. will be provided from the TUEE 2026 Cell.
- d) Attendance to be taken in physical mode on the attendance sheet which will be provided by TUEE 2026 Cell. Scanned copy of the signed attendance sheet to be reverted on the same day of examination.
- e) Random machine/seat allocation and handling of security parameters: The bidder will be responsible for the seating and allocation arrangements, which will be made from the list of candidates assigned to each center, as provided by the TUEE 2026 Cell.

(ii) The selected bidder shall prepare and provide Standard Operating Procedure (SOP) and documentary manuals for all processes for safe and secure conduct of examination along with rules for contingency and exception handling/ emergency procedures.

(iii) The selected bidder shall ensure that Hardware (As mentioned in the bid document) and Software required at all stages of the examination are in conformity to

- a) Examination Centers
- b) Devices and systems to be used for authentication and audit trail mechanisms required for Examination.

(iv) The selected bidder shall provide technical and other manpower support to handle the entire Examination.

(v) The required Hardware, Software, networking shall be installed by the selected bidder on lease/rent basis, whose cost should be covered under the financial bid.

(vi) The selected bidder, as per the requirements and directives from Tezpur University, shall setup required systems - Hardware, Software, and LAN connectivity for conducting the TUEE 2026 in all Examination Centers.

(vii) The selected bidder shall carry periodic audit of set up systems in each Examination center.

(viii) The selected bidder shall host and manage the examination process through intranet-based solution at all Examination Centers.

(ix) The selected bidder shall securely install and implement Question Papers (in English and Hindi or any other language as applicable) for "Computer Based Test (CBT) Examination". All question papers are monolingual in nature.

(x) The selected bidder shall ensure that individual password be given to each candidate at the examination center after verification of the documents. For the verification purpose, admit cards will be issued to all candidates from the TUEE 2026 Cell.

(xi) The selected bidder shall arrange/ provide adequate display for information of the candidate appearing for test at the respective examination center.

(xii) All pre-examination phase processes shall be carried out by the selected bidder in consultation with TUEE 2026 Cell.

B. Test Delivery Phase: The selected bidder shall deploy adequately trained manpower and ensure required hardware and software for smooth conduct of examination at each Examination center in consultation with TUEE 2026 Cell.

(i) The selected bidder shall make necessary arrangements for following at Each Examination Center:

a) Minimum number of personnel to be deployed:

Center Superintendent/Observer	One per Center
IT Manager	One per 250 nodes (minimum 1 in a center)
Invigilator	One per 25 terminals per shift
Support Staff	One per 50 candidates
Cleaner	One per center
Security Personnel	One per 250 nodes

- The above staff should be increased proportionately on the basis of size of the center in terms of candidate allotted to that center.
- IT Manager should be regular employee of the selected bidder and other staffs provided at the Test Center for conduct of examination may be regular staff of the center.
- No individual assigned to examination duties shall be allowed to participate if their children or relatives are appearing for the TUEE 2026 examination.

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b) Minimum configuration of the System to be Provided to the candidate:

Screen Resolution	1024 X 768
Screen Size	15" or above monitor
Operating System	Windows 8.1 or higher with appropriate Service Pack / Linux
Browser	Latest that supported by above Operating Systems
Browser settings	<ul style="list-style-type: none">▪ 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
Browser settings	<ul style="list-style-type: none">▪ 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

c) Minimum Server Prerequisites to be provided by the bidder at the examination center:

Processor	CPU Speed: 2 GHz or above.
RAM	16GB or higher
Screen resolution	1024 X 768
Operating system	Compatible for client machines, must meet the performance criteria
Performance Criteria	<ul style="list-style-type: none">▪ Must support at least 100 clients without any perceivable degradation in performance.▪ All mouse/key clicks are to be recorded for each client with time stamp for audit purposes.▪ Response time for question/page loading must be less than one second.▪ All responses to be acted upon in real time.

- d)** The Examination shall be computer based with the questions (monolingual) in English or Hindi or any other language as applicable being provided onscreen on a random basis, without any manual intervention.
- e)** Sufficient time of 15-20 minutes shall be allotted before the examination for providing orientation to the invigilators on the structure of the examination, time limits and guidelines for answering the question papers.
- f)** Computer based examination software should support standard features such as display of details of candidates, detailed instruction upon login, start and closure of examination at scheduled time, virtual numeric scientific keypad, time left, flag questions for review, marking/unmarking of question, display of status of questions with different color and symbols, switching between sections, provision for enlargement of font, navigation to

unanswered questions and prompt for submission.

- g) The bidder has to provide the scores for each program for each individual candidate including
- Total number of correct attempts and positive marks obtained for these attempts.
 - Total number of wrong attempts and negative marks obtained for these attempts.
 - Section-wise/group-wise marks of each individual student (if there are multiple sections/groups in a paper)
 - Section-wise/group-wise number of correct and wrong answers (if there are multiple sections/groups in a paper)

Infrastructural Requirements

- a) The selected bidder shall complete physical verification before start of examination (digital photo and signature in the admit card against the attendance sheet) and after that allow candidates to appear for test at Examination Centers.
- b) While the examination will be conducted on local LAN, necessary arrangement shall be made to transfer data of test to a central server every 10 minutes (or as specified by TUEE 2026 Cell) for monitoring purposes. The TUEE 2026 Cell shall be provided access to the server to view the test progress at all the centers during the examination.
- c) The service provider should make the necessary arrangement so that the examination is conducted without any interruption.
- d) The selected bidder shall maintain audit trails of all activities of the candidate (click by click) during the examination.
- e) The selected bidder shall have a contingency plan for candidate management/shifting in case of any emergency.
- f) The selected bidder shall make the necessary arrangement to monitor the Center activities. The data shall be made available to the TUEE 2026 Cell after examination is over.
- g) At the end of the exam, transfer/export of candidate response and audit trails shall be done by the selected bidder on secured channel from local server to Central server of the selected bidder within 1 Hour from each exam center. Any discrepancies/issues should be brought to the notice of TUEE 2026 Cell immediately.
- h) Other data such as signed attendance sheet, seating plan etc. (if any) should be sent to TUEE 2026 Cell after conclusion of the examination.
- i) The bidder has to arrange for a challenge portal which include
 - Provision of payment of a challenge fee of Rs. 200/- per question by the applicant.
 - Payment shall be credited directly into the University account through payment gateway.
 - Provision of selecting a question paper and question number and adding supporting argument through online text as well as file upload.
 - On successful request by the Candidate, he shall get the details about payment, details of question(s) on his registered mail id. He shall also be able to see on the portal.
 - University shall be able to see the details about No. of Request, details of payment...etc in their dashboard.
 - There should be a provision of sending reply by the University/TUEE 2026 Cell to the challenger.

C. Post Examination Phase Requirements:

- a) The candidate's responses, photograph, audit trails should be uploaded automatically from the local server to the selected bidder's data center in a secured manner. There should not be any traces of any data pertaining to candidate whatsoever post uploads left on the servers at exam center.
- b) The selected bidder should be able to hand over the raw responses/data to TUEE-2026

- Cell immediately (same day) after the candidate's response upload from local exam server. The software should have capability to take the answer key post examination.
- c) The data need to be uploaded to a central server at the master control facility to monitor the live conduct of test.
 - d) After confirmation of proper transfer of data to the server, the service provider in presence of Centre Superintendent/In-Charge should demonstrate complete automatic deletion of the responses and audit trails in hard disk of the main and backup server.
 - e) Candidate response with the provisional answer keys shall be hosted for candidate access after the date of last examination of the particular exam assignment by the selected bidder.
 - f) A detailed process manual will be prepared by the service provider and handed over to TUEE-2026 Cell for approval.
 - g) The selected bidder shall provide Post Examination Analytics Report in the following manner:
 - i. Item analysis of MCQ responses of the candidates (difficulty index and discrimination index etc.) as per requirements of TUEE-2026.
 - ii. Student performance Analysis
 - iii. Psychometric Analysis of Question Papers.
 - iv. Analyze audit logs and provide summary of audit logs like number of clicks, time log, MAC, IP address etc.
 - v. To provide analysis report regarding proxy candidates, unfair means report etc.
 - vi. Any other reports by analyzing the data stored, whenever required by TUEE-2026 Cell.
 - h) The selected bidder shall provide documented inputs and support for handling:

• Candidates' queries	• Press queries	• RTI queries	• Court Cases
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Note:

1. The selected bidder will have to carry/ demonstrate complete System Test Run (STR) with test data to TUEE-2026 Cell before implementation of the software. The selected bidder should also be able to demonstrate click by click audit trail for any type of enquiry.
2. The selected bidder should also be able to demonstrate Application server logs to capture all errors, warnings and exceptions that are generated in applications along with the time at which they occurred.
 - **Test Data Archiving:** The selected bidder shall archive the result and other examination data for future references after specified time, as per requirement of Tezpur University. The data may be retained for a period of one year, as custodian, from the date of declaration of result for the particular exam assignment. One copy has to be submitted to the university.
 - **MIS generation/ customized reports:** The selected bidder shall provide adequate information as per the requirement of Tezpur University.

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Bidder's Eligibility Criteria

- 1) The bidder should be a company/ firm registered in India. The registered bidder should be operating in India for a minimum of 3 years with an objective of offering relevant Computer Based Test Services.
- 2) The bidder may participate as a single entity, consortium or as group of companies, however, lead bidder will be responsible for the work awarded after the tender and will act as surety for the activities to be performed as per the agreement with Tezpur University.
- 3) The bidder should have readymade Computer Based Testing (CBT) software with source code which can be modified (as and if required) for Tezpur University.
- 4) The lead bidder shall be single point of contact with Tezpur University and shall be solely responsible for the execution and delivery of the work. The bidder will provide examination delivery software.
- 5) The Bidder should have a minimum average annual turnover of at least **Rs. 1 Crore** during **last (03) three financial years**. The audited balance sheet/Income statement for the last three financial years should be submitted (2022-23, 2023-24, 2024-25). The bidder should be a profit making entity after all tax paid, for preceding three financial years. The turnover should be of the bidder and not of the group companies or consortium or composite turnover of its subsidiaries/sister concerns etc. for F.Y. 2022-23,2023-24, 2024-25.
- 6) The bidder should not have incurred any loss during last three years up to financial year ending 31st March, 2025. The bidder should submit certified copies of their company Balance Sheet and Profit and Loss Account duly audited for the last three financial years.
- 7) The Bidder should be registered with appropriate tax authorities such as Income Tax/ GST etc. and should submit valid certificates of registration with these authorities
- 8) The bidder must have successfully executed at **least 3 (three) projects** in all India basis, out of which at least one project should Conduct of Computer based Examination with capability of **at least 1,000 candidates** in a single shift in the past 2 (two) years. The documentary evidence in form of work order/contract and performance report must be enclosed on the client's letterhead. (Bidder's past achievement in this regard shall be considered for technical evaluation).
- 9) The bidder must have (owned/ outsourced) primary data center with Disaster Recovery site infrastructure for data Security. Both the Data Centers should be located in India in different seismic zones. The data center must be Tier III and ISO certified. Data Center should be certified as per the Meity, Government of India Guidelines.
- 10) The bidder must be able to conduct computer based examination in multiple subjects in English and Hindi or any other language as applicable. The test delivery system should be able to handle this aspect of multiple languages / multiple subjects very well.
- 11) The Bidder should have appropriate technology, hardware for conducting CBT and software, dedicated connectivity, trained proctoring staff, adequate security measures and due diligence etc.
- 12) The bidder should have all relevant facilities and logistics available to execute the work. Bidders having CMMI Service certificate will be given preference. CMMI level certificate is necessary for Organisation Development. The bidder's CBT software should be STQC certified or the processes meet ISO 9001 & 27001 standards. The CBT software should meet the cyber security audit requirements as specified by Meity, Govt.of India.
- 13) The bidder must show and submit suitable emergency management plan during any

crisis situations/ redundancy of servers, switches, additional center locations, students' data.

- 14) The bidder should not have been blacklisted by central / state government departments / undertakings.

Assessment Platform level

1. The proposed examination and question paper (in English and Hindi languages or any other language as applicable) generation software should be in-house developed by the bidder and the bidder must have the complete source code of the software being used for conducting the computer-based exam. They must have the right to modify the source code and all its components.
2. The bidder should have all the necessary components and dependency of source code of computer-based examination system in place so that any change required in any of the components of the software can be undertaken by their in-house technical team. Required skills should be made available to make necessary configuration changes. The major/minor configuration changes in software requested by Tezpur university must be met immediately. The bidder should have at least regular 100 technical employees employed in-house in India for Conduct of exam, development of software, maintenance of software, networking and data security. The proof of ESI/PF registration or self-declaration shall be submitted.
3. Different versions of Software code should be managed appropriately in a standard version control system within the organization.
4. Software code should have multiple backup systems in place so that anytime source code can be recovered in case of any disaster.
5. The bidder should own the test cases and regression testing code to produce, to prove that they have done necessary testing of the software to scale up to conduct large scale assessments. Testing should not be limited to system features and functionality. The system used to conduct the exam must be tested for Performance, Security, Usability, High-Availability, Business Continuity, and Disaster- Recovery.
6. The bidder should design a highly secure system and conduct security tests to verify that there are no vulnerabilities that can make the system susceptible to attacks. Comprehensive testing of source code, software binaries and the infrastructure must be carried out. Results of such security tests should be made available for each major release of the system used to conduct the exam.
7. The bidder should have in-house quality assurance group and a strong quality management system to do quality check of the software.
8. Proper security provision for source codes shall be maintained.
9. The proposed software should be Govt. of India compliant Meity certified for IT security.
10. The bidder's software should have a facility to create question paper (in English and Hindi or any other language) securely at a designated place decided by authorized personnel of Tezpur University.
11. The bidder must use 256 bit encryption for Question paper storage and transfer. Self-declaration in this respect is to be provided in the letter-head.
12. The system should support question randomization with option shuffling ensuring that no two adjacent question papers are alike. The final question paper would be password protected by Tezpur University and it will never be shared by Tezpur University.
13. The bidder should provide web application to monitor, from the control center at TUEE 2026 Cell, the pre- examination, during examination and post examination activities for all the centers.
14. At any time before the submission of bids, Tezpur university may amend the tender by issuing an addendum in writing or by standard electronic means. If the amendment is substantial, Bidder(s) shall be given reasonable time to make amendment or to submit



revised bid and the deadline for submission of bids will be extended if required by Tezpur university. Tezpur university has right to cancel or modify the tender.

GROUND OF DISQUALIFICATION/REJECTION OF BID

- 1) **Even though bidders may satisfy the above requirements, they may be disqualified if they have:**
 - a) 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/weaknesses.
 - b) If confidential inquiry reveals facts contrary to the information provided by the bidder.
 - c) If confidential inquiry reveals unsatisfactory performance in any of the selection criteria. If bidder is engaged in any activity such as conducting of coaching classes etc. which can influence conduct of professional exam.
 - d) **The selected bidder shall have to give an undertaking on stamp paper that there is no linkage of any kind between the bidder and any coaching institutes/centers etc.**

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Technical Evaluation

- 1) Detailed technical evaluation shall be carried out by a Technical Evaluation Committee constituted for this purpose by Tezpur university along with other conditions in the tender document to determine the substantial responsiveness of each tender. For this clause, the substantially responsive bid is one that conforms to all the eligibility and terms and condition of the tender without any material deviation.
- 2) Technical Bid will be assigned a Technical Score (TS) out of a maximum of 100 points, as per the Scoring Model provided at Annexure-II. Technical evaluation will be based on the criteria given below.
 - a) Prior experience of the vendor in conducting "Computer Based Test (CBT)-Examinations".
 - b) Capability of the vendor to develop the required software.
 - c) Availability of adequately trained personnel in the Company to conduct the examination in the required number of centers and cities, and
 - d) The bidder should have successfully executed at least 3 (three) (conduct of CBT) projects in India on all India basis, out of which at least one project should be with 1,000 candidates or more in a single session in the past two years.
 - e) Standing of the agency and its financial position.
 - f) Security and software quality certification.
- 3) The Technical Evaluation Committee shall call the bidders for presentation or clarifications to assess the understanding of the bidder regarding the scope and magnitude of the work. However, whether to call the bidder for further discussion or not is at the sole discretion of the Technical Evaluation Committee constituted for the purpose.



Table 1
Marking Criteria for Technical Evaluation of Bids

Following Scoring Model will be followed for technical evaluation of the bids:-

S. No	Description of Marking Scheme	Maximum Marks	Marks evaluated by Bidder	Marks evaluated by Technical Evaluation Committee
1	Bidder's Profile	20 Marks		
1.1	Overall IT staff strength ((Project Management/ Development/ Quality Assurance/ Implementation/ Operations)	10 Marks		
	1-99	04		
	100 - 499	06		
	500- 999	08		
	1000 & above	10		
1.2	Software /Solution	10 Marks		
	Organization should own the source code of the application software.	05		
	The organization should have minimum 100+ manpower in EPF and last three months challans should be submitted. The technical personnel to maintain software and data used to conduct the exam and should follow well defined Software Change Management processes to manage changes in the software (PI attach proof)	05		
2	Bidder's certification	10 Marks		
2.1	CMMi level (Organization-Development)	05 Marks		
	CMMi level 3 Development	02		
	CMMi level 5 Development	05		
2.2	STQC & ISO Certifications	05 Marks		
	ISO 9001 & ISO 27001-2022 Certified ISO/IEC 20000-1	02		
	CBT Software STQC Certified	03		
3	Bidder's Financial Turnover	15 Marks		
3.1	Average annual turnover in INR during 2022-23, 2023-24 and 2024-25 in INDIA. Organization must be profitable in at least last 3 financial years ending 31 Mar 2025 (Please submit audited Balance Sheet and Profit & Loss Account of the relevant Financial years)	15 Marks		
	>=1 Crore and <4 Crore	10		
	>=4 Crore and above	15		
4	Bidder's experience in Computer Based Test (CBT) in INDIA	30 Marks		
4.1	No of Years in Computer Based Test (CBT)	10 Marks		
	Less than 3 years	00		
	3 to 5 Years	05		
	More than 5 Years	10		
4.2	Maximum No. of candidates appeared in CBT in single shift during 2022-23, 2023-24 and 2024-25	10 Marks		
	<1000 Candidates	04		
	1000 < 5000 Candidates	06		
	5000 & above Candidates	10		
4.3	No. of Assignments completed with more than 5000 candidates in India during 2022-23, 2023-24 and 2024-25	10 Marks		
	Less than 3 assignments	00		
	3 to 5 assignments	05		
	More than 5 assignments	10		
5	Bidder's Infrastructure Capability	10 Marks		
5.1	Primary Data Center with Secondary DC site to be managed by the bidder/ group of companies for data Security	10 Marks		
	Tier III Primary DC infrastructure with Secondary DC owned/outsourced by the bidder/ group of companies	05		
	Tier III Primary DC infrastructure with Secondary DC owned/outsourced by the bidder/ group of companies with Meity GOI Certified infrastructure	10		
6	Approach and Methodology	15 Marks		
6.1	The marks for Approach and Methodology will be given by the Committee based on the Presentation & Demonstration made by the bidder	15		
Total Score		100		

The information given above is correct. In case, at any stage, any information is found to be false, my bid/ offer stands rejected and the EMD stands forfeited.

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1. Bidders scoring 40% or more scores as per above criteria will be considered technically qualified. Price Bids of such technically qualified bidders only shall further be opened.
2. Non-participation in the presentation and demonstration outlined in Item No. 6.1 of Table 1 will disqualify a bidder in the Technical Evaluation Process.
3. Demonstration of the software features, interfaces and entire examination process should be made physically in University. No online mode would be considered.
4. The bidder has to carry necessary infrastructure to give the Demonstration. The demonstration should not be a recorded one.

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Financial Evaluation

1. The Financial Bid of only those Bidders who have been found to be technically eligible will be opened. The financial bids of technically disqualified bidders will not be opened.
2. The Financial Bids shall be opened in the presence of representatives of technically eligible Bidders, who may like to be present. Tezpur University shall inform the date, place and time for opening of the Financial Bid to the technically eligible bidder(s).
3. **The amount quoted for "Examination Conducted in India and abroad" (please refer to Financial Bid Table at Annexure-X) will only be considered for evaluation of the financial bid.**
4. The **financial scores (FS)** would be normalized on a scale of 100 as per the formula given below, with lowest score being normalized to 100 and the rest being awarded on a pro-rata basis. Such normalized scores would be considered for the purpose of QCBS based evaluation.

$$\text{FS} = (\text{Fmin}/\text{Fb}) * 100 \text{ (rounded off to 2 decimal places),}$$

Where,

FS = Normalized Financial Scores for the Bidder under consideration

Fmin = Lowest absolute financial quote received

Fb = Absolute financial quote by the Bidder under consideration

Final Evaluation Criteria - Quality and Cost Based Selection (QCBS):

$$\text{Composite Score (CS)} = \text{TS} * 0.30 + \text{FS} * 0.70$$

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

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IMPORTANT TERMS AND CONDITIONS

- 1) The successful bidder shall obtain declaration from their personnel (employed by them for the work in the concerned examination) that none of them have any near relations (such as children, brother, sister, nephew and nieces of self and spouse) as well as anyone on whom they may have any special interest, is appearing in the concerned examination.
- 2) The successful Bidder would be required to follow defined Software Change Management processes to manage changes in the software. Such a process would include Change Request Management, Impact Analysis, Change Approval, Change Implementation, Version Control, Version labelling, Testing, OA Certification and Deployment into production.
- 3) The successful Bidder must employ multiple backup systems including offline backups to securely maintain the software and its corresponding source code.
- 4) The successful Bidder would be required to have an in-house quality assurance and product testing team with a robust quality management processes that are followed to test and certify the system used to conduct the exam. The bidder should maintain documented test cases and maintain evidence of successful test execution covering all test cases. Rigorous testing must be done for major as well as minor and patch releases.
- 5) Testing should not be limited to system features and functionality. The system used to conduct the exam must be tested for Performance, Security, Usability, High-Availability, Business Continuity, and Disaster- Recovery
- 6) The successful Bidder would be required to design a high-performance system and conduct performance tests to verify successful achievement of high concurrency, fast response time, and long-stress duration required of the system used to conduct the exam. Results of such performance tests should be made available for each major release of the system used to conduct the exam.
- 7) The successful Bidder would be required to design a highly secure system and conduct security tests to verify that there are no vulnerabilities that can make the system susceptible to attacks. Comprehensive testing of source code, software binaries, and the infrastructure must be carried out. Results of such security tests should be made available for each major release of the system used to conduct the exam. The Bidder has to show/prove the security measures, up to the satisfaction of TUEE 2026 Cell/ University as and when necessary during the period of contract.
- 8) Suitable emergency management plans towards any crisis situations/redundancy of servers, nodes additional center locations; students' data etc. should be maintained by the Bidder.
- 9) The successful Bidder should be able to support the entire solution (in cities within India and outside India where the exam would be conducted) on a 14 x 7 basis with a maximum response time of 3 hours.
- 10) At any time before the submission of bids, Tezpur University may amend the tender by issuing an addendum in writing or by standard electronic means. The addendum shall be sent to all bidders and will be binding on them. Bidders shall acknowledge receipt of all amendments
- 11) If the amendment is substantial, successful Bidder(s) shall be given reasonable time to make amendment or to submit revised bid and the deadline for submission of bids will be extended by Tezpur university.
- 12) The criteria and conditions are subject to change after a decision post pre-bid meeting, if and as necessitated.

General Information

- 1) The Notice Inviting Tender (NIT) is in "**Two Bid**" form. The **technical bid** should contain all the relevant information and desired enclosures in the prescribed format along with Earnest Money Deposit (EMD). The EMD can be in the form of DD or Bank Guarantee/ FDR in favor of Registrar, Tezpur University.
- 2) The **financial bid** only should contain commercials. **In case, any bidder encloses the financial bid within the technical bid, the same shall be rejected summarily.**
- 3) All information called for in the enclosed forms should be furnished against the respective columns in the forms. If information is furnished in a separate document, reference to the same should be given against respective columns in such cases. If any particular query is not applicable, it should be stated as "Not Applicable". However, the bidders are cautioned that not giving complete information called for in the tender forms or not giving it in clear terms or making any change in the prescribed forms or deliberately suppressing the information may result in the bidder being summarily disqualified. Tenders made by fax and those received late will not be entertained.
- 4) The Responses should be typewritten or (legible) handwritten but there should not be any overwriting or cutting. Correction, if any, shall be made by neatly crossing out, initialing, dating and rewriting. The name and signature of bidder's authorized person should appear on each page of the application. All pages of the tender document shall be numbered and submitted as a package along with forwarding letter on bidder's letter head.
- 5) The bidder should enclose bid security (EMD) in form of Demand Draft or Bank Guarantee drawn in favor of **Tezpur University, Napaam, Tezpur Assam**. The tenders without EMD shall be summarily rejected. No exemption for EMD will be entertained. The successful bidder shall be required to deposit performance security in form of bank guarantee valid for a year, equal to five percent (5%) of contract value of each examination within 15 days from the date of the award of the work. The EMD of the unsuccessful bidders shall be returned without interest after award of work to the successful bidder. The EMD of the successful bidder shall be returned only after the signing of the contract along with performance security deposit. The EMD stands forfeited in case the bidder withdraws or amends his bid after submission of tender document.
- 6) Reference, information 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. Tezpur University may also independently seek information regarding the performance from the clients.
- 7) The Bidder is advised to attach any additional information, which they think is necessary in regard to their capabilities to establish that the bidder is capable in all respects to successfully complete the envisaged work. They are however, advised not to attach superfluous information. No further information will be entertained after tender document is submitted, unless Tezpur university calls it for.
- 8) Even though bidder may satisfy the qualifying criteria, they are liable for disqualification if they have a record of poor performance or not able to understand the scope of work etc.
- 9) Prospective bidders may seek clarification regarding the project and/ or the requirements for prequalification, in writing through mail within a reasonable

time.

- 10) The tender document can be viewed at Tezpur University's web site: www.tezu.ernet.in. However, the bids are to be submitted online only. The EMD as stated in the bid by way of BG/ FDR in favor of The Registrar, Tezpur University is to be submitted (MSME and Startups are exempted, subject to submission of relevant evidence). **The Hard Copy of original instrument in respect of cost of tender document, earnest money Deposit and all Annexures must be delivered to The Deputy Registrar, S&P, Tezpur University on or before the last date & time for receipt of Bid.**
- 11) All disputes arising with respect to the bid document shall be subject to the jurisdiction of appropriate court of Tezpur, India alone and shall be governed by the law of India. Tezpur University reserves right to award the work/cancel the award without assigning any reason. In case of differences with regard to the bid document, if any, the decision Tezpur University shall be final. Initially the contract will be for a period of one year and may be extended for another two years by the competent authority's subject to satisfactory performance given by the bidder to Tezpur University.
- 12) The successful bidder has to sign an agreement on non-judicial stamp paper which shall contain clauses related to liquidated damages on account of delays, errors, cost and time over runs etc. In case the bidder fails to execute the contract, Tezpur University shall have liberty to get it done through any other agency with full cost recoverable from the bidder in addition to damages and penalty.
- 13) **Bidders are neither allowed to join hands to participate in the tender nor allowed to submit multiple bids. Any such act will make the bid liable for rejection.**
- 14) Any disputes arising out of this tender will be subject to the courts of Tezpur, Assam only.
- 15) **Even though bidders may satisfy the above requirements, they may be disqualified for the following reasons:**
 - a) If misleading or false representation of facts are made or deliberately suppressed in the information provided in the forms, statements and enclosures of this document.
 - b) If they have a record of poor performance such as abandoning work, not properly completing the contract or financial failures/weaknesses.
 - c) If confidential inquiry reveals facts contrary to the information provided by the bidder.
 - d) If confidential inquiry reveals unsatisfactory performance in any of the selection criteria
 - e) If bidder is engaged in any activity which can influence the conduct of exam such as conducting of coaching classes etc.
 - f) In such cases, Tezpur University shall have the right to cancel or modify the tender.
 - g) The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter.
 - h) The technical bid shall consist of –
 - i) Technical information as desired in prescribed format
 - ii) Scanned Copy of Tender Fee and Earnest Money Deposit
 - iii) Basic detail of the bidder as per Annexure-III
 - iv) The financial information as per Annexure –IV
 - v) The details of similar works as per Annexure – V
 - vi) The details of work under executed or awarded as per Annexure – VI
 - vii) The Performance Report of works referred in Annexure V & VI as per Annexure – VII

- viii) Organizational Structure and information as per Annexure VIII
- ix) The details of Technical manpower to be employed for this work as per Annexure IX
- x) Annexure – I & II (For information of the Bidders)
- xi) Duly filled in Table 1 for assessment by the Technical Evaluation Committee.
- xii) Signed and Scanned copy of Tender Acceptance Letter as per Annexure-XI

16) Demonstration and Presentation:

- a) The vendor will be required to give a demonstration for their client and server software for “Computer Based Test (CBT)-Examination” using one of examination conducted by them in the last 3 years. They will also be required to make a presentation on their capabilities to conduct the “Computer Based Test (CBT)-Examination” as per the conditions specified in this document. The demonstration and presentation is to be given on a date that will be informed to the bidders by TUEE-2026 Cell.

17) Evaluation of the Technical Bid Proposal on additional parameters:

The proposals submitted by the vendors will be evaluated by taking the following additional factors into consideration as well:

- a) Prior experience in conducting “Computer Based Test (CBT)-Examination”.
- b) Number of candidates handled in a single session
- c) Vendor capability to develop the required software
- d) Availability of adequately trained personnel
- e) Master control facility

18) Appointment of Successful Bidder:

Award Criteria:

- a) Tezpur University will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bid as per the process outlined above with the highest composite score.
- b) Tezpur University reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals at any time prior to award of contract without incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for Tezpur University action.
- c) Prior to the expiration of the validity period, Tezpur University will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, Tezpur University may request the bidders to extend the validity period of the bid.
- d) The notification of award will constitute the formation of the contract and shall be binding on both the parties. Upon the selected successful bidder’s furnishing of Performance Bank Guarantee, Tezpur University will notify each unsuccessful bidder and return their EMD. The EMD of successful bidder shall be returned only after furnishing of Performance Bank Guarantee and signing of Contract.
- e) Tezpur University will require the successful bidder to provide an irrevocable, unconditional Performance Bank Guarantee within 15 days from signing of the agreement post Notification of award, for a value equivalent to 5% of the total cost

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calculated based on the projected number of 10,000 candidates as stated in the notice. If the number exceeds 10,000, selected bidder shall submit performance guarantee in respect of the additional candidates at a later stage but before the conduct of the examination. The Performance Guarantee should be valid for a period of 12 months. The Performance Guarantee shall be kept valid till completion of the project and Warranty period. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The successful bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the successful bidder fails to submit performance guarantee within the time stipulated, Tezpur University at its discretion may cancel the order placed on the successful bidder without giving any notice. Tezpur University shall invoke the performance guarantee in case the successful Vendor fails to discharge their contractual obligations during the period or Tezpur University incurs any loss due to Vendors negligence in carrying out the project implementation as per the agreed terms & conditions.

- f) After Tezpur University notifies the successful bidder that its proposal has been accepted, Tezpur University shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the successful bidder between Tezpur University and the successful bidder with mutually agreed terms and conditions.

Mode of Payment and Penalty:

- 1) The payment to the service provider shall be made in Indian rupees on the basis of the candidates allotted to all centres. The payment shall be made after successful completion of processing of the results and submission of the result to Tezpur University and handing over of the final reports to Tezpur University
- 2) In case of examination which would be spread over multiple dates, the payment timeline would be counted from the date of last examination of the particular exam assignment. Total payment will be done immediately after the receipt of the final reports on completion of the project, without any errors. This has to be done as per the amount quoted by the selected bidder in financial bid. The successful bidder has to sign an agreement on non-judicial stamp paper which shall contain penalty clauses related to liquidated damages on account of delays, errors, cost and time over runs etc.
- 3) In case of non- fulfillment of the service provider's specific obligation as under the contract, which non-fulfillment leads to data loss/ non-compliance of event based log/ data saving. The service provider shall indemnify Tezpur University to the extent of any loss suffered by Tezpur University as a result of such data loss/ non-compliance of event based log/ data saving. However, the total liability of the service provider under this clause as well as under any other clause of the contract shall be limited to total amount payable by Tezpur University to the service provider (under the terms of the contract), provided, however, that this limitation shall not apply to any liability for damages arising from willful misconduct or negligence.
- 4) No interest will be paid to the successful bidder on the security deposit.
- 5) If the bidder fails or neglects any of the bid obligations under the contract it shall be lawful for Tezpur University to forfeit either whole or any part of performance security furnished by the bidder as penalty for such failure.
- 6) If any examination has to be conducted either on the buffer date or any of the unused weekends due to any technical or non- technical problems from the service provider's side, then the service provider has to bear the cost of the conduct of the examination as quoted in the commercial proposal. In addition to this, penalty



- equivalent to 5 (five) times of total amount admissible in respect of that center/venue will be deducted from the payments due to the Service Provider. If the re-examination happens due to Tezpur University decision or issues then Tezpur University has to bear the cost of the conduct of the examination as quoted in the commercial proposal as per the pro-rata basis.
- 7) In case the Bidder fails to fulfill the obligations as per the terms and conditions of the contract, the Tezpur University may impose penalty to the extent of 100% of the total payment due for that Computer Based Examination. In addition, the Performance Security may also be forfeited.
 - 8) In case of any kind of fault or break in service of any live node/terminal during the Computer Based Examination, in addition to any other penalty, the Tezpur University reserves the right to impose penalty equivalent to total amount payable per such node/terminal.
 - 9) In case of any deficiency of service provided by the Technical Administrators in conducting the "Computer Based Test (CBT)-Examination" at a Test center that would lead to unacceptable delay (beyond one hour) in completing the examination, the liability of the service provider shall be limited to twice of total payable by Tezpur University to the service provider for that particular test center where the deficiency has been verified and confirmed by Tezpur University.
 - 10) If the Bidder fails to deliver any or all of the Service(s)/ Systems or perform the Services within the time period(s) and in the manner specified in the Contract/Agreement, Tezpur University shall, without prejudice to its other rights and remedies under and in accordance with the Contract/Agreement, deduct from the Contract price, as liquidated damages, a sum equivalent to 0.5% per week or part thereof of Contract Price subject to maximum deduction of 10% of the order value of the delayed Service(s) or unperformed Service(s).
 - 11) If the Bidder fails to complete the entire works/Service(s) before the completion date or the extended date or if the Bidder repudiates the Contract before completion of the Services, Tezpur University may without prejudice to any other right or remedy available to Tezpur University as under the Contract recover from the Bidder, as ascertained and agreed liquidated damages and not by way of penalty.
 - 12) In case the bidder fails to execute the contract for reasons solely attributable to the Bidder, the Tezpur University shall have the liberty to get it done through any other agency in addition to imposing damages and penalty to the Bidder.
 - 13) If the delay adversely affects conduct of examination the security deposit/ performance security will be forfeited and other legal action would be initiated as per terms and conditions of contract.
 - 14) The selected bidder should be ready to conduct the CBT any time after 30 days of signing the contract with Tezpur University.

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Information security and data privacy

- 1) The selected bidder will be responsible for providing secure systems. The selected bidder is expected to adhere to Information Security Management procedures as per acceptable standards with best practices. The selected bidder shall be responsible for guarding the Systems against virus, malware, spyware and spam infections using the latest Antivirus corporate/Enterprise edition suites which include anti-malware, anti-spyware and anti-spam solution for the entire system. The vendor shall have to maintain strict privacy and confidentiality of all the data it gets access to.
- 2) Tezpur University and selected bidder acknowledge and agree that the provision of Services under this tender may require the selected bidder to interact with the customers and suppliers of Tezpur University relating to the Services as special agent for and on behalf of Tezpur University and/or to process transactions, in accordance with the general or special guidelines, norms and instructions ("Processing Norms") provided by Tezpur University and agreed by the Parties. The selected bidder shall be entitled to rely on and act in accordance with any such Processing Norms agreed by the parties and the selected bidder shall incur no liability for claims, loss or damages arising as a result of selected bidder's compliance with the Processing Norms. Tezpur University agrees to indemnify, defend and hold Bidder and its affiliates, their officers and employees involved in the Services, harmless from any and all claims, actions, damages, liabilities, costs and expenses, including but not limited to reasonable attorney's fees and expenses, arising out of or resulting from the selected bidder' compliance with Processing Norms. Further, Tezpur University shall be responsible for all activity occurring under its control and shall abide by all applicable local, state, national and foreign laws, treaties and regulations in connection with their use of the Service, including those related to data privacy, international communications and the transmission of technical or personal data.
- 3) Fraudulent and Corrupt Practices: The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, Tezpur University shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in the Selection Process. In such an event, Tezpur University shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for, inter alia, time, cost and effort of the Authority, in regard to the RFP, including consideration and evaluation of such Bidder's Proposal.
- 4) For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:
 - a) "corrupt practice" means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of Tezpur University who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOI or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry

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- of one year from the date such official resigns or retires from or otherwise ceases to be in the service of Tezpur University, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical consultant/ adviser of Tezpur University in relation to any matter concerning the Project;
- b) "fraudulent practice" means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;
 - c) "coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person's participation or action in the Selection Process;
 - d) "undesirable practice" means (i) establishing contact with any person connected with or employed or engaged by Tezpur University with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and
 - e) "restrictive practice" means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

5) **Force Majeure:**

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or Tezpur University as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:

- a) Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics.
- b) Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargo
- c) Terrorist attack, public unrest in work area provided either party shall within 10 days from occurrence of such a cause, notifies the other in writing of such causes.
- d) The selected bidder or Tezpur University shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity, confidentiality survive termination of the contract. However, Tezpur University shall make payment for all the services rendered by the selected bidder till such date of termination of contract.

6) **Proprietary Rights:**

All rights, title and interests in and to the Services Environment and any other material used by the selected bidder in the provision of the Services shall exclusively belong to the selected bidder or its licensors ("Bidder Proprietary Material"). Any and all Intellectual Property Rights with respect to the Services and the selected bidder Proprietary Material and all modifications, improvements, enhancements, or derivative works made thereto, shall always belong to the selected bidder or its licensors and Tezpur University shall not be entitled to claim any rights therein. All rights, title and interests in Tezpur University Data shall always remain with Tezpur University. Tezpur University agrees that the selected bidder shall have the right to list Tezpur University name in its marketing material and use Tezpur University logo with respect to such listing and for reference purposes. Tezpur University acknowledges that the provision of the Services hereunder by the selected bidder shall be on a non-exclusive basis and the selected bidder shall be free at all times to provide the services or perform obligations same or similar to the

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Services and obligations envisaged hereunder to any of its other clients, either existing or future, and nothing herein shall preclude Bidder from providing such services or performing such obligations to its other clients, except that there shall be no arrangements with the coaching classes directly/in-directly during the currency of this tender and two years thereafter.

7) **Limitation of Liability:**

Neither party shall be liable to the other party for any special, indirect, incidental, exemplary, punitive or consequential losses or damages or loss of profit, loss of goodwill, loss of revenue or operational losses whether in contract, tort or other theories of law, even if such party has been advised of the possibility of such damages. The total aggregate liability of either party under this Agreement shall not exceed the exam value paid to bidder by Tezpur University for the Service that gives rise to such liability. The limitation on any Party's liability herein shall not apply to (i) liability for damages, resulting from the willful misconduct and (ii) breach of the use terms in respect of bidder's application system. The bidder shall not be held liable for any delay or failure in its obligations, if and to the extent such delay or failure has resulted from a delay or failure by or on behalf of Tezpur University to perform any of Tezpur University's obligations. In such event, Bidder shall be (a) allowed additional time as may be required to perform its obligations, and (b) entitled to charge Tezpur University for additional costs incurred, if any, as may be mutually agreed upon between the Parties.

8) **Dispute Resolution:**

- All disputes pertaining to the tender shall fall within the jurisdiction of Tezpur only.
- The Registrar of Tezpur University shall be the official by whose designation the Tezpur University may sue or be sued.
- In the event of any dispute arising between the parties, the same shall be referred to the Vice Chancellor, Tezpur University, whose decision shall be final and binding on the parties.

9) **Integrity Pact:**

The selected bidder shall be required to enter into "Integrity Pact" as notified by the CVC vide Circular No.02/01/2017 (file No.015/VGL/091 dated 13.1.2017) and amended from time to time. Only those bidders/ vendors who commit themselves to such a pact with Tezpur University would be considered competent to participate in the bidding process. The Integrity Pact is to be submitted on a 'Non Judicial Stamp paper as per applicable amount under Govt. of Assam Stamp Act.



TUEE 2026 Centers

Sl. No	State	Name of the City
1	Arunachal Pradesh	ITANAGAR
2	Assam	BARPETA ROAD
3	Assam	DIBRUGARH
4	Assam	DIPHU
5	Assam	GOALPARA
6	Assam	GUWAHATI
7	Assam	JORHAT
8	Assam	KOKRAJHAR
9	Assam	MAJULI
10	Assam	NORTH LAKHIMPUR
11	Assam	SILCHAR
12	Assam	TEZPUR
13	Assam	NAGAON
14	Assam	MANGALDAI
15	Assam	GOLAGHAT
16	Bihar	PATNA
17	Chhattisgarh	RAIPUR
18	Delhi	DELHI
19	Gujarat	AHMEDABAD
20	Haryana	CHANDIGARH
21	Jammu and Kashmir	JAMMU
22	Jharkhand	RANCHI
23	Karnataka	BENGALURU
24	Kerala	THIRUVANANTHAPURAM
25	Madhya Pradesh	BHOPAL
26	Maharashtra	PUNE
27	Maharashtra	MUMBAI
28	Manipur	IMPHAL
29	Meghalaya	SHILLONG
30	Mizoram	AIZWAL
31	Nagaland	KOHIMA
32	Odisha	BHUBANESWAR
33	Rajasthan	JAIPUR
34	Tamil Nadu	CHENNAI
35	Telangana	HYDERABAD
36	Tripura	AGARTALA
37	Sikkim	GANGTOK
38	Uttar Pradesh	LUCKNOW
39	Uttar Pradesh	VARANASI
40	Uttarakhand	DEHRADUN
41	West Bengal	KOLKATA
42	West Bengal	SILIGURI
43	Andhra Pradesh	VIJAYAWADA

N.B. - The Tezpur University reserves the right to add/cancel/change any center(s)

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Annexure II

S. No.	Programme Names	S. No	Programme Names
1	Master of Computer Application (MCA)	18	M. Tech in Data Sciences
2	B. Des	19	M. Tech in Semiconductor Technology
3	B. Tech. (Lateral) in Civil Engineering	20	M. Tech in Solar Energy Engineering
4	B. Tech. (Lateral) in Computer Science and Engineering	21	M. Tech in Manufacturing Technology and Automation
5	B. Tech. (Lateral) in Electrical Engineering	22	M.A. in Cultural Studies
6	B. Tech. (Lateral) in Electronics and Communication Engineering	23	M.A. in Education
7	B. Tech. (Lateral) in Food Engineering and Technology	24	M.A. in English
8	B. Tech. (Lateral) in Mechanical Engineering	25	M.A. in Linguistics and Language Technology
9	M. Tech. in Computer Science & Engineering	26	M.A. in Hindi
10	M. Tech. in Civil Engineering	27	Master of Laws (LLM)
11	Master of Design (M. Des.)	28	M.A. in Mass Communication and Journalism
12	M. Tech. in Bioelectronics	29	B. Ed
13	M. Tech. in Electronics Design and Technology	30	M. Ed
14	M. Tech. in Energy Technology	31	M.A. in Social Work
15	M. Tech. in Food Engineering and Technology	32	M.A. in Sociology
16	M. Tech. in Mechanical Engineering	33	M.A. in Assamese
17	M. Tech in Electrical Engineering	34	MA in Women Studies

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Continued....

S. No	Programme Names	S. No	Programme Names
35	Master of Tourism and Travel Management (MTTM)	51	Ph.D. in Cultural Studies
36	M.Sc. in Chemistry	52	Ph. D Law
37	M.Sc. in Environmental Science	53	
38	M.Sc. in Mathematics	54	Ph.D. in Linguistics and Language Technology
39	M.Sc. in Physics	55	Ph.D. in Environmental Science
40	Ph.D. in Physics	56	Ph.D. in Mass Communication and Journalism
41	Ph.D. in Chemical Sciences	57	Ph.D. in Sociology
42	Ph.D. in Mathematical Sciences	58	Ph.D. in Social Work
43	Ph.D. in Civil Engineering	59	Ph.D. Applied Mathematics
44	Ph.D. in Computer Science and Engineering	60	Ph.D. Applied Physics
45	Ph.D. in Electronics and Communication Engineering	61	Ph.D. Applied Chemistry
46	Ph.D. in Design	62	Ph.D. in Molecular Biology and Biotechnology
47	Ph.D. in Energy	63	Ph. D in Multi-Disciplinary Research
48	Ph.D. in Food Engineering and Technology		
49	Ph.D. in Mechanical Engineering		
50	Ph.D. in Electrical Engineering		

N.B. – The Tezpur University reserves the right to add or drop any of the programme, if necessary.

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Annexure III

BASIC DETAIL OF THE BIDDER

S.No.	Bidder Details	To be filled by the Bidder or Firm	For use of Technical Evaluation Committee
i.	Cost of Tender Form Details		
ii.	EMD Remittance Details		
1.	Registered Firm/ Company		
1a.	Date of Registration		
2.	Average Turnover of Bidder		
2a.	2022-23		
2b.	2023-24		
2c.	2024-25		
3.	Average Annual Turnover in India during last three financial years from Computer Based Examinations		
3a.	2022-23		
3b.	2023-24		
3c.	2024-25		
4.	Permanent Account Number		
	TAN		
	GST Number		
5.	Number of Projects executed for Computer Based Test		
	Number of Projects with 1000 candidates in single shift		
6.	Location of Primary Data Center and		
	Location of Disaster Recovery Site infrastructure		

The information given above is correct. In case, at any stage, any information is found to be false, my bid/offer stands rejected and the EMD stands forfeited.

Signature of the Bidder with Seal

ACB

ANNEXURE-IV**FINANCIAL INFORMATION**

- I. Financial Analysis: Details to be furnished duly supported by figures in Balance Sheet/ Profit & Loss Account for the last three years i.e. 2021-22, 2022-23, and 2023-24 certified by the Chartered Accountant, as submitted by the Bidder to the Income-Tax Department (copies to be attached).

Table-1: Total Turnover

S. No.	Details	(1) 2022-23	(2) 2023-24	(3) 2024-25
i)	Gross annual turnover			
ii)	Profit/Loss			
iii)	Financial Position :			
	a) Current Assets			
	b) Current Liabilities			
	c) Working Capital (a-b)			
	d) Current Ratio : Current Assets/Current Liabilities (a/b)			

Table-2: Turnover from Computer Based Test Only

S. No.	Details	(1) 2022-23	(2) 2023-24	(3) 2024-25
i)	Gross annual turnover			

II. Please attach

- Up to date Income Tax Return of last 03 (Three) Financial Year.
- Audited Balance Sheet and Income Statement for 2022-23, 2023-24 and 2024-25 financial year. The bidder is allowed to submit duly certified provisional balance sheet and Income Statement in case audited balance sheet is not available.
- Certificate of net worth from Bankers (bank solvency certificate for current financial year) of Bidder. The certificate should be issued after the date of publishing of the bid.

III. Note: Attach additional sheets, if necessary.

(Signature with date and Seal of Bidder)

**ANNEXURE V
DETAILS OF SIMILAR WORK EXECUTED**

S NO	Name of work/ Project & Location	Owner/ Sponsoring organization	Total No. of Candidates Handled	Total No. of Shifts taken for completion	Date of commencement as per contract	Actual Date of completion	Litigation/ Arbitration pending in progress with details	Name, Designation and address/ telephone number of officer to whom reference may be made	Remarks
1	2	3	4	5	6	7	8	9	10

(Signature with date and Seal of Bidder)

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DETAILS OF WORK UNDER EXECUTION OR AWARDED

S NO	Name of work/Proje ct & Location	Owner/ Sponsoring organizatio n	Total No. of Candidate sto be handled	Date of commenceme ntas per contract	Stipulated date of completio n	Upto date percentag e progress of work	Slow progress if any, and reasons thereof	Name, Designatio n and address/ telephone number of officer to whom reference may be made	Remarks
1	2	3	4	5	6	7	8	9	10

(Signature with date and Seal of Bidder)

Performance Report of Works referred in ANNEXURE V & VI

(Furnish this information for each individual work done by the bidder for whom the work was executed)

1. Name of Work/Project & Location : _____

2. Owner or Sponsoring Organisation : _____
Address : _____
Contact Person : _____
Designation : _____
Telephone No(s) : _____
E-mail : _____
3. Agreement No. : _____
4. Estimated Cost : _____
5. Tendered Cost : _____
6. (A) Date of Start : _____
(b) Stipulated date of completion : _____
(c) Actual date of completion : _____
7. Amount of compensation : _____
Levied for delayed completion,
Or any other damages, if any
8. Performance reports/assessment by clients (Supported by documentary evidence, if any)
 - (a) Quality of work - Excellent/ Very Good/ Good/ Fair: _____
 - (b) Resourcefulness - Excellent/ Very Good/ Good/ Fair: _____

(Signature with date and Seal of Bidder)

A-2

STRUCTURE OF THE ORGANIZATION

1. Name and address of bidder: _____
2. (a) Telephone No. : _____
- (b) Fax No. : _____
- (c) Email address : _____
3. Legal Status (Attach copies of original document defining the legal status).
 - (a) An Individual/Consortium :
 - (b) A Proprietary/Partnership agency :
 - (c) A Trust: :
 - (d) A Limited Company or Corporation:
4. Particulars of Registration with various Government bodies & Statutory Tax Authorities:(Attach attested photocopy)
 - (a) Registration Number :
 - (b) Organization/Place of registration:
 - (c) Date of validity :
5. Names and titles of Directors & Officers with Designation to be concerned with this work with Designation of individuals authorized to act for the organization:

6. Were you or your company ever required to suspend the work for a period of more than six months continuously after you commenced the works? If so, give the name of the project and reason for not completing the work.

7. Have you or your constituent partner(s) ever left the work awarded to you incomplete? If so, give name of the project and reason for not completing the work.

8. Have you or your constituent partner(s) been debarred/black listed for tendering in any organization at any time? If so, give details.

9. Area of specialization and Interest:

10. Any other information considered necessary but not included above.

(Signature with date and Seal of Bidder)

ANNEXURE - IX

DETAILS OF TECHNICAL & ADMINISTRATIVE PERSONNEL TO BE EMPLOYED FOR THIS WORK

TABLE-1:

Category	Total Number of regular employee	Number available for this work	Minimum Qualification	Remarks
Technical				
Administrative				

TABLE-2:

S No	Designation	Total number of employees in the category	Number available for this work	Minimum Qualification	Professional experience and details of work carried out	In what capacity these would be involved in this work	Remarks
1	2	3	4	5	6	7	8

(Signature with date and Seal of Bidder)

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FINANCIAL BID format

Table-1: Activity wise cost per candidate for examination conducted in cities in India

S.No.	Activity	Rates in Indian Rupees per candidate	
		In Figure	In Words
1	Cost per candidate as per scope of work		
Total			

Table-2: Activity wise cost per candidate for examination conducted outside India

S.No.	Activity	Rates in Indian Rupees per candidate	
		In Figure	In Words
1	Cost per candidate as per scope of work		
Total			

Note:

1. The rates shall be exclusive of taxes.
2. The financial bid (Total Rates in Indian Rupees per candidate) will be considered based on the examination conducted in India.

(Signature and Seal of
Bidder) Name in Capital letter: _____
(in the capacity of: _____
Duly authorized to sign Bid for and on behalf of _____

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द्वारा 'ए+' ग्रेड प्राप्त, एनआईआरएफ रैंकिंग में भारत के शीर्ष 100 विश्वविद्यालयों में स्थान प्राप्त
NAAC Accredited with "A+" Grade Amongst India's Top 100 Universities in NIRF Ranking

**Annexure XI
(For Both Sections)**

**Format for
TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)**

Date:

To,

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender / Work: -

Dear Sir,

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

as per your advertisement, given in the above mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from PageNo.____to____(including all documents like annexure(s), schedule(s), etc .,), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organisation too has also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) /corrigendum(s) in its totality / entirety.

5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.

6. I / We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organisation shall withoutgiving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)



To be submitted by bidder on company letterhead

1. Bidders may note that the rates shall be exclusive of taxes.
2. The financial bid (Total Rates in Indian Rupees per candidate) will be considered based on the examination conducted in India.

(Signature and Seal of Bidder)

Name in Capital letter: _____ (in the capacity of: _____)

Duly authorized to sign Bid for and on behalf of _____

AS