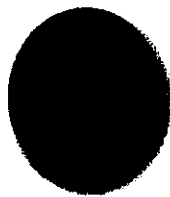


6/



State Institute of Health and Family Welfare

BID DOCUMENT

Request for Proposal TO CONDUCT ONLINE (COMPUTER BASED TEST) EXAMINATION ON TURNKEY BASIS FOR RECRUITMENT OF CONTRACTUAL STAFF UNDER NHM, RAJASTHAN

Last date of submission of bids through e-procurement

19-12-15

**State Institute of Health and Family Welfare
(SIHFW)**

**Jhalana Institutional Area,
Near Doordarshan Kendra
Jaipur-302004**

Contact:

**Dr. M.L. Jain, Director SIHFW (9414159361)
Dr. Sanjaya Saxena, Registrar SIHFW (9602288777)
Mr. Anil K. Sharma (9887097007)**

Request for Proposal through E-Tender

TO CONDUCT ONLINE (COMPUTER BASED TEST) EXAMINATION ON TURNKEY BASIS FOR RECRUITMENT OF CONTRACTUAL STAFF UNDER NHM

BID REFERENCE	: NIB.No.F-100(2)/SIHFW/Recruit-NHM/2015-16/10441 Dated: 19-11-2015
DATE OF SUBMISSION OF	
BIDDING DOCUMENT ON EPROC	: 20-11-15
PRE BID MEETING	: 30-11-15 at 11.00 Hrs.
LAST DATE FOR SUBMISSION OF	
BID	: 19-12-15 up to 18.00 Hr.
TIME AND DATE OF OPENING OF BIDS	: 21-12-15 at 12.00 Hr.
PROJECT COST	: Rs. 250.00 Lac
TENDER DOCUMENT COST	: Rs.2000/-
E-TENDER PROCESSING FEE	: Rs.1000/-
EARNEST MONEY	: Rs. 5,00,000/- (Rs. 5 Lac)

PLACE OF OPENING OF ONLINE BIDS and ADDRESS FOR COMMUNICATION

**State Institute of Health and Family Welfare
(SIHFW)
Jhalana Institutional Area,
Near Doordarshan Kendra
Jaipur-302004
Phone: 0141 2701938 / Fax: 0141 2706534**

State Institute of Health and Family Welfare

Table of Contents

S.No	Item	Page no
	Disclaimer	5
1	About SIHFW	6
1.1.	Examination section	6
1.2	Examination committee	6
1.3	Types of posts to be filled	6
2	Purpose of this RFP	7
3	Bidding Process	8
3.1	Invitation for Bids	8
3.2	General Information and Instructions to the Bidders	9
3.2.1	General Information	9-10
3.2.2	Instructions to the bidders	10-11
3.3	Submission of offers	12
3.3.1	Important dates	13
3.3.2	Earnest Money	14
3.3.3	Agreement and Performance Security	14
3.3.4	Acceptance of offer	14
3.3.5	Filling of rates	14
3.3.6	Evaluation Process	14-16
4	Scope of work	16-17
4.1	Scheme of Examination	17
4.2	Schedule of Examination	17
4.3	Volume of work	17-18
4.4	Deliverables	18-19
4.4.1	Pre Examination Work	19-20
4.4.2	Conduct of Online Examination	20-21
4.4.3	Post Examination work	21
5	Terms and Conditions	22
5.1	Capacity and experience of the firm	22-23
5.2	Award of Work	23

State Institute of Health and Family Welfare

6/

5.3	Payment procedure	24
5.4	Deductions due to mistakes and delays	24
5.5	Other Deductions	24
5.6	Procuring Entity's right to vary quantities	25
6	General clauses	25
6.1	Termination of Contract	25
6.2	General Principles	25-27
6.3	Intellectual Property Rights	27
6.4	Applicable Law	27
6.5	Compliance with the code of integrity and no conflict of Interest	27
6.5.1	Compliance with the code of integrity	27
6.5.2	Conflict of Interest	27-28
6.6	Grievance Redressal Process	28-29
Annexure A	Check List	30
Annexure B	Bid Form	31
Annexure C	Technical Bid Tender Form	32
Annexure D	Particulars & Qualification of Bidder	33-34
Annexure E	List of Technical and Administrative personnel of bidder	35
Annexure F	Undertaking	36
Annexure G	Bid Application form	37
Annexure H	Affidavit	38
Annexure I	Details of Similar work during last three years	39
Annexure J	Detail of work under execution or awarded	40
Annexure K	List of Satisfactory Performance report from clients	41
Annexure L	Memorandum of Appeal Under RTPP Act, 2012	42
Annexure M	Declaration by the bidder regarding qualification	43
Annexure N	Sample Price bid	44

Disclaimer*

This Tender is not an offer by the SIHFW, but an invitation to receive offer from vendors on behalf of National Health Mission, Medical & Health Department and Government of Rajasthan. No contractual obligation whatsoever shall arise from the tender process unless and until a formal contract is signed and executed by duly authorized officers of SIHFW with the vendor after due approval of Government.

**Director
SIHFW**

*Any grammatical or spelling errors or errors due to printing mistake are regretted. The clarification by the authorized person from the procuring entity would be final if any such situation arises.

State Institute of Health and Family Welfare

6

1.0 About SIHFW

Government of Rajasthan established the State Institute of Health & Family Welfare (SIHFW), Rajasthan, at Jaipur in 1995 as an apex level autonomous training institution of State health systems.

As per Mission of SIHFW, it is committed for improvement in health care through HRD, Health Research, Consultancy and networking aiming at enhancement in the quality of life. The mission is supported by strategic approach, addressing to Develop human resource for health through trainings and capacity building Organizational Development (OD) through operational research.

1.1 Examination Section

Examination section has been set up under Director, SIHFW to prepare plans and conduct of various examinations for department of health and its subsidiaries.

1.2 Examination Committee

A six member examination committee has been set up under the chairmanship of registrar SIHFW. ToRs have been prepared to smoothen the functioning of the committee members.

1.3 Types of posts

Table depicting posts and qualifications required for appearing in exam

Sr. No.	Name of post	Total positions*	Minimum qualification**
1	GNM	3167	Degree/diploma
2	ANM	1789	Certificate
3	Lab Technicians	48	Certificate
4	Pharmacist	591	Degree/diploma
5	Physiotherapist	7	Degree/diploma
6	Optometrist	7	Diploma/certificate
7	Audiologist cum speech therapist	7	Diploma/certificate
*Total number of posts and number of positions in each cadre may vary.			
**Minimum qualification is subject to finalization at the time of advertising the posts			

2. Purpose of this RFP

Medical & Health Department is planning to recruit GNMs, ANMs, Lab Technicians and Pharmacists under NHM to be deployed at various health centers for strengthening of medical and health services across the state and for fulfillment of national health goals. With the intentions of observing transparency in selection and ensuring compliance of equal opportunity principles, the department of medical and health wants to adopt a common selection procedure, free of biases and preferences. For this purpose the department wants to conduct online (computer based examination) for GNMs, ANMs, Lab Technicians and Pharmacists for their recruitment on contractual basis in the department under NHM.

SIHFW has been entrusted with the responsibility of organizing this activity by hiring of an experienced agency, hence this RFP. This activity needs to be carried out at various locations of Rajasthan. The project needs to be completed on turnkey basis from the application management till conduct of examination and sharing of exam results with the department in the form of merit list of the selected candidates in the desired numbers along with a waiting list to fulfill dropouts and later disqualified candidates.

3. Bidding Process

3.1 Invitation for bids

State Institute of Health & Family Welfare
Jhalana Institutional Area,
Near Doordarshan Kendra, Jaipur-302004
www.sihfwrajasthan.com

NIB. No. F-100(2)/SIHFW/Recruit-NHM/2015-16/10441

Dated: 19-11-15

Notice Inviting Bid: Request for Proposals

The State Institute of Health & Family Welfare (SIHFW), on behalf of NHM, Department of Medical & Health, Services, Government of Rajasthan, solicits proposals from eligible organizations to participate in a competitive process for conducting online examination i.e. Computer Based Test (CBT) for recruitment of 3167 GNM, 591 Pharmacists, 1789 ANM, 48 Lab Technicians, 7 Physiotherapists, 7 Audiologists cum Speech therapists and 7 Optometrists amounting to 5616 positions under NHM*. Interested government/non-government institution, registered company, concern, firm, agency, etc. having sufficient experience of similar task are invited to submit their Proposals in the specified e-tendering portal in 30 days from the date of this RFP. Details of the bid (RFP) document may be seen on e-Procurement website <http://eproc.rajasthan.gov.in> / State Public Procurement Portal <http://sppp.rajasthan.gov.in> and on SIHFW (www.sihfwrajasthan.org) and Departmental (www.rajswasthya.nic.in) websites from where the forms can also be downloaded. Tenders are to be submitted through e-procurement portal only.

(Dr. M. L. Jain)
Director-SIHFW

Ps: *Total number of posts and number of positions in each cadre may vary.

State Institute of Health and Family Welfare

3.2 General Information and Instructions to the Bidders

3.2.1 General Information

- 1) Bidder (authorized signatory) shall submit their offer on-line in Electronic formats both for technical and financial proposals. However, Demand Draft/Banker's Cheque for Tender Fee, RISL Processing Fee and Bid Security should be submitted physically at the office of Tendering Authority as prescribed in NIB and scanned copy of the same should also be uploaded along with the technical bid/cover.
- 2) If, any of the bidder fails to physically submit the Banker's cheque/Demand Draft for Tender Fee, Bid Security and RISL Processing Fee up to the prescribed time, its BID shall not be accepted. The Banker's Cheque/Demand Draft for Bidding document fee and Bid Security should be drawn in favor of "State Institute of Health and Family Welfare" payable at Jaipur and RISL Processing Fee in favor of "Managing Director, RajComp info Services Ltd.", payable at "Jaipur" from any Scheduled Commercial Bank.
- 3) To participate in online bidding process, a Bidder must procure a Digital Signature Certificate (Type III) as per Information Technology Act 2000 using which they can digitally sign their electronics bids. Bidders who already have a valid Digital Signature Certificate (DSC) need not procure a new DSC. Also, bidders must register on <http://eproc.rajasthan.gov.in> (bidders already registered on <http://eproc.rajasthan.gov.in> before 30-09-2011 must register again)
- 4) SIHFW will not be responsible for delay in online submission due to any reason (internet connectivity, slow process, power fail, virus, uploading delay etc. whatsoever reason thereof shall not be acceptable). For this, bidders are requested to upload the complete bid well advance in time so as to avoid 11th hour issues like slow speed; choking of web site due to heavy load or any other unforeseen problems.
- 5) Bidders are also advised to refer "Bidders Manual Kit" available at e-Proc website for further details about the e-Tendering process.
- 6) Bidders interested in learning about the process of registration and e-procurements may contact e-Procurement Cell, DoIT&C for training on the usage of e-Tendering System (e-Procurement) at DoIT Address: e-procurement Cell, RISL, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur, Email : eproc@rajasthan.gov.in
- 7) No contractual obligation whatsoever shall arise from the bidding document/bidding process unless and until a formal contract is signed and executed between the procuring entity and the successful bidder.
- 9) Procurement entity disclaims any factual/ or other errors in the bidding document (the onus is purely on the individual bidders to verify such information) and the information provided therein are intended only to help the bidders to prepare a logical bid-proposal.
- 10) The provisions of RTPP Act, 2012 and Rules thereto shall be applicable for this procurement. Furthermore, in case of any inconsistency in any of the provisions of this bidding document with the RTPP Act, 2012 and Rules thereto, the later shall prevail.
- 11) Bidders should go through the website <http://eproc.rajasthan.gov.in> and the link "Help for Contractors", "Information about DSC", "FAQs" and "Bidders Manual Kit" to know the process for submitting the

State Institute of Health and Family Welfare

61

electronic bids at website. The complete bid document has been published on the website www.sihfwrajasthan.com, www.rajswasthya.nic.in and <http://eproc.rajasthan.gov.in/http://sppp.rajasthan.gov.in> for the purpose of downloading. The downloaded bid document shall be considered valid for participation in the bid process subject to submission of required cost of bid document of Rs. 2000/- (Rupees Two thousand only) in the form of Banker's Cheque or Demand Draft in favor of **State Institute of Health and Family Welfare** payable at Jaipur and e-Tendering processing fee Rs. 1000 in the favor of **MD, RISL** payable at Jaipur. A copy of EMD, e-tendering processing fee and cost of bid document receipt must be enclosed along with the Bid proposal failing which the bid will be summarily rejected.

12) Bidders have to submit the original Demand Draft/ Banker Cheque of Tender cost, Earnest Money and Processing Fees up to 2-00 PM on 19-12-2015. If any bidder fails to submit the same, the technical and financial bid of the bidder shall not be opened. The D.D./ B.C. should be of Nationalized or scheduled bank drawn in favor of **State Institute of Health and Family Welfare** payable at Jaipur.

3.2.2 Instructions to the Bidders

Before filling up of bid form, bidders are requested to kindly go through the following instructions carefully so that their bid may not be considered invalid:

1. Go through the terms and conditions, annexure and other forms of the document carefully and meticulously.
2. It is expected from all the bidders that only a fully reliable person shall be authorized for direct communication so that the confidentiality of our bid/rates is maintained up to bid opening & that your documents are not put to any misuse. Mode of communication will be either through sihfwraj@gmail.com or by registered post only.
3. Complaints/queries lodged in SIHFW should bear signature, name, Id proof and mobile number of the complainant who should be an authorized signatory of the tenderer.
4. In case you are given any assurance of any advantage in SIHFW, by anybody or if you are directly or indirectly threatened or intimated of harming your bidding and subsequent work in SIHFW, please inform immediately about the same to the Director, SIHFW or Registrar SIHFW. It would be better if evidence of such unfair activity of such person is produced so that action might be taken against such person/institution and their details may be put on the website.
5. It is advisable to you to authorize only those persons for SIHFW bid who are employed by you on salary basis.
6. Certificates/Licenses/Documents which are required should be complete and updated.
7. The bid security (as applicable) shall be submitted in the form of D.D./Banker's cheque in favor of **State Institute of Health and Family Welfare** (payable at Jaipur) only. The Bid Security may be

State Institute of Health and Family Welfare

deposited physically at SIHFW, Jaipur before the last date and time of submission of the same mentioned ahead in this document.

8. The **gross annual turnover** of the bidder shall be minimum Rs. 15 Crore (Rs. 15,00,00,000) for last three years consecutively. The audited reports/Income tax returns duly certified and signed by Chartered Accountant shall be uploaded along with bid, failing which the bid shall be rejected.
9. Bid form must conform the terms & conditions of the bid documents.
10. Correspondence with SIHFW regarding these bids by the authorized signatory of the firm shall only be entertained.
11. The Bidding is on **turnkey basis** as mentioned in the bid document with specifications mentioned thereof.
12. The SIHFW is not bound to accept the lowest financial bid and may reject any or all bids without assigning any reason thereof.
13. The Bidders shall have to submit all the required documents without which the bid shall be summarily rejected.
14. It is clarified that the information required in bidding document should be submitted only in enclosed formats (Annexure - A to M and N for BoQ) without any change or modification in it. Bids submitted with changed or modified annexure/formats may be rejected.
15. In case there is any lack of clarity due to misprinted/misspelled words or due to any other reason, the same may be referred to SIHFW for clarification during the pre bid meeting. No claim will be entertained after submission of bid for any clarification or justification without which the bid may be rendered liable for cancellation or fails to compete. The Director SIHFW bears right to make any such corrections/clarifications during the bid process till the award of contract to the most advantageous bidder.
16. The Procuring entity reserves the complete right to cancel the bid process and reject any or all of the Bids.
17. No conditional tenders shall be accepted and will be rejected summarily forthwith. The department /SIHFW will not be responsible for any delay on account of late submission of tender.
18. All pages of tender document shall be essentially filled in (wherever required) and should be signed by the tenderer.

**Director
SIHFW, Jaipur**

State Institute of Health and Family Welfare

3.3. Submission of offers

- a) Three cover system would be adopted for this tender. Cover-1, being the scanned copy of DD/BC of EMD, RISL Processing Fee and Tender Form Fee, Cover-2 being the Technical Bid and cover-3 being the BOQ. Each cover would be separate. All the covers would be uploaded separately online to the site. The **technical proposal** should contain all the relevant information and desired enclosures in the prescribed format. The **financial proposal** should contain only price Bid Form; BoQ. In case, any bidder mixes the financial bid with technical bid, the same shall be summarily rejected.
- b) All information called for in the attached 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 bid being summarily disqualified.
- c) The name and signature of bidder's authorized person should be recorded 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 agency's letter head. The application letter format is also a part of the tender form.
- d) **Bid Validity:** Bidders must keep their offer open for a minimum period of 120 days from the date of opening of the tender, within which the bidders cannot withdraw their offer. However, subject to the period being extended further, if required, by mutual agreement from time to time.
- e) 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. The SIHFW may also independently seek information regarding the performance from the clients.
- f) The bidder firm is advised to attach any additional information, which it thinks is necessary in regard to its capabilities to establish that the bidder is capable in all respects to successfully complete the envisaged work. The bidder is however, advised not to attach superfluous information. No further information will be entertained after tender document is submitted, unless the Institute calls for it.
- g) **Incorrect or misleading information:** If the bidders deliberately give incorrect or misleading information in their tender or wrongfully creates circumstances for the acceptance of the tender, SIHFW reserves the right to reject such a tender at any stage.
- h) All explanatory remarks and clarifications, which the Bidder may desire to make, must be, incorporated in the offer form, failing which the remarks / clarifications shall be ignored and the tender dealt with as it stands.
- i) Prospective bidders may seek clarification regarding the project and/ or the requirements for pre-qualification, in writing through fax 0141-2706534 or through email sihfwraj@ymail.com within a reasonable time from registrar SIHFW before last date and time of submission of bids.
- j) There is no exemption from payment of tender document fees and tenders without requisite fees shall not be accepted.
- k) Apart from the original quotation to be submitted in the manner detailed above, no hard copies should be sent to any office of SIHFW/Government. Such offers will not be valid quotations. Offers sent through telegram/telex, email and offers not submitted in the standard formats given in the tender document will be summarily rejected.

State Institute of Health and Family Welfare

3.3.1 Important Dates

S.No	Events	Date	Location
1.	Date of Issue of Notice Inviting Tender (NIT).	20-11-15	In News papers and website of eproc, SPPP, SIHFW/M&H Dept
2	Date of availability of Tender Document on the website for Download	20-11-15	http://eproc.rajasthan.gov.in http://sppp.rajasthan.gov.in http://sihfwrajasthan.com http://rajswasthya.nic.in
3	Last Date for receipt of queries for pre bid meeting	26-11-15 5.00 PM	www.sihfwrajasthan.com
4	Date & Time of Pre Bid Meeting	30-11-15 1.00 AM	SIHFW
5	Date by which pre-bid queries would be answered via website and final RFP being uploaded on website	4-12-15 6.00 PM	http://sihfwrajasthan.com http://sppp.rajasthan.gov.in
6	Last Date & Time of Submission of Tender Fee, EMD, RISL Fee physically	19-12-15 2.00 PM	SIHFW
7	Last Date & Time of Submission of Tender Document electronically	19-12-15 6.00 PM	http://sppp.rajasthan.gov.in
8	Date & Time of online Opening of Technical Bid	21-12-15 12.00 PM	SIHFW
9	Date & Time of Opening of Financial Bid	Will be intimated to all the technically qualifying bidders only	

State Institute of Health and Family Welfare

3.3.2 Earnest Money

A. The tender must be accompanied by an earnest money of Rs 5,00,000/- (In words Rs. Five Lac) Without which tender will not be considered. The amount of earnest money should be deposited by Banker's Cheque/Demand Draft only in favor of State Institute of Health and Family Welfare, payable at Jaipur at SIHFW by the date and time prescribed above.

B. The earnest money will be refunded to unsuccessful Tenderers after the final acceptance and agreement of the tender. In the case of successful Tender, EMD can be treated as a part of security money on his request. SIHFW on such EMD will pay no interest.

3.3.3 Agreement and Performance Security

A. Successful Tenderer will have to submit his agreement within 15 days (on Rs. 5000/- Non-Judicial Stamp Paper) in the prescribed form and deposit performance security amounting to 5% (or as required by SIHFW) of the Total cost of the work allotted, for the due performance of the contract.

B. Only the successful Tenderer is required to deposit security money in any one of the forms Prescribed in the Rajasthan Transparency in Public Procurement Rules 2013.

C. The security money will be returned after completion of the agreed contract and final payment. SIHFW on such security amount will pay no interest.

D. The approved firm shall pay the expenses of completing and stamping the agreement. If the successful Tenderer fails to deposit security or execute agreement within the prescribed period such failure will be treated as a breach of terms and conditions and will result in the forfeiture of the earnest money.

E. The security amount shall be forfeited if the Tenderer quote rates wrongly and/or the performance is found not acceptable.

3.3.4 Acceptance of offer

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

3.3.5 Filling of Rates: -

(i) All the rates in Annexure-N are required to be quoted.

(ii) All the rates should be quoted inclusive of all Taxes but excluding Service Tax. No additional tax levied during contract period (any kind of) will be paid by SIHFW.

3.3.6. Evaluation Process

A) Bid Opening and Evaluation

A duly authorized Committee will open the online tenders in the presence of Tenderer(s) or their authorized representative(s) who may choose to be present at the time of tender opening. The tenders shall be opened in two stages. In first stage the prequalification bids/technical bids shall be opened and evaluated. The financial part shall be opened of responsive tenderers pre-qualified by competent authority, at a later date, which will be informed to all responsive and pre-qualified tenderers. In first stage, Cover 1 and 2 of the tenders will be opened. The tenderers' names, the presence (or absence) of Earnest Money, RISL fee, tender form fee and other details will be examined summarily in order to assess their formal conformity and agreement with the instructions and guidance to the Tenderers and the completeness. Any tender not conforming to any of these requirements may be disqualified forthwith at the discretion of the committee. It is expressly stated that the information contained in the Cover 1 and 2 of the tender will be used to define whether a tender is substantially responsive or not. The Tenderers are, therefore, advised to submit complete tenders only. Detailed technical evaluation shall be carried out by a duly authorized Technical Evaluation Committee pursuant to Technical prerequisite /criteria and 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 terms and condition of the tender without any deviation. The technical evaluation committee may call the responsive bidders for

State Institute of Health and Family Welfare

discussion or presentation to facilitate and assess their understanding of the scope of work and its execution. However, the committee shall have sole discretion to call for discussion/presentation.

Each proposal would be evaluated against the 70:30 criteria. This means 70% weightage will be given to Technical proposal and 30% to Financial proposal.

B) Technical Proposal Evaluation

As a first step, the Technical proposal submitted by each organization would be assessed against the evaluation criteria set by the Examination Section, SIHFW. Based on the criteria, each technical proposal would be assigned a score called as Technical Score (TS) out of 70.

A comparative score sheet would be prepared of otherwise not rejected bidders. Marks would be given on following 7 technical aspects (Criteria) of the firm's eligibility-

Sr. No.	Criteria No.	Criteria description	Max. Marks*
1	3.3.6.1	Turnover of minimum Rs. 15 crores per annum for past three consecutive years (five marks for 2 years, 2 marks for 1 year)	10
2	3.3.6.2	Capacity to organize online test for 25000 candidates in one shift (2 marks for every 5000)	10
3	3.3.6.3	At least three year's experience of organizing online test (no marks for less than 3 year's experience)	10
4	3.3.6.4	Experience of conducting computer based Examination of at least 10000 candidates or above in one single shift through the proposed Examination Solution ('0' marks if no or lesser experience)	10
5	3.3.6.5	The bidder should not have incurred any loss during last three years and up to first two quarters of financial year 2015-16. ('0' marks if loss has incurred)	10
6	3.3.6.6	Organization having authorized and globally accepted software certification, CMMi Level 5 would be preferred.	
		ISO 27001 or CMMi level 5 certification or equivalent	10
		Any other certification	5
7	3.3.6.7	Submission of annexure H	
		Fully compliant	10
		Partially compliant	5

*A Bid, to be evaluated further, would have to secure minimum 35 marks in above criteria.

State Institute of Health and Family Welfare

C) Financial Evaluation

The financial offer of the Pre qualified tenderers whose tenders are determined responsive will be opened at a date as notified in NIT or at a later date as notified by SIHFW. The duly authorized Committee will open the tenders in the presence of any Tenderer(s) or their authorized representatives who choose to be present at the time of opening of financial tenders, and will enter the rate/amount of all tenders in the register of Opening of Tenders. If on check, there are some discrepancies, the following procedure shall be followed: - When there is a difference between the rate quoted by the tenderer in words and figures, the lower of the two rates shall be taken as valid and correct rate. When the rate quoted by the contractor in figures and words tallies but the amount is not worked out correctly, the rate quoted by the contractor shall be taken as correct and not the amount worked out.

D) Correction of Arithmetic Errors: Provided that a financial bid is substantially responsive, the procuring Entity will correct arithmetical errors during evaluation of Financial Bids on the following basis:

- (i) 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 Procuring Entity 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;
- (ii) 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.
- (iii) 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 clause (i) and (ii) above.

If the Bidder that submitted the lowest evaluated bid does not accept the correction of errors, its Bid shall be disqualified and its Bid Security shall be forfeited or its Bid Securing Declaration shall be executed.

E) Financial Proposal Evaluation

In the next step, the financial proposals would be assessed against the evaluation criteria set by the Examination Section SIHFW. Based on these criteria, each of the financial proposals would be assigned a score out of 30.

F) Formula to determine the scores for the financial Bids shall be as follows:

FS = 30 x (FL/F) where,

FS is the Financial Score

FL is the value of lowest financial bid

F is the price quoted in the bid under consideration (Average)

Total Score (TotS) = TS + FS

The Bidder with the highest **Total Score (TotS)** would be awarded the contract subject to other terms and conditions of Tender.

The tenders shall be financially evaluated on basis of the total amount quoted in sheet BOQ for the entire job as per the scope of task, technical specifications and terms and conditions stipulated in the tender documents.

4. Scope of Work

The agency will have the sole responsibility for all activities related to the entire examination process including:

1. Advertisement of recruitment process
2. Online receipt of applications
3. Checking Eligibility
4. Receiving online payments

State Institute of Health and Family Welfare

6/

5. Test Center allocation
6. Online admit card generation
7. Question paper software should be owned and IP (Intellectual Property) rights belongs to the agency with 128 bit encryption, for securing question paper bank at the SIHFW level before uploading.
8. Provide the results as per the format provided by the SIHFW and share the result at the end of the Examination process.
9. List of Test Centers to be provided along with the Schedule of Examination for approval of SIHFW.
10. Make arrangements at the test centers
11. Taking attendance, invigilation, maintenance of secrecy and law and order at the center.
12. Compilation of reports and publication of results
13. All other relevant tasks to be performed as may be deemed suitable and incidental to the organization of the online exam.

4.1 Scheme of Examination

Computer based test

A computer based test will be organized for candidates as they are required to be well versed in computer usage that means staff who later would be deployed at such places where reporting through computer would be must. Such candidates are expected to be around 60 thousand. The test will be organized for all the candidates in one cadre on one particular date at multiple centers in at least 7 Divisional cities of Rajasthan state in one shift. The date of exams for each cadre may be same or different for different cadre but a gap of not more than 2 days in two exam dates would be permissible. The language of question paper will be bilingual (English and Hindi both). Questions with multiple choice answers will be asked.

4.2 Schedule of Examination

The contracted agency would prepare schedule of examination in consultation with SIHFW and NHM officials and will get its approval.

4.3 Volume of work

Details and specifications of the task

- A. The approximate number of the candidates for various examinations of 2015-16 shall be as under:

Sr. No.	Name of post	Total positions*	Approximate number of candidates*
1	GNM	3167	31670
2	ANM	1789	17890
3	Lab Technicians	48	4800
4	Pharmacist	591	5910
5	Physiotherapist	7	1000
6	Optometrist	7	1000
7	Audiologist cum speech therapist	7	1000
	Total*	5616	63270
*Total number of posts, number of positions and number of candidates in each cadre may vary.			

State Institute of Health and Family Welfare

B. Reports required from the Firm/Concern/Company/Agency

SIHFW will provide bilingual question papers i.e. in both languages (Hindi and English) to the contracted Firm/Concern/Company/Agency. After the examination duly conducted by the agency, SIHFW would require reports (Merit List of successful candidates and a Waiting list) as per the format provided by SIHFW. The Firm / Concern / Company/Agency will have to check thoroughly the printed document and reports before sending it to SIHFW and certify that 'the documents and reports have been prepared as per instructions and direction of SIHFW and there are no mistakes. Firm has to keep record of each items/steps and submit the reports from time to time and final statement may be submitted at the end of Exam process without fail. The Firm/Concern/Company/Agency will observe full transparency in conduct of examinations to fulfill the objective of equal opportunities of participation for the candidates and would ensure optimum secrecy to avoid chances of taking undue advantages by any individual, group or organization.

C. Stationary/reports required in desired number as per the enrolled number of candidates in each cadre (soft copy also)

1. Update List of enrolled candidates
2. Centre list
3. District Wise and Centre wise Name and Roll No. list with Fees paid
4. Centre wise Numerical Returns for each of the following: -
 - a. With Centre Name
 - b. Without Centre Name
5. Consolidated Numerical Return for Rajasthan as a whole in centre wise format. Cadre wise Numerical Returns with centers
6. Centre wise list / Leggy wise / cadre wise list with Roll No.
7. Attendance Sheet with Photo and Signature
8. Check list of award of marks
9. List of absentees
10. Tabulation Register on preprinted paper district Wise, Centre wise
11. Pass Percentage statistics with reservation category wise separately for all Examination.
12. Press Releases
13. Result database for Internet
14. Result summary with controls
15. Merit list/Waiting list (General)
16. Merit list/ Waiting list of reserved and other Categories, as required by SIHFW
17. District wise Center wise pass % Statistics – General and for reserved categories
18. Cadre wise statistics
19. Cadre wise merit list
20. Marks Sheets; hard copies as per requirements

4.4 Deliverables

The complete project will be under the close supervision of SIHFW. SIHFW will exercise full control over the activities awarded to the agency and will ensure the adherence of the time schedule as well as meeting the hardware and technical requirements for the implementation, commissioning and successful conduct of computer based test.

The Computer based examination in Rajasthan is to be conducted by the Agency on a turn-key basis and is required to perform the following tasks:

- Ensuring requisite infrastructure, software, adequately large Bilingual Question Bank, Bilingual Question Paper Software and Security Software for the smooth conduct of the examination.
- By deploying technically qualified, experienced, adequate manpower to manage the entire

State Institute of Health and Family Welfare

examination process. There should be at least 1 technical person directly from the agency managing LAN (Local Area Network) (server) and 1 person as center head at each test center.

- To obtain uninterrupted connectivity and provide at test centers across the state and manage them.
- To develop, host and manage the Examination Webpage.
- To address the security issues- Providing security software's and securing the network systems to establish a highly secured and sanitized system for the entire process.
- To conduct Computer Based Test (CBT) in a smooth and fair manner in a shortest span of time.
- To authenticate, evaluate the answer responses of the candidates.
- To provide the database, results and reports as per the requirement of SIHFW. No Copy of data would be retained by Agency after proper handover with checking of data to designated authority of SIHFW.
- To prepare and provide documentary manuals for all processes to be followed along with rules for contingency and exception handling.
- Issue guidelines to take part in online examination to the candidates in a simple manner easily comprehensible by them and provide practice sessions and self practice facility for at least 15 days before the conduct of exam,
- To submit report of exam including merit list/waiting list and other items, etc as given at clause 4.3 above and clause 5.0 of this tender document pertaining to terms and conditions.

4.4.1. PRE EXAMINATION WORK

(a) Designing the online examination plan and examination process under consultation with Examination Section of SIHFW for: Selection of online Examination Centers / Venues, Complete Security Management Processes (Physical and Technical for all online examination centers, servers, Desktops, LAN etc), Student handling process at examination centre. Detailed Audit of Server/ Provision of alternate source of servers at Main data center and test center/Desktop/LAN etc. Other related processes involved for conducting online exams as per instruction of Examination Section.

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

(c) To provide specifications for Hardware and Software required at all stages of the online exams at Examination Section, at online Examination Centres and for Devices and systems to be used for authentication and audit trail mechanisms required for online exams.

(d) To provide consultancy, training and manpower support to handle the entire online exams project at the Examination Section. The required Hardware, Software, networking shall be installed by agency.

(e) To provide and setup secured software for Authoring and Complete Examination Management Process.

State Institute of Health and Family Welfare

(f) To provide training/ manpower for generation of encrypted confidential data that will be used for test delivery across various centers.

(g) To provide Online Examination (CBT) delivery software as per customization of SIHFW.

(h) To identify required secure Test Centers in various cities as per requirement of examination section, with each centre of minimum capacity of 100+20% buffer i.e. 20 per 100 systems as buffer for each online examination slot/session. A list of identified centers shall be submitted by the bidder which shall then be approved by SIHFW.

(i) To ensure that Test Centre has the required suitable Hardware, Software, Internet and LAN connectivity for conducting online exam and alternate source of connectivity.

(j) To ensure that Uninterrupted Power Supply (UPS) facility and Generator facility are available at each Test Centre.

(k) To ensure adequate Air-conditioning/cooling in rooms for test.

(l) To carry periodic audit at Test Centers for - 1. Hardware - Operating System, Processor Speed, RAM, Network and internet connectivity, Key Boards etc. 2. Software - Screen resolution, bandwidth for internet and LAN connectivity, Browser. 3. Working conditions of UPS and Generator 4. Server

(m) To ensure suitable drinking water and separate toilet facilities both for males and females.

(n) To ensure availability of proper security, frisking at the examination centers. To provide facility to candidates for mock test – through website and support & system through call centre. Providing Toll free number will be advantageous for technical consideration.

(o) To ensure the functioning of Online Test delivery system by conducting adequate mock drills of actual test delivery system at all examination centers before and a Final mock drill to be conducted before a day of examination on all centers at same time just like simulating the examination day. All desktops including buffer computers to be used on examination day shall be logged in through dummy roll numbers and report shall be submitted to the Examination Section.

(p) Provision of transport for shifting the students to a new center in case of any eventuality.

(q) To provide practice test facility to the participants beginning at least 15 days prior to the date of exam and ending one day before the date of exam.

4.4.2. CONDUCT OF ONLINE EXAMINATION

a) Minimum manpower deployment at each examination centre must be as per following requirement- Each Exam Centre of capacity of 100 + 20% buffer should have the minimum following personnel's to be deployed by the agency –

1. Test Centre Administrator 1 (One for each centre)
2. IT Manager 1 for each 200 candidates
3. Invigilators 2 per 20 systems or per lab
4. Support Staff 2 per 100 candidates
5. Security Guards 2 per 100 students
6. Peons 2 per 100 students

State Institute of Health and Family Welfare

Above staff should be increased proportionately on the basis of candidates allotted to that centre.

b) The examination conducted would be as per scheme of examination.

(c) To host the test and manage the test delivery process through intranet based solution at Examination Centers. The computer systems and servers shall be of latest configuration and LAN must be scaled enough to handle the traffic in real time with proper backup and redundancy at each level.

(d) To securely transmit, download, install and implement confidential data received from Examination Section. The Question Papers installation and implementation shall be as per requirement of The Examination Section of SIHFW and instruction from Examination Section at the execution time in real time situation.

(e) To arrange frisking of candidates at examination centre to disallow any electronic gadgets, pen, paper (other than admit card), bag, purse (Except wallet) etc. as per the guidelines of the SIHFW.

(f) To complete registration process of the candidates before start of examination (digital photo, bio-metric finger print etc) and allow candidates to appear for test at Test Centre. Biometric attendance of students during the exam shall be taken, stored and further provided to the SIHFW for future reference.

(g) To arrange/provide adequate displays and provide required instructions/ information to the candidates appearing for test at Online examination Centers. To maintain complete log of all activities of candidate during the course of examination to enable complete audit ability of the assessment process.

(i) To obtain feedback from candidates after examination is over through online Feed Back Form.

(j) To devise system for monitoring and supervision of Test Centre activities (Centre level/ Candidate's level) at designated office.

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

(l) To print candidate response sheet at the end of the test as per requirement of The Institute.

(m) To send confidential data of examination of SIHFW, online exams as per instruction of Examination section.

4.4.3. POST EXAMINATION WORK

(a) To calculate marks obtained by each candidate as per requirement of The Institute.

(b) To carry out other works related to post processing of response and other confidential data and providing data as required by the Examination Section.

(c) To provide documented inputs and support for handling Students queries Press interaction RTI queries Court Cases

Note: The agency shall have to carry/ demonstrate complete System Test Run (STR) with test data to the Institute (SIHFW) before implementation. The agency should also be able to demonstrate click by click audit trail for any type of enquiry.

5. TERMS AND CONDITIONS FOR PROCESSING OF EXAMINATION JOBS IN THE YEAR 2015-16

The following main points may please be kept in view while submitting rates for processing the jobs of various Exams: -

5.1. Capacity & Experience of the Firm / Concern / Company/Agency:

A. (i) The Firm/Concern/Company/Agency should be in business (of similar actively) for at least 5 years. The bidder should be registered in India. The registered agency should be operating in India for a minimum of three years with an objective of offering relevant IT Solutions and Services that are the subject matter of this tender and of business for last three years.

(ii) Annual turnover should be minimum Rs. 15 Crore during each of the last three financial years. Turnover of this particular activity shall be taken into account. Turn over should be of the agency bidding and not that of the group to which company belongs. The turnover refers to a company and not the composite turnover of its subsidiaries/sister concerns etc.

(iii) The firm must have capacity to organize online test of minimum 25000 (Twenty five thousand candidates at a time that means in one shift.

(iv) The Firm/Concern/Company/Agency must have an experience of Organizing online test of over 10000 (Ten thousand) candidates for any Board/University/Organization for at least three years.

B. The Firm/Concern/Company/Agency will have to submit a certificate from the competent authority of the concerning Board/University/Organization or any other valid proof of successful completion of similar work assigned to it. The documentary evidence in form of work/contract and client report must be enclosed. (Bidder's past achievement in this regard shall be considered for technical evaluation) Note: Similar nature of work means design/ development of computer based test for examination, application processing, test delivery, evaluation, conduct and result processing.

C. The Firm/Concern/Company/Agency should mention the year of their establishment, date of registration, date of in-corporation, Staff Strength i.e. System Analysts, Technical staff etc. along with the configuration of the system and computing machines installed at their center with backup power facilities available. All these information is to be given in the Performa enclosed with Technical Bid.

D. The Firm/Concern/Company/Agency will have to depute one technical person, who will be the nodal person exclusively for the purpose to deal with the SIHFW authorities for the entire job. The person so deputed may be required to be stationed at Jaipur and to sit in the premises of SIHFW. The firm may also be required to establish a command center for each activity pertaining to the organization of test along with a help desk that may be established at SIHFW or any other central place in Jaipur. A team of soft ware and hardware engineers will also be required in a numbers as may be deemed suitable.

E. The Approved Firm/Concern/Company/Agency shall not assign or sublet the contract or any substantial part thereof to any other agency.

F. The Firm/Concern/Company/Agency has to supply converted up-to-date data of all Examination in CD to SIHFW without any extra cost. The Firm/Concern/Company/Agency will supply the data in required format and language with the relevant program with Source Code so that SIHFW can reproduce those duplicate documents, in future as per its requirement.

G. The Firm/Concern/Company/Agency should have his own Phone No. & Fax No. and have Internet/E-Mail account and file transfer protocol (FTP) site for regular message and data communication to and from SIHFW.

H. The bidder must have its own developed software which can be customized as per the requirements of The Institute. Important:- Organization should own the complete source code of the software being used for conducting the exam. They must have the copyright of the source code and its components. Organization having authorized and globally accepted software certification, CMMi Level 5 would be preferred. Organization should have all the necessary components and dependency of source code of online examination system in place and any change required in any of the components of the software, in-house technical skill should be available to make necessary changes. The major/minor changes in software requested by SIHFW must be met immediately. Different version Software code should be managed appropriately in a standard version control system within the organization. Software code

State Institute of Health and Family Welfare

should have multiple backup system in place so that anytime source code can be recovered in case of any disaster. The firm should own the test cases and regression testing code to produce that they have done necessary testing for 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. The agency 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.

I. The firm should have in-house quality assurance group and a strong quality management system to do quality check of the software. Proper security provision for source codes shall be maintained. Must be able to conduct online examination in multidisciplinary / multiple subjects as well. The bidder should have ready infrastructure in the pre-defined cities of Rajasthan.

J. The bidder should not have incurred any loss during last three years up to first two quarter of financial year 2015-16. The bidder should submit certified copies of their company Balance Sheet and Profit and Loss Account duly audited for the last three financial years.

K. The bidder should have on his pay roll sufficient number of Technical and Administrative employees for the proper execution of the contract. The bidder should submit a list of the employees stating clearly how these would be involved in this work.

L. The Bidder should be registered with appropriate tax authorities such as Income Tax, Service Tax etc and should submit valid certificates of registration with these authorities.

M. The bidder having ISO 27001 and CMMi-5 certification for the Software would be preferred as technically more sound.

N. Even though bidders may satisfy the above requirements, they may be disqualified if they have:

- 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.

- If confidential inquiry reveals facts contrary to the information provided by the bidder.

- If confidential inquiry reveals unsatisfactory performance in any of the selection criteria.

- If bidder is engaged in any activity which can influence the conduct of professional exam such as conducting of coaching classes, colleges where the subjects of examination are being taught, etc.

O. Agency must show and submit suitable emergency management plan during any crisis situations/redundancy of servers, nodes additional centre locations, students' data.

P. The bidder should be able to support the entire solution on a 24 x 7 basis with a maximum response time of one hour.

5.2 Award of Work

A. SIHFW reserves the right of entrusting the work to any Firm/Concern/Company/Agency and is not bound to entrust the job to the lowest Tenderer. However, the marks obtained by the tendering Firm/Concern/Company/Agency would be given priority while considering the awardee of the work.

B. Award of Contract

Notification of Award Prior to the expiry of the period of tender validity (120 days), the Department will notify the successful Tenderer in writing by registered letter or by fax, to be confirmed in writing by registered letter, that its tender has been accepted. The notification of award will constitute the formation of the contract, for all legal purposes. Within ten (10) days of department's notice, the successful tenderer shall sign the contract agreement. The Exam has to be conducted in 45 days from the date of signing the contract or as may be prescribed later by the procuring entity but not earlier than 45 days.

State Institute of Health and Family Welfare

5.3. Payment Procedure

A. No advance payment will be made to the Firm/Concern/Company/Agency by SIHFW or Health Department.

B. Payment as described below shall be made only after completing Examination work in all respects, Payment will be made on the basis of the number of registered candidates. T.D.S, as per rules, will be deducted at the time of payment. Service tax as applicable shall be paid by SIHFW.

The Firm/Concern/Company/Agency will have to produce the bill to SIHFW for Payments as under

1. Soon after the date of organization of exams. 20%
2. Submission of provisional merit list and waiting list 50%
3. Submission of complete data/reports/stationary of exam 30%

5.4 Deductions due to mistakes and delays: The job carried out by the firm must be error free. In case errors are detected deduction from the bill will be made.

Following deduction may be made from the bill to compensate problems caused due to delay or error by approved Firm/Concern/Company/Agency: -

A) Minor Mistakes

Printing mistakes/spellings/grammar/calculation mistakes/ Wrong data Printing, Wrong Photo Print, missing, not printing shall be treated as Minor Mistake.

Deduction for Minor Mistakes: Rs. 20/- per minor mistakes per candidate will be deducted.

B) Major Mistakes

1- Nominal I- Wrong Roll No. Generation / Duplicate Roll No. Generation & Missing Roll No/using incorrect centre master file / centre code wrong printing & page missing shall be treated as Major Mistake.

2- Incorrect Award Generation file shall be treated as Major Mistake.

3- In seating plan, Return and, Allotment of Answer Sheet of Exam wise misprints, Roll No. Missing, page missing shall be treated as Major Mistake.

4- Wrong result processing / wrong result division/ moderation/ missing / duplicate / Blank / wrong marks sheet shall be treated as Major Mistake.

5- The reports generated wrongly after result processing shall be treated as Major Mistake.

6- Any mistake which affects the examination system and credibility of SIHFW and /or Health Department would be treated as serious Major Mistake. Deduction for such mistake will be done looking to the gravity of the mistake as decided by the Principal Health Secretary/MD NHM.

Deduction for Major Mistakes: Rs. 500/- per major mistake per candidate/Report will be deducted.

5.5 Other Deductions

The Firm/Concern/Company/Agency will have to complete the process in 45 days after award of the contract in all respects. Thereafter for delay in supplying of the reports & Documents, deductions will be done @ Rs. 20/- per candidate per day.

Attendance Sheet- Wrong date and time printing on admission card shall be treated as Major Mistake. In case of sequential error (Not effecting the exam system) viz. date of birth format, printing sequence, cadre code/combo, centre allotment etc. in Nominal Roll and admission card printing, the deduction shall be made as Rs. 5/- per such mistake per candidate. Minimum of Rs. 500/- and subject to maximum of 10% of total job value

State Institute of Health and Family Welfare

5.6 Procuring entity's right to vary quantities

- 1) At the time of award of contract, the quantity of job, originally specified in the bidding documents may be increased or decrease by a specified percentage, but such increase or decrease shall not exceed 20 percent of the quantity specified in the bidding document. It shall be without any change in the unit prices or other terms and conditions of the bid and the conditions of the contract.
- 2) If the procuring entity does not procure any subject matter of procurement or procures less than the quantity specified in the bidding documents due to change in circumstances, the bidder shall not be entitled for any claim or compensation except otherwise provided in the conditions of contract.
- 3) However, a bidder is bound to complete the job up to the quantity indicated in the bid document. The contracting agency is bound to provide excess of services if required by the procuring agency. Otherwise, the procuring entity is free to arrange the services from some other agency if the contracting agency fails to provide the excess quantity of services, the excess amount of cost incurred in doing so will be recovered by the originally contracting agency.

6 General Clauses

6.1. Termination of Contract

A. The Contract may be terminated at any time due to failure to organize/ process the data/ reports or the work being found unsatisfactory by SIHFW. In case the contract is terminated on the grounds of lack of capacity of the Firm/Concern/Company/Agency to conduct the exam, the Firm/Concern/Company/Agency would be liable to be black listed by SIHFW.

Resultantly, the security amount deposited by the Firm/Concern/Company will be forfeited and the job allotted would be withdrawn and penalty would be levied as may be decided by the Principal Health Secretary or MD NHM or Director SIHFW. Remaining work would be got done at the risk and cost of the original allottee.

B. Any controversy or claim arising out of or breach thereof will be settled by the Principal Health Secretary/MD NHM. The decision of the Principal Health Secretary/MD NHM will be final and binding. In case of any dispute, all legal proceeding shall be lodged in the courts situated in Jaipur (Rajasthan) only. In case of cancellation of exam, before or after its conduct, because of reasons attributable to the firm, no payment shall be made to the firm by SIHFW/Government and the security money shall also be forfeited. Similarly, if the exam is cancelled due to reasons attributable to SIHFW/NHM/Government, an amount equal to expenses incurred by the firm and as decided by the Principal Health Secretary/MD NHM, till the date of cancellation of exam, would be paid to the firm and if the cancellation of exam occurs after the conduct of exam, the firm would receive payment as per the steps mentioned at 5.3.

6.2. General principles

1. In order to provide prospective Bidders reasonable time in which to take the amendment into account in preparing their bid, the Department may, at its discretion, extend the deadline for the submission of bids, in which case, the Department will notify all extended deadline for submission of bid in writing.
2. **Language of Bid;** The bid prepared by the Bidder and all correspondence and documents related to the bid exchanged by the Bidder and the Department shall be written either in Hindi or English provided that any printed literature furnished by the Bidder may be written in another language, as long

State Institute of Health and Family Welfare

as such literature is accompanied by a translation of its pertinent passages in the language herein, in which case, for purposes of interpretation of the bid, the translation shall govern.

3. The prices and amounts quoted by the Bidder shall allow for all costs including labour, materials, equipment, transport charges, any other expenses to fulfill the obligations towards any clause of the bid document referred, Custom Duty, Octroi, Income Tax, Sales Tax, Turnover Tax, Professional Tax or any other duties, levies, taxes or charges.
4. Bid Currency; all prices shall be quoted in the Indian Rupee.
5. An undertaking under official secret act for maintaining the secrecy of the Tender Document, question papers, results or other records connected with the work given to him (as per annexure F) would have to be submitted.
6. The online tender shall be submitted in the time stamped electronic tender box separately for the Technical and Pre-qualification and Price proposal duly signed digitally by the Authorized signatory holding on <http://www.eproc.rajasthan.gov.in> before the scheduled date and time for submission prescribed for online submission.
7. **Late Tenders ONLINE SUBMISSION.** The system does not permit electronic submission of tenders after the due time and date.
8. The Department's right to accept or reject any or all tenders at any time prior to award of contract, will not incur any liability, to the affected Tenderer or any obligation to inform the affected Tenderer or, of the grounds for the Department's action.
9. **Corrupt or Fraudulent Practices:** (i) "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and (ii) "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Department, 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 the benefits of free and open competition. Any effort by a Bidder to influence the Department in the Department's bid evaluation, bid comparison or contract award decisions may result in rejection of the Bidder's bid. The Department 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 the contract in question.
10. Inspection of any work by the inspection committee of SIHFW could be done whenever deemed necessary.
11. The Firm/Concern/Company/Agency will have to produce an affidavit in the format annexure H of not having a history of non compliance or Non-performance of a contract as a result of Contractor's default within the last two years prior to the deadline for Bid submission, and that any Failure to sign a contract after receiving a notice of award has not occurred in the past five years. Similarly, in the same stamp that all pending proceedings, litigation, arbitrations, actions, claims, investigations or disputes, in total, shall not represent more than fifty percent (50%) of the Bidder's net worth.
12. The Bidder shall bear all costs associated with the preparation and submission of its bid and the Department/SIHFW will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the Bidding process.
13. The Bidder shall abide by the provisions of the legislation(s), related to the Information Technology, prevalent in this country.
14. The Online Examination Application Software before installation will be subjected to 'quality assurance test' prescribed by the SIHFW. The security of the system should be foolproof and shall be treated "not foolproof", where unauthorized persons being able to access/infiltrate in to the system. The system may be the application software or a process adopted by vendor. The complete STR (System Test Run) will be done (Without Any Extra Cost) for fresh or modified schemes introduced by SIHFW for the said Examination from time to time.
15. It is possible that after physical, financial & Technical inspection of the selected firm, the firm may be required to prepare/develop software for processing at different stages and STR (System Test Run)

State Institute of Health and Family Welfare

to be made as per SIHFW's requirements. Once satisfied with the outcome of these processing & STR's SIHFW shall call the firm for Agreement & there after work order shall be given to the firm.

6.3. Intellectual Property Rights

No software or services covered by the contract shall be developed, sold, disposed or done by the Bidder in violation of any right whatsoever of third party, and in particular, but without prejudice to the generality of the foregoing of any patent right, trademark or similar right, or of any charge, mortgage or lien. The Bidder shall warrant that there is no infringement of any patent or intellectual proprietary rights caused by the supply of IT Infrastructure and Software and the documents, which are subject matter of this project.

6.4. Applicable Law

The contract shall be interpreted in accordance with the laws of the Union of India and the State Government.

- The laws of India shall govern this project. Any suit, action or proceeding shall be confined to the exclusive jurisdiction of Courts at Jaipur.
- Any suit/legal action filed by any third party on account of the services made by the agency against any item related/pertaining to this project shall be settled by the agency at his own cost. SIHFW will NOT be a party to the same.

6.5 COMPLIANCE WITH THE CODE OF INTEGRITY AND NO CONFLICT OF INTEREST:

6.5.1 Compliance with the code of integrity: Any person participating in bid process shall-

- a) Not offer any bribe, reward or gift or any material benefit either directly or indirectly in exchange for an unfair advantage in procurement process or to otherwise influence the procurement process;
- b) Not misrepresent or omit misleads or attempts to mislead so as to obtain a financial or other benefit or avoid an obligation;
- c) Not indulge in any collusion, Bid rigging or any-competitive behavior to impair the transparency, fairness and progress of the procurement process;
- d) Not misuse any information shared between the procuring Entity and the Bidders with an intent to gain unfair advantage in the procurement process;
- e) Not indulge in any coercion including impairing or harming or threatening to do the same, directly or indirectly, to any part or to its property to influence the procurement process;
- f) Not obstruct any investigation or audit of a procurement process;
- g) Disclose conflict of interest, if any; and
- h) Disclose any previous transgressions with any Entity in India or any other country during the last three years or any debarment by any other procuring entity.

6.5.2 Conflict of interest: The Bidder participating in a bidding process must not have a Conflict of Interest.

A Conflict of interest is considered to be a situation in which a party has interests that could improperly influence that party's performance of official duties or responsibilities, contractual obligations, or compliance with applicable laws and regulations.

A Bidder may be considered to be in Conflict of interest with one or more parties in bidding process if, including but not limited to:

- a. Have controlling partners/shareholders in common; or
- b. Receive or have received any direct or indirect subsidy from any of them; or
- c. Have the same legal representative for purposes of the Bid; or

State Institute of Health and Family Welfare

- d. Have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the Bid of another Bidder, or influence the decisions of the Procuring Entity regarding the bidding process; or
- e. The Bidder submits more than one Bid in a bidding process. Submission of more than one Bid by a Bidder will result in the disqualification of all Bids, or
- f. The Bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specification of the Goods, Works or Services that are the subject of the Bid; or
- g. Bidder or any of its affiliates have been hired (or is proposed to be hired) by the Procuring Entity as consultant for the contract.

6.6 GRIEVANCE REDRESSAL PROCESS:

The Designation and address of the First Appellate Authority is

Special Secretary cum MD NHM, Govt. of Rajasthan.

The Designation and address of the Second Appellate Authority is

Principal Secretary Medical, Health & Family Welfare, Govt. of Rajasthan cum Chairman, Executive Committee, SIHFW

i. Filing an appeal

If any Bidder or prospective bidder is aggrieved that any decision, action or omission of the Procuring Entity is in contravention to the provisions of the Act or the Rules of the Guidelines issued there under, he may file an appeal to First Appellate Authority, as specified in the Bidding Document within a period of ten days from the date of such decision or action, omission, as the case may be, clearly giving the specific ground or ground on which he feels aggrieved:

Provided that after the declaration of a Bidder as successful the appeal may be filed only by a Bidder who has participated in procurement proceedings:

Provided further that in case a Procuring Entity evaluates the Technical Bids before the opening of the Financial Bids, an appeal related to the matter of Financial Bids may be filed only by a Bidder whose Technical Bid is found to be acceptable.

ii. The Officer to whom an appeal is filed under Para (1) shall deal with the appeal as expeditiously as possible and shall Endeavour to dispose it of within thirty days from the date of the appeal.

iii. If the officer designated under Para (1) fails to dispose of the appeal filed within the period specified in Para (2), or if the Bidder or prospective bidder or the Procuring Entity is aggrieved by the order passed by the First Appellate Authority, the Bidder or prospective bidder or the Procuring Entity, as the case may be, may file a second appeal to second Appellate Authority specified in the Bidding Document in this behalf within fifteen days from the expiry of the period specified in Para (2) or of the date of receipt of the order passed by the First Appellate Authority, as the case may be.

iv. Appeal not to lie in certain cases

No appeal shall lie against any decision of the Procuring Entity relating to the following matters, namely:-

- (a) Determination of need of services;
- (b) Provision limiting participation of Bidders in the Bid process;
- (c) The decision of whether or not to enter into negotiations;
- (d) Cancellation of a bid process;
- (e) Applicability of the provisions of confidentiality.

State Institute of Health and Family Welfare

v. Form of Appeal

- (a) An appeal under Para (1) or (3) above shall be in the annexed Form along with as many copies as there are respondents in the appeal.
- (b) Every appeal shall be accompanied by an order appealed against, if any, affidavit verifying the facts stated in the appeal and proof of payment of fee.
- (c) Every appeal may be presented to First Appellate Authority or Second Appellate Authority, as the case may be, in person or through registered post or authorized representative.

vi. Fee for filling appeal

- (a) Fee for first appeal shall be rupees two thousand five hundred and for second appeal shall be rupees ten thousand, which shall be non-refundable.
- (b) The fee shall be paid in the form of bank demand draft or banker's cheque of a Scheduled Bank in India payable in the name of Appellate Authority concerned.

vii. Procedure for disposal of appeal

- (a) The First Appellate Authority or Second Appellate Authority, as the case may be, upon filling of appeal, shall issue notice accompanied by copy of appeal, affidavit and documents, if any, to the respondents and fix date of hearing.
- (b) On the date fixed for hearing, the First Appellate Authority or Second Appellate Authority, as the case may be, shall,-
 - (i) Hear all the parties to appeal present before him; and
 - (ii) Peruse or inspect documents, relevant records or copies thereof relating to the matter.
- (c) After hearing the parties, perusal or inspection of documents and relevant records or copies thereof relating to the matter, the Appellate Authority concerned shall pass an order in writing and provide the copy of order to the parties free of cost.
- (d) The order passed under sub-clause (c) above shall be placed on the State Public procurement Portal.

Annexure A

Checklist

S.no.	Item	Yes/No
	Cover 1	
	DD/BC for Tender fee/RISL processing fee/EMD	
	Technical Bid (Cover 2)	
1	The completely filled Bid form with all its annexure duly signed on each page by the authorized signatory	
2	Check List Annexure A	
3	Bid Form Annexure B	
4	Technical bid Tender form Annexure C	
5	Particulars and qualifications of the bidders Annexure D	
6	Duly authenticated list of full time Technical and Administrative Personnel to be employed for the work Annexure E	
7	Undertaking Annexure F	
8	Bid Application form on Firm's Letterhead Annexure G	
9	Affidavit Annexure H	
10	Details of Similar completed works during last 3 years. Annexure I	
11	Details of work under execution or awarded. Annexure J	
12	List of Satisfactory Performance report from clients Annexure K	
13	Memorandum of appeal under the RTPP Act, 2012 Annexure L	
14	Declaration by the bidder regarding Qualification Annexure M	
15	Copy of TIN No. as applicable	
16	Copy of PAN certificate	
17	Copy of Service Tax Registration No.	
	Financial Bid (Cover 3)	
1	Price bid BoQ	

State Institute of Health and Family Welfare

Cy/

Annexure B

(Bid form is non-transferable)

BID FORM

TO CONDUCT ONLINE (COMPUTER BASED TEST) EXAMINATION ON TURNKEY BASIS
FOR RECRUITMENT OF CONTRACTUAL STAFF UNDER NHM, RAJASTHAN

Bid Reference. No
Name & Address of the Bidder: M/S
Telephone no. of authorized representative
Fax No of the firm
Mobile No of authorized representative
E-mail address of the firm
Bid publishing date : 20-11-2015
Bid submission date and time : Upto 19-12-2015 by 6.00 PM
Date and time of online opening of technical bids : 12.00 P.M. 21-12-2015
Place of opening of bids : Board Room, SIHFW, Jaipur
Bid form fee : Rs. 2000.00
Bid security : Rs.500000.00
Address for communication : Director, State Institute of Health & Family Welfare,
Jhalana institutional area, Near Doordarshan Kendra, Jaipur-302004
Tel. No. 0141-2701938 Fax No. 0141-2706534

Signature of Bidder with Seal

Annexure – C

Technical Bid Tender Form

1. Name and Postal Address M/s.....
.....
.....
.....
2. Phone Nos.....FaxMobile No.
3. E-Mail Address:
4. Reference: Tender Notice No.F-100(2)/SIHFW/Recruit-NHM/2015-16/10441 Date 19-11-15
5. Tender fee of Rs. 2000/- (Two thousand only) has been deposited by us through D.D./Cash receipt no. Dated. And the scanned copy of the same is enclosed herewith.
6. A sum of Rs 5, 00,000.00 (In words Rs. Five Lac only) has been deposited by D.D. No. Dated Drawn at Bank & Branch..... In favor of State Institute of Health and Family Welfare payable at Jaipur as an earnest money and the scanned copy of the same is enclosed herewith.
7. We agree to abide by all the terms and conditions mentioned in the Tender Notice issued by State Institute of Health and Family Welfare dated 19-11-15. We also agree to abide by all other conditions mentioned in the performa enclosed, on each page of which we have put our signature in token of our acceptance
8. All Experience Certificates have been enclosed with Technical Bid.

(The firm should have its own Phone and Fax. No. and email ids only otherwise will be technically rejected).

SIGNATURE OF TENDERER WITH SEAL

State Institute of Health and Family Welfare

6/

Annexure D

Particulars and qualifications of the bidders.

Particulars of the organization

1. Organization: - Name _____
2. Year of Incorporation / Registration in India _____
2(a) Registered Office Address _____

Telephone No.(s) _____ Mobile Nos _____ Fax No. (s) _____
Email _____ (b) 2(b) Jaipur office Address _____

Telephone No.(s) _____ Mobile Nos. Fax No. (s) _____ Email: _____
3. Year of Start of Operation in India _____
4. TIN No. _____
5. PAN No. _____
6. SERVICE TAX REGISTRATION NO. _____
7. Total No. Technical Manpower: _____
8. Total No. Administrative Manpower: _____
9. Legal status of firmCompany / Firm / Proprietorship/ Others (_____) (attach proof MOA, AOA/ Partnership Deed along with registration of partnership detail/ Affidavit by proprietor with registration detail as the case may be)

10. Annual Turnover for the last 3 years

Sr, No.	year	Annual Turnover	Category wise turnover			
			Conduct of Online exam	Software development	IT solutions/ services	IT solutions/ services
1	2012-13					
2	2013-14					
3	2014-15					

Please attach Balance-Sheet or Income-Expenditure and Assets-liabilities status position during these 3 years, duly audited by Chartered Accountant/ Statutory Auditors.

11. Particulars of the Center/unit associated with this project Name & Address of the Center/Unit _____
Associated with this project _____
12. Examination Detail as per criteria in point (Attach proof)

Sr No.	Particular	Description
1	Name of Examination	
2	Maximum No. Of Candidates handled on a Single Day Single Shift	
3	No. of cities covered in said examination	

13. Do you Own the complete source code of Application software used for complete online examination process (including test delivery system)

State Institute of Health and Family Welfare

②

14. If yes, provide the language/platform used and No. of releases and latest release no.
15. Quality & Security Certification Detail (ISO, SEI-CMM Level etc.) (attach proof)
16. Have your organization occurred loss during last three year : YES/NO
17. Are you able to support entire solution 24x7 across state of Rajasthan: YES/NO
18. Names, Designations, as well as residences of important persons dealing with the project.

Sr No.	Names, Designations,	Addresses	Involvement in this project	Telephone & Fax No.	
				offices	Residence
1					
2					
3					
4					

19. Particulars of EMD (i) Name of the Bank _____
 (ii) Address of Bank branch, issuing the draft _____ Code
 No. of Bank Branch _____ (iii) Amount of Draft _____
 (iv) Bank Draft No. & Date _____
 (vii) Valid up to _____ (Give Date)

20. Particulars of Software capabilities of organization and the center/unit dealing with this project.

S.No.	Names & Addresses of Centers/Units, independently engaged in Software Development work	Level of Certification of Software Capability Maturity Model (SW-CMM level)	Level of Certification of other equivalent systems of assessing software capabilities	
			Name of Certifying organizations	level to which certified
1				
2				

21. Experience of Similar Project having minimum costing of Rs.5.00 Crore. (Attach Work order/completion certificate/agreement).

Please attach duly authenticated copies of the certification claimed about the center/unit dealing with this project.

Particulars of Authorization of the person signing these documents on behalf of the bidder. Name, Designation & Address of the authorized person.

Name, Designation & Address of the person authorizing for signing the document.

Type/form of the issued authority (whether power of attorney/Authorization letter etc.)

Please enclose the original authorization document.

(Signature) (in the capacity of:)

Duly authorized to sign Bid for and on behalf of

State Institute of Health and Family Welfare

Cy

Annexure E

Duly authenticated list of full time Technical and Administrative Personnel to be employed for the task.

DULY AUTHENTICATED LIST OF FULL TIME TECHNICAL AND ADMINISTRATIVE PERSONNEL WITH THE BIDDER

Detailed Curriculum Vitae of key personnel along with their key role in the company, who will be associated with this project, may be called for by the institute.

List of full time Professionals of the organization who will be associated with the project (at least 25 professional) to be given in the table below

Sr. No.	Name	Designation	Qualification	Date of Joining

Signatures of Authorized person of the firm

Name

Address

Phone No.

State Institute of Health and Family Welfare

Annexure F

Undertaking

(On Rs. 10 Non Judicial Stamp Paper)

I/We hereby undertake that:-

I/ We hereby submitted our tender TO CONDUCT ONLINE (COMPUTER BASED TEST) EXAMINATION ON TURNKEY BASIS FOR RECRUITMENT OF CONTRACTUAL STAFF UNDER NHM, RAJASTHAN

I / We have enclosed the scanned copy of EMD in the shape of demand draft of Rs.5,00,000/- (Refundable) in the name of the Director, of State Institute of Health & Family Welfare payable at Jaipur, Demand Draft . No. _____ dated. _____ Issued from Bank _____ dated and for cost of tender document demand draft of Rs.1000/- (Non Refundable) in the name of the Director, of State Institute of Health & Family Welfare, payable at Jaipur, Demand Draft . No. _____ dated. _____ issued from Bank _____ dated.

I / We hereby agree to all the terms and conditions, stipulated by SIHFW, in this connection including delivery, penalty etc. quotations for each group are being submitted under separate covers and sheets and shall be considered on their face value.

I/ We have noted that overwritten entries shall be deleted unless duly out & re-written and initialed. Tenders are duly signed (No thumb impression should be affixed).

I / We undertake to sign the contract / agreement if required within 10 (ten days) from the issue of the letter of acceptance and start the work as per instruction immediately, failing which our / my security money deposited may be forfeited and our / my name may be removed from the list of suppliers at the Department of Health or any of its agency including SIHFW, Jaipur.

I / We agree to abide by this bid for a period of 120 (Number) days after the date fixed for bid opening or for any further period for which bid validity is extended and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

I / We agree that until a formal contract is prepared and executed, this bid together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

I / We understand that you are not bound to accept the lowest or any bid you may receive.

I / We have gone through all terms & conditions of the tender documents before submitting the same and accept the same.

NOTE: ALL TERMS & CONDITIONS SUCH AS TAXES ETC. HAS BEEN INDICATED IN THE QUOTATION FAILING WHICH IT WILL BE PRESUMED THAT THE PRICES/RATES ARE INCLUSIVE OF ALL TAXES AND OTHER TERMS & CONDITIONS ARE ALSO AS PER YOUR REQUIREMENTS.

Yours faithfully,

Signature of the authorized Signatory of
Bidder
Full Address
.....

WITNESS _____
WITNESS _____

State Institute of Health and Family Welfare

AD

Annexure G

Bid Application Form [On the Letter head of Bidder]

NIB Reference No.:

Date:

The Director,
State Institute of Health and Family Welfare (SIHFW)
Jhalana Institutional Area, Jaipur – 302004

Dear Sir,

I/ We hereby submit our tender TO CONDUCT ONLINE (COMPUTER BASED TEST) EXAMINATION ON TURNKEY BASIS FOR RECRUITMENT OF CONTRACTUAL STAFF UNDER NHM, RAJASTHAN of the State Institute of Health & Family Welfare, Jaipur

I / We have enclosed the EMD in the shape of demand draft of Rs.5,00,000/- (Refundable) in the name of the State Institute of Health & Family Welfare Payable at Jaipur, Demand Draft No. _____ dated. _____ Issued from Bank _____

I / We hereby agree to all the terms and conditions, stipulated by the SIHFW, in this connection including delivery, penalty etc. quotation is being submitted under separate covers.

I / We have noted that overwritten entries shall be deleted unless duly struck out & re-written and initialed. Tenders are duly signed (No thumb impression should be affixed).

I / We undertake to sign the contract / agreement if required within 10 (ten days) from the issue of the letter of acceptance and start the work as per instruction immediately, failing which our / my security money deposited may be forfeited and our / my name may be removed from the list of service providers / suppliers at the department of Medical & Health, Rajasthan.

I / We agree to abide by this bid for a period of 120 (Number) days from the date of technical bid opening and/or after the date fixed for bid opening or for any further period for which bid validity is extended and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

I / We agree that until a formal contract is prepared and executed, this bid together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

I / We understand that you are not bound to accept the lowest or any bid you may receive.

I / We have gone through all terms & conditions of the tender documents before submitting the same and accept the same.

Yours faithfully,

Date:

Signature of the Authorized Signatory of Bidder

Name of the party in whose favor the tender form has been issued _____

Full Address

WITNESS _____

WITNESS _____

State Institute of Health and Family Welfare

6/1

Annexure H

Affidavit (on Rs. 100 non judicial stamp)

I/We.....Son/Daughter/wife of
Authorized signatory of the Firm/Concern/Company/Agency
(name).....here
by declare that our firm does not have a history of non compliance or Non-performance of a contract
as a result of Contractor's default within the last two years prior to the deadline for Bid submission,

and that any Failure to sign a contract after receiving a notice of award has not occurred in the past
five years.

that all pending proceedings, litigation, arbitrations, actions, claims, investigations or disputes, in total,
shall not represent more than fifty percent (50%) of the Bidder's net worth.

Name
Designation
of authorized signatory
Date

Seal

State Institute of Health and Family Welfare

Annexure I

Details of Similar completed works during last 3 years.

PROFORMA FOR PERFORMANCE STATEMENT (SUMMARY PROFILES OF PROJECT COMPLETED DURING LAST THREE YEARS RELATED TO ONLINE EXAMINATION (CBT) CONDUCT & PROCESSING)

Sr. No.	Name , address, Tele no. and fax no. of organization for which Online Examination (CBT) work has been executed	Description & Name of the of online Examination	Value of Contract (Rs. in lac)	Period of Execution	Delay if any from scheduled time (give reasons)	Litigation / Arbitration Pending in progress with detail	Remarks
1							
2							
3							
4							
5							
6							

The bidder will have to attach full details of similar projects of value more than Rs. 25 Lac each, involving application software development work, conduct and processing in India or abroad, as Annexure to this list.

Date(Signature)

Place(in the capacity of:

Duly authorized to sign Bid for and on behalf of

State Institute of Health and Family Welfare

6/

Annexure J

Details of work under execution or awarded.

PROFORMA FOR PERFORMANCE STATEMENT (SUMMARY PROFILES OF PROJECT UNDER EXECUTION / AWARDED RELATED TO ONLINE EXAMINATION (CBT) CONDUCT & PROCESSING

Sr. No.	Name , address, Tele no. and fax no. of organization for which Online Examination (CBT) work has been executed	Description & Name of the of online Examination	Value of Contract (Rs. in lac)	Period of Execution	Slow progress if any and reasons thereof)	Litigation / Arbitration Pending in progress with detail	Remarks
1							
2							
3							
4							
5							
6							

The bidder will have to attach full details of similar projects of value more than Rs. 25 Lac each, involving application software development work, conduct and processing in India or abroad, as Annexure to this list.

Date(Signature)

Place(in the capacity of:

Duly authorized to sign Bid for and on behalf of

State Institute of Health and Family Welfare

②/

Annexure K

List of Satisfactory Performance report from clients

PROFORMA FOR PERFORMANCE STATEMENT (LIST OF SATISFACTORY PERFORMANCE CERTIFICATE FROM CLIENTS RELATED TO ONLINE EXAMINATION (CBT) CONDUCT & PROCESSING

Sr. No.	Name , address, Tele no. and fax no. of organization for which Online Examination (CBT) work has been executed	Description & Name of the of online Examination	Value of Contract (Rs. in lac)	Period of Execution	Remarks
1					
2					
3					
4					
5					
6					

Note: Attach the Satisfactory Service Certificate from the organizations for whom similar projects executed successfully as Annexure to this list.

State Institute of Health and Family Welfare

6/

Annexure L

FORM No. 1 [See rule 83]

Memorandum of Appeal under the Rajasthan Transparency in Public Procurement Act, 2012

Appeal Noof

Before the(First / Second Appellate Authority)

1. Particulars of appellant: (i) Name of the appellant: (ii) Official address, if any: (iii) Residential address:

2. Name and address of the respondent(s): (i) (ii) (iii)

3. Number and date of the order appealed against and name and designation of the officer / authority who passed the order (enclose copy), or a statement of a decision, action or omission of the procuring entity in contravention to the provisions of the Act by which the appellant is aggrieved:

4. If the Appellant proposes to be represented by a representative, the name and postal address of the representative:

5. Number of affidavits and documents enclosed with the appeal:

6. Grounds of appeal:
.....
.....(Supported by an affidavit)

7. Prayer:
.....
..... Place Date

Appellant's Signature

State Institute of Health and Family Welfare

1/

Annexure-M

(Shall be submitted on letter head of firm)

Declaration by the Bidder regarding Qualifications

In relation to my/our bid submitted to Director, SIHFW, Jaipur TO CONDUCT ONLINE (COMPUTER BASED TEST) EXAMINATION ON TURNKEY BASIS FOR RECRUITMENT OF CONTRACTUAL STAFF UNDER NHM, RAJASTHAN in response to their Notice Inviting Bids No Date....., I/We hereby declare under Section 7 of Rajasthan Transparency in Public Procurement Act, 2012 that:

- 1) I/We possess the necessary professional, technical, financial and managerial resources and competence required by the bidding document issued by the Procuring Entity;
- 2) I/We have fulfilled my/our obligation to pay such of the taxes payable to the Union and the State Government or any local authority as specified in bidding document;
- 3) I/We are not insolvent, in receivership, bankrupt or being wound up, not have my/our affairs administered by a court or a judicial officer, not have my our business activities suspended and not the subjected of legal proceedings for any of the foregoing reasons;
- 4) I/We do not have , and our directors and officers not have , been convicted of any criminal offence related to my/our professional conduct or the making of false statements or misrepresentations as to my/our qualifications to enter into a procurement contract within a period of three years preceding the commencement of this procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;
- 5) I/We do not have a conflict of interest as specified in the Act, Rules and the Bidding Document, which materially affects fair competition;

Date:

Place:

Signature of bidder

Name:

Designation:

Address:

State Institute of Health and Family Welfare

PRICE BID to be submitted in BOQ on the e-portal and not to be included in the technical bid documents

Name of Work: Request for Proposal
to CONDUCT ONLINE (COMPUTER BASED TEST) EXAMINATION ON TURNKEY BASIS FOR
RECRUITMENT OF CONTRACTUAL STAFF UNDER NHM, RAJASTHAN

Tender Inviting Authority: State Institute of Health and Family Welfare

Contract No:

Bidder Name

PRICE SCHEDULE

(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)

Sr. No.		Quantity number of candidates	
1			
1	Conducting online exam at optimum number of centers in minimum 7 divisional districts as per Scope of work and terms and conditions mentioned in the bid document	63000	
	Total in Figures		
	Quoted amount in Figures		
	Quoted amount in Words		
			Signature of the tenderer with seal