

Request for Proposal (RFP)

Selection of Implementing Agency (IA) for
Implementation of ICT Solutions (Online remote
Proctored Exams and Web based Examination
Management for Diploma courses) in OSBP, Odisha

RFP No. 1754 . Dated 28/05/2021

ODISHA STATE BOARD OF PHARMACY, BHUBANESWAR (OSBP)

1. Critical Information

Bidders are advised to study the RFP document carefully before submitting their techno- commercial proposals in response to the RFP Notice.

Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

Critical Information regarding the Bidding

S. N	Information	Details
1.	RFP Number and Date	1754 Date: 28.05.2021
2.	RFP Document Fee (non-refundable)* * Not applicable to MSE/MSME	INR 5,000 (Rupees Five Thousand only) Payable along with the bid document submission in shape of Bank Draft (Only) in favour of “Member Secretary, OSBP, Odisha, Bhubaneswar” payable at Bhubaneswar
3.	EMD (refundable)	Not Applicable vide letter no: <u>8943/F</u> FIN-COD-MISC-0007-2019 Dated: 18.03.2021 issued by Govt. of Odisha, Finance Department. However, the “ Bid Security Declaration ” is to be submitted in lieu of EMD
4.	Availability of Bid Document in the website: www.dmetodisha.gov.in	02/06/2021
5.	Last date for receiving queries through e-mail: osbp1986@gmail.com	04/06/2021
6.	Schedule for Pre-bid meeting	07/06/2021, 11:30 AM
7.	Issue of Addendum / Corrigendum (if required)	09/06/2021, 05:00 PM
8.	Last date and time for submission of Bid	11/06/2021, 04:00 PM
9.	Opening of Pre-Qualification-cum-Technical Bids	12/06/2021, 03:00 PM
10.	Addressee and Address at which proposal in response to RFP notice is to be submitted:	Chairman, OSBP, Drugs Control Building, Gajapati Nagar P.O.- Mancheswar Railway Colony, Bhubaneswar, 751017
11.	Opening of Price Bid	Will be intimated later

2. Introduction

Odisha State Board of Pharmacy is the examining and certifying body of Diploma Colleges of Pharmacy in the State. OSBP conducts examination, evaluation & publishes in the Council portal. The main mission of OSBP is to promote quality & innovation in technical education & vocational training and upgrade the technical institute into Centre of Excellence of world standard through PCI driven course curriculum.

3. Information of the RFP

Odisha State Board of Pharmacy, Bhubaneswar (OSBP) invites Bids from Software Development Companies or Agencies (“Bidders”) for the implementation Services and Support of ICT solutions for Examination and Evaluation related activities of Diploma courses in OSBP.

Bidders may view and study the RFP document containing the detailed terms & conditions from the website www.dmetodisha.gov.in . The bids are to be submitted as per procedure given in this document.

Joint Venture or consortium or sub –contracting is not allowed for the scope of work mentioned in the RFP.

The response of RFP must be received not later than time, date and venue mentioned on the cover page. Bids that are received after the deadline WILL NOT be considered in this procurement process.

4. Terms of Reference

4.1. Objective

The Purchaser proposes to identify Bidder who shall provide ICT solutions and execute the work on Online Remote Proctored Examinations and web based examination management for Diploma courses under OSBP.

The selected Bidder is required to understand the current business processes/tools as well as functions pertaining to the existing Examination mechanism and evaluation of Answer Scripts process of Diploma course in OSBP and provide comprehensive ICT solution for implementation of the proposed Online Remote Proctored Examinations.

4.2. Implementation of Solutions and maintenance

The selected bidder will have the sole responsibility to study the existing process/tools, design, develop/customise, implement and maintain, web based system for conduct of Online Remote proctored exams through Desktop/Laptop/Android/windows 7 and above based Mobile sets/tabs in Diploma courses and hosting the web based software application at Bidder’s Own Data Centre or a Data Centre which must be a Tier 3 data centre with a DR site at a different geographical location as per Cert-In and Government of India / Government of Odisha Guidelines.

5. Scope of work

The selected bidder (Implementing Agency / Service Provider) needs to deliver a complete process to operate conduct of Online Remote proctored exams through Desktop/Laptop/Android/windows 7 and above based Mobile/ tab sets in MCQ type for Diploma Course with high security measures. The selected bidder must complete the development/customise of the applications with Go-Live ready in 10 days from the date of receiving of work order. Post implementation application support, operation & maintenance etc. must be provided for a period of 36 months after Go-Live. The selected bidder must handover all deliverables to the Purchaser as desired within stipulated time.

The detailed Scope of Work of the above said work is given below:

- 5.1. Module-1: Online Remote Proctored Examination Module
- 5.2. Module-2: Web Based Examination Management Module

OSBP desires to adopt Module 1 and OSBP may at its discretion avail Module-2 in addition to Module 1 whenever required.

5.1. Module-1: Online Remote Proctored Examination Module

- Online Remote Proctored Examination Module consists of 3 phases

- Pre Exams Phase
- Examination Phase
- Post Exams Phase

5.1.1. Pre-Examination Phase

The selected bidder is expected to draw the examination plan and implement the design of the examination processes as required by OSBP.

Broadly, the requirements will be as follows:

- Facility/Interface to upload Examination Registration/Form Fill up data of students including Photographs
- Validation of E-mail Id, Registration No, Roll no and Mobile number of students through College login
- Incorporation of students data in the portal with other inputs from OSBP
- Detailed List of students with subjects to be made available to colleges through their Login
- Incorporation of Exams schedules announced by OSBP by the Bidder
- Generation of Admit Card with date and time of Exams of different subjects year wise to be downloaded by individual Institutes and student should also receive information through their E-Mail with SMS .
- Provision of secure mode of sharing of Question Paper(QP) by OSBP in appropriate format/template
- QP review confidentially by the bidder and reconciliation with OSBP
- Mapping of QP with Exams Time Table
- Uploading QPs mapped to individual students day wise and sitting wise
- Mock Test (Generic and live) to be conducted in operational/Temporary server with number of Mock Tests and timing of Mock Tests as specified by OSBP
- Mock Test shall be same as Actual Exams with difference of Question paper
- Preparation of SOP/Students Manual/FAQs/Demonstration Video for students clarity on appearing examination and its process including Trouble shooting
- Specifications for Hardware and Software required at all stages of the examination by the students/Examination centres
- Authentication and auditing of devices, system and network for smooth examination at students place and exams centres
- The bidder shall provide such facilities to the students so that the students can be able to do the following
 - ✓ examination software is working and launching without any hitch
 - ✓ data attachments are opening
 - ✓ microphone, web camera and the browser settings are working well in the laptop/desktop/Smartphone/tablet and can be activated during the examination

Examination Centres:

- The students will take up their examination from their home and the successful bidder would train all the students by providing the mock examination, explain about the type of proctoring that would take place during the examination and shall clarify their doubts during the examination
- The online proctoring mode shall be tested for the fair and smooth conduct of the examination.

Malpractices and Guidelines to be conveyed to the Candidates:

Clear and transparent guidelines agreeable by the successful bidder and OSBP, shall be given to the candidates on the activities that are considered as malpractices for an online proctored examination.

5.1.2. Examination Phase

The successful bidder shall make the following necessary arrangements, in consultation with OSBP. Bhubaneswar.

- Conduct of Online Examination of the Registered students as per schedule with due approval of OSBP

- Generation of Examination attendance - Session wise/Course wise to be uploaded by the Bidder in the portal which can be viewed by the Institution
- Providing Attendance of Candidates & absentee statement subject wise (all eligible subjects in a row of student or any other format) in Excel format to OSBP for Result publication
- Training the stakeholders on the client side
- Incidents reports
- Help desk Support for students and Institution

Depending on Covid 19 situation and restrictions OSBP may like to have MCQ type online Examination.

(1) Online MCQ Type Exams

- The examination shall be Computer/Smartphone/tablet based remote proctored online one with Multiple Choice Questions (MCQs) (in English language) provided on-screen on a randomly, without any manual intervention.
- The Questions in a subject shall be 100 MCQs type Questions with 4 options. The correct answer keys shall also be provided along with the Questions by OSBP. The candidate may have to answer 80 out of 100 questions. OSBP may vary these norms. Both the bidder and OSBP shall agree with the Business Rules before any drive of Exams.
- Sufficient time of 15-20 minutes shall be allotted before the examination for online instructions about the structure of the examination, time limits and guidelines for answering the questions.
- The computer-based/Smartphone (preferably mobile app enabled)/ Tablet proctored online examination software should support standard features such as the display of details of candidates, detailed instructions 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 colors and symbols, switching between sections, provision for enlargement of font/image, navigation to the unanswered questions and prompt for submission and similar other standard features of Online MCQ questions.
- Secured Browser: Secured Browser which will give access exclusively to the examination alone; no other applications should be accessible to the candidate after the start of examination or during examination. A secured mobile app is also preferable for the users of the Smartphone to stop the usage of any other applications accessible by the candidate.
- Online Proctoring

a) This activity involves the activation of an online Proctoring facility for the candidates. This should be on a Real Time basis but without compromising the credibility and security of the examination.

b) This feature is to be backed up by Artificial Intelligence (AI), and the same should be customizable as per OSBP, Bhubaneswar requirements.

c) This feature will be tested as part of the demo as and when required by OSBP, Odisha. The online Proctoring activity must have the following features:

- i. Establish candidate authentication; bidder/Service Provider to share the authentication process
- ii. Check candidate's Computer/Smartphone hardware, Web camera, microphone, software, surroundings, network, bandwidth etc. as per the online Proctored Examination requirements.
- iii. Disabling all Bluetooth devices, all ports, special purpose keys, print-screen and copy-paste features browsers.
- iv. The online Proctoring facility should allow for human proctoring through Live Feed of the examination of each candidate in a student proctor ratio between 15:1 to 25:1.
- v. Examination resumes to be allowed only within a small-time limit, customizable by OSBP, Odisha.
- vi. Search for any candidate attempting the examination.
- vii. Any other activities that are necessary and required as demanded.

- Invigilation during the examination
- a) The online proctoring system will compare the candidate's facial recognition with the photo on the admit card and authorize the examination takers (candidates) while attempting the examination. The photo, name, and Date of Birth (DOB) are to be verified by the online proctor of the system prior to allowing the candidate into the examination. Every screen of the Candidate (examination taker) will have a photograph visible to the candidate. The replica of the screen shall be visible to the online proctoring system also.
 - b) The online proctoring system shall monitor the examination taker continuously and provide support till the end of the examination.
 - c) The online Proctoring facility should allow for human proctoring through Live Feed of the examination of each candidate in a student proctor ratio between 15:1 to 25:1.
 - d) The online proctoring system should also ensure proper conduct of examination and ensure that candidates do not use unfair means during the examination, as per the specifications agreed upon by bidder/service provider and OSBP, Odisha.
 - e) Candidate shall be provided with alert messages on each type of exceptions/abnormal behaviour during the exams.
 - f) Exceptional reports are to be generated for OSBP

Note – Following shall be made available to OSBP by the successful bidder immediately after the entire exams of a year/Drive is over:

- ✓ Softcopy having the details of students with photographs and the course details.
- ✓ Soft copy of Attendance details of students registered for exams subject wise in Excel format
- ✓ Complete candidates' response during the examination, audit trail and Video Streaming.
- ✓ Complete response related data of all the candidates.
- ✓ Report on Malpractices

5.1.3. Post-Examination Phase

1. Online MCQs Type Exams

- The bidder shall provide score of individual student against each subject with appropriate identification code in Excel format as required by OSBP within 2 days of closure of Exams.
 - The bidder shall provide Audit Trail including Voice recordings of Help line Calls received for any candidate if required within 3 months of closure of Exams.
- Result Processing and Publication Module
- Process the scores obtained in different Theory subjects of Exams (to be provided by OSBP) along with Internal, Sessional and Practical Marks Collected through the portal as per Examination rules of OSBP and compute the Results
 - Generate Result sheets (Consolidated statement of results of all the students with all details of Marks year wise) to be downloaded by the Institutions through their Login
 - Generate Mark sheets of students of individual year wise of all students to be downloaded by the Institutions through their Login
 - Provide Tabulation Registers of all marks (Scored marks, Internal, Sessional and Practical Marks and computed Total Marks, Results etc) in appropriate format to OSBP
 - Publish results through portal for easy access by the students
 - Calculation of Division of students after processing the results of all Final year students.
 - Generation of Provisional Pass Certificate and Divisional Mark Sheets (containing Marks of both the years in one page) to be downloaded by the Institutions through their Login
 - Pushing of Pass Certificate and Divisional Marks sheet to Digi-Locker Account of all passed students
 - Generation of Back Paper and Pass students details in Appropriate Format to OSBP.

- Printed copy of Result Sheets of all students of all years in Bound Form to OSBP
- Generation of such other reports in connection with examination activities as listed above
- Help desk facility for Institutions and students.
- Individualization of student login describing the pass history, percentage of marks obtained and provisional certificate through individual student login and enabling the same.

Note:

1. The successful bidder shall carryout/ demonstrates complete System Test Run (STR) with test data to OSBP, Odisha 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 successful 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 a specified time, as per the requirement of OSBP, Odisha
- MIS generation/ customized reports: The selected bidder shall provide adequate information to the Examination Wing as per the requirement of OSBP, Odisha
- Handing over data & back-up: After each year/session, the data has to be backed up & handed over to the authority in duplicate

➤ Information Security & Data Privacy

- The selected Bidder will be responsible for providing suitable security systems while implementing the Solution/Application to protect the continuing interest of the Council.
- The selected Bidder once awarded the contract 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 which include anti- malware, anti-spyware and anti-spam solution for the entire system.

The selected Bidder shall have to maintain strict privacy and confidentiality of all the data it gets access to.

➤ Additional Services (at no extra cost)

The Bidder shall provide documented inputs and support for handling

- Candidates queries
- RTI queries
- Court Cases

Note:

- The Bidder will have to carry/ demonstrate complete System Test Run (STR) with test data to the OSBP before implementation the software. The Bidder should also be able to demonstrate the STR before each examination and also demonstrate click by click audit trail for any type of enquiry.
- The 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.
- Absolute confidentiality shall be maintained at all stages of the examination.
- All manpower, server cost to be included in Price Quoted and no extra claim on any ground shall be entertained

6. Instruction to Bidders

OSBP, Odisha, Bhubaneswar invites sealed RFP for Selection of Implementing Agency (IA) for Implementation of ICT Solutions for Online Remote Proctored Examinations and web based examination management for Diploma courses in OSBP, Odisha

- There are two parts of Tender namely, Technical bid and Price bid. The bidder is required to fill out all the parts of Tender documents and place them in separate sealed envelopes which should be super scribed as (a) Technical Bid- RFP NO. _____
& (b) "Price Bid- RFP NO. _____
- These envelopes should be placed in another sealed envelope and addressed to OSBP Bhubaneswar. The envelope must show the name of the bidder, address and should be super scribed as Selection of Implementing Agency (IA) for Implementation of ICT Solutions Online Remote Proctored Examinations
- RFP NO. _____, on the top of the envelope. In addition, outer envelope should indicate tender opening date.
- A non-refundable demand draft of Rs. 5000 (Rupees Five Thousand) favour of Member Secretary, OSBP, Odisha, Bhubaneswar payable at Bhubaneswar is to be submitted along with the Technical bid towards the cost of the Tender document (**Not applicable to MSE/MSME**). Besides, the EMD as indicated later at clause 7.1 (Bid Security Clause) must be enclosed along with the Technical Bid document. Technical bid document not accompanying the requisite Tender document fee and Bid Security Declaration shall be considered as non-compliant, summarily rejected and will not be considered for further evaluation.
- The sealed tenders will be opened at OSBP, Odisha Bhubaneswar as per the schedule mentioned above in presence of the bidders or their authorized representatives as may desire to be present.
- Technically qualified bidders will be considered as successful bidders for price bid opening.
- Bids shall be fully in accordance with the requirements of the general terms and conditions and the specifications attached hereto. Appropriate formats furnished with this specification shall be used in quoting tender prices. Incomplete, illegible, unsealed and without signature tenders will be rejected.
- All offers should be made in English and clearly type written.
- The bidder must submit all documents as asked in Annexure section.
- The bidders should furnish the following information and documents with the Technical and Price Bids.

A) Technical Bid: (Annexure T1 to T6)

- a) Copy of the Registration certificate of the firm with organization profile;
- b) Bidder should give an undertaking that they are not under a declaration of

ineligibility for corrupt and fraudulent practices issued by Govt. of India or any state Government or any PSU;

- c) Self Declaration that the bidder hasn't been black listed by any Govt. /PSU agencies;
- d) Authorized signatory for the bid from the bidder;
- e) Signed copy of the RFP document as an acceptance to the terms and conditions of the tender;
- f) Service Tax Registration Certificate and PAN no. allotted by Income Tax Department with up-to-date IT, GST Registration and up-to-date clearance;
- g) Similar Past Project Experience and proofs;
- h) Project Approach and Methodology, Work plan;
- i) RFP document fee as a non-refundable;
- j) EMD as mentioned at clause 7.1 (Bid Security Clause).

B) Price Bid: (Please Refer Annexure)

- (a) The bidder shall submit the Price Bid submission letter, as given in the Annexure P1;
- (b) The rates quoted by the bidder, shall be inclusive of all Taxes as applicable in Odisha, as given in the Annexure P2;
- (c) Price bid should be unconditional and it should be as per the specified format.

6.1. Bid Security (EMD): Please refer Critical Information regarding the Bidding, Pg. No. 2

6.2. Clarifications & Amendment

- a) At any time till 03 days before the deadline for submission of bids OSBP Bhubaneswar may, for any reason, whether an own initiative or in response to a clarification requested by a prospective Bidder, modify the bidding document by amendment.
- b) All amendments made in the document would be published in the web site.
- c) Bidders are also advised to visit the afore mentioned website on a regular basis for updates. OSBP Bhubaneswar also reserves the right to amend the dates mentioned in cover page for the bid process.

7. Technical Eligibility Criteria and Evaluation of Bids

7.1. Technical Eligibility Criteria

- a) The Bidder must be a company registered under the Indian Companies Act, 1956. Copy of such certificate shall be enclosed as a proof.
- b) The Bidder should not bid under any Consortium. No Consortium bid shall be allowed for this RFP.

- c) Average annual turnover of the bidder for the last 3 financial years must be at least Rs.10 Crore. The Bidder shall submit copies of audited Balance Sheets of last three financial years (2017-2018, 2018-2019, and 2019-2020). Copies of Filed Audited Statements, IT Returns, and GST etc. are to be submitted to corroborate this.
- d) The Bidder must have experience in the Design, Development, and Maintenance of Web Based Software solution in Education/ Examination domain in reputed established Govt /private Universities/ Affiliating Boards/Institutions in India recognised by UGC/AICTE/MHRD during last 3years.
- e) The bidder must have experience in Software solution and services in online Evaluation/Exam Management System along with Scanning and Digitization and online Evaluation of Scanned Answer Books of at least 1 lakhs answer scripts in reputed established Govt/private Universities/ Affiliating Boards/Institutions in India recognised by UGC/AICTE/MHRD in last 3years.
- f) The bidder must have experience in Software solution and services in online Evaluation/Exam Management System and must have experience of conducting AI based Online Remote Proctored Examination for at least 10,000 students in one drive from reputed institutions Affiliated with UGC/AICTE/MHRD recognised Universities/Board/Council of 1 lakh students.
- g) The bidder shall submit Rs. 5,000 (Rupees Five Thousand only) only towards the Cost of Tenderdocument (non-Refundable) in form of DD from any nationalized or Scheduled Bank in favour of Member Secretary, OSBP, Odisha, Bhubaneswar payable at BHUBANESWAR (**Not applicable to MSE/MSME**).
- h) The Bidder should not be under declaration of ineligibility for corrupt and fraudulent practices/ Poor Performance issued by Govt. of India/State Governments/Court of Law. A declaration is to be submitted along with the bid.
- i) The Bidder should have qualified and experienced IT professionals. Minimum 15 technical professionals must be on pay roll of the company as on 31st March 2021. Self-attested copy of evidence of employees on pay-roll with equivalent certification (EPF/PT/PF etc.) to be submitted.

** Necessary supporting documents on fulfilment of eligibility criteria should be attached for authentication along with a signed copy of the RFP document to indicate acceptance of all terms and conditions set forth in the tender. Organizations failing to provide complete information on any of the requirements are liable to be rejected.*

7.2. Evaluation Criteria

- a) The bidder who has complied with all the Technical Eligibility Criteria (refer Section 7.1) shall be qualified for technical evaluation; Noncompliance of any one of the criteria by the bidder will be liable for rejection.
- b) The bidders who are shortlisted based upon Technical Eligibility Criteria (refer Section 7.1) shall be considered for technical evaluation. Invited to make a presentation on their solution at OSBP, Odisha at Bhubaneswar on a date, time notified by the OSBP, at their own cost. OSBP in its best interest reserves the right to reject/modify the proposed solution. The purpose of such presentations would be to allow the bidders to present their Approach, Methodology, and plan for the Online Remote Proctored Exams scope before the committee.
- c) The Bidder shall be required to make a presentation on the following areas.
 - Similar Project Experience
 - Live Demonstration of existing Software solution on online examination and evaluation and Question authoring and mapping
 - Approach, Methodology and Standard Operating Procedure

- Work Plan

- d) The committee will recommend the list of qualified bidders basing on documents, experience & presentation of the bidders.
- e) The financial bids of only the technically qualified bidders will be opened for further processing.
- f) Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- g) The bid price will include of all taxes and levies and shall be in Indian Rupees.
- h) Bidders will be selected through Quality & Cost Based Selection (QCBS) Process.

7.3. Evaluation of Financial Bid

- The Financial Bids of the technically qualified bidders will be opened on a the prescribed date in the presence of bidder representatives
- The bidder with lowest financial bid (L1) will be awarded the contract.
- The bid price will include of all taxes and levies and shall be in Indian Rupees.

7.4. Error and rectification

- ✓ If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of the tendering authority there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;
- ✓ If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
- ✓ If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to above conditions.

7.5. Award Criteria

The selection will be based on QCBS Based method. Please refer Section 7.2 for details evaluation methodology.

7.6. Price

- ✓ The Bidder shall quote price in clear terms.
- ✓ The Bidder shall quote price for Module –I separately [Financial Bid-I].
- ✓ The Bidder shall also quote price for Module – I and Module – II together [Financial Bid-II].
- ✓ The rates quoted shall be per record of successful work and should abide by the Format for Financial Bid described in Form 2.
- ✓ The rates quoted should be exclusive of Goods Service Tax or any other taxes/cess/duty imposed

from time to time.

- ✓ Prices quoted by the Bidder shall be fixed and no variation will be allowed under any circumstances. No open-ended bid shall be entertained and the same is liable to be rejected straightway.
- ✓ Bids shall remain valid for 180 days after the date of bid opening prescribed by the OSBP.
- ✓ The OSBP holds the rights to reject a bid valid for a period shorter than 180 days as nonresponsive, without any correspondence.

7.7. Submission of Bid

Number of Copies of Bid

The Bidder shall submit 1(one) hard copy of each of the Pre-Qualification-cum-Technical Bid and Price Bid. The hard copy of the Pre-Qualification-cum-Technical Bid shall be placed in sealed envelopes clearly marking as “A. Pre-Qualification-cum-Technical Bid and Price bid shall be placed in separate sealed envelopes clearly marking “B. Financial Bid-I” and “B. Financial Bid – II”. Both bids will be placed in a sealed outer envelope super scribed as “RFP Ref. No._RFP _____ Name _____” and “Do not open before <<Date & Time of Bid Opening>>”.

The Bid has to be submitted in the form of printed document. The bids submitted by Telex, fax or email bids shall not be entertained.

Any condition put forth by the bidder non-conforming the bid requirements shall not be entertained at all and such bid shall be rejected.

The bid shall be submitted at the below address:

By Regd. Post -

Chairman, Odisha State Board of Pharmacy, Gajapati Nagar, Bhubaneswar, P.O. Mancheswar Railway Colony Bhubaneswar-751017, Odisha or can be dropped in the drop box kept at the office premises of OSBP.

7.8. Deadline for Submission of Bids

7.8.1. Last date for Submission

In the event of the specified date for the submission of Bids being declared a holiday for the OSBP, the Bids will be received up to the appointed time on the next working day.

7.8.2. Extension for Last date for Submission

The OSBP may, at own discretion, extend this deadline for submission of bids by amending the bid document, in which case all rights and obligations of the OSBP and Bidders previously subject to the deadline, will thereafter be subject to the deadline as extended.

7.8.3. Late Bids

Any bid received by the OSBP after the deadline for submission of bids prescribed by the OSBP, will be summarily rejected and returned unopened to the Bidder. The OSBP shall not be responsible for any postal delay or non-receipt / non-delivery of the documents. No further correspondence on this subject will be entertained.

7.9. Terms of Payment

- a) No advance payment shall be made to the Bidder under any circumstances.
- b) 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-run etc.
- c) In case the bidder fails to execute the contract, OSBP shall have liberty to get it done through any other agency with full cost recoverable from the bidder in addition to damages and penalty.
- d) All payments shall be subject to current applicable statutory taxes.
- e) The rate quoted should be firm.
- f) In case of any difference between the rates quoted in figures and words, the latter shall prevail.
- g) Payment will be made after successful completion of one examination cycle as per the terms and conditions noted above.

7.10. Termination of Contract

Termination for Default

The OSBP may, without prejudice, to any other remedy for breach of contract, by written notice of default sent to the qualified Bidder, terminate the contract in whole or in part if:

- The qualified Bidder fails to deliver any or all of the obligations within the time period(s) specified in the contract or any extension thereof granted by the OSBP.
- The qualified Bidder fails to perform any other obligation(s) under the contract. However, the disputes if any may be referred to Arbitration.

Termination for Insolvency, Dissolution etc

OSBP may at any time terminate the contract by giving written notice to the qualified Bidder without compensation to the qualified Bidder, if the qualified Bidder becomes bankrupt or otherwise insolvent or in case of dissolution of firm or winding up of company.

7.11. Negotiation

It is absolutely essential for the bidders to quote the lowest price at the time of making the offer in their own interest. OSBP, however, will have the discretion to choose to enter into any price negotiations.

7.12. Billing

The Bidder shall specify the Branch/ Location from which they will raise the bill and in whose favour payment will be released.

7.13. Language of Bids

The Bids prepared by the Bidder and all correspondence and documents relating to the Bids exchanged

by the Bidder and the Purchaser, shall be written in the English Language, provided that any printed literature furnished by the Bidder may be written in another language so long as it is accompanied by an English translation in which case, for purposes of interpretation of the Bid, the English translation shall govern.

8. Service Level Requirements and Penalty

The aim of this SLR is to provide a basis for close co-operation between OSBP and the vendor, for services to be provided to OSBP, thereby ensuring that timely and efficient support services are available to OSBP and its end-users.

Service Level Definition

Depending on the criticality and severity of service levels are defined as follows:

Severity of Services	Severity Type	Definition
SLR-1	Critical	Develop/customization of the on-line Software and User Requirement Acceptance Testing such as Application Availability (high) along with all the modules working flawlessly. Application Availability (high) of the application should be at least 99% per day.
SLR-2	Critical	Proper Response Time of all modules. *Response time should be not above 3 to 6 Seconds.
SLR-3	High	User Acceptance Testing(UAT) and First level Demonstration to the OSBP before the Examination (at least 15 days before the each examination Cycle)
SLR-4	High	Registration of SME , Question bank, Online Evaluation
SLR-5	High	Allotment of SME, Distribution of Question bank, Generation of Answer Scripts
SLR-6	High	Issue in Data Security e.g. Data Encryption and Decryption. PKI encrypted questions sets
SLR-7	Moderate	Delay in Audit Trail of all transactions

Service Level Target Time for Resolution

Service Level Requirements	Max. Response Time	Max. Resolution Time	Penalty
SLR-1	Within 15 Minutes	4 hours	0.5 % of the total cost which may lead to 5% if not resolved within 8 hours.
SLR-2	Within 30 Minutes	8 hours	0.2 % of the total cost which may lead to 5% if not resolved within 1 day.
SLR-3	2 business hours	2 days	0.2 % of the total cost which may lead to 5% if not resolved within 2 days.
SLR-4	2 business hours	1 day	0.2 % of the total cost which may lead to 2% if not resolved within 1 day.
SLR-5	2 business hours	1 day	0.2 % of the total cost which may lead to 2% if not resolved within 1 day.
SLR-6	2 business hours	2 days	0.2 % of the total cost which may lead to 2% if not resolved within 2 days.
SLR-7	6 business hours	4 day	0.2 % of the total cost which may lead to 1% if not resolved within 4 days.

The bidder must respond on the above response time and will commit the department about the resolution time.

The problem shall be considered to be solved when the bidder has communicated to the user about the resolution of the incident and the resolution formally recorded.

The downtime calculated shall not include any planned shutdown.

The penalty will impose in reference with the above table and will be recovered for delayed services from the payment due or the Performance Bank Guarantee, without prejudice to any other right or remedy available under the contract. The vendor shall be considered as a Black- listed /Fraud company/vendor, if the vendor withdraws the work at any time during the contract with/without notifying OSBP.

9. Force Majeure Condition

If the execution of the contract is delayed beyond the period stipulated in the consultancy as result of outbreak of hostilities, declaration of an embargo or blockade of fire, flood, acts of God, then Purchaser may allow such additional time by extending the time frame as considered to be justified by the circumstances of the case and its decision will be final. If additional time is granted by the Purchaser, the supply order shall be read and understood as if it had contained from its inception the execution date as extended.

10. Modifications & Withdrawal

The bid submitted may be withdrawn or resubmitted before the expiry of the last date of submission by making a request in writing to the competent authority of Purchaser to this effect. No Bidder shall be allowed to withdraw the bid after the deadline for submission of bids.

11. Right to Reject/Accept the Tender

The purchaser reserves the right either to reject or accept any or all tenders. The purchaser has exclusive right to alter the quantities of materials at the time of placing the final purchase order. The type and quantity of items indicated in the tender are provisional and may change

as per the actual requirement. After placing the purchase order, the purchaser may order to defer the delivery of the material. It may be clearly understood by the bidders that the purchaser need not assign any reason for the above action.

12. Patent Rights etc.

The vendor shall indemnify the purchaser against all claims, actions, suits and proceedings for the infringement or alleged infringement of any patent, design or copy write protected either in the country of origin or in India by use of any equipment supplied by the vendor claims if made on the purchaser, shall be notified to the vendor of the same and the vendor shall at his own expense either settled such dispute or conduct any litigation that may arise there from.

13. Jurisdiction of High Court of Odisha

Suites, if any arising out of the contract shall be filed by either party in a court of Law to which the jurisdiction of the High Court of Odisha extends.

14. Confidentiality

- The Bidder shall not, and without the Purchaser prior written consent, disclose the contract or any provision thereof, or any specification, plan, Data, Question Bank, Question Bank sample or information furnished by or on behalf of the Purchaser in connection therewith to any person other than a person employed by the Bidder in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.
- The Bidder shall not without the Purchaser prior written consent, make use of any document or information.
- Any document other than the contract itself shall remain the property of the Purchaser and shall be returned (in all copies) to the Purchaser on completion of the Bidder's performance under the contract if so required by the Purchaser.

15. Obligation to Carry out Purchaser's Instructions

The Bidder shall also satisfy the purchaser or this inspector that adequate provision has been made to carry out his instructions fully and with prompt attitude.

16. Change Request Management

Any requirement beyond the scope mentioned in the RFP will be treated as Change Request and the process to address the change request is as follows:

- Identification and documentation of change request requirement– The details of scope of change will be analysed and documented
- Effort Estimate – The Purchaser will ask the successful bidder to submit the effort estimate in terms of man month rate using Function Point Analysis. However, the bidder has to implement at least 5 no. of Change Request, during the project period, without any additional cost.
- Approval or disapproval of the change request – Technical Committee constituted by the Purchaser will approve or disapprove the change requested including the additional payments, after analysis and discussion with the bidder on the impact of the change on schedule.
- Implementation of the change Request– The change will be implemented in accordance to the agreed cost, effort, and schedule. The vendor shall consolidate all approved CRs and raise invoice to the Purchaser accordingly.
- The costing of change request shall be finalised as per cost mentioned in financial bid format- Software Enhancement Service.

17. Final Authority

The final authority for payments will be the consignee except otherwise specifically stated and if the vendor/supplier desires to appeal against any matter he shall appeal to Chairman, Odisha State Board of Pharmacy, Bhubaneswar, Gajapati Nagar P.O.-Mancheswar Railway Colony, Bhubaneswar-751017, Odisha

Annexure(s) - Bid Formats

Annexure (T1): General Information of Bidder

1.	Name of the Company/Firm/Agency		
2.	Year Established		
3.	Address of Registered office		
4.	Address of Head Quarter		
5.	Telephone No (business)		
6.	Fax No (business)		
7.	Email Address (business)		
8.	Website		
9.	Name of the Managing Director/CEO		
10.	PAN No		
11.	Goods Service Tax Regd. No		
12.	No of full time personnel (Technical in the Similar Domain) currently under employment		
13.	No. of years of proven experience of providing similar services.		
14.	Quality Certification (ISO, CMMi.etc)		
15.	Annual turnover Audited Annual Turnover in last three years.	Annual turnover of the in Rs.	
		FY	Turnover (Rs.)
		2017-18	
		2018-19	
		2019-20	

Signature of the Bidder

Date:

Place:

Company Seal

Annexure (T2): Self Declaration

Date : _____

Ref/RFP : _____

The CHAIRMAN
OSBP, Odisha,
Gajapati Nagar, BBSR

In response to the RFP No. _____, Dt: _____. Ms. /Mr.
_____, as a _____, I / We hereby declare that our
company _____ is having unblemished past record and was not
declare ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time.

Signature of witness
Date:
Place:

Signature of the Bidder
Date:
Place:

Company Seal

Annexure (T3): Acceptance of Terms & Conditions Contained in the Tender Documents

Date:

To

CHAIRMAN
OSBP, Odisha,
Gajapati Nagar, BBSR

Sir,

I have carefully gone through the Terms & Conditions contained in the Tender No., regarding RFP Name <____>.

I declare that all the provisions of this Tender Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Signature of witness

Date:

Place:

Signature of the Bidder

Date:

Place:

Company Seal

Annexure (T4): Self Declaration

Date : _____
Ref/RFP : _____

To

CHAIRMAN
OSBP, Odisha,
Gajapati Nagar, BBSR

In response to the Tender No. _____, Ms./Mr. _____, as a
_____, I / We hereby declare that our company
_____ is having unblemished past record and have not been declared
blacklisted by any Central/State Government/PSU institution and there has been no pending litigation
with any government department on account of similar services.

I/We further declare that our company has not defaulted in executing any Government order in the past.

Signature of witness
Date:
Place:

Signature of the Bidder
Date:
Place:

Company Seal

Annexure (T5): Representative Authorization Letter

Date : _____
Ref/RFP : _____

To
CHAIRMAN
OSBP, Odisha,
Gajapati Nagar, BBSR

Ms. /Mr. _____ is hereby authorised to sign relevant documents on behalf of the company in dealing with invitation reference No. _____, dtd: _____.

She/He is also authorized to attend meetings & submit technical & commercial information as may be required by you in the course of processing above said application.

Thanking you,

Authorised Signatory

Representative Signature

Signature attested

Company Seal

Annexure (T6): Past Project Experience

SL. No	Name of Client, Contact Person, Telephone No, Mobile No, e-Mail, Physical Address	Name of Project	Project Start Date, End Date, Brief of Project	Project Cost	Status (Complete/ In Progress/ Delay)

Note: The information provided in the above table must supported by copies of relevant work order and completion certificate.

Signature of witness

Date:

Place:

Signature of the Bidder

Date:

Place:

Company Seal

Annexure (T7): Compliance Check List

RFP No: _____, Date: _____

Please check whether following have been enclosed.

Sl. No	Enclosure description	Enclosed (Y/N)	Annexure/Attachment / Page No./ Envelop No. of the enclosure
1.	Copy of Certificate of Incorporation of Company or Registration Firm		
2.	Copy of Goods Service Tax Registration Certificate and PAN allotted		
3.	Copies of Annual audited accounts statements (P&L and Balance Sheets FY 2017-18, 2018-19, 2019-20 certified by a Chartered Accountant		
4.	CMMi, ISO 9001, ISO 20000, ISO 27001		
5.	Copy of PF details of the technical resources		
6.	General Information (Annex-T1)		
7.	Self Declaration that the bidder hasn't been black listed / performance issues by any Govt./PSU (Annex- T2, T4)		
8.	Acceptance of Terms & Conditions Contained In The Tender Document (Annex-T3)		
9.	Representative Authorization Letter (Annex-T5)		
10.	Project Experience (Annex-T6)		
11.	Name, Signature with Date & Seal		
12.	EMD, RFP Document Fee (if applicable)		

Company Seal

Signature of the Bidder
Place & Date

Annexure (P1): Price Bid Submission Form

(To be submitted on the Letterhead of the responding Company)

[Location, Date]

To

CHAIRMAN
OSBP, Odisha,
Gajapati Nagar, BBSR

Ref: RFP no <> dated <dd/mm/yy>

Subject: Submission of proposal in response to the RFP for “-----
-----”, RFP No _____.

Dear Sir,

We, the undersigned, offer to provide the consulting services for <Insert title of assignment> in accordance with your Tender dated <Insert Date> and our Technical Proposal. Our attached Financial Proposal for the sum of <Insert amount(s) in words and figures>. This amount is inclusive of taxes as listed at Annexure P2 (Summary of Costs for each category) attached.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal.

We understand you are not bound to accept any Proposal you receive. We remain,
Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Annexure (P2): Price Bid

Sl#	Particulars	Unit	Unit Cost (INR) (A)	Applicable Tax (B)	Total Unit Cost (INR) (C = A+B)
1	Online Remote Proctored Exams (MCQ Type)	One (Per Candidate per sitting per script)			
2					
3					

Signature & seal of the Bidder
Place & Date: