



REQUEST FOR PROPOSAL (RFP)

For

**Onboarding of Agency for Conduction of COMMON ENTRANCE
TEST (CET) for Pre Training of (UPSC / MPSC) Civil Services
and Allied Services Competitive Examinations**

Tender Notification No.: TRTI/2022/TRAINING/CET/ 2940 Dated: 17/06/2022

Issued By

The Commissioner
Tribal Research & Training Institute, Pune
Government of Maharashtra



Tribal Research & Training Institute
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E-TENDER No. TRTI/2022/TRAINING/CET/ 2940

Date: 17/06/2022

Invitation for REQUEST FOR PROPOSAL (RFP) to Onboard the Agency for Conduction of COMMON ENTRANCE TEST (CET) for Pre Training for (UPSC / MPSC) Civil Services and Allied Services Competitive Examinations for ST Candidates.


Inviting Request For Proposal (in two Bid system - Technical Bid & Commercial Bid) are invited for Selection of Agency for Conduction of COMMON ENTRANCE TEST (CET) for Pre Training for (UPSC / MPSC) Civil Services and Allied Services Competitive Examinations for ST Candidates. Interested Organizations having adequate resources can submit their Technical Bid & Commercial Bid Online on website <https://mahatenders.gov.in>

Name of the Service	Estimated ST Candidates	Tender Fee	Earnest Money Deposit (EMD)
Conduction of COMMON ENTRANCE TEST (CET) for Pre Training for (UPSC / MPSC) Civil Services and Allied Services Competitive Examinations for ST Candidates (Number of ST candidates may increase or decrease)	5000-6000	Rs.10,000/-	Rs.1,00,000/-

- The Institute shall be selected based on the selection criteria decided by TRTI as mentioned in the Bid Document.
- Joint Venture Consortium is not permitted.
- The Bid Documents are available on website <https://mahatenders.gov.in>
- The interested Bidders will have to register and enroll on website <https://mahatenders.gov.in>.
- The interested Bidders will have to submit all the required documents through online.
- The Tender Fee of Rs.10,000/-** is required to be deposited Online through Net Banking .
- The EMD of Rs.1,00,000/-** is required to be deposited Online through Net Banking .
- The detailed Bid Document can be download from the website <https://mahatenders.gov.in>
- Interested Institutes / Bidders shall submit their Bid on or **before 05/07/2022, 17:00 hrs.**
- The advertisement is also available on office website <https://trti.maharashtra.gov.in> for information.
- Right to reject any or all the Bids is reserved by the Commissioner, TRTI, Pune

Notice:

This document is the property of TRTI, Pune. It may not be copied, distributed or recorded on any medium, electronic or otherwise, without TRTI's written permission, even by the authorized personnel / company / agency for any purpose other than the purpose specified herein and it is strictly prohibited as it shall amount to copyright violation and thus shall be punishable under the Indian Law.


(Dr. Rajendra Bharud I.A.S.)
Commissioner, TRTI, Pune

Invitation for Request for Proposal (RFP)

Tribal Research And Training Institute, Pune, hereinafter referred to as TRTI, Pune invites Request for Proposal (in two Bid system - Technical Bid & Commercial Bid) are invited for Selection of Agency for Conduction of COMMON ENTRANCE TEST (CET) for Pre Training for (UPSC / MPSC) Civil Services and Allied Services Competitive Examinations for ST Candidates. Interested Organizations having adequate resources can submit their Technical Bid & Commercial Bid Online on website <https://mahatenders.gov.in>

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

The complete Bid Document is available on the website <https://mahatenders.gov.in> for the purpose of downloading. The downloaded Bid Document shall be considered valid for participation in the electronic Bidding process (e-Tendering) subject to the submission of required tender/ Bid Document fee and EMD.

To participate in Bidding process, Bidders must procure a Digital Signature Certificate (Class - III) as per Information Technology Act-2000 using which they can digitally sign and encrypt their electronic Bids.

Notice Details

Sr. No.	Title of Work	Onboarding of Agency for Conduction of Common Entrance Test (CET) for Tribal Research and Training Institute, Pune, Government of Maharashtra.
1	Tender Fee	Rs.10,000/- (Rupees Ten Thousands Only)
2	Earnest Money Deposit (EMD)	Rs. 1,00,000/- (Rupees One Lakh Only)
3	Download of e-tender forms	20/07/2022 11.00 am to 05/07/2022 17.00 pm
4	Bid Validity Period	180 days from the date of opening of commercial bids
5	Tender Publish Date & Time	20/07/2022 11.00 PM
6	Pre Bid Meeting Date and Time	27/06/2022 14.00 PM
	Venue for Pre-Bid Meeting	Tribal Research and Training institute, 28, Queen's Garden, Near Old Circuit House, Pune 411001
7	End date of Sale of RFP Document	05/07/2022
8	Last Date and Time for Submission of Bids	05/07/2022 17.00 PM
9	Bid opening date	06/07/2022 17.00 PM
10	Opening of Technical Bids	07/07/2022 11.00 AM
11	Technical presentation by Qualified Bidders	TBD
12	Commercial Bid opening Date & Time	TBD
13	Contact Person for queries	Joint Director, TRTI PUNE
14	Official Email ID	trti.mah@nic.in

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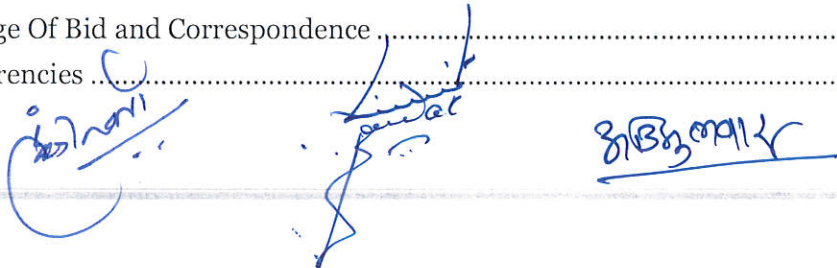
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1 DISCLAIMER:

This Request for Proposal (RFP) document is neither an agreement and nor is an offer to the prospective bidders. The purpose of this RFP document is to provide prospective bidders information that may be useful to them in the formulation of their bid for qualification pursuant to this RFP document. The assumptions, assessments, statements and information contained in this RFP document may not be complete, accurate, adequate or correct. Each bidder shall, therefore, conduct its own investigations and analysis and shall check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this RFP document and obtain independent advice from appropriate sources.

Information provided in this RFP document to the bidders is not intended to be an exhaustive account of statutory requirements and shall not be regarded as a complete or authoritative statement of law. Therefore Tribal Research and Training Institute, Pune will not hold any responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

The issue of this RFP document does not imply that the concerned, Tribal Research And Training Institute, Pune is bound to select and to appoint the Selected Bidder as Service Provider and the concerned, Tribal Research And Training Institute, Pune henceforth used reserves the right to reject all or any of the bid without assigning any reason whatsoever.

The bidders shall bear all the costs associated with or relating to the preparation and submission of their bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Concerned, Tribal Research And Training Institute, Pune shall not be liable in any manner, whatsoever, for the same or for any other costs or other expenses incurred by any bidder in preparation and submission of the bid, regardless of the conduct or outcome of the Bidding Process.

2 INTRODUCTION

Tribal Research and Training Institute, Maharashtra State, Pune henceforth used acronym as TRTI, Pune is an autonomous organization of the Government of Maharashtra, which is established under the Scheme sponsored by the Government of India in 1962. TRTI, Pune is working in the tribal-dominated states of the country to conduct research on various aspects of tribal subjects.

Organization's Objectives and Functions:

- Evaluate the impact of various schemes implemented by the Central and State Government for the financial, educational and social development of tribal communities on tribal life.
- Conduct Research on issues related to tribal life and development.
- Organizing and conducting pre-employment training for the officers / employees working in Tribal Development Department, moreover pre-employment training like capacity building and competitive examination for tribal students.
- Organizing different training sessions for the tribal
- Running Tribal (Adivasi) cultural museum to organize tribal arts and culture, organize handicraft exhibition in different urban areas, and creating a short film on tribal life.
- Administrative control over fifteen Scheduled Tribes Caste Validity Certificate Scrutiny Committees working across over the Maharashtra State.

3 SCOPE OF WORK

3.1 Broad Scope of work:-

- Deployment of On Line CET application and conduction of Computer Based Common Entrance Test (CBT) i.e. UAT
- Setting up operational management and maintenance of helpdesk to resolve queries regarding various processes of CET.
- Preparation of Audio-Visual Help Content (User Manual)
- Preparation of Information security policy.
- I.T. Disaster Recovery (DR) including loss of student's profile data, questions and answer key, etc.

3.2 Detailed scope of work:-

1. on boarded agency should develop/use the system with will cover but not limited to the below utilities.
2. Detail requirements will be shared on successful onboarding of the agency during requirement mapping sessions.

Process	Description
Candidate Registration for CET	<ol style="list-style-type: none"> 1. Registration of Candidates. 2. Profile creation. 3. Verification of Email id and mobile number. 4. Uploading signature and photo graph. 5. Allocation of unique registration id /number 6. Forgot password utility 7. Email, SMS and notification should be fired at each level 8. System should have tool tips and proper error messages (Multilingual) to guide applicants
CET application	<ol style="list-style-type: none"> 1. Application for CET 2. Allocation of unique application id 3. Print submitted application form.
Dashboard to applicant	Applicant dashboard will broadly comprise of: - <ul style="list-style-type: none"> • Applicant profile • Application history • Application Current Status. • Printing Application form & Save it in Pdf. • Download of Hall Ticket from the Candidate's log in
Scheduling of Examinations	<ol style="list-style-type: none"> 1. Schedules will be prepared and finalized by TRTI, Pune 2. Facility to publish Exam schedules 3. Schedules should be available on student dashboard in candidate's login.
Publishing Syllabus	<ol style="list-style-type: none"> 1. Facility to publish syllabus online. 2. Facility to download syllabus in candidate's login.
Question paper and Question bank	<ol style="list-style-type: none"> 1. Question bank will be prepared by the on-boarded agency. 2. Question bank and Question paper should be in Multi Choice Question (MCQ's) format separate for course and syllabus 3. QP Authoring 4. Standardization and validation of the selected questions. QP Standardization in coordination with

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Process	Description
	<p>the syllabus and Question pattern of UPSC CSE</p> <p>5. Quality control of the questions and Moderation of selected questions for Grammar, Syntax, difficulty level, syllabus content reference. Pre declaring the time frame for General Knowledge questions</p> <p>6. Converting Test batteries in sets as per Easy, Medium, Difficult combination.</p> <p>7. Answer key validation of the Question with record of Sources and authentic references and justification.</p> <p>8. Moderation of question bank and question paper as per syllabus and pattern of questions will be sole responsibility of the appointed vendor.</p> <p>9. The Intellectual rights of all the question bank and test batteries along with answer key prepared by the on boarded agency post examination will be the property of Tribal Research and Training institute, Pune.</p>
Centre and Venue Management /Allocation	<p>1. Center hiring and selection for examination should be done by the agency as per demand of TRTI, Pune</p> <p>2. The on boarded agency should have technical and administrative capacity of conducting online examination in every District headquarters as well as Sub- Divisional headquarters of Maharashtra State.</p> <p>3. The selection parameter and criteria for selection of exam venue will be discussed and finalized once the agency is boarded.</p> <p>4. Each on boarded center should be given one nodal login.</p> <p>5. Each center should have one center head, invigilator and supporting staff available during the exam which will be provided by on boarded agency.</p> <p>6. Local Police support should be made available, for this Tribal Research and Training institute, Pune may support the SI (Security Infrastructure)</p> <p>7. First aid medical facility should be available during the Exam.</p> <p>8. Video recording of the entire exam should be available.</p> <p>9. Venue should be allocated as per the business rules/ logic given by Tribal Research and Training institute, Pune.</p> <p>10. Final validation of centers will be done by TRTI, Pune</p> <p>11. It would be responsibility of the on boarded agency to do pre exam audit of exam centers before exam (hardware, software, power backup, internet connectivity etc.)</p>
Hall ticket	<p>1. Format for hall ticket will be provided by TRTI, Pune</p> <p>2. Hall ticket should be available in applicant's login.</p> <p>3. Applicant will be given facility to download and print hall ticket.</p>
Exam conduction	<p>1. Exams will be conducted as per schedules finalized of TRTI, Pune</p> <p>2. Every test center should have all the required facilities and resource as prescribed by TRTI, Pune</p> <p>3. Technical support should be available at center as</p>

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Process	Description
	<p>well as remotely.</p> <p>4. The Agency should have technical ability to conduct on line test at Centre Based on line Exam as well as Proctored on line examination simultaneously.</p>
Publish Final Answer key	<p>1. Final Answer keys will be displayed in the Candidate's login</p> <p>2. Provision should be there to display question paper given to candidate, answer given by Candidate and correct answer shown in candidate's login.</p> <p>3. On boarded agency will give full support regarding the objections raised by the candidates regarding the questions/answers of the question papers/ test batteries with all required academic references.</p>
Results	<p>1. Results should be prepared as per the norms and guidelines given by TRTI, Pune</p> <p>2. Application of standardized Statistical treatment to the raw scores for Multi session Examinations</p> <p>3. Scientific justification of the Statistical Treatment</p> <p>4. Score card should be prepared as per format finalized by TRTI, Pune</p> <p>5. Results/scorecards should be available in applicant's login.</p> <p>6. Students can print the score cards from their logins which could capture IP Address, Day, Date and Time of download.</p> <p>7. Security features on the score card.</p>
Dashboard (general)	<p>1. Dynamic dashboard should be provided.</p> <p>2. Reports should be available as per requirements from TRTI, Pune</p> <p>3. Facility to download reports in excel/word and PDF format.</p> <p>4. Creation and customization of dashboard to be done as and when required.</p> <p>5. Common dashboard for all courses for Admin.</p> <p>6. Course wise Separate dashboard with tabular Real-time information. (Will be discussed post on boarding)</p>
Support and Helpdesk	<p>1. Facility to register grievance/ticket from applicant's login.</p> <p>2. Grievance/Ticket should be resolved in prescribed time.</p> <p>3. Exhaustive user manuals should be available along with video and audio tutorials</p> <p>4. Helpdesk support should be available 9am to 7pm.</p> <p>5. Resources should be trained to understand activities of TRTI, Pune</p>
Covid-19/Pandemic Regulations (if Persists)	<p>1. Sanitization of examination centers before and after exam shift.</p> <p>2. Temperature monitoring.</p> <p>3. Hand sanitization.</p> <p>4. Social distancing.</p> <p>5. And other Covid-19/Pandemic related protocol set forth by Government.</p>

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3.3 GENERAL REQUIREMENTS:

3.3.1 Security Requirements:

- 1) All security standards available in industry should be taken care of.
- 2) Unique ID and password with OTP based feature shall be created for each candidate.
- 3) Applicant will be given unique key at centers to access the examinations.
- 4) Candidate shall not be allowed to open any other window during examination also prevents other applications like screen capture/recording running in background by using secure browser. Provision to disable -
 - A) Browsers/ tabs
 - b) Search Engines/ Other websites
 - c) Screen sharing and Virtual machines
 - d) External ports & printing
 - e) Cut, Copy, Paste
 - F) Data Sharing
- 5) In case of technical issue if like network loss or, power failure exam will continue from where it was stopped.
- 6) Exam coordinators deputed at centers should do check of all the available resources (Electricity, Power back up, Network etc.) before commencement of examination.
- 7) Advance security feature with IP tracking and audit trail like Login, logout, exam access, Question navigation, section changes, internet speed, and answer responses should be recorded in the system. Also to provide Geo-location of the candidate from where student accessed the examination.
- 8) Agency must provide a master login and dashboard to view all the candidates appearing for examination in one go.

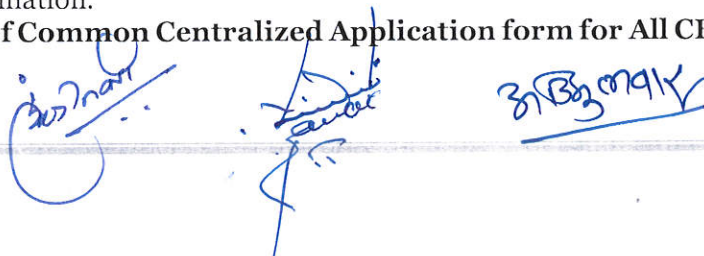
3.3.2 Other Requirements

1. Agency shall assign single point of contact person to TRTI, Pune during the examination.
2. Question bank prepared by selected agency will be moderated by TRTI, Pune
3. Agency shall ensure the examination shall be conducted smoothly in real time.
4. Agency shall schedule/conduct a mock test for registered candidates for TRTI, Pune for pre-exam checks with no additional cost.
5. Agency shall be prompt to resolve the issue highlighted by TRTI, Pune student or Invigilator.
6. Agency shall provide all the result within 48 hrs of exam completion.
7. Selected Bidder will be responsible for taking the Insurance of all the CETs and on line CET Centers where the CET are being conducts.
8. In case of cancellation of Examination due to unforeseen reasons the selected bidder will have to reorganize the Examination without charging extra amount for the same.

3.3.3 Administration Services:

1. Agency shall prepare Standard Operating Procedure for process of conduction of Computer based CET and share the same with TRTI, Pune at least 15 days before the exam for validation and approval.
2. Agency to follow all rules and regulations shared by TRTI, Pune from time to time.
3. Provision to Exam coordinators to Track Live attendance of students.
4. Agency shall schedule a mock test for each course seven - fifteen days before the actual examination, to give student feel of the live examination.
5. Agency shall review supervisor reports regarding the administration of the online Examination as well as reported Candidate problems and submit extraordinary findings or other irregularities in the Examination to the TRTI, Pune
6. Agency shall not complete, alter, or assume intent of a Candidate's response in the Examination.
7. Agency should maintain confidentiality and curb corrupt practices.
8. Agency must share all log files, recordings and other reports on server securely within 3 days of completion of the examination.

3.3.4 Designing of Common Centralized Application form for All CET Examination:



The Centralized Common CET Application form Application to serve as the backend application for all the stakeholders to receive and process the information / applications received from the front end. The centralized application shall provide the following functionality: -

1) Centralized Data Repository:

1. The submitted data along with the required attachments are stored in designated specific data stores.
2. The internal stakeholders at TRTI, Pune can access the central application by providing their access credentials.
3. The compartmentalized central database will provide for the required role-based access control mechanisms to ensure that departmental data remains secure
4. The platform should provide capability of creating clones / multiple copies of already configured application and allow making changes to the copied version to achieve multiple variants of the applications without redevelopment from scratch.
5. Eligibility of all professional courses will be incorporated in the Common Centralized Application form of CET.

2) User Authentication & Role based access control:

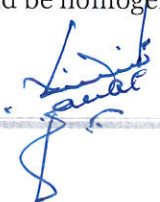
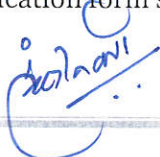
1. The portal should have role-based authentication for accessing various functionalities of different modules with encrypted passwords. Access Rights can be given to Individual Users or Groups.
2. The portal should have the flexibility to define distinct role and designation for the users.
3. The portal should have the capability for providing user rights to various forms to create new record, view existing record or edit existing record.
4. An audit trail of changes to data in the software should be maintained to identify the users responsible for the modification. There should be a facility to create reports on audit logs
5. The portal should be capable of adding more fields to the data input screens for capturing additional business specific information.
6. A user will be able to fill the form electronically through internet services and submit his/her queries electronically. The user of the system will be able to track the status of application / inquiry at any point of time.
7. Provision for TRTI, Pune approvers / reviewers to sign system generated letters issued to candidates, departments and other stakeholders using Aadhaar based e-sign mechanism.

3) Workflow Services:

1. The application should provide configurable assignment engine which should be configurable at administrative level, without need of any core IT skills.
2. The application should support visual workflow definition for business process automation instead of writing script / code
3. The system should have a robust rule engine through which it should be possible to configure or modify complex rules in a short period of time, without any need of coding or changes to code. The rule definitions should be done using pseudo-English and using a user-friendly interface instead of XML.
4. Rules repository should reside centrally and should be accessible using web services and APIs by any part of application, e.g. the Web Portal, mobile apps etc. One should be able to test the rules on directly generated user interface and if needed user should be able to download the outcome in a pdf.
5. SI shall be responsible for updating any changes in the workflow based on TRTI, Pune notifications without any additional cost.
6. On submission of the form appropriate message should be generated. (Reason for rejection in case of failure and acknowledgement of form submission with unique acknowledgement number in case of successful submission)

4) Other requirements.

1. The Common CET Application form should be homogeneous with respect to keyboard use, screen



layout and menu operations with Graphic User Interface (GUI) support

2. The system should have following functionalities: SMS gateway integration, email integration, mobile device compatibility (Responsive & Adaptive CMS), dashboards for Senior Management and Regular MIS Reports.
3. The portal should have capability to download information in specified format.
4. The portal should have flexibility to add the links for other websites/portals.
5. Application should provide capability of tracking application usage by users
6. The application should provide analytical reporting capabilities for TRTI, Pune key users
7. The application should provide 360-degree view & dashboard for viewing key data at a glance
8. Detailed log of all user activities should be maintained.

3.3.5 Management Information System (MIS) Reporting

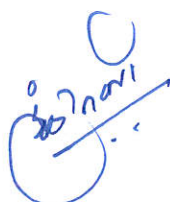
- 1) The MIS reporting system should provide reports and slicing and dicing of information related to candidates, departments, test centers, examinations etc.
- 2) It should provide quick graphical outputs based on the ad hoc queries raised.
- 3) Reporting of details related to the applications received and processed should be generated from the Central Application.
- 4) Scheduling of important reports should be possible.
- 5) System should have feature of user initiated ad hoc (on demand) reports
- 6) System should allow the internal users to enter query parameters/filters, which are then used to select and retrieve only the data that meet the specified criteria
- 7) System should have provision to print and export the report generated in the pre-defined file formats (e.g. spreadsheets, word processing, etc. as per desktop office solution)
- 8) System should provide 360-degree dashboard for key data points related to all stakeholders.

3.3.6 Information Security Infrastructure (SI):

- 1) SI should design the security infrastructure and accessories as required for the proposed solutions that would be deployed at TRTI, Pune
- 2) The following provides guidelines principles to assist SI to design the security requirements:
 - a) The external users will be accessing the e-Services and related application features. The traffic of external users will be routed through security devices such as Firewalls and IPS. The users will be authenticated through log-in credentials and digital certificates, if available,
 - b) TRTI, Pune users on Intranet will be routed to the core business applications through Application Proxy Firewall and authenticated using their log-in credentials
- 3) SI should include all the components that are required to make the proposed solution complete
- 4) Procurement of digital certificates will be done by TRTI, Pune as & when required
- 5) SI will be responsible for drafting the information security policies & procedures for TRTI, Pune & will adhere to the same during the term of the contract.

3.3.7 Certificate of Technical Audit

The on boarded company should produce/ Submit third party certificate of technical audit regarding it infrastructure used, application developed, interconnectivity of various database tables with forms and accordingly during various report generations along with technical audit of examination centers selected for conducting online exam.



3.3.8 SMS & Mail Service:

1. TRTI, Pune would send intimation to the Candidate / User Department through SMS and email to the registered mobile number and email id.
2. Illustratively following intimations would be sent through SMS as well as e-Mail:
 - a) Registration / Amendment / Cancellation confirmation
 - b) Confirmation of any payment made
 - c) Any news / update
3. Candidate / User Department should also be able to retrieve the information from email and/or SMS Gateway.
4. Log of all the SMS and emails sent to the Candidate / User Department should be maintained by the system. Also, the system should be able to track the SMS / e-mail delivery, read, opened bounce back status. The system should be able to send the right format of messages according to the target devices e.g. smartphones, feature phone etc.
5. SI should provide capabilities to send the SMS to the SMS Gateway
6. If APIs are being used, it should be tested and secured against vulnerabilities and security flaws.
7. SI should provide secured Bulk Email / SMS service. More than Five thousand emails / SMS are expected to be sent per month on an average. Emails can also have attachment. Attachment size on an average is 5 MB, not exceeding 25 MB.
8. Procurement and integration required for Bulk Email service / SMS service should be done by SI. SI is also responsible for supporting the day to day Bulk email / SMS sending activities.
9. Payment related to the Bulk Email service / Bulk SMS service will be borne by SI

3.3.9 Handholding Post Implementation:

SI is expected to assist in conducting the operational activities and provide hand-holding resources for TRTI, Pune personnel at TRTI, Pune for a period of 1 years after acceptance of system (post Go-live). Some of the indicative tasks identified are given below:

1. Sensitization towards the new system, the initiative underway, roadmap for the project, the impact and benefits envisaged etc.
2. This training is suggested for all functionaries of TRTI, Pune who have a major role to play. This training would cover:
 - A) User training for the newly developed system for the key users in TRTI, Pune
 - B) User training for redesigned processes, if any
 - c) Hands on training on usage of different modules/ functions of the system
 - d) Training to Associated departments
3. Overall guidance and continuous training on use of the application including software and hardware.
4. SI should provide handholding personnel at Purchaser office location. These resources will be deployed for duration as agreed with TRTI, Pune in consecutive discussions.

3.3.10 Helpdesk

A helpdesk is envisaged to be provided for the resolution of technical & operational queries by internal and/or external users. Typical helpdesk activities shall include:

1. Deployment of enough manpower (at least 2 personnel) to attend the helpdesk requests for extending technical support to end users.
2. Requirement IT hardware, software, application for helpdesk including PC, Printer, Landline Telephone, etc. to be provided by the SI.
3. Implementation & deployment of web-based tool for multi-channel helpdesk.
4. Implementation of Chat - bot to answer queries of students.
5. Operational window for helpdesk – 7 days X 12 hours starting at 8 am – 8 pm post which query will be addressed on IVR.
6. Provide Help Desk facility for agreed SLAs for reporting technical incidents / issues / problems with the system.
7. Helpdesk facility shall provide internal / external users an option to raise tickets for incident

reporting.

8. The Help desk shall log user calls / tickets related to system and assign a call / incident ID number. Severity shall be assigned to each call as per the Service Level Agreements (SLAs).

a) Track each call / ticket to resolution.

b) Escalate the calls / tickets, to the appropriate levels, if necessary, as per the escalation matrix agreed upon and developed by SI and TRTI, Pune.

c) Coordinate with respective department for closure of calls / tickets.

d) Analyze the incident / call statistics and provide monthly reports including but not limited to:

i) Type of incidents / calls logged

ii) Incidents / calls resolved

iii) Incidents / calls open

11. Update the frequently asked questions (FAQs) on TRTI, Pune website to assist end users in resolving basic issues themselves.

12. SI to maintain voice recordings of the calls for 120 days.

13. SI to provide call analytics and dashboard as requested by the TRTI, Pune

3.3.11 Project Planning & Monitoring:

1) Finalize the Project Charter in order to determine and agree on the project expectations, ground rules, work plan, communication matrix, timelines, Quality Plan, Configuration Management Plan etc.

2) Project Quality Plan should document specific process elements and the quality actions that the project intends to implement. This should include the derivation of quality goals, standards followed, schedule of quality assurance activities in the project, defect control, correction and preventive methodology, handling process deviations.

3) Configuration Management Plan should contain procedures to be implemented for managing the configuration of the software solution to be produced by the project. In this plan, SI should identify configuration items, responsibilities of configuration controller, access restrictions, directory structure needed for configuration management, procedure for change control, method of tracking the status of configuration items, backup procedure, configuration audits, release management, archival procedure, procedure for version / revision numbering.

4) SI's Project Manager should prepare a detailed project plan (as part of the Project Charter) clearly specifying the tasks, the dependency among the tasks, the duration to perform the tasks, the resources allocated to perform the tasks, the scheduled start and finish dates for the task. This project plan should also clearly mention the various project milestones and project deliverable schedules. The Project Manager should also prepare a detailed register of project related risks with details such as Probability of Occurrence of the Risk Factor, Severity of the Risk Factor, Risk Rating, Risk mitigation plan, etc.

5) The detailed project plan should be internally reviewed for completeness and correctness by SI and subsequently delivered to TRTI, Pune for its review and acceptance. The mutually agreed Project Plan will form the basis for regular project monitoring.

6) SI should revise the project plan to incorporate changes due to requirement changes, delay in approvals, etc., if any, and submit the revised project plan to TRTI, Pune

7) SI should hold Weekly review meetings with TRTI, Pune providing detailed report on the progress of the project (Project Progress Report) clearly highlighting the activities completed in the reporting period, activities planned for the next reporting period, deviations from the planned dates, issues / concerns affecting the project progress, impact on the overall project timelines, project related risks with their mitigation plans.

8) SI should monitor the quality of the solution being developed in line with the project quality plan. SI's Project Manager should periodically review the performance of the project against defined quality goals and take necessary actions for any deviations.

9) SI should ensure proper configuration management functions are being performed as per the configuration management plan. SI's Project Manager should review the activities periodically.

10) SI's independent quality assurance team should conduct regular reviews / audits of the project and ensure that the project adheres to the project plan documents.

3.3.12 Requirement Validation

1. SI should understand the business processes and other related documents and seek clarifications from TRTI, Pune, regarding the eligibility criteria for each professional course for each directorate. The same should be incorporated in the live application form in seamless manner so as to enable the candidate to apply for multidisciplinary courses of all directorates without creating any hurdles. The Application filled in should have the technical capability of absorbing candidates from different streams and validating them as per the eligibility criteria for each course and providing classified information to the candidates as well as TRTI, Pune for how many courses single candidate has applied and is eligible as per the specialized criteria for the course/s. The agency will have to take ultimate precautions while designing the applications and allowing the appeared candidates to the qualified examinations.
2. If found necessary to modify the designed processes and other documents for successful implementation, the same should be discussed and the relevant documents should be modified development as and when required during the project implementation

4 Criteria of evaluation:-

4.1 Pre- Qualification Criteria:

Sr. No.	Eligibility Criteria	Documents Required
1	Company/Agency registered in India under the Companies Act-1956/Companies Act-2013/Partnership Act-1932/Bombay Public Trust Act-1950, Proprietorship Act-1908, should have ITeS services.	<ul style="list-style-type: none"> • Copy of Certificate of Incorporation / Registration / Partnership deed
2	<p>The bidder should have minimum average annual turnover of Rs. 02 Crores during each of the last three financial years (i.e.2020-21, 2019-20 and 2018-19) from its IT/ ITeS services</p> <p>This turnover should be on account of software development, implementation and maintenance (i.e. revenue should be on account of system integration / turnkey solutions or products and their associated implementation and maintenance).</p>	<p>The Bidder should submit.</p> <ul style="list-style-type: none"> • Audited financial statements for the last three financial years (i.e. 2019-20, 2018-19 and 2017-2018) <p>Certificate from the Statutory Auditor on turnover details from the IT / ITES over the last three (3) financial years (i.e. 2019-20, 2018-19 and 2017-2018)</p>
3	<p>The Bidder should have a minimum CMMI Level 2/3 certification or both ISO 27001:2013 & ISO 9001:2015 certifications</p> <p>Note:</p> <ol style="list-style-type: none"> 1. In case the certificate is under renewal, the Bidder to provide the last valid certificate along with a certificate from authorized signatory that the renewed certificate will be made available at least by the time of opening of commercial bids. 2. In case the certificate is not provided by the mentioned time, the bidder will be disqualified, and its commercial bids will not be considered for evaluation. Commercial bids of such bidders will be returned un-opened. 	<p>Copy of the certificate(s) signed and stamped by the authorized signatory of the Bidder</p>

4	The bidder must have successfully executed 02 Relevant projects (conduct of CBT) in all India basis, out of which at least one project should Conduct of Computer based Examination with capability of 5,000 or more candidates appeared.	The documentary evidence in form of work order/contract and performance report must be enclosed on the client's letterhead. (Bidder's past achievement in this regard shall be considered for technical evaluation)
5	Organizations shall have adequate numbers of experienced professional and especially Skilled staff to support the program of work either on their permanent rolls. A list of the professional members of the team shall be attached	Letter from HR Head of the company stating the number of relevant resources under the various roles. Resources must be mapped to a single role only.
6	The bidder must have not been declared ineligible or blacklisted by any entity of Government of India / Government of Maharashtra / other State Government / Government Agencies for participation in future bids for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices during last 3 years as on date of submission of Bid.	Self-declaration by the Bidder (all the members of the Consortium individually, in case the Bidder is a consortium) duly signed by the authorized signatory on Non –judicial stamp paper of INR 100/-
7	The Bidder must be a profit making Company/Firm in each of the last three financial years ending 31.03.2020	Evidenced by the audited accounts of the Company/Firm
8	The Bidder should have a positive net worth for the last three financial years ending 31.03.2020	Evidenced by the audited accounts of the Company/Firm. Net worth is defined as sum of shareholders capital and Reserves & Surplus
9	PF (Provident Fund), ESI (Employee State Insurance) Compliance as per ESI act -1948	As per documents proofs
10	The bidder needs to have a GST registration certificate.	Valid GST Certificate

4.2 Evaluation of Technical Bid

The following criteria are prescribed as pre-qualifications for bidders interested in undertaking the project.

Eligibility Criteria
Acceptance of Terms and Conditions of the RFP
Details of the Organization
Completion of Authorization Letter
Self-certification
Declaration of Financial and Administrative details
The Bidder shall ensure registration with appropriate statutory
Authorities and shall enclose a copy of their registration with Income Tax etc. as applicable.
The Bidder shall have furnished the Earnest Money Deposit (EMD)
The Bidder shall share the List of Organization/Clients Home based for
Whom home based online examination has been conducted along with contact details for

the purpose of reference check.
Details of similar completed works during last 3 years.
Performance/Client Report of such work.
The Bidder shall have submitted the proof of financial capability as required under 4.4
ISO 9001/27001/ CMMI Level 2/3/Equivalent/Higher certification
The Bidder shall have well qualified staff for providing the services required (documentary evidence is required)
The Bidder shall have submitted the entire design and methodology for providing the services. The design and methodology shall be the main focus in the evaluation of the technical bids.

The TRTI, Pune shall examine all of the technical pre-requisites for the conduct of the services. Each Bidder shall be awarded a Technical Score (TS) out of 100 points by the TRTI, Pune based on the parameter given in the table below. The bidders are required to submit documents to establish their capability.

4.2.1 Technical Evaluation;

Sr. No	Parameters	Maximum marks	Scores	Documentary Evidence Required
Turn over				
1	Turnover (supported by Audited Financials) in last 3 financial years where Online Conduction of Examination is integral part	10	Above 2 crores - 10 marks 1-1.99 crores --- 5 marks Below 1 crores – 3 Marks	Audit Certificate form CA
Certifications				
2 (A)	ISO 9001/27001 equivalent / Higher certification----5 Marks	10	As per Documents	Supporting documents to be attached
2 (B)	Certification CMMI Level 2/3/ Equivalent / Higher certification ----5 Marks		CMMI Levels on Service and development - CMMI Level 5 = 5 marks CMMI Level 4 = 3 marks CMMI Level 3 = 2 Mark CMMI Level 2 = 1 Mark	Supporting documents to be attached
Experience				
3 (A)	Number of clients for whom Online Examination has been conducted in last 5 years	10	Above 5 clients----- -----10 marks 3- 5 clients -- 5 marks 1 -2 clients ---- 3 marks	1) Signed copies of Work orders from respective clients. 2)Successful Work Completion Certificate from respective clients
3 (B)	Number of Candidates per shift for whom Online Examination has been conducted in last 5 years	15	(1) Maximum number of candidates appeared in single shift of Computer based examination (CBT) completed in FY 2018-19, 2019-2020 and 2020-21: - (i)2500-5000 Candidates = 5 Marks	1) Signed copies of Work orders from respective clients 2) Successful Work Completion Certificate from respective

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			(ii)5001-1,0000 Candidates = 10 Marks (iii)10001-15000 and above Candidate=15 Marks	clients.
3 (C)	Total Number of candidates examined through online exams conducted for various clients in last 5 years along with Experience in conducting the Proctored Examination(count of candidates examined through proctored exams to be mentioned separately)	15	Above 10,000 - 15 marks 50001-10,000 -10 marks 3000 -5000 - 5 marks	Signed copies of Work orders from respective clients. Agency to submit details as per appendix1-9.12
3 (D)	No of Questions in single papers set/test batteries (n+1 test batteries will be prepared by selected agency)created for no. of courses/ professional courses	15	Paper sets Above 100 - 15 Marks. Paper sets Above 50 to 100- 10 Marks Paper sets Above 25 to 50 - 5 Marks Paper sets Less than 25 - 2 Marks.	Signed copies of Work orders from respective clients. Agency to submit details as per appendix1-9.12
Presentation				
4.	Presentation: - Bidder shall explain their process of conduction of examination online. The process shall be scientific and also include quality and security assurance. Demonstration of existing application.	60	Understanding, Approach and methodology Proposed solution	Copy of Presentation to be submitted and demonstration of existing system(To be presented on day of presentation)
Staff Strength				
5 (A)	Staff Strength: - Team of developers who have experience of developing and managing application for conduction of Computer based exams.	10	More than 25 professionals= 10 marks More than 20 professionals= 5 marks	Certificate form HR duly signed on letter head of organization
5 (B)	System analyst, Subject Experts and Test battery Writers, Moderators	5	More than 50 professionals= 5 marks More than 30 professionals= 4 marks More than 20 professionals= 3 marks More than 15 professionals= 2 marks	Certificate form HR duly signed on letter head of organization
Total Marks		150		

Note: Technical score should be equivalent to 100.

Technical bids would be evaluated based on the aforesaid eligibility criteria.

1. The bidder to be technically qualified must achieve minimum 120 marks(70%) in above criteria.
2. The bidder needs to furnish all the supporting/evidence documents for the above listed details

4.2.2 Commercial Bid Evaluation

- The final score will be calculated through QCBS selection method
- 80 % weightage will be awarded for Technical Evaluation and 20 % weightage will be awarded for Financial Evaluation(80:20)
- Technical Bid will be assigned a Technical score (Ts) out of a maximum of 100 points, as per the Scoring Model provided in the previous section
- The commercial scores would be normalized on a scale of 100, with lowest score being normalized to 100 and the rest being awarded on a pro-rata basis. Such normalized scores would be considered for the purpose of QCBS based evaluation, explained in section below-

4.2.3 Method of Selection

- a) All bidders have to quote a single blended unit rate
- b) Final selection shall be done on the basis of QCBS as follows

The weightage of Technical Score to Financial Score would be in the ration of 80: 20.

Kindly refer the illustration below for understanding of the evaluation process

ILLUSTRATION

The following is the procedure for evaluation for the award of tender:

The technical and financial scores secured by each bidder will be added with weight of 80:20 respectively and a Cumulative Bid Score arrived at, using

the formula: $CS = TS * 0.8 + FS * 0.2$

Where

CTFS is Combined Technical and
Financial Score; TS = Technical bid
Score;

FS = Financial bid Score

The bidder with highest Combined Technical and Financial Score (CTFS) will be the successful bidder and be eligible to become the service provider

Stage 1: Technical Bid Evaluation (TS)

Bidder Details	Technical Marks obtained	Applying weightage of 80% to the TS
Bidder 1	95	$95 * 0.8 = 76$
Bidder 2	87	$87 * 0.8 = 69.6$
Bidder 3	68	Will not be assessed
Bidder 4	79	$79 * 0.8 = 63.2$

* Since the eligible Technical Score should be 70

Stage 2: Conversion of Financial Bid Amount to Score (FS)

Bidder Details	Financial Amount	Bid	Financial Score (LFB/F*100)	Financial Score after applying 20% weightage (FS *0.2)
Bidder 1	150000		$110000/150000*100 = 73.33$	$73.33 * 0.2 = 14.66$
Bidder 2	130000		$110000/130000*100 = 84.61$	$84.61 * 0.2 = 16.92$
Bidder 4	110000		$110000/110000 * 100 = 100$	$100 * 0.2 = 20$

Stage 3: Combined Technical and Financial Score (CTFS) with weightage of TS:FS as 80:20

Bidder Details	Technical Score- TS (after applying 80% weightage)	Financial Score- FS (after applying 20% weightage)	CTFS = TS+FS
Bidder 1	76	14.66	87.99
Bidder 2	69.6	16.92	86.52
Bidder 4	63.2	20	83.2

- **Contract would be awarded to Bidder 1**

Composite Score of the Bidders-

Composite score of the Bidders for the Bid shall be worked out as under:

Bidder	Technical Score (X)	Financial Score (Y)	Weighted Technical Score (80%of X)	Weighted Financial Score (20% of Y)	Composite Score (F=D+E)
A	B	C	D	E	F
1					
2					
3					

➤ Award of contract

Bid Evaluation Committee formed by Commissioner, TRTI will evaluate the Commercial Bid and Technical Bid as stated above, and submit its recommendation to Commissioner, TRTI. TRTI may empanel one or more eligible Bidder or cancel the Bid on the basis of their composite score and recommendation of the Bid Evaluation Committee. Decision of the Commissioner, TRTI would be final and binding upon all the Bidders. TRTI will notify the acceptance of Bid to the successful Bidder.

- a. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- b. The bid price will exclude all taxes and levies and shall be in Indian Rupees and mentioned separately.
- c. Any conditional bid would be rejected.
- d. Errors & Rectification: Arithmetical errors will be rectified on the following basis:
“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. If there is discrepancy between words and figures, the amount in words will prevail”.

➤ **Signing of Contract**

Once TRTI notifies the successful Bidder that its Bid / proposal has been accepted, TRTI shall enter into a separate Agreement, incorporating the conditions of the Bid / RFP and its amendments and any special conditions during negotiations between the TRTI and the successful Bidder. In case the successful Bidder is unable to execute contract within 10 days, TRTI shall forfeit the Earnest Money Deposit (EMD) and cancel its Bid.



5 INSTRUCTION TO THE BIDDERS

5.1 GENERAL INFORMATION

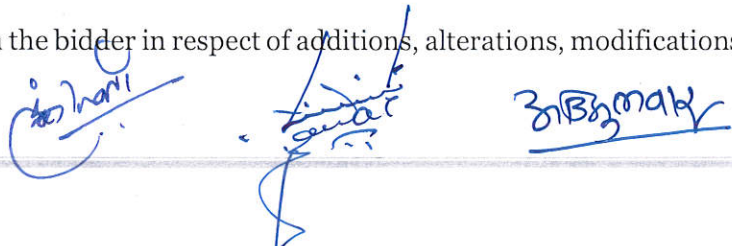
The bidder is required to read the RFP document and the Addendum(s) if any and would be deemed to be in knowledge of the provisions of both the document and the Addendum(s). No claim of any nature whatsoever shall be entertained in this regard. In case of any conflict between the addendum(s) and the RFP document, the provisions of the RFP document shall prevail for all intents and purposes.

- I. Tenders (non-transferable) would be considered in the prescribed RFP format. Proposals duly filled-in and accompanying all supporting documents shall be submitted on or before the given time after which no RFPs shall be accepted.
- II. The bids shall be opened at the given address in the presence of representatives of the participating bidders, if any as per the bid schedule mentioned below. The Technical Bid so f only those bidders who have submitted the EMD shall be considered.

5.2 Schedule of Bidding Process

Sr. No	Topic	Date
1	Start Date of issuance/ sale of RFP	20/06/2022 11.00 AM
2	Date and time of Pre-Bid Meeting.	27/06/2022 14.00 PM
3	End date of Sale of RFP Document.	05/07/2022 17.00 PM
4	Closure of bid Acceptance	05/07/2022 17.00 PM
5	Bid opening date.	06/07/2022 17.00 PM
5	Opening of Technical Bids	06/07/2022 17.00 PM
6	Date and time of Technical presentation	TBD
7	Date and time of Opening Commercial Bids	TBD
8	Validity of RFP	180 Days

1. Financial and Technical Bids can be revised and resubmitted before the last date of receipt of Bid i.e. 05/07/2022 17.00 pm In case of revised bid, the revised bid shall only be considered.
2. The bids shall be opened on the scheduled date and time irrespective of presence/absence of representatives of the bidders. RFPs shall be submitted fully in accordance with the requirements of the General Terms and Conditions. Appropriate format prescribed with this document shall be used for filling quotations. Incomplete, illegible and unsealed bids shall be rejected. Telegraphic bids shall not be accepted and no correspondence shall be made in this regard.
3. All offers shall be made in English. Conditional offers and offers qualified by vague and indefinite expressions such as "Subject to immediate acceptance" etc. shall not be considered.
4. The price and conditions of the offer shall be valid for at least a period of 180 days from the date of RFP opening. RFP with validity of less than 180 days shall be rejected.
5. The bidder shall carefully examine the RFP documents and the technical specifications and fully acquaint themselves as to all the conditions and matters, which may in any way, affect the work or the cost thereof.
6. Submitted RFP forms, with overwritten or erased or illegible rate or rates not shown in figures and words in English, shall be liable for rejection. In case of discrepancy between words and figures noted against any item of the RFP and between unit rates and the total amount, the decision of the competent authority shall be final and binding on the bidders. Total of each item and grand total of whole RFP shall be clearly written. Corrections in the RFP, if unavoidable, shall be made by rewriting with dated initial of the bidder after scoring out of the wrong entries. Clerical and arithmetical mistakes may result in rejection of the RFP.
7. Request from the bidder in respect of additions, alterations, modifications, corrections etc.



of either terms or conditions or rates after opening of the RFP shall not be considered.

5.3 Amendments to RFP:

3. Any Addendum thus issued shall be notified only on the website for information to all the Bidders and no other means of communications shall be used by TRTI, Pune.
4. In order to afford the Bidders a reasonable time for taking an Addendum into account, or for any other reason, the Board may, at its own discretion, extend the Bid Due Date.

5.4 Pre Bid Meeting

1. Pre-Bid meeting of the Bidders may be convened at the designated date. The time and place shall be notified on the Institute's website. A maximum of two representatives of each Bidder shall be allowed to participate in the meeting.
2. During the course of Pre-Bid meeting, the Bidders shall be free to seek clarifications and make suggestions for consideration of Tribal Research And Training Institute, Pune. The Institute shall endeavor to provide clarifications and such further information as it may, in its sole discretion, consider appropriate for facilitating a fair, transparent and competitive Bidding Process.

5.5 Cost Of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid and the Institute shall in no case be responsible or liable for these costs, whether or not the Bid is finally accepted.

5.6 Right to Terminate the Process

1. Purchaser may terminate the RFP process at any time and without assigning any reason. Purchaser makes no commitments, express or implied, that this process will result in a business transaction with anyone.
2. This RFP does not constitute an offer by the Purchaser. The Bidder's participation in this process may result Purchaser selecting the Bidder to engage towards execution of the subsequent contract

5.7 Bidder's Authorized Signatory

A Proposal should be accompanied by an appropriate board resolution or power of attorney (Please refer annexures) in the name of an authorized signatory of the Bidder stating that he is authorized to execute documents and to undertake any activity associated with the Bidder's Proposal. Furthermore, the bid must also be submitted online after being digitally signed by an authorized representative of the bidding entity.

5.8 Proposal validity:

Technical and Financial Proposals shall remain valid for a period of 180 days from the date specified for opening of Technical Bid. TRTI, Pune shall reject the Proposal as being non-responsive if it is valid for a shorter period. In exceptional circumstances, prior to expiry of the original Proposal validity period, TRTI, Pune may extend the period of validity for a specified additional period. The request and the responses thereto shall be made in writing to or by email on the listed contact information of the Bidders. In such cases, the Bidders shall not be required or permitted to modify the Proposal, but shall be required to extend the validity of the Proposal for the extension period.



5.9 Earnest Money Deposit (EMD)

The Earnest Money Deposit (EMD) of Rs.1,00,000/-is required to be deposited Online. Proof of the same should be attached with the Technical Bid.

- a. The EMD shall be denominated in Indian Rupees only.
- b. No interest will be payable to the Bidder on the amount of the EMD.
- c. Bids submitted without adequate EMD is liable for rejection.
- d. EMD of unsuccessful Bidders will be refunded after completion of Bid process, whereas, The EMD of Successful Bidders, will be refunded after successful completion of course.
- e. EMD shall be non-transferable.
- f. The EMD may be forfeited:
 - i) If a Bidder withdraws his Bid or revises/ increases his quoted prices during the period of Bid validity or its extended period, if any.
 - ii. If successful Bidder fails to sign the Contract within the time specified by TRTI.
 - iii. If during the Bid process, a Bidder indulges in deliberate act that would jeopardize or unnecessarily delay the process of Bid evaluation and finalization. The decision of the TRTI regarding forfeiture of the Bid Security shall be final and binding upon Bidders.

5.10 Performance Bank Guarantee

- On receipt of a letter of intent from the Purchaser, the successful Bidder will furnish a bank guarantee, by way of performance security, equivalent to 3 per cent of the total contract value, on or before the signing of the subsequent contract, within 15 days from notification of award.
- In case the successful Bidder fails to submit Performance Guarantee within the time stipulated, the Purchaser may at its sole discretion cancel the letter of intent without giving any notice and encash the EMD furnished by the Bidder, in addition to any other right available to it under this RFP.
- The Performance Guarantee furnished by the successful Bidder shall be in the manner prescribed in Appendix III. The successful Bidder shall ensure, the Performance Guarantee is valid at all times during the Term of the subsequent contract (including any renewal) and for a period of 90 days beyond all contractual obligations, including warranty terms.
- The Purchaser may invoke the Performance Guarantee in the event of a material breach by the successful Bidder leading to termination for material breach.

5.11 Opening of Bid

- a) Envelope No. 1 containing the Technical Bid shall be opened Online in the office of TRTI, in the presence of the Bidder/ representatives of Bidder who choose to attend, at the address, date and time specified in the RFP.
- b) Envelope No. 2 containing Commercial Bid of the Bidders, who have qualified in the Technical Bid, shall only be opened, in the office of TRTI, in the presence of the Bidder/ representatives of Bidder who choose to attend, at the address, date and time specified in the RFP.

5.12 Language of Bid and Correspondence

The Bid shall be prepared by the Bidder in English language only. All the documents relating to the Bid (including brochures) supplied by the Bidder shall also be in English, and the correspondence between the Bidder & TRTI, Pune shall be in English language only.

5.13 Bid Currencies

Prices shall be quoted in INDIAN RUPEES, inclusive of all prevailing taxes.

6. Compliance with e-Gov. Standards

6.1 Single-Sign On

The application should enable single-sign-on so that any user once authenticated and authorized by system is not required to be re-authorized for completing any of the services in the same session. For employees of TRTI, Pune the browser-based application accessed on the intranet, through single-sign-on mechanism, will provide access to all the services of TRTI, PUNE concerned (based on their roles and responsibilities), Help module, basic and advanced reporting etc. Similarly, for external users, based on their profile and registration, the system shall enable single sign on facility to apply for various services, make payments, submit queries / complaints and check status of their applications.


6.2 Inter-operability Standards

Keeping in view the evolving needs of interoperability, especially the possibility that the solution shall become the focal point of delivery of services, and may also involve cross functionality with the e- Government projects of other departments / businesses in future, the solution should be built on Open Standards. Some of the states already have other applications deployed and running for delivering services to citizens. The SI shall ensure that the application developed is easily integrated with the existing applications. Every care shall be taken to ensure that the code does not build a dependency on any proprietary software, particularly, through the use of proprietary 'stored procedures' belonging to a specific database product.

6.3 Security

The systems implemented for project should be highly secure, considering that it is intended to handle sensitive data relating to the citizens of the state. The overarching security considerations are described below.

1. The security services used to protect the solution shall include: Identification, Authentication, Access Control, Administration and Audit and support for industry standard protocols.
2. The solution shall support advanced user authentication mechanisms including digital certificates and biometric authentication.
3. Security design should provide for a well-designed identity management system, security of physical and digital assets, data and network security, backup and recovery and disaster recovery system.
4. The solution should provide for maintaining an audit trail of all the transactions and should also ensure the non- repudiation of audit trail without impacting the overall performance of the system.
5. The overarching requirement is the need to comply with ISO 27001 standards of security.
6. The application design and development should comply with Open Web Application Security Project [OWASP] top 10 principles.



7. Evaluation Of Selection Criteria

7.1 Disqualification or rejection of RFP

The RFP may be liable to be rejected or the bidder be disqualified at any stage on account of the following and the decision of the TRTI, Pune in this regard shall be final. If the bid or its submission is not in conformity with the instruction mentioned here in if.

- The bid is not accompanied by the requisite EMD.
- It is not signed with seal, on all the pages of the bid document.
- It is received after the expiry of due date and time.
- It is incomplete and required documents are not furnished.
- It is misleading or false statements/ representations are made as part of requirements found to have a record of poor performance such as having abandoned work, having been inordinately delayed completion and having faced commercial failures etc.
- In case of over writings/cuttings in the bid, if the same is not authenticated with signatures not accompanied by audited financials.
- Any other item not complied in the RFP document

7.2 Bidder's Authorized Signatory

A Proposal should be accompanied by an appropriate board resolution or power of attorney in the name of an authorized signatory of the Bidder stating that he is authorized to execute documents and to undertake any activity associated with the Bidder's Proposal. Furthermore, the bid must also be submitted online after being digitally signed by an authorized representative of the bidding entity.

7.3 Forfeiture of EMD (bid security)

EMD submitted by the bidder may be forfeited under the following conditions if:

- The bid or its submission is not in conformity with the instruction mentioned herein.
- The bidder withdraws the RFP before the expiry of the validity period.
- The bidder violates any of the provisions of the terms and conditions of the RFP.

In the case if a successful bidder fails to accept award of work, sign the Contract Agreement with Tribal Research And Training Institute, Pune, after acceptance of communication on placement of award, furnish performance security, or the bidder violates any of such important conditions of this RFP document or indulges in any such activities as would jeopardize the interest of Tribal Research And Training Institute, Pune.

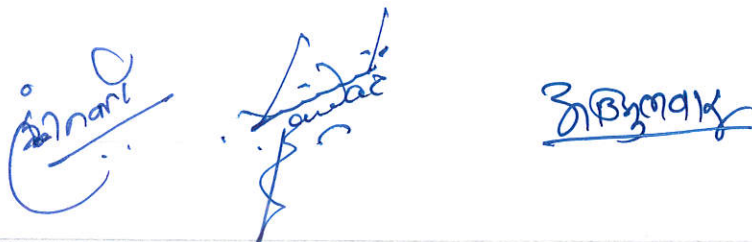
The decision of Tribal Research And Training Institute, Pune regarding forfeiture of bid security shall be final and shall not be called upon question under any circumstances.

A default in such a case may involve black-listing of the bidder by Tribal Research And Training Institute, Pune.

8 AWARD OF WORK

8.1 Right to Accept Any Proposal and to Reject Any or All Proposal(s)

The Purchaser reserves the right to accept or reject any proposal, and to annul the tendering process and reject all proposals at any time prior to award of the contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for Purchaser's action.



8.2 Notification of Award

Prior to the expiry of the period of Bid validity, Tribal Research And Training Institute, Pune, shall notify the successful Bidder in writing by speed post or Fax or email that its Bid has been accepted. The liability of the bidder to perform the services shall commence from the date of notification of Award. The Completion Period shall be counted from the date of 'Notification of Award of Work'.

8.3 Signing Of Contract

Within 10 (Ten) days of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to the TRTI, Pune. Any incidental expenses on execution of agreement shall be borne by the successful Bidder a Service Level Agreement (SLA) shall be signed with the bidder at the time of awarding the contract.

8.4 Corrupt or fraudulent practices or conflict of interest

The Council requires that the bidders under this RFP observe the highest standards of ethics during the bidding and execution of the contract. In pursuance of this policy, the TRTI, Pune defines the terms set forth as follows: -

- a) "corrupt practice" means:
- I. the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Bidding Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of TRTI, Pune who is or has been associated in any manner, directly or indirectly with the Bidding Process or the Award of Work or has dealt with matters concerning the Service Level Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the TRTI, Pune shall be deemed to constitute influencing the actions of a person connected with the Bidding Process); or
 - II. engaging in any manner whatsoever, whether during the Bidding Process or after the issue of the Award of Work or after the execution of the Service Level Agreement, as the case may be, any person in respect of any matter relating to the work or the Award of Work or the Service Level Agreement, who at any time has been or is a legal, financial or technical adviser of TRTI, Pune in relation to any matter concerning the work;
- b) "fraudulent practice" means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Bidding Process;
- c) "coercive practice" means impairing or harming, or threatening to impair or harm, directly or indirectly, any person or property to influence any person's participation or action in the Bidding Process;
- d) "undesirable practice" means

establishing contact with any person connected with or employed or engaged by TRTI, Pune with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bidding Process; or having a Conflict of Interest; and

- e) "Restrictive practice" means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Bidding Process.
- f) "Conflict of Interest" means without limiting the generality of the word, a Bidder shall be considered to have a Conflict of Interest that affects the Bidding Process, if:



- i) Such Bidder (or any constituent thereof) have common controlling shareholders or other ownership interest, or
- ii) A constituent of such Bidder is also a constituent of another Bidder; or
- iii) Such Bidder receives or has received any direct or indirect subsidy from any other Bidder, or has provided any such subsidy to any other Bidder; or
- iv) such Bidder has the same legal representative for purposes of this Bid as any other Bidder; or such Bidder has a relationship with another Bidder, directly or through common third parties, that puts them in a position to have access to each other's information about, or to influence the Bid of either or each of the other Bidder; or Such Bidder has participated as a consultant to TRTI, Pune in the preparation of any documents, design or technical specifications of the proposal. The TRTI, Pune shall reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices or conflict of interest in competing for the contract in question. The TRTI, Pune shall declare a Bidder ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it is determined that the Bidder has engaged in corrupt and fraudulent practices in competing for or in execution of the contract. The firm bidding shall not be involved in activities in the last 5 years or shall be involved post 5 years from the effective date of this agreement that arise conflict of interest situations such as coaching students for actuarial Examinations.

8.5 Termination for default

Tribal Research and Training Institute, Pune, may without prejudice to any other remedy for breach up of terms and conditions (including forfeiture of Performance Security) by written notice of default sent to the bidder, terminate the work / task in whole or in part, after sending a notice to the bidder in this regard: If the bidder fails to deliver or complete the job assigned in the terms and conditions within the time period (s) specified in the RFP Document in Appendix 2. If the bidder fails to perform any other obligations under the terms and conditions.

8.6 Progress of the project

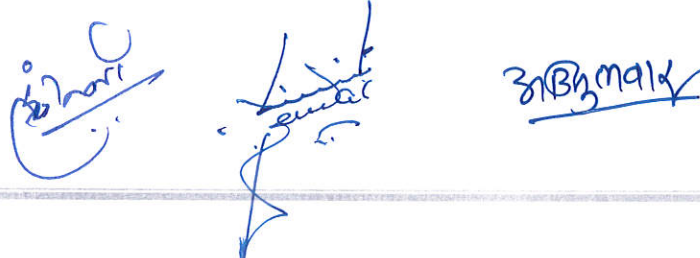
Progress of the Project may be intimated in writing to Commissioner, Tribal Research And Training Institute, Pune, on at least once in fifteen days. Tribal Research And Training Institute, Pune shall review the progress and further extension of contract shall be subject to satisfactory performance in previous work.

8.7 Penalty

If the organization fails to conduct the examination in the prescribed manner, Tribal Research And Training Institute, Pune reserves the right to charge penalty and the maximum amount of penalty shall not exceed 10% of the tendered value of work.

8.8 Confidentiality

Any information pertaining to Tribal Research and Training Institute, Pune or any other agency involved in the project, matters concerning Tribal Research And Training Institute, Pune that comes to the knowledge of the bidder in connection with this contract, shall be deemed to be confidential and the contractor shall be fully responsible, for the same being kept confidential and held in trust, as also for all consequences of its concerned personnel failing to observe the same. The bidder shall ensure due secrecy of information and data not intended for public distribution. The affidavit to this effect shall be submitted along with security deposit.



The bottom of the page features three handwritten signatures in blue ink. The first signature on the left is a stylized cursive signature. The middle signature is more legible, appearing to read 'Lalit Kumar'. The third signature on the right is also cursive and appears to read 'S. B. Malik'.

8.9 Force Majeure

This clause shall mean and be limited to the following in the execution of the contract of War / hostilities

- Riot or civil commotion
- Earth Quake, Flood, Tempest, Lightning or other natural physical disaster
- Restrictions imposed by the Government or other statutory bodies, which is beyond the control of the consultant, which prevent or delay the execution of the order by the consultant
- The Agency shall inform TRTI, Pune in writing the beginning and the end of the above clauses of delay, within 7 days of occurrence and cessation of the force majeure conditions. In the event of a delay lasting for more than one month, if arising out of clauses of force majeure, TRTI, Pune, reserves the right to cancel the contract without any obligation to compensate the bidder in any manner for whatsoever reason, subject to the provision of clause mentioned.

8.10 Arbitration

1. The Bidder and Tribal Research and Training Institute, Pune, Government of Maharashtra shall endeavor their best to amicably settle, by direct negotiation, all disputes arising out of or in connection with the Contract.
2. Any dispute or difference whatsoever arising between the parties to the Contract out of or relating to the meaning, scope, operation or effect of the Agreement or the validity of the breach thereof, which cannot be resolved through mutual negotiations, shall be referred to Principal Secretary , Higher ant Technical Education.
3. In case the dispute or difference is not resolved then it will be taken to Principal Secretary, Higher and technical education, Maharashtra.
4. In case any dispute does not settle through above process then the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration. Arbitration shall be held in Mumbai and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint one arbitrator each and the third to be appointed by the two arbitrators.
5. The "Arbitration Notice" should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as provided herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within 45 days from receipt of the notice. All notices by one party to the other in connection with the arbitration shall be in writing and be made as provided in this tender document.
6. Each party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the parties unless the award otherwise provides. The selected bidder shall not be entitled to suspend the service/s or the completion of the job, pending resolution of any dispute between the parties and shall continue to render the service/s in accordance with the provisions of the Contract notwithstanding the existence of any dispute between the parties or the subsistence of any arbitration or other proceedings.



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8.11 Legal jurisdiction

All legal disputes are subject to the jurisdiction of Pune courts only.

8.12 Completeness of RFP offer

The Bidder is expected to examine all instructions, forms, terms, conditions and deliverables in the RFP Documents. Failure to furnish all information required by the RFP documents or submission of a RFP offer not substantially responsive in every respect to the RFP documents shall be at the Bidder 's risk and may result in rejection of its RFP offer. The RFP offer is liable to be rejected outright without any intimation to the Bidder if complete information as called for in the RFP document is not given therein, or if particulars asked for in the Forms / Proforma in the RFP are not fully furnished.

8.13 Payment Terms/Milestones:-

8.13.1 Preparation and Submission of Invoice:

1. The SI shall prepare and submit the invoice to the Government Authority, as per the contract. The invoice should include all the supporting documents including necessary proofs of the work undertaken.
2. The invoice should also clearly mention the bank account details of the SI for electronic release of payment using RTGS, NEFT, etc.
3. No invoice for extra work/change order on account of a change will be submitted by the SI unless the said extra work/change order has been authorized/approved by the Authority in writing.

8.13.2 Payment Amount

All payments agreed to be made by Government Authority to the SI in accordance with the Contract shall be inclusive of all levies, duties, taxes and other charges whenever levied/ applicable including costs of maintenance, if any, and Government Authority shall not be liable to pay any other charges/ levies under or in relation to this Contract and/ or the Services. All payments to be made to the SI shall be made after deduction of liquidated damages, etc.

Payment made by the Government Authority = Invoice Amount – Liquidated damages (if any) – Income Tax and Other Tax Deducted at Source (TDS)-any other taxes.

Note 1: All Payments shall be made in Indian Rupees Only and shall be subject to relevant provisions of this RFP.

Note 2: Payments shall be subject to deductions of any amount for which the Bidder is liable under the RFP conditions. Further, all payments shall be made subject to deduction of TDS (Tax Deducted at Source) as per the applicable Tax regime

8.13.3 Payment Milestones:

Payments will be release post conduction of each exams in the below schedule.

Sr. No.	Milestone	Expected Time	Payment
1	Post examination	As per schedule	70%
2	Post publishing result	As per schedule	20%
3	Submission of data and reconciliation of payments	As per schedule	10%

8.13.4 Invoice Processing:

- The Government Authority shall make payments to the SI subject to fulfilment of SI's obligations and submission of invoices by the SI.
- All efforts to release the payment, if applicable, within 60 working days of acceptance of submitted valid invoice(s) subject to the condition that invoice(s) and all supporting documents produced are in order and work is performed to the satisfaction of the Authority.

9. Annexures I

Pro forma and submission formats.

9.1 Acceptance of terms and conditions contained in the RFP document

To,
Commissioner,
Tribal Research and Training institute,
28, Queen's Garden, Near Old Circuit House,
Pune 411001

Dear Sir,

I have gone through the terms and conditions contained in the RFP Document.

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

Signature of witness

Signature of Bidder

Date:

Date:

Place:

Place:

Company Seal

Handwritten signatures in blue ink at the bottom of the page. From left to right: a signature that appears to be 'S. K. ...', a signature that appears to be 'S. K. ...', and a signature that appears to be 'S. K. ...'.

9.2 Details of the organization

<<On Bidder's Letter Head>>

#	Description	Details (to be filled by the Sole Bidder or Lead Bidder)
1.	Name of the company	
2.	Official address	
3.	Phone No. And Fax No.	
4.	Corporate Headquarters Address	
5.	Phone No. And Fax No.	
6.	Web Site Address	
7.	Details of Company's Registration (Please enclose copy of the company registration document)	
8.	Name of Registration Authority	
9.	Registration Number and Year of Registration	
10.	ISO/CMMI certifications and its validity	
11.	GST Registration No.	
12.	Permanent Account Number (PAN)	
13.	Company's Revenue for last 3 years (Year wise)	
14.	Company's net worth for the last year	
15.	Stake in Consortium (in %)	

Please submit the relevant proofs for all the details mentioned above along with your bid response. Contact Details of officials for future correspondence regarding the bid process:

Details	Authorized Signatory	Secondary Contact
Name		
Title		
Company Address		
Phone		
Mobile		
Fax		
E-mail		

Company Seal

9.3 Format for Power of Attorney to Authorize Signatory

POWER OF ATTORNEY

[To be executed on non-judicial stamp paper of Rs. 100 in accordance with relevant Stamp Act. The stamp paper to be in the name of the company who is issuing the power of attorney]

We, M/s. (name of the firm or company with address of the registered office) hereby constitute, appoint and authorize Mr. or Ms. (Name and residential address) who is presently employed with us and holding the position of as our Attorney to do in our name and our behalf all or any of the acts, deeds or things necessary or incidental to our RFP for Onboarding of Agency for Conduction of Common Entrance Test (CET) for Tribal Research and Training Institute, Pune, Government of Maharashtra, including signing and submission of the RFP response, participating in the meetings, responding to queries, submission of information or documents and generally to represent us in all the dealings with Client or any other Government Agency or any person, in connection with the works until culmination of the process of bidding till the Agreement is entered into with Commissioner, State Tribal Research and Training institute, Pune and thereafter till the expiry of the Project Agreement.

We hereby agree to ratify all acts, deeds and things lawfully done by our said Attorney pursuant to this power of attorney and that all acts, deeds and things done by our aforesaid Attorney shall and shall always be deemed to have been done by us.

Dated this the day of 2022

(Signature and Name of authorized signatory)

(Signature and Name in block letters of all the remaining partners of the firm Signatory for the Company)

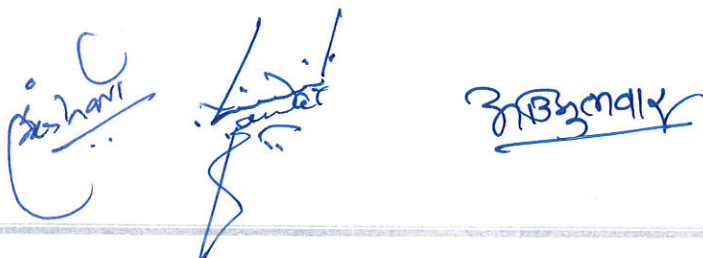
Seal of firm Company

Witness 1:

Witness 2:

Note : The Mode of execution of the power of attorney should be in accordance with the procedure, if any laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.

Company Seal



9.4 Bidder's Overall Annual Turnover

<<To be printed on Lead Bidder Company's Letterhead and signed by Authorized Signatory>>

Date: DD/MM/YYYY

To Commissioner,
Tribal Research and Training institute,
28, Queen's Garden, Near Old Circuit House,
Pune 411001

Subject: Onboarding of Agency for Conduction of Common Entrance Test (CET) For Tribal Research and Training Institute, Pune, Government of Maharashtra.

Dear Sir,

I have carefully gone through the Terms & Conditions contained in the RFP document for "Onboarding of Agency for Conduction of Common Entrance Test (CET) For Tribal Research and Training Institute, Pune, Government of Maharashtra."

I hereby declare that below are the details regarding Overall Turnover for our organization for last 3 financial years.

Details	FY 2019-20	FY 2020-21	FY 2021-22	Average
	(in INR Crores) (i)	(in INR Crores)(ii)	(in INR Crores) (iii)	Turnover [(i)+(ii)+(iii)/ 3]
Overall Annual Turnover -Lead Bidder				

Contact details of officials for future correspondence regarding the bid process:

Details	Authorized Signatory	Secondary Contact
Name		
Title		
Company Address		
Mobile		
Fax		

I further certify that I am competent officer in my company to make this declaration.

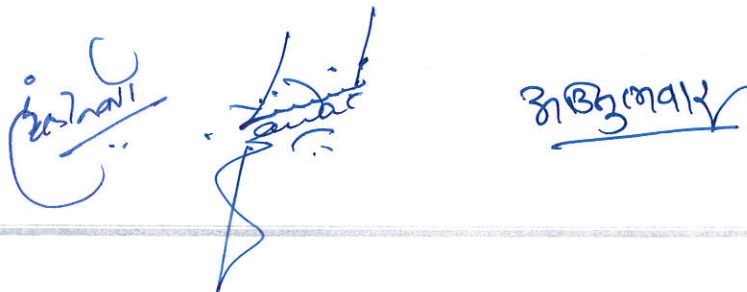
Signature of Authorized Signatory (with official seal) Name :

Designation:

Address :

Telephone & Fax:

Email Address :



9.5 Auditor's Certificate for Turnover of Bidder from IT/ITES Business

Date: DD/MM/YYYY

To
Commissioner,
Tribal Research and Training institute,
28, Queen's Garden, Near Old Circuit House,
Pune 411001

Subject: Onboarding of Agency for Conduction of Common Entrance Test (CET) for Tribal Research and Training Institute, Pune, Government of Maharashtra.

Dear Sir,

This is to certify that the Annual Turnover from IT/ITeS business as per books and records of for the following financial years are as under. NOTE: To be filled for the lead bidder and each consortium member.

Sr.	Financial Year Ending	Annual Turnover (in INR Crores)
1.	31 March 2019	
2.	31 March 2020	
3.	31 March 2021	
Average Turnover		

I further certify that I am competent officer in my company to make this declaration.

Yours sincerely,

Signature of Authorized Signatory

(with official seal)Name :

Designation :

Address :

Telephone & Fax :

E-mail Address :

9.6 Auditor's Certificate for Net worth of Bidder

Date: DD/MM/YYYY

To
Commissioner,
Tribal Research and Training institute,
28, Queen's Garden, Near Old Circuit House,
Pune 411001

Subject: Onboarding of Agency for Conduction of Common Entrance Test (CET) For Tribal Research and Training Institute, Pune, Government of Maharashtra

Dear Sir,

This is to certify that the Net Worth as per books and records of.....for the following financial years are as under.

NOTE: To be filled for the lead bidder and each consortium member.

Sr.	Financial Year Ending	Net Worth (in INR Crores)
4.	31 March 2019	
5.	31 March 2020	
6.	31 March 2021	
Average Turnover		

I further certify that I am competent officer in my company to make this declaration.

Yours sincerely,

Signature of Authorized Signatory

(with official seal) Name :

Designation :

Address :

Telephone & Fax :

E-mail Address :

9.7 Format for Declaration by the Bidder for not being Blacklisted / Debarred
<<On Bidder's Letter Head>>

To Commissioner,
Tribal Research and Training institute,
28, Queen's Garden, Near Old Circuit House,
Pune

DECLARATION CUM-INDEMNITY BOND

Date: dd/mm/yyyy

I, _____ of _____, do hereby
declared and undertake as under.

1) I declared that I have submitted certificates as required to Commissioner, State Tribal Research and Training institute, Pune at the time of registration of my firm / company and there is no change in the contents of the certificates that are submitted at the time of registration.

2) I declared that I _____ in capacity as Manager / Director / Partners / Proprietors of _____ has not been charged with any prohibitory and /or penal action such as demotion, suspension, black listing / de-registration or any other action under the law by any Government and / or Semi Government and/ or Government Undertaking.

3) I declared that, I have perused and examined the tender document including addendum, condition of contract, specification, drawings, bill of quantity etc. Forming part of tender and accordingly, I submit my offer to execute the work as per tender documents at the rates quoted by me in capacity as of.....

4) I further declared that if, I am allotted the work and I failed to carry out the allotted work in accordance with the terms and conditions and within the time prescribed and specified, Tribal Research and Training institute, Pune is entitled to carry out the work allotted to me by any other means at my risk and cost, at any stage of the contract.

5) I also declared that I will not claim any charge / damages / compensation for non-availability of site for the contract work at any time.

6) I Indemnify Commissioner and the other officers of Tribal Research and Training institute, Pune or their agents for any Damages, Loss, or Injury, any legal suit, proceeding or legal action whatsoever that may be caused at any time by me or any other staff of _____ company, for the work undertaken and all such damage, damages, injury or loss, legal suit, legal action, I shall be solely responsible in individual as well as official capacity and such loss, damages, injury shall be made good and/ or as the case may be shall be paid immediately by me / Company to the satisfaction of the TRTI , Pune.

Dated _____ day of _____, 2022

Signature of Authorized Signatory (with official seal)

Name :
Designation :
Address :
Telephone and Fax :
E-mail address :



9.8 Declaration of financial and administrative details

Company Name and Address:

- Name:
- Address:
- City:
- District:
- State:
- Pin:
- Telephone:
- Cell:
- Fax:
- E-mail:

Copies of Audited Balance Sheets for the financial year, 2016-17, 2017-2018, 2018- 19 & 2019-20 ,2020-21 are attachedCopies of experience and client's report in the similar work as desired in the RFP document.

Signature of witness

Signature of Bidder

Date:

Date:

Place:

Place:

Company Seal



Three handwritten signatures in blue ink are located at the bottom of the page. The first signature on the left is a cursive name. The middle signature is a stylized signature with a long vertical stroke. The signature on the right is a bold, blocky signature.

9.9 Technical Proposal Cover Letter

<<On Bidder's Letter Head>>

Date: dd/mm/yyyy

To
Commissioner,
Tribal Research and Training institute,
28, Queen's Garden, Near Old Circuit House,
Pune

Sub: Submission of Technical Proposal for Selection of a System Integrator for design, development, and operations of CET processes of CET for TRTI, Pune

Ref: RFP No:<No> for Selection of a System Integrator for design, development, and operations of CET processes of CET dated <DD/MM/YYYY>

Dear Sir,

We, the undersigned, offer to provide systems implementation solutions to CET CELL on design, development and implementation of an end to end Online Solution with your Request for Proposal dated <insert date> and our Proposal.

We hereby declare that all the information and statements made in this technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate the Implementation services related to the assignment not later than the date indicated in the contract agreement.

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for 90 days as stipulated in the RFP document.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,


Signature of Authorized Signatory (with official seal) Name :

Designation :

Address :

Telephone & Fax :

E-mail Address :



9.10 Experience of implementing similar projects in last 5 (five) financial years

<To be provided each project separately on Bidder's Letter head>

Name of the Project	
General Information	
Client for which the project was executed	
Name of the client contact person(s)	
Designation of client contact person(s)	
Contact details of the client contact person(s)	
Project Details	
Description of the project	
Scope of work of the Bidder	
Deliverables of the Bidder	
Technologies used	
Current Status of the project	
Other Details	
Total cost of the project	
Total cost of the services provided by the Bidder	
Duration of the project (number of months, start date, completion date, current status)	
Other Relevant Information	
Mandatory Supporting Documents - Work order / Purchase order / Contract for the project	

Note: The Bidder is required to use above format for all the projects referenced by the Bidder for the pre-qualification criteria evaluation.

Signature of witness

Signature of Bidder

Date:

Date:

Place:

Place:

Company Seal

9.11 Other Relevant Experience

Total number of candidates examined Online:-

Sr . No	Name of Examination	Name of Department/ Organization and state	Year	Count of Candidates	Number of shift	Number of Centers in Maharashtra	Number of centre all India basis

9.12 Preparing Question bank:-

Sr . No	Name of Examination	Name of Department/ Organization and state	Year	Count of Candidates	Number of Paper sets/Test batteries created

9.13 Team Composition

Name of Staff	Qualification and Experience	Area of Expertise	Position Assigned

9.14 Deployment of Personnel-

S. No.	Name of Staff	Staff Input in Months							Total Staff man-months proposed
		1	2	3	4	5	6	n	
1									
2									
3									
4									
5									
N									
		Total							

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10.1 Annexures

10.1.1 Annexure I - Financial Bid Covering Letter

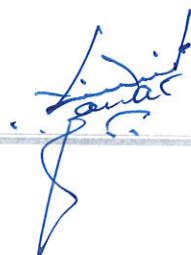
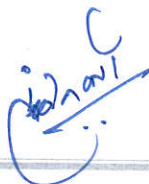
To, (Address)

(To be submitted on the Letter head of the applicant)

Ref: Request for Proposal (RFP) Notification No. dated _____

Dear Sir,

1. Having examined the RFP document, we, the undersigned, herewith submit our response to your RFP Notified vide No. _ dated for TRTI, in full conformity with the said RFP document.
2. We, the undersigned, offer to provide services to TRTI in accordance with your RFP.
3. We have read the provisions of the RFP document, confirm our acceptance for the same and we are hereby submitting our Financial Bid.
4. We agree to abide by this RFP, consisting of this letter, financial bid and all requisite supporting documents, for a period of 180 days from the closing date fixed for submission of bid as stipulated in the RFP document.
5. We hereby declare that we have not been charged with any fraudulent activities by any Central/State/UT Government.
6. We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in bribery.
7. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act, 1988" and its amendments.
8. We understand that TRTI is not bound to accept any bid received in response to this RFP.
9. In case we are engaged by TRTI for executing the services, we shall provide any assistance/cooperation required by TRTI/auditing agencies appointed by it/TRTI officials for performing auditing and inspection functions. We understand that our non-cooperation for the same shall be grounds for termination of service.
10. In case we are engaged as a Service Provider, we agree to abide by all the terms & conditions of the Contract that will be issued by TRTI.



11. The financial bid includes the cost of setting up and operating the services for **Conduction of COMMON ENTRANCE TEST (CET) for Pre Training for (UPSC / MPSC) Civil Services and Allied Services Competitive Examinations for ST Candidates (Number of ST candidates may increase or decrease, cost of providing additional services and performing all functions as per the 'Scope of Work' and 'SLAs' defined in this RFP.**
12. Our correspondence details with regard to this RFP are:

No.	Information	Details
1.	Name of the Contact Person	
2.	Address of the Contact Person	
3.	Name, designation and contact address of the person to whom all references shall be made regarding this RFP	
4.	Telephone number of the Contact Person	
5.	Mobile number of the Contact Person	
6.	Fax number of the Contact Person	
7.	Email ID of the Contact Person	
8.	Corporate website URL	

Yours sincerely,

Signature of Authorized Signatory [*In full as well as initials*]: _____

Name and Title of Signatory: _____

Name of Firm:

Address:

Handwritten signatures in blue ink, including a large signature on the left, a signature in the middle, and a signature on the right.

10.1.2 Annexure II –

Financial Bid Form

Financial Bid Form for the **Single** Conduction of COMMON ENTRANCE TEST (CET) for Pre Training for (UPSC / MPSC) Civil Services and Allied Services Competitive Examinations for ST Candidates (Number of ST candidates may increase or decrease

Reference: RFP document No. /Dated/

1. Financial Bid format for Conduction of COMMON ENTRANCE TEST (CET) for Pre Training for (UPSC / MPSC) Civil Services and Allied Services Competitive Examinations for ST Candidates (Number of ST candidates may increase or decrease as per the scope of work.
2. The evaluation shall be done basis the cost quoted by the bidders in column C in below table.
3. The rate quoted must be inclusive of the following:
 - a) Cost for all the activities/scope of work as mentioned in the RFP document and
 - b) No extra item will be considered for payment.
 - c) Conduction of COMMON ENTRANCE TEST (CET) for Pre Training for (UPSC / MPSC) Civil Services and Allied Services Competitive Examinations for ST Candidates (Number of ST candidates may increase or decrease
 - d) Delivering of all services at various locations
 - e) Cost of machines, material, manpower, transportation, equipment's, tools etc.
 - f) Any other cost direct or hidden, not mentioned above.
 - g) All taxes and levies etc. applicable during currency of contract excluding GST.
 - h) Rates entered into commercial rate page and duly signed by the authorized representative of the bidder shall only be considered. Rates and any other financial entity in any other form / letter head if attached by bidder shall be straightway ignored and shall not be considered. The total cost to be quoted by the bidder needs to be provided as per tablebelow-



S No.	Item Description	Conduction of COMMON ENTRANCE TEST (CET) for Pre Training for (UPSC / MPSC) Civil Services and Allied Services Competitive Examinations for ONE ST Candidate.(Number of ST candidates may increase or decrease) (Excluding Taxes)
(A)	(B)	(C)
01.	Conduction of COMMON ENTRANCE TEST (CET) for Pre Training for (UPSC / MPSC) Civil Services and Allied Services Competitive Examinations for ST Candidates (Number of ST candidates may increase or decrease	

(In Words)

Signature of Authorized Signatory:

Name and Title of Signatory: _____

Name of Agency : _____

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10.1.3 Annexure III - Standard Contract Form-

Contract for Conduction of COMMON ENTRANCE TEST (CET) for Pre Training for (UPSC / MPSC) Civil Services and Allied Services Competitive Examinations for ST Candidates (Number of ST candidates may increase or decrease

THIS Conduction of COMMON ENTRANCE TEST (CET) for Pre Training for (UPSC / MPSC) Civil Services and Allied Services Competitive Examinations for ST Candidates (Number of ST candidates may increase or decrease is made at Pune on **this day of 2022:**

BETWEEN

Tribal Research and Training Institute (TRTI), having its office at 28, Queens Garden, Pune-411001 (hereinafter called "**the Purchaser/ TRTI**") which expression shall unless repugnant to the context thereof include his successors, heirs, representatives, administrators and permitted assigns, represented by its Commissioner (Administration) who is duly authorized to execute this Contract being the Party of the FIRST PART;

AND

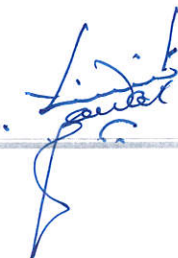
Having its registered office at _____ (herein after called "**the Service Provider**") which expression shall unless repugnant to the context thereof include his successors, heirs, assigns, of the OTHER PART.

Purchaser and **Service Provider** are collectively referred to as the "**Parties**" or individually referred to as a "**Party**" as the context may require.

WHEREAS, the Purchaser had invited bids for certain Services, viz., "Conduction of COMMON ENTRANCE TEST (CET) for Pre Training for (UPSC / MPSC) Civil Services and Allied Services Competitive Examinations for ST Candidates (Number of ST candidates may increase or decrease" vide their bid document number F. No./dated/

AND WHEREAS, various applications were received pursuant to the said bid.

AND WHEREAS, the Purchaser has accepted the said Bid by the Service Provider for the supply of those Services as per the following rates exclusive of all statutory taxes (hereinafter "**the Contract Price**").



AND WHEREAS, vide a Letter of Intent dated, the Purchaser agreed to place order for 'Conduction of COMMON ENTRANCE TEST (CET) for Pre Training for (UPSC / MPSC) Civil Services and Allied Services Competitive Examinations for ST Candidates (Number of ST candidates may increase or decrease as per the rates given below:

Item	Rate in INR (in figures)	Rate in INR (in words)

And in pursuance of having accepted the said bid, the Parties have agreed to enter into this Agreement. The Parties understand that all the conditions of the RFP, its amendments and clarifications issued, including those on allocation of volume, will be binding on both the parties.

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

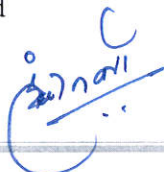

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the RFP.
2. The following documents (collectively referred to as "Contract Documents") shall be deemed to form and be read and construed as part of this Agreement, viz.:
 - a. General and Special Conditions of Contract mentioned in Section IV of the RFP;
 - b. The RFP
 - c. Acceptance letter of the bidder dated__
 - d. Duly signed Letter of Intent dated____
 - e. Proposal
3. The following Appendices: *[Note: If any of these Appendices are not used, the words "Not Used" should be inserted below next to the title of the Appendix,]:*

Appendix A: Form of Performance Bank Guarantee Bond

Appendix B: Form of Bank Guarantee for EMD

Appendix C: Non-Disclosure Agreement

4. The mutual rights and obligations of the Purchaser and the Service Provider shall be as set forth in the Contract, in particular:
 - a. The Service Provider shall carry out the Services in accordance with the provisions of the Contract; and


- b. The Purchaser shall make payments to the Service Provider in accordance with the provisions of the Contract.
5. Total Beneficiaries - Primitive Tribal Forest Rights Holders - 144 Beneficiaries as mentioned in the RFP.
6. The total value of the volume of the Conduction of COMMON ENTRANCE TEST (CET) for Pre Training for (UPSC / MPSC) Civil Services and Allied Services Competitive Examinations for ST Candidates (Number of ST candidates may increase or decrease will not exceed Rs.____/- (Rupees in words) i.e. __% of total contract value which is Rs.__/-.
- 7.The Service Provider has already submitted a Contract Performance Guarantee amounting to Rs-----/- (Rupees in words) which would be valid for 60 days beyondthe completion of contract.
8. The services shall be carried out at the site/premises at various locations of State of Maharashtra as agreed by the Parties.

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

For/on behalf of (name of Purchaser) General Manager (Administration)

Tribal Research and Training Institute (TRTI), Pune

[Authorized Representative]

For/ on behalf of [name of Service Provider]

M/s

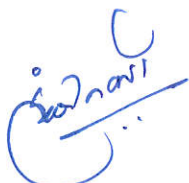
[Name & position] Authorized Representative]



10.1.4 Annexure IV (Technical Evaluation Criteria) - Past Experience of Firm in terms of Turnover from Similar Work

Customer Name	Year of Execution	Job Volume	Turnover	Remarks

For each of the above citation bidder is required to submit a copy of the work order and Satisfactory Work Completion Certificate(s) issued by the client. The work order must have the project value specified.



10.1.5 Annexure V (Technical Evaluation Criteria) - Annual Turnover

S No.	Financial Year	Annual Turnover	Annual Turnover	Remarks

Bidder is required to provide a certificate from the statutory auditor certifying the annual turnover only.

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10.1.6 Annexure VI – Declaration by Bidder for not being black-listed

(To be submitted on the Letter head of the Bidder)

To,

The Commissioner,
Tribal Research And Training Institute,
28, Queens Garden,
Pune-411001

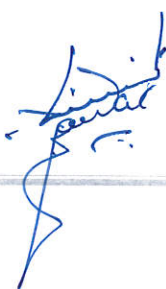
Dear Sir,

We confirm that our Company <name of company> as on date of submission of the proposal is not been blacklisted by any Private/Central /State Government/PSU or any other Organization and agencies in India or abroad for corrupt, fraudulent or any other unethical business practices.

Sincerely,

Name & Designation of the Authorized Signatory







APPENDIX 2:- Financial Proposal

10.1.7 Commercial Bid Covering Letter

<Date>

<Location>

To,
The Commissioner,
Research and Training institute, Pune
28, queen's Garden, near old Circuit House,
Pune 411001

Subject: Onboarding of Agency for Conduction of Common Entrance Test (CET) For Tribal Research and Training Institute, Pune, Government of Maharashtra.

Dear Sir,

We, the undersigned, offer to provide services for Onboarding of Agency for Conduction of Common Entrance Test (CET) For Tribal Research and Training Institute, Pune, Government of Maharashtra in accordance with your Request for Proposal dated <<Date>> and our Proposal (Technical and Financial). Our attached Financial Proposal is for the sum of INR. This amount is inclusive of the local taxes.

1. Price And Validity

All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of <days> calendar days from the date of opening of the Bid.

We hereby confirm that our prices include all taxes. However, all the taxes are quoted separately under relevant sections. Any miscalculation of taxes would be on our own account.

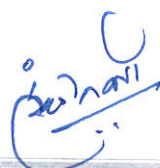
We understand that the actual payment would be made as per the existing indirect tax rates during the time of payment.

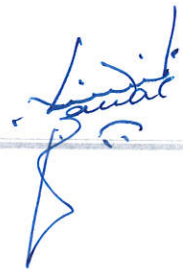
2. Unit Rates

We have indicated in the relevant forms enclosed, the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to / decrease from the scope of work under the contract.

3. Tender Pricing

We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in Tender documents.







4. Qualifying Data

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

5. Bid Price

We declare that our Bid Price is for the entire scope of the work as specified in the Scope of Work of the RFP. These prices are indicated in Commercial Bid attached with our Tender as part of the Tender.

6. Performance Bank Guarantee

We hereby declare that in case the contract is awarded .to us, we shall submit the Performance Bank Guarantee as specified in this RFP document.

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

We understand you are not bound to accept any Proposal you receive.

We hereby declare that our Tender is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive. Thanking you,

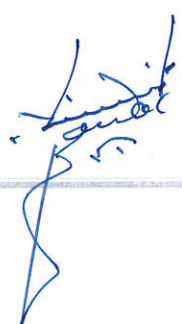
Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:



APPENDIX 3 :- List of courses.

Sr. No	Course Name
1	Preparation for UPSC Civil Services Examination at Delhi and Maharashtra
2	Preparation for UPSC Civil Services Examination at nine Universities
3	Bank PO /LIC / RRB and Allied Services
4	Medical and Engineering Entrance Exam
5	Maharashtra TET Exam
6	TAIT Examination
7	MPSC JMFC Competitive Examination
8	MPSC MES Competitive Examination

APPENDIX 4:- Course wise Syllabus.

Syllabus and Marking Scheme for CET.

Subject	No. of questions	Maximum Marks	Medium	Duration	Nature of Question Papers	Mode of Examination
General Studies	100	100	English / Marathi	2 Hrs.	Multiple objective type	Online on (Computer)

- The Questions will be Objective Multiple Choice Questions with Four Options.
- There is No Negative Marking.
- The time allotted is 2 Hours i.e. One Hundred and Twenty Minutes.
- The Questions will be in English and Marathi.
- Mode of Examination – Online

The Question will be based on following Syllabus:

1. Current events of state, national and international importance.
2. History of India (with special reference to Maharashtra) and Indian National Movement.
3. Maharashtra, India and World Geography - Physical, Social, Economic Geography of Maharashtra, India and the World.
4. Maharashtra and India - Polity and Governance - Constitution, Political System, Panchayati Raj, Urban Governance, Public Policy, Rights issues, etc.
5. Economic and Social Development - Sustainable Development, Poverty, Inclusion, Demographics, Social Sector initiatives, etc.
6. General issues on Environmental Ecology, Bio-diversity and Climate Change - that do not require Subject specialization.
7. General Science.
8. Logical reasoning and analytical ability.
9. General mental ability.
10. Basic numeracy (numbers and their relations, orders of magnitude, etc.),
11. Data interpretation (Charts, graphs, tables, data sufficiency etc.)

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Appendix 5- Non-Disclosure Agreement

(To be executed on ₹ 100 stamp paper)

This Non-Disclosure Agreement (“Agreement”) is executed on day of 2021 (“Effective Date”), by and between:

Tribal Research and Training Centre or TRTI, through its Commissioner, having its office at Tribal Research And Training Institute, 28, Queens Garden, Pune-411001, (hereinafter referred to as the “**Authority**” which expression shall, unless repugnant to the context and meaning include its successors, administrators and assigns) of the ONE PART;

AND

_____, a Company duly registered under the Companies Act 1956 / 2013, through its authorized representative [Name] holding the designation [Designation], having its registered office at [address], (hereinafter referred to as the “**Bidder**” which expression shall, unless repugnant to the context and meaning, include its successors, administrators, executors, attorneys, agents and assigns) of the OTHER PART.

WHEREAS:

- A. The Bidder is desirous of bidding for Bid No..... covering “[RFP FOR SELECTION OF SERVICE PROVIDER FOR Conduction of COMMON ENTRANCE TEST (CET) for Pre Training for (UPSC / MPSC) Civil Services and Allied Services Competitive Examinations for ST Candidates (Number of ST candidates may increase or decrease)]” (hereinafter called the said 'RFP') issued by the Authority.
- B. The Bidder is aware and confirms that the Authority’s business/ operations, information, Application/software, hardware, business data, architecture schematics, designs, storage media and other information / documents made available by the Authority in the RFP documents during the bidding process and thereafter, or otherwise (confidential information for short) is privileged and strictly confidential and/or proprietary to the Authority.

NOW THEREFORE,

In consideration of disclosure of confidential information, and in order to ensure the Authority’s grant to the Bidder of specific access to Authority’s confidential information, property, information systems, network, databases and other data, the Bidder agrees to all of the following conditions.

It is hereby agreed as under:


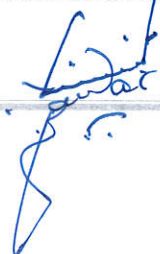

1. The confidential information to be disclosed by the Authority shall include without limitation, any and all information in written, representational, electronic, verbal or other

form, whether or not expressly marked as "Confidential", relating directly or indirectly to inventions, processes, products, methodologies, algorithms, risk matrices, thresholds, parameters, reports, data, models, deliverables, work products, specifications, architecture, project information, money laundering typologies, related computer programs, systems, trend analysis, risk plans, strategies, operating techniques, sourcecodes, object codes, "know how", drawings, designs, patents, copyright, trademarks, trade secrets, unpublished records and information communicated or obtained through meetings, documents, correspondence or inspection of tangible items, facilities or inspection at any site to which access is permitted by the Authority.

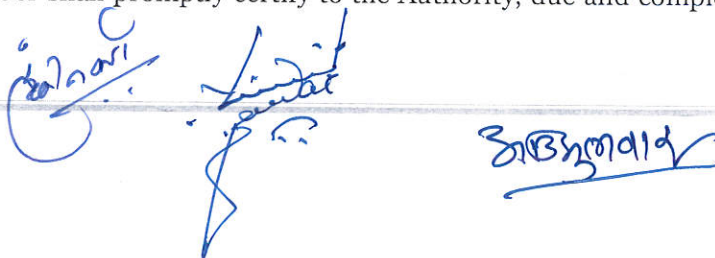
2. It is hereby agreed by the Bidder that this Agreement shall apply in perpetuity and shall survive the termination of any other contract, agreement, arrangement or understanding entered into by or executed between the Authority and the Bidder.
3. Confidential Information does not include information which:
 - a) The Bidder knew or had in its possession, prior to disclosure, without limitation on its confidentiality;
 - b) Information in the public domain as a matter of law;
 - c) Is obtained by the Bidder from a third party without any obligation of confidentiality;
 - d) The Bidder is required to disclose by order of a competent court or regulatory authority;
 - e) Is released from confidentiality with the written consent of the Authority.

The Bidder shall have the burden of proving hereinabove are applicable to the information in the possession of the Bidder.

4. The Bidder agrees to hold in trust any Confidential Information received by the Bidder, as part of the Tendering process or otherwise, and the Bidder shall maintain strict confidentiality in respect of such Confidential Information, and in no event the degree of confidentiality shall be less than the Bidder uses to protect its own confidential and proprietary information. The Bidder also agrees:
 - A. To maintain and use the Confidential Information only for the purposes of bidding for this RFP and thereafter only as expressly permitted herein;
 - B. To only make copies as specifically authorized by the prior written consent of the Authority and with the same confidential or proprietary notices as may be printed or displayed on the original;
 - C. to restrict access and disclosure of Confidential Information to their employees, agents, and representatives strictly on a "need to know" basis, provided such employees, agents and representatives have duly executed a Non-Disclosure Agreement with the Bidder, to



- maintain confidentiality of the Confidential Information disclosed to them; and
- D. To treat Confidential Information as confidential unless and until Authority expressly notifies the Bidder of release of its obligations in relation to the said Confidential Information.
5. The Bidder agrees to indemnify the Authority against any and all losses, damages, claims, or expenses incurred or suffered by the Authority as a result of the Bidder's breach of this Agreement.
 6. Notwithstanding the foregoing, the Bidder acknowledges that the nature of activities to be performed as part of the Tendering process or thereafter may require the Bidder's personnel to be present on premises of the Authority or may require the Bidder's personnel to have access to software, hardware, computer networks, databases, documents and storage media of the Authority while on or off premises of the Authority. It is understood that it would be impractical for the Authority to monitor all information made available to the Bidder's personnel under such circumstances and to provide notice to the Bidder of the confidentiality of all such information. Therefore, the Bidder undertakes that it shall be liable for any and all unauthorized access to and disclosure of Confidential Information by any of its employees, agents and / or representatives.
 7. The Bidder shall establish and maintain appropriate security measures to provide for the safe custody of the Confidential Information and to prevent an authorized access to it.
 8. The Bidder agrees that upon termination/expiry of this Agreement or at any time during its term, at the request of the Authority, the Bidder shall promptly deliver to the Authority the Confidential Information and copies thereof in its possession or under its direct or indirect control, and shall destroy all memoranda, notes and other writings prepared by the Bidder or its Affiliates or directors, officers, employees or advisors based on the Confidential Information and promptly certify such destruction.
 9. Confidential Information shall at all times remain the sole and exclusive property of the Authority. Upon completion of the Tendering process and/or termination of the contract or at any time during its term, at the request of the Authority, the Bidder shall promptly deliver to the Authority the Confidential Information and copies thereof in its possession or under its direct or indirect control, and shall destroy all memoranda, notes and other writings prepared by the Bidder or its Affiliates or directors, officers, employees or advisors based on the Confidential Information within a period of sixty days from the date of receipt of notice, or destroyed, if incapable of return. The destruction shall be witnessed and so recorded, in writing, by an authorized representative of the Authority. Without prejudice to the above the Bidder shall promptly certify to the Authority, due and complete destruction



The bottom of the page features three distinct handwritten signatures in blue ink. The first signature on the left is a cursive-style name. The middle signature is more stylized and appears to be a name with a large flourish. The signature on the right is a bold, blocky name.

and return. Nothing contained herein shall in any manner impair rights of the Authority in respect of the Confidential Information.

10. In the event that the Bidder hereto becomes legally compelled to disclose any Confidential Information, the Bidder shall notify the Authority within 24 hours and render best effort assistance to the Authority to enable the Authority to prevent or minimize to the extent possible, such disclosure. Bidder shall not disclose to a third party any Confidential Information or the contents of this RFP without the prior written consent of the Authority. The obligations of this Clause shall be satisfied by handling Confidential Information with the same degree of care, which the Bidder applies to its own similar Confidential Information but in no event less than reasonable care.
11. This Agreement, its meaning and interpretation, and the relation between the Parties shall be governed by the applicable laws of India. The Recipient in the provision of its services under the contract shall be governed at all times by the provisions of Ayushman Bharat (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 and the regulations framed there under as amended from time to time. Notwithstanding anything contained therein, if the Recipient contravenes any provisions of Ayushman Bharat Act, 2016 and the Regulations framed thereunder, as applicable to the services rendered under the RFP and / or this Agreement, the Recipient shall be liable to applicable penal provisions prescribed therein, in addition to, the penalties/provisions provided in this Agreement.
12. The Bidder understands and acknowledges that any disclosure or misappropriation of any of the Confidential Information in violation of this Agreement may cause the Authority irreparable damage, the amount of which may be difficult to ascertain and, therefore, agrees that the Authority shall have the right to apply to a court of competent jurisdiction for an order restraining any such further disclosure or misappropriation and for such other relief as the Authority shall deem appropriate. Such right of the Authority shall be in addition to Remedies otherwise available to the Authority at law or in equity.

For and on behalf of:

For Authority

(Authorised Signatory Office Seal :)

Name:

Designation:

Date:

Place:

For Bidder

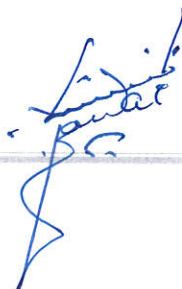

(Authorised Signatory Office Seal :)

Name:

Designation:

Date:

Place:



Appendix 6 :- Form of Performance Bank Guarantee Bond

(To be stamped in accordance with Stamp Act)

The non-judicial stamp paper should be in the name of issuing Bank

Ref.....

Bank Guarantee No.....

Date.....

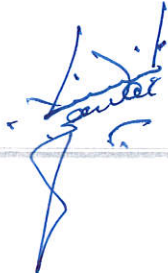
To

The Commissioner,
Tribal Research And Training Institute,
28, Queens Garden,
Pune-411001

Dear Sirs,

1. In consideration of the Tribal Research and Training Centre, Government of India, (hereinafter referred to as the 'Purchaser' which expression shall unless repugnant to the context or meaning thereof include its successors, administrators and assigns) having awarded to M/s..... With its Registered/Head office at..... (herein after referred to as the "Service Provider" which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns), a Contract by issue of Notification of award No..... dated and the same having been acknowledged by the Service Provider, resulting in a Contract, bearing No..... dated... valued at.....for..... (scope of Contract) and the Service Provider having agreed to provide a Contract Performance Guarantee for the faithful performance of the entire Contract not exceeding Rs. (in words & figures).
2. We.....(Name & Address of Bank Branch)having its Head office at.....(hereinafter referred to as the 'Bank', which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns) do hereby guarantee and undertake to pay the amounts due and payable under this guarantee without any demur, reservation, context, recourse or protest and/or without any reference to the Service Provider merely on a demand from the Purchaser stating that the amount claimed is due by way of inconvenience caused to or would be caused to or suffered by the





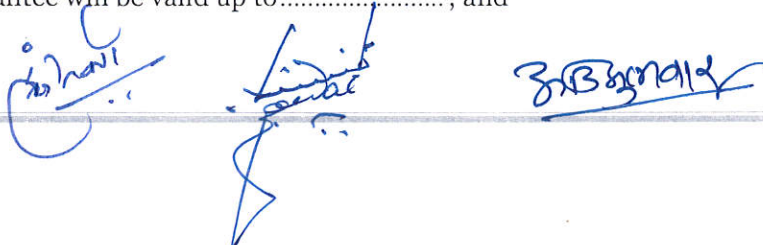


Purchaser by reason of breach by the said Service Provider(s) of any of the terms or conditions contained in the said Agreement or by reason of the Service Provider(s)' failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive and binding notwithstanding any difference between the Purchaser and the Service Provider or any dispute pending before any Court, Tribunal, Arbitrator or any other authority. We agree that the guarantee herein contained shall be irrevocable and shall continue to be enforceable till the Purchaser discharges this guarantee.

3. The Purchaser shall have the fullest liberty without affecting in any way the liability of the Bank under this guarantee, from time to time to extent the time for performance of the Contract by the Service Provider. The Purchaser shall have the fullest liberty, without affecting this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the Service Provider, and to exercise the same at any time in any manner, and either to enforce or to forbear to enforce any covenants, contained or implied, in the Contract between the Purchaser and the Service Provider or any other course or remedy or security available to the Purchaser. The Bank shall not be released of its obligations under these presents by any exercise by the Purchaser of its liberty with reference to the matters aforesaid or any of them or by reason of any other act of omission or commission on the part of the Purchaser or any other indulgences shown by the Purchaser or by any other matter or thing whatsoever which under law would, but for this provision have the effect of relieving the Bank.
4. The Bank also agrees that the Purchaser at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor, in the first instance without proceeding against the Service Provider and notwithstanding any security or other guarantee the Purchaser may have in relation to the Service Provider's liabilities.
5. This guarantee will not be discharged due to the change in the constitution of the Bank or the Service Provider(s)/Service Provider(s).
6. Notwithstanding anything contained hereinabove:

(1) Our liability under this guarantee is restricted to Rs. (in words & figures).

(2) This Bank Guarantee will be valid up to ; and



(3) We are liable to pay the guarantee amount or any part thereof under this Bank

Guarantee only upon service of a written claim or demand by you on or before

In witness whereof the Bank, through its authorized officer, has set its hand and stamp on this.....day of.....2022 at.....

WITNESS

.....

(Signature) (Signature)

.....

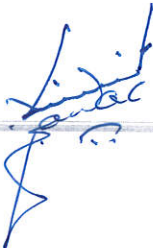
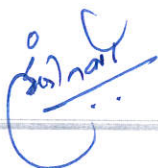
(Name)(Name)

.....

(Official Address)(Designation with Bank Stamp)

Attorney as per Power of Attorney No.....

Dated.....



Appendix 7: - Integrity Pact

The pre-contract integrity pact shall **be signed by the Bidder** should be submitted as part of technical evaluation bid.

INTEGRITY PACT

(To be executed on ₹ 100 stamp paper)

This Agreement (hereinafter called the Integrity Pact) is made on day of the month of 20 , between, on one hand, the President of India acting through Commissioner, Tribal Research and Training Centre, Government of India (hereinafter called the "The Principal"), which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Part

And

M/s_ represented by, Commissioner/ Authorized Signatory (hereinafter called the "Bidder/Contractor/Bidder", which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

Preamble

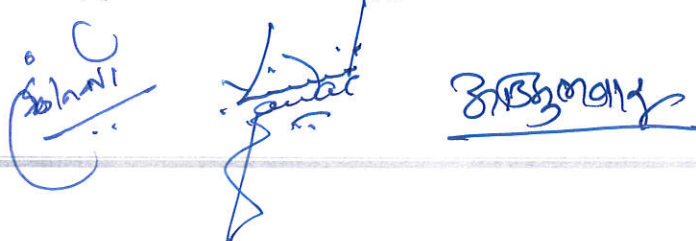
The principal intends to award, under laid down organizational procedures, contract for Conduction of COMMON ENTRANCE TEST (CET) for Pre Training for (UPSC / MPSC) Civil Services and Allied Services Competitive Examinations for ST Candidates (Number of ST candidates may increase or decrease. The Principal values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/ transparency in its relations with its bidder(s) and contractor(s).

In order to achieve this the Principal will appoint Independent External Monitors (IEMs) who will monitor the tender process and the execution of the contract for compliance with the principal mentioned above.

Section 1 – Commitments of the Principal.

1. The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles-
 - a) No employee of the Principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the personal is not legally entitled.
 - b) The Principal will during the tender process treat all
 - c) Bidder(s) with equity and reason. The Principal will in particular, before and during

the tender process, provide to all Bidder(s) the same information and will not

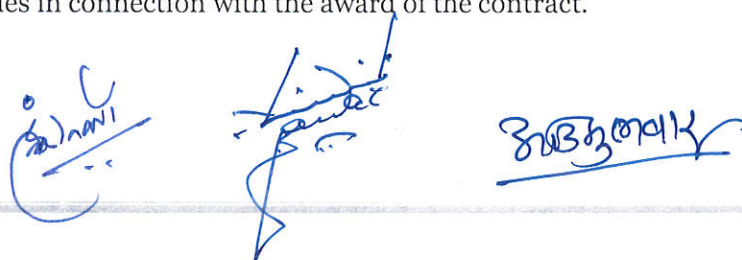


provide to any Bidder(s) confidential/additional information through which the Bidder(s) could obtain an advantage in relation to the process or the contract execution.

- d) The Principal will exclude from the process all known prejudiced persons.
2. If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

Section 2 – Commitments of the Bidder(s)/Contractor(s)/Bidder

1. The Bidder(s)/Contractor(s) commit himself to take all measures necessary to prevent corruption. The Bidder(s)/Contractor(s) commits themselves to observe the following principles during his participation in the tender process and during the contract execution.
- a) The Bidder(s)/contractor(s) will not, directly or through any other persons or firm, offer promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage or during the execution of the contract.
- b) The Bidder(s)/Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
- c) The Bidder(s)/Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s)/Contractors will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or documents provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
- d) The Bidder(s)/Contractor(s) of foreign origin shall disclose the name and address of the Agents/ representatives in India, if any similarly, the bidder(s)/contractor(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. All the payments made to the India agent/representative have to be in Indian Rupees only.
- e) The Bidder(s)/Contractor(s) will, when presenting their bid, disclose any and all payments made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.



- f) Bidder(s)/Contractor(s) who have signed the Integrity pact shall not approach the courts while representing the matter to IEMs and shall wait for their decision in the matter.
2. The Bidder(s)/Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3: Disqualification from tender process and exclusion from future contract

If the Bidder(s)/Contractor(s), before award or during execution has committed a transgression through a violation of Section 2 above or in any other form such as to put his reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process or to terminate the contract, if already signed, for such reasons.

Section 4: Compensation for Damages

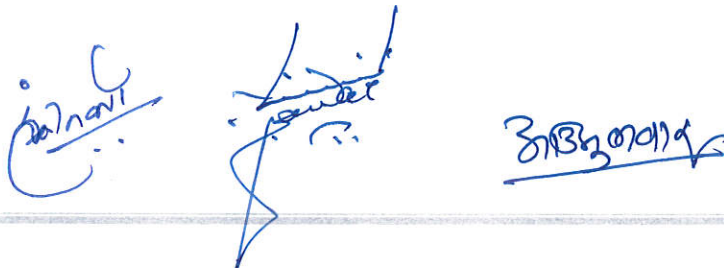
1. If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/Bid Security.
2. If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, The Principal shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

Section 5: Previous Transgression

1. The Bidder declares that no previous transgressions occurred in the last three years with any other company in any country conforming to the anti-corruption approach or with any other government (Central/State/PSU's) in India that could justify his exclusion from the tender process.
2. If the bidder makes incorrect statement on this subject, he can be disqualified from the tender process and appropriate action can be taken including termination of the contract, if already awarded, for such reasons.

Section 6: Equal treatment of all Bidders/Contractors/Subcontractors.

1. In case of sub-contracting, the principal contractor shall take the responsibility of the adoption of Integrity pact by the sub-contractors.
2. The Principal will enter into agreements with the identical conditions as this one with all bidders, contractors and sub-contractors.



The bottom of the page features three handwritten signatures in blue ink. The first signature on the left is partially obscured and appears to be 'S. J. ...'. The middle signature is more legible and appears to be 'S. J. ...'. The signature on the right is also partially obscured and appears to be 'S. J. ...'. There are some scribbles and lines around the signatures.

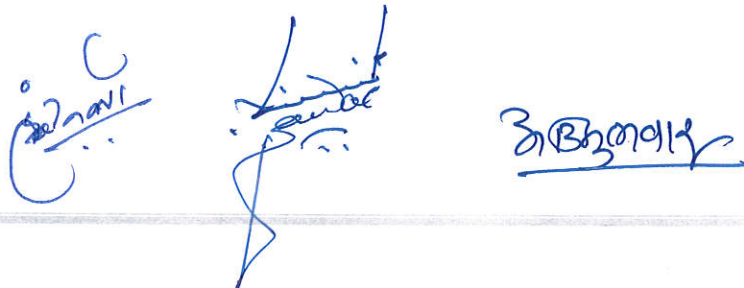
3. The Principal will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

Section 7: Criminal charges against violating Bidder(s)/Contractor(s)/Subcontractors(s).

If the Principal obtains knowledge of conduct of a Bidder(s)/ Contractor(s) or sub-contractor, or of an employee or a representative or an associate of a bidder, contractor or sub-contractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.

Section 8: Independent External Monitor/Monitors

1. The Principal appoints competent and credible Independent External Monitor for this Pact after approval by Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
2. The Monitor is not subject to instructions by the representatives of the parties and performs his/her functions neutrally and independently. The Monitor would have access to all contract documents, whenever required. It will be obligatory for him/her to treat the information and documents of bidders /contractors as confidential. He reports to the CEO, TRTI.
3. The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors.
4. The Monitor is under contractual obligation to treat the information and documents of the Bidder(s) / Contractor(s) / Subcontractor(s) with confidentiality. The Monitor has also signed declarations on 'Non-disclosure of Confidential Information' and of 'Absence of Conflict of Interest'. In case of any conflict of interest arising at a later date, the IEM shall inform Commissioner, TRTI and recuse himself/herself from that case.
5. The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.



6. As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
7. The Monitor will submit a written report to the Commissioner, TRTI within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should be occasion arise, submit proposals for correcting problematic situations.
8. If the Monitor has reported to the Commissioner, TRTI, a substantiated suspicion of an offence under relevant IPC/PC Act, and the Commissioner, TRTI has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
9. The word "Monitor" word include both singular and plural.

Section 9: Pact Duration

This pact begins when both parties have legally signed it. It expires for the Contractor 1 month after the payment under the contract, and for all other Bidder 15 days after the contract has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.

If any claim is made/lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged/determined by Commissioner, TRTI.

Section 10: Other Provisions

1. This agreement is subject to Indian Law. Place of performance and jurisdiction is the Registered Office of the Principal i.e. Pune.
2. Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
3. Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
4. Issues like Warranty / Guarantee etc. shall be outside the purview of IEMs.



5. In the event of any contradiction between the Integrity pact and its Annexure, the clause of the Integrity pact will prevail.

(For & on behalf of the Principal)(For & on behalf of Bidder/Contractor) (Office Seal)(Office Seal)

Place _____ Date _____ Witness 1:

(Name & Address)

Witness 2:

(Name & Address)



The bottom of the page features three handwritten signatures in blue ink. The first signature on the left is a stylized cursive mark. The middle signature is more legible, appearing to read 'L. J. J.' with 'Principal' written below it. The third signature on the right is another stylized cursive mark.