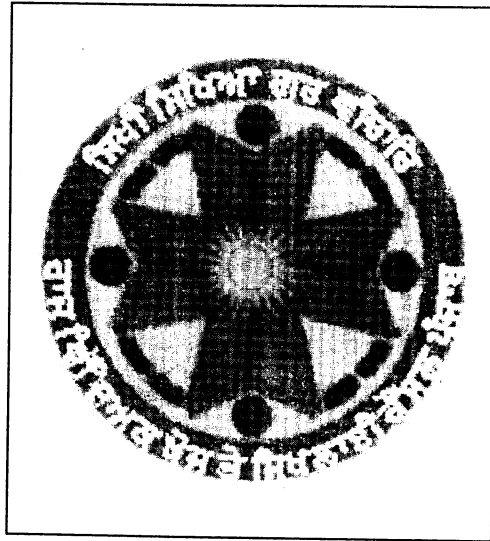


TENDER FOR UNDERTAKING PUNJAB STATE TEACHER ELIGIBILITY TEST
(PSTET) 2018



Director,
State Council of Educational Research and Training, Punjab
Ajitgarh-160062
(Ph. : 0172-2212221; Fax 0172-2212840)

DISCLAIMER

This tender is not an offer by the SCERT- PUNJAB but an invitation to receive Quotation from various interested Agencies with information that may be useful to them in the formulation of their Proposals pursuant to this NIT. No contractual obligation whatsoever shall arise from the process unless and until formal contract is signed and executed by the SCERT- PUNJAB with the shortlisted appointed Agency

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Guidelines for online tendering Procedure:-

For participating in the above e-tendering process, the Bidders shall have to get themselves registered with <https://eproc.punjab.gov.in> and get user ID and Password. Digital Signature is mandatory to participate in the e-tendering process. For any clarification/difficulty regarding e-tendering process, please contact on 0172-2212221.

Conditions: -

1. Interested bidders can purchase the tender document online from website.
2. The bidders using Net-banking service of banks are advised to submit their EMD and other fee (if any) in advance at least three working days prior to the last date of submission of the bid. Tender processing fee shall be strictly paid through online mode. Other mode of payment will not be considered.
3. Bidders/ Contractors, who wish to submit online tender can access tender document from the website, fill them and submit the completed tender document into Electronic Tender on the website itself. Bidders / Contractors shall attach scanned copies of all the paper, i.e. Earnest Money deposited, Tender Form Cost, Processing Fee & the certificates as required in Eligibility criteria.
4. Corrigendum / Addendum / Corrections, if any will be published on the website only.
5. If the date of opening of tender happens to be a holiday then the tender will be opened on the next working day at same time and same venue.

NOTICE INVITING TENDER

On behalf of State Council of Educational Research and Training, Punjab, Director State Council of Educational Research and Training, Punjab invites E-Tender up to 17.10.2018 (5:00 PM) for undertaking Punjab State Teacher Eligibility Test (PSTET) 2018.

Schedule of Tender

Tender No.	
Details of Job/Work	Tender For Undertaking Punjab State Teacher Eligibility Test (PSTET)
No of Candidates	2,00,000(Approx.)
Amount of Earnest Money Deposit (EMD)	INR 5,00,000/- (Rs. Five Lac only)
Tender Fee	INR 5000/- (Rupees Five thousand only)
Last date of Submission of Queries on email id, if any	directorscert@yahoo.in
Pre bid meeting for clarification, if any, on Tender	On 12.10.2018 at 11:00 hrs. In the Office of Director, SCERT, Punjab.
Last date & Time for the Submission of Tender	17.10.2018 (5:00 PM)
Date & time of Opening of Tender	18.10.2018 (11:00 PM) at O/o Director S,C.E.R.T, Punjab
Mode of submission of Tender	On- line mode only At 'Director, SCERT Mohali' 6 th floor Block E Punjab School education board office mohali.
Period of validity of contract	2018-2019 and 2019-2020

Important Instructions: -

- (i) In case the date of opening of tender falls on a holiday, tenders will be opened on the next working day at the same time and same venue.
- (ii) No bidder shall be allowed to withdraw his tender after its opening.
- (iii) Rates both in figures and words should be quoted on the prescribed Performa and these should not be over written.
- (iv) Tenders should be submitted through online mode only and no documents/hardcopies are required to be submitted to anyone.
- (v) Tenders which are not in the prescribed form/ incomplete/ or vary any of the conditions listed in the tender documents will be rejected out rightly.

- (vi) All the columns of the tender form should be, properly filled in. The bidder should serially numbered, stamp and sign of all pages of the bid documents before uploading them.

Note: O/o Director SCERT Punjab shall not be responsible if any document is non-visible or not found attached at the time of opening of the online tender.

Scope of Work for On-line / OMR based Examination on Turnkey basis

This Scope of Work has been divided into following Four broad phases

- + Pre- Examination Phase
- + Examination Phase
- + Post -Examination Phase
- + Grievance Management System and Web servers

Note - Following shall be made available by the SCERT- PUNJAB

- + Rules for candidate Registration
- + Rules for Admit card generation
- + Rules for the Examination
- + Examination partner for question bank preparation
- + Rules for merit list generation

1. *Pre Examination Process:*

A. *Development of Web Portal for Registration*

The agency has managed the pre examination related activities including development of web portal for candidate registration process. This is a dedicated portal designed for facilitation of Department and candidate's registration. The scope of work for bidder includes:

- Printing the advertisements for Public notice on the PSTET in newspapers (DAVP rates).
- Development of web portal
- Design the format of application for online submission of application by the candidates that should be linked to Department Website
- Generation of registration form
- Online payment gateway solution for fee collection through credit/debit card and online challan.
- Generation of admit card for written examination.
- Coding & Decoding features shall be involved in the process of the examination

Publication Cost: The Advertisement format shall be prepared by the PSTET Committee. The publication costs and expenses shall be borne by the SCERT- PUNJAB besides uploading it on the website of ssapunjab.org i.e. Department Website.

The proposed web portal should be customizable and have the facility to assign users and generate various reports in the format provided by the department. It is required from the agency that they should provide backend technical support including hardware required during the course of execution. The agency has to provide data center support with disaster recovery and bandwidth support for project execution.

B. *Setting and Printing of OMR Sheets and Question papers and packing with Delivery*

The Agency has to prepare the question bank, print the question paper & OMR Answer sheet with variable barcode, Question paper printing in different sets as per below details:

a) *Question Paper setting*

- The Agency has to prepare the question bank of sufficient multiple choice objective type questions for General knowledge, Numerical and mental ability, mental aptitude/I.Q and reasoning ability.
- Agency shall prepare question sets/question bank as per the guideline/Syllabus provided by SCERT- PUNJAB.
- The standard of difficulty in each question paper would be of the same nature.
- Randomization of questions across all the sets should be ensured i.e each question in each series should be distributed in a unique manner so that no commonality in position of any question is found across any series.

- Each question paper would have 5 sets. On basis of master set, jumbling to be done in 5 sets viz. including jumbling of each question as well as Answer.
- The sets will be bilingual (English & Punjabi). Punjabi translation of the question papers will be carried out by the Agency.
- Agency would ensure that all the questions must be error free.
- The agency will ensure that 20 minutes per one hour will be given to Differently abled persons as per NCTE Guidelines. These instructions will be written in the BOLD letters on the question booklet and conduct booklet.

b) *Printing of OMR Sheets and question paper packing*

- The agency has to print OMR sheets with barcode as per approval of the SCERT- PUNJAB
- The printed OMR answer sheet with barcode is to be inserted in individual question paper booklet, each question paper booklet with Roll numbered seal sticker. Serial No. of OMR sheet and Seal Sticker number of Question Paper Booklet must be matched perfectly at the time of insertion of OMR sheet.
- Each such ready individual sealed Question Paper Booklet inserted with OMR answer sheet to be packed individually in Security PVC Bag and to close with Security Tape.
- Such 25 or 30 PVC bag of Question Paper booklets to be packed in Temper evident PVC Bag of fine quality with one Steel Cutter to be fixed on each Bag with Cello Tape. Each Temper evident PVC Bag pasted with sticker showing information regarding District Name, Center Name, Block number, No. of question booklets & details of serial numbering etc
- Such 25 or Temper evident PVC bags (Block wise) containing 30 question booklets each to be packed in 7 Ply Corrugated box showing District Name, Center Name, No. of question booklets & details of serial numbering etc
- Block wise Temper evident PVC bag with self-adhesive flap, pasting of sticker with instructions with presence report of candidates for returning of filled OMR Sheet of present candidates to be put in above 7 ply corrugated box
- Packing of center wise OMR sheet for absent candidate
- 7 Ply corrugated small empty box to be put in above bigger 7 ply corrugated box for returning filled OMR Sheet which is packed in Temper evident PVC bag of each center for safely and comfortably movement. Pasting of Sticker with present, absent details of center
- Delivery of such ready corrugated boxes of question paper booklets at various districts in Pan India or the destination as per instruction of SCERT- PUNJAB & pickup of filled OMR Sheets from Examination Centers.

c) *Printing of OMR Sheets:*

- Printing of OMR Sheet on 100 gsm super fine maplitho quality paper, Two / Three color printing with proper cutting to make enable for perfect scanning of OMR sheets
- Serial Numbering and Barcode generation as per 5 jumbling codes / pattern.
- Printing of serial numbering and Barcode on each OMR Sheet.
- Supply of Examination Material
- The agency has to provide the transportation of printed examination material to the respective examination centers in a secured atmosphere.

2. *Conduct of Examination*

Includes providing well equipped examination centers, Supply of Examination Centers management Kits, deployment of center superintendent, invigilators and other staff at each center, providing instruction to examination centers. Inviting of objection from the candidates and their resolution by the agency through a grievance management system.

A. *Nodal Center and Examination Center Engagement*

- Creation of district wise nodal centers for distribution of examination material to the examination centers.
- Examination centers shall be finalized at least 30 days in advance in consultation with SCERT- PUNJAB. So that it may be checked before by the H.Q and Local administrative authority.
- The Examination centers should be well connected to railways station and bus stands.

- The Examination center should be preferably Govt. colleges/school (Department will help to finalization in examination center through DEO).
- There should be not more than 1000 examinee in one center.
- The Examination centers should be with proper ventilation, lights and fan, fresh drinking water, proper sitting arrangements, first aid box and other amenities.
- Agency would deploy own trained and experience manpower as Venue Supervisor at each test center to conduct test smoothly and coordinate between the Department and venue staff
- Agency would coordinate pre-examination preparation at each venue, which will include training, briefing, putting up signage's and other administrative arrangements
- All logistics expenses for handling confidential material would be borne by agency. Though the security provision would be provided by Department.

B. Supply of Examination Centre Management Kits

- Generation, printing and supply of Exam Centre Management Kits, which will include:
 - ✓ User manual for the invigilator and center superintendent
 - ✓ List of roll numbers of candidates appearing at each examination center
 - ✓ Seating plan
 - ✓ Room wise OMR Attendance Sheets with roll number, photograph and signatures of candidate, with provision for pasting of a fresh color photograph (if required) on the attendance sheet
 - ✓ Room wise desk slips
- Supply of various Report Forms which are to be filled by the center in-charge
- Supply of packing material for the packing of answer sheets comprising labelled envelopes for easy handling and administration

NOTE: The entire process shall be designed in such a manner so as to ensure that there is zero scope of any kind of malpractice.

3. Post Examination Process

A. Processing of OMR answer sheet

- Collection of OMR answer sheets from all the examination centers
- Opening, shorting scanning and processing of answer sheets shall be done at SCERT-PUNJAB H.Q Ajitgarh. The OMR shall be double scanned to check the mis-matches.
- The Agency shall arrange all manpower, equipments, hardware software, and any other material required for these propose.
- The agency shall prepare the absentee list after the scanning of OMR attendance sheet.
- After scanning, the answer sheet shall be handed over to the SCERT- PUNJAB duly packed as directed with their scan number and a soft and hard copy of matching of scanned numbers and answer sheet unique serial number for storage and retrieval.
- All OMR answer sheet shall be scanned completely in good quality so that the color PDF image may be generated and stored in a soft copy.
- A soft copy of all complete OMR answer sheet combined on the basis of unique serial number on the basis of post shall be provided to the SCERT- PUNJAB.
- A summary of total candidates issued call letter/Admit card, appeared abstained and evaluated shall be provided to the SCERT- PUNJAB. Center-wise, room-wise in hard copy.
- Pre-scanning and testing of sample OMR sheets made available by the Board shall be done to ensure 100% accuracy.
- Manual data entry shall be done only prior permission of the SCERT- PUNJAB, with reasons to be recorded in writing, wherever required, to ensure that all felids are entered correctly.
- Processing accurate results of the candidates on the basis of the answer key.
- Ensuring the secrecy and security during and after the process.
- Preparation of various reports as per the requirement of the SCERT- PUNJAB.
- After declaration of the result by the agency Digital certificates and Hard copies of certificates will be provided to Director SCERT within 15 days. Any mistakes/Discrepancies in the certificate will be rectified by the agency at its own level.

B. Objection Resolution

- The Agency shall upload the OMR answer key of all the series of question papers for candidate's responses of the portal
- The agency shall upload the scanned image of the candidates OMR answer sheets along with their score on the website for display to individual candidates and invite objections from them
- A candidate Interface shall be provided to assist them during entire process. The interface with Login ID for each candidates so that no other candidates can view data of other candidates
- The Agency should be able to provide response sheet to candidate in the form of evaluated scanned OMR sheet, with number of correct and wrong answers
- After receipt of the representation of the candidates, the agency will upload the final answer key within 07 days

C. Generation of merit list

- The agency shall prepare a merit list on the basis of marks obtained by the candidates in written examination as per mandatory rules and parameters as specified by the SCERT-PUNJAB.
- The database shall be handed over to the SCERT- PUNJAB in two copies in external hard drives of appropriate capacity. The database shall be in open server architecture and should be fully searchable.
- The agency shall Print the Certificates with security features for passed candidates.
- The agency shall provide daily MIS reports to the SCERT- PUNJAB detailing the progresses of the work and other details as may be required by the SCERT- PUNJAB.

D. Final Result Generation

- The agency shall generate a final result as per rules and parameters specified by the SCERT-PUNJAB.
- The database of all candidates (selected and not selected separately) shall be handed over to the SCERT- PUNJAB in two copies of external hard drives of appropriate capacity.

4. Grievance Management System and Web servers.

A. Grievance Management System

Help Desk number for responding to candidate queries. The selected Bidder shall provide help to candidates through a Help Desk (telephone/email) ensuring service quality on a 9x6 basis from the date of opening of online registration till the date of examination.

B. Setting up Web Servers

- The agency shall create a dedicated web servers owned/hired should be located in India in a reliable data center with 100 mbps leas line.
- The agency shall create disaster recovery should be located in India.
- The web servers, disaster recovery, hosted application and database shall comply with CERT-IN security guidelines and should be security audited by CERT-IN approved vendors. The website should be accessible through all standard/popular browsers.
- The Security certification like SSL etc. from CERT-in, VerySign etc. shall be done by the vendor as requirement within the rate quoted for the work
- Payment Gateway solution used for Fee collection should be PCI-DSS compliant and SSL certified

2 Procedure for Submission of Bids

2.1 Bids are to be submitted online and in two parts:

- i) Technical Bid.
- ii) Financial Bid.

2.2 The Bidder shall have to qualify the pre-qualification cum technical Bid.

2.3 Technical bids will be opened on the prescribed date and time.

- 2.4 Please note that commercial aspects (prices, cost, charges, etc.) should not be indicated in the Technical bid and should be quoted only in the Financial Bid. If price quoted prior to Financial bid, the bid shall be declared rejected.
- 2.5 Financial bid should only indicate prices (In Indian Rupees Only) in the prescribed format.
- 2.6 Financial Bids of only those Bidders will be opened who qualify the Technical.
- 2.7 Each copy of the bid should be a complete document & page numbering.

TERMS & CONDITIONS

1. SPACE:

If required, the Agency will be provided a suitable space by SCERT- PUNJAB free of cost.

2. TIMELINE:

The Department process has to be completed within the timeline fixed by Department Committee.

3. SECRECY & CONFIDENTIALITY:

The agency is bound to maintain Strict Secrecy & utmost confidentiality of entire Department Process & related data.

4. OWNERSHIP OF DATA:

The entire Department related data shall be the property of O/o SCERT- PUNJAB & shall not be shared with any third party in any manner whatsoever. The agency will have to supply all copy of the updated data file on hard disc in read only format as and when required by the Department. Data will not be erased without written permission of the board.

5. SOFTWARE/FORMS:

The software/forms created for online submission of applications or for any other purpose during the entire Department Process shall be developed by the selected agency.

6. **Performance Bank Guarantee (PBG)**

6.1 The successful bidder will furnish unconditional Performance Bank Guarantee within 7 working days from the issuing of the order, for a value equivalent to 10% of the total cost of supply order.

6.2 PBG shall remain valid for a period of ninety days beyond the date of completion of all contractual obligations of the successful bidder.

6.3 The successful bidder will be responsible for extending the validity date and claim period of the PBG as and when it is due on account of non-completion of the project. In case the successful bidder fails to submit performance guarantee within the time stipulated, the Director SCERT, Punjab at its discretion, may cancel the award of contract to the successful bidder without giving any notice.

6.4 Director SCERT, Punjab shall forfeit the PBG in full or part in the following cases:

- (i) When the terms and conditions of contract are breached/ infringed
- (ii) When contract is terminated due to non-performance of the Service provider.

7. TECHNICAL BIDS AND FINANCIAL BIDS:

The bids documents furnished by the vendors shall include both technical as well as financial aspect. The Financial bids must be submitted in the given format. .

8. EARNEST MONEY DEPOSIT (EMD):

9 The bidders should submit the EMD of INR 5,00,000 (Rs. Five Lac Only) through RTGS in the saving bank Account No. 50100148110372 of HDFC Bank Sector-37-D Chandigarh (IFSCCode-HDFC000450).

- a. The bidder shall furnish, as part of the Pre-qualification Bid cum Technical bid, an Earnest Money Deposit (EMD) as mentioned in bid document.

- b. The EMD shall be in Indian Rupees and shall be submitted online. Bids without requisite EMD shall be rejected straight away.
- c. EMD of all unsuccessful bidders would be released by O/o Director SCERT, PUNJAB after award of contract to the successful bidder. EMD of the successful bidder will be released after the submission of Performance Bank Guarantee (PBG) & signing of Contract.
- d. The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- e. The EMD lying with the O/o Director SCERT, PUNJAB in respect of other tender/Tender Document/RFP/Expression of Interest etc. awaiting approval or rejected or on account of contracts being completed, will not be adjusted towards
- f. The Earnest Money will be forfeited on account of one or more of the following reason:-
 - (i) If bidder does not respond to requests for clarification of its bid.
 - (ii) If bidder fails to provide required information during the evaluation process or is found to be non-responsive.
 - (iii) If bidder withdraws its bid after opening of technical bid.
 - (iv) In case of successful bidder the said bidder fails to sign the agreement on time or furnish performance bank guarantee.

8. **SCHEDULE & TERMS OF PAYMENT:**

- The payment shall be in Indian Rupees
- All the payments to Bidder will be made through Escrow account as per final Financial submission and mutual discussion between Department & Bidder on percentage sharing.
- All taxes, duties, levies and charges which are to be paid for the rendering of the services shall be paid by the bidder. In case, any tax or duty is to be borne by the Department as per law, the same will be reimbursed subsequently as per the extant provisions and guidelines of the Department on actual basis

9. **CERTIFIED AGENCY:** The bidding agency should have an in-house quality assurance and product testing team with a proven and robust quality management processes required for conducting the aforesaid process of examination.

10. **SUBCONTRACTS:** The vendors shall not subcontract or assign the awarded contract or any part thereof to any third party.

11. **CONSORTIUM:**

No Consortium will be entertained in the bid process. The bidder must hold the full responsibility of the contract.

12. **Penalty**

1. Any breach of the contract by the bidder or failure to supply a given quantity of the material, or failure to show progress of the work, the department may rescind the contract by giving the notice and earnest money/performance security may be forfeited. In case the material is substandard, then the penalty may be imposed for any amount upto the total bill amount. In addition Director SCERT Punjab reserve the right taking any action as mentioned below:
 - a. Forfeiture of its performance security and payment of bills.
 - b. Termination of the contract.
 - c. Blacklisting of the firms.

2. If the Bidder fails to deliver the material within the time period(s) specified in the work/supply order, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the work/supply order price, as liquidated damages, a sum equivalent to 2 % (two percent) of the price of the delayed Material or unperformed services for each week or part thereof for delay until actual delivery or performance, up to a maximum deduction of 10% of the total contract value. Once the maximum is reached, the Director SCERT Punjab might consider termination of the contract and Forfeiture performance security and payment of bills.

13. **REVISION OF PRICES /RATES:**

The prices/rates quoted shall be fixed throughout the period of the validity of the offer and subsequently during the currency of the contract and shall not be subject to any variation/revision. The bidders should quote their most competitive prices/rates and it should be noted that their quotation would not ordinarily be subject to further negotiation.

14. **EVALUATION & ACCEPTANCE OF THE OFFER:**

Selection of the bidder shall be based on L1 besides their past track record, infrastructure, financial soundness and suitability to meet the project requirement. The Department Committee reserves the right to accept any bid in full or part, or to reject any bid or all bids without assigning any reasons. No enquiry shall be entertained in this regard. The bidder shall give his acceptance along with performance security within 3 days of issue of letter of intent.

15. **OFFER:**

The bidders must keep their offer open for a minimum period of 90 days from the date of opening of the tender, and during this period they cannot withdraw their offer. However, the period may be extended further, if required, by mutual agreement from time to time.

16. **LAST DATE OF BIDS:**

If the office happens to be closed on the last date of receipt of bids and on the date of opening of the bids as specified, the bids will be received and opened on the next working date at the same time and venue.

17. **VALIDITY PERIOD OF AGREEMENT_:**

18. This contract is for the valid for the 2 years i.e. from the date of signing of the contract and if the department is satisfied with the bidder performance and if there will be no changes in price then the contract could be extended to 2 additional years.

19. O/o Director SCERT Punjab reserves the right to accept or reject any bids without assigning any reason.

20. **Transportation:**

All the question Booklets including OMR Sheets are to be transported safely with proper packing to each site with serial Nos. and quantity mentioned on the packets without any further cost.

21. **Rates, Taxes and Duties:**

The bidder shall be entirely responsible for all taxes including GST, service tax, entry tax, duties, and license fees etc. All the billing under this contract shall be made only from the Bidder's Punjab office only (i.e Bidder shall be required to submit the bill with GST number of State of Punjab only).

22. Arbitration

All disputes, differences, claims and demands arising under or pursuant to or touching the contract shall be referred by the Director SCERT, Punjab to the Secretary School Education, Punjab who shall be the sole arbitrator. The award of the sole arbitrator shall be final and binding on both the parties under the provisions of the Arbitration and Conciliation Act, 1996 or by statutory modification re-enactment thereof for the time being in force. Such arbitration shall be held at SAS Nagar. In all matters and disputes arising hereunder the appropriate Courts at SAS Nagar shall have jurisdiction to entertain and try them.

23. Corrupt or Fraudulent practices

The project requires the clients as well as the bidders to observe the highest standards of ethics during procurement and execution of their contracts. In pursuance of this policy, the project defines, for purpose of this provision, the terms set forth below as follow:

- (i) "Corrupt Practice" means the offering, giving receiving or soliciting of anything of value to influence the action of a public official in the in contract execution.
- (ii) "Fraudulent Practice" means misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the client, and includes collusion practice among bidders (prior to or after bid submission) designed to establish bid price at artificial, non- competitive levels and to deprive the client of the benefits of free and fair competition.

24. Selection Process

Assessment of the documents will be done by a committee constituted for this purpose. Those agencies who have submitted all necessary enclosures and fulfill eligibility criteria will be evaluated by the committee. Evaluation Committee is at discretion to reject/ accept/ extend the date for receiving such information. Seeking clarifications cannot be treated as acceptance of the proposal. Evaluation committee may waive any minor informality, non-conformity or irregularity in bid which does not constitute material deviation, provided such waiver does not affect the relative ranking of bidder.

25. RTI Queries:

Agency will handle all the replies of court cases, legal notices ,RTI cases and any other query by the candidate etc at its own level.

26 Right of Acceptance of Offer

The buyer reserves the right to accept partly or reject any offer without assigning any reason thereof. The buyer does not pledge itself to accept the lowest or any other tender and reserves to itself the right of acceptance of the whole or any part of the tender or portion of the quantity offered and the seller shall supply the same at the rate quoted.

27 Paper quality:-

Plain and pre-printed stationery for printing of reports required for pre/post examination will be supplied by the agency. Stationery will be of standard mentioned below:

- a) Plain and Pre-printed stationery: 70 GSM or above.
- b) OMR Sheets :110 GSM(A-4) or above

28 Force Majeure:

(A) Notwithstanding the provisions of the bid, the bidder shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, its delay in performance or other failure to perform the obligations under the contract, is the result of an event of Force Majeure.

(B) For purposes of this clause, "Force Majeure" means an event beyond the control of the bidder and not involving the bidder's fault of negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Director SCERT Punjab either in its sovereign or contractual capacity, wars, or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

(C) If a Force Majeure situation arises, the bidder shall promptly notify the client in writing of such conditions and the cause thereof. Unless otherwise directed by the client in writing, the bidder shall continue to perform its obligations under the contract as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The Director SCERT Punjab may terminate this contract, by giving a written notice of minimum 30 days to the bidder, if, as a result of Force Majeure, the bidder is unable to perform a material portion of the contract for a period of more than 60 days.

30. Any point not covered under the terms & conditions of the tender:

For any point not covered under the provisions of the tender, the Director SCERT Punjab shall be final and competent Authority, whose Orders in this regard shall be final and binding upon the bidders.

30 The agency will be required to work under supervision of Department Committee. The eligible agencies will be required to do software development free of cost as per requirement and satisfaction of the board within stipulated time frame as decided by the board. The board will not pay

31. Other conditions:

- a) The interested agency should submit all relevant details mentioned under key submission. The bid should reflect the work experience & financial strength of the interested agency.
- (b) The agency will be required to supply a number of edit/check list and updates in pre examination processing till all mistakes are removed to the entire satisfaction of the Department.
- (c) The data checking will be responsibility of the computing agency.
- (d) Every candidate enrolled shall have unique registration number.
- (d) A detailed report of invalid/Rejected/Pending or any such unsuccessful cases shall be reported to the candidate as well as to the department through an MIS report. In the said cases an email/SMS shall be triggered to the applicant for information.

(e) After the verification of fee, the applicant shall be able to fill the form and download the hard copy of the form. The form shall carry a self declaration by the applicant stating that whatever information is filled and submitted online is correct and authentic for which in case of any information found incorrect may invoke cancellation of result by the concerned authority.

(f) The admit card shall be uploaded on the website through the candidate login carrying centre name, roll number and other details. The intimation shall be made through SMS, Newspaper etc.

(G) After the last date of online submission various reports shall be generated like number of candidate enrolled, gender wise detail, physically challenged, Category wise etc. The copy of the same should be submitted to the department.

(H) Centre wise printing of attendance sheet with student photograph and signature shall be prepared.

(i) Collection of fees from the candidates will be intimated to the company by the department

(j) A centralized help desk shall be established at department head office to facilitate public enquiry. A FAQ shall be developed and displayed on website for candidate assistance.

(h) For any Difficulty/grievances faced/Felt by the candidates or by anyone at the end user needs to be promptly attended by the prospective bidder. The bidder/vendor must take all necessary steps to ensure that absolutely no difficulty of any kind is faced by anyone during the entire process of online mechanism for various works. In case of any difficulty, make such a technological arrangement that the difficulty is detected/pointed out and at the same time the solution/remedy for the same be provided for immediate solution online only. The provision of SMS , email alerts and onsite updated information is to be made by the bidder. The required support as and when needed by any of the end user is to be provided through emailing and by arranging toll free number till the requirement period. The overall purpose of the above mechanism is to ensure that the online services remain hassle free, time saving, cheaper, core convenient and user friendly. Daily basis reports of grievances received, addressed, pending if any must be provided tom the competent authority of the board online only.

(k) A separate call centre set up for solving candidate queries through toll free number with minimum number of 2 persons deployed by the firm for solving candidate query during working hours(9:AM TO 5 PM).Such call centre would be operational with the start of online registration till the conduct of the exam.

Instructions to Bidders

Eligibility Criteria

Sr. No.	Qualification Criteria	Documentary to be submitted
A. Criteria related to Incorporation of the Firm, Legal entity:		
1	The Bidder Must be a registered company licensed to provide services tendered for and should be in existence for a minimum for 10 years as a registered company	Copy of Certificate of Registration / Incorporation
2	The Bidder should be a company registered under Indian Companies Act 1956.	The copy of Registration Certificate issued by Registrar of Firms / Certificate of Incorporation issued by Registrar of companies must be attached.
B. Government Regulation		
3	Bidder should have valid GST / Sales / Service Tax / VAT registration number	The Bidder should have valid documentary proof of GST / Sales / Service Tax / VAT Registration Number, TAN Number and should be attached along with the bid.
C. Criteria related to financial viability		
4	The Bidder should have a valid CMMI Level 3, ISO Certification 9001, 27001, 20000	Copy of valid certificate
5	Bidder should have average turnover of Rs. 10 Crores in the last 3 financial years.	Copy of the audited Balance Sheet and Profit & Loss Statement of the company and Certificate duly signed by the Chartered Accountant with their
D. Technical criteria		
6	The Bidder should have successfully completed at least 3 consecutive projects of End to End conduct of TET examination work of minimum 1 Lac students Per exam for Govt. / Semi Govt. organization in India	Work order and Client Performance certificate to be attached
7	The Bidder should have successfully completed at least 3 projects of OMR scanning and result processing work of minimum 1.5 lac students each in Punjab with any Government body	Work order and Client Performance certificate to be attached
8	The Bidder shall have its Functional Tier 3 Cert-In Certified Data Centre (since last 3 months) and dedicated bandwidth minimum of 100 MBPS speed to host the exam solution	Vendor should provide details of the Certificate
9	The Bidder must have the valid security Printing Press certified by the Reserve Bank of India or India Banking Association (RBI/IBA) with a Printing capacity of more than 2 Lakhs/day prints of the OMR sheets and, more than 2 lakhs/day prints of the 32 page booklet (Web machine with Folder)	Copy of the Registration certificate of the security printer approved by RBI/IBA along with the Non Disclosure agreement NDA
10	All work related experience will be considered only of self Bidder (company which is submitting the bid), and not of sister concern/ subsidiaries for eligibility of bidder.	An affidavit in response to this shall be submitted. In absence of affidavit, this will be treated as disqualification criteria
E. General Criteria		
11	Consortium is not allowed	
12	The Bidder should have at least 100 persons working on pay	EPF/ESI Proof attached

	roll of the company	
13	The Bidder should not have been blacklisted on the day of bidding by Central/State Government Departments/Undertakings/Autonomous Bodies/ Other Institutions.	An affidavit in response to the above shall be submitted. In absence of affidavit, this will be treated as disqualification criteria. This aspect should be certified by the Company MD / Director's of the company
14	In respect of Application Development for registration and payment collection, the Bidder must own the complete source code of the software being used for this Tender work. The same can be customized as per the requirement of Department. The Bidder must have the copyright of the source code and all its components. The software used for Tender work should be tested before it is brought into use	Self-Attestation Letter from the Bidder on company letterhead with seal
15	No disgrace exit or failure or faulty delivery or un-fulfillment of contract with any client in any state should be there and No-Case as on date with any state/central Govt. department should be pending.	Notary signed affidavit on Stamp paper on Rs 100 in response to this shall be submitted. In absence of affidavit, this will be treated as disqualification criteria
16	Bidders should have H.Q located within 300 KM from H.Q SCERT , Punjab, Ajitgarh.	

Disqualifications

The bidder could be disqualified at any time during the bid process at its sole discretion of the Client, for the following reasons:

- a. Submitted the bid documents after the response deadline;
- b. Made misleading or false representations or suppressed relevant information in the bid proposal (including documents, forms, statements, attachments, presentations, etc.) submitted as proof of the eligibility requirements or as part of their proposal;
- c. Submitted a proposal that is not accompanied by required fee / deposit money as necessary;
- d. Failed to provide clarifications, non-responsive and/or substantive responses, when sought;
- e. Submitted more than one bid;
- f. Bids submitted through Consortium mode will be rejected

ANNEXURE-I

APPLICATION FORM

(Duly signed and to be submitted under prequalification Folder)

Director,
State Council of Educational Research and Training, Punjab
Ajitgarh-160062

Sub: TENDER FOR UNDERTAKING PUNJAB STATE TEACHER ELEGIBILITY TEST (PSTET) 2018

Ref: Ref. No:

Dated

Sir,
Having examined the pre-qualification documents, I/We hereby submit all the necessary information and relevant documents for evaluation.

The application is made by me /us on behalf of
In the capacityduly authorized to submit the order.

The necessary evidence admissible by law in respect of authority assigned to us on behalf of the group of Firms for Application and for completion of the contract documents is attached herewith.
We are interested in providing the services mentioned in the Bill of Quantities.

We understand that:

- Tender Selection Committee (Education Department Govt. of) can amend the scope and value of the contract bid under this project.
- Tender Selection Committee (Education Department Govt. of) reserves the right to reject any application without assigning any reason.

Date:

Signature of Applicant including Title
And capacity in which application is made

ANNEXURE-II**TENDER FOR UNDERTAKING PUNJAB STATE TEACHER ELEGIBILITY TEST (PSTET) 2018**

The following documents must be certified and attach with Technical Bid

Sr. No.	Requirement	Mark Tick and Page No.	Details if No.
1	Tender Form fee		
2	E.M.D.		
3	Details of Bidder		
4	Work Experience Certificate or Work Orders from Government / Semi Government Office.		
5	Details of the IT Infrastructure		
6	Annual Turnover Certificate (C.A. Certified) - Last 3 (three) years		
7	Copy of Registration Certificate as a Security Printer approved by IBA / RBI along with Validity Certificate along with NDA.		
8	Copy of Company CMMI Certificate		
9	Affidavit for non-black list Declaration		
10	Copy of Company Registration Certificate		
11	Copy of Company PAN card		
12	Copy of GST return		
13	Copy of Income Tax Return – Last 3 (three) years.		
14	Copy of Audited Balance Sheet – Last 3 (three) years.		
15	Copy of Factory Act / SSI / NSIC / MSME Registration Certificate		
16	Security Arrangement available		

ANNEXURE-III

**Undertaking Regarding Blacklist (On a
Stamp Paper of Rs. 100/-)**

AFFIDAVIT

I/We M/s(Sole Applicant/Lead Member/Member/affiliate), (the names and addresses of the registered office) hereby certify and confirm that we or any of our promoter(s)/director(s) are not blacklisted/debarred by Central Government/State Government/PSU/Supreme Court/High Court of any State/District Court of any State from participating in Project/s as on the _____(Date of Signing of Application).

We further confirm that we are aware that, our Application for the captioned Project would be liable for rejection in case any material misrepresentation is made or discovered at any stage of the Bidding Process or thereafter during the agreement period and the amount paid (including bank guarantee) shall stand forfeited without any further intimation.

Dated this Day of, 2018.

Signature of the Company MD/Director

Name of the Authorized Person

TENDER FOR UNDERTAKING PUNJAB STATE TEACHER ELEGIBILITY TEST (PSTET) 2018

ANNEXURE-IV

DETAILS OF BIDDER

1	Name of the Press / Bidder	
2	Address of Registered Office	
3	Address of Working Place of the Press	
4	Year of Establishment	
5	Type of Firm (Ownership, Partnership, Pvt., and Ltd. Co.,)	
6	Name, Address, Telephone No. of Board of Directors of the Company / Pvt., Ltd., and Ltd., Co. / Partnership / Ownership.	
	Phone No. with STD Code of Office and Residence	
	Office / Regd. Office Address	
	Residence Address	
	Mobile No.	
	E-mail Address and or Website Address	
7	Details of Tender Fee and EMD	
	Tender Fee	
	(A) Amount in Rs.	
	(B) On-line transaction no & Date	
	(C) Name of Bank and Branch	
	Earnest Money Deposit (EMD)	
	(A) Amount in Rs.	
	(B) On-line transaction no & Date	
	(C) Name of Bank and Branch	
8	Total Annual Turnover for the Last Three Years	(Enclose C.A. Certified copy)
	2014-2015	
	2015-2016	
	2016-2017	
9	Total Building Area (With Press, Office, Storage Space and Scanning work space) (Proof of Ownership / Lease Agreement to be attached)	
10	Total No. of Staff	

	(A) Technically Skilled	
	(B) Administrative	
	(C) Skilled	
	(D) Semi-skilled	
	(E) Unskilled	
	(F) Security Staff (Own or Private Security)	
11	Registration Certificate No. as a Security Printer approved by IBA / RBI along with Validity Certificate.	
12	CST/VAT/GST No. (Enclose copy)	
13	Factory Act / SSI / NSIC/ MSME Registration No. (Enclose copy)	
14	Whether the Bidder has been Black Listed by any Govt. / Semi Govt. / Education Board / University on the day of bidding? (Yes or No)	
15	a) Income Tax – PAN No. (Enclose copy)	
	b) Income Tax – TAN No. (Enclose copy)	
	c) Income Tax – GST No. (Enclose copy)	

Note: For above details, attach separate sheet if required.

Seal and Signature of Authorized Person

Place:

Date:

ANNEXURE-V

Details of Experience of the company of same type of work (Experience Certificate / Work Orders must be attached)

Sr. No.	Year and Month of execution	Name of Board / Department	No. of Candidates

Infrastructure Details

The details of infrastructure available with us are as under –

1. A) Name :
 Address :
 Registered Office and Works :

- B) Date of Registration of : firm
 / date of incorporation as a company

2. Availability of Machines :

ANNEXURE-VI

Turnover of the Firm/ company for the last following years
(Enclose C.A. Certified copy as per below)

Sl. No.	Year	Total Annual Turnover (INR)	Total Annual Turnover from Exam related activities (INR)	Total Annual Turnover from Offline Recruitment Exam related activities (INR)
1	2014-2015			
2	2015-2016			
3	2016-2017			

TENDER FOR UNDERTAKING PUNJAB STATE TEACHER ELEGIBILITY TEST (PSTET) 2018

FINANCIAL BID

Before quoting the rate please read the scope of work carefully.

Note: Quote all the rate Exclusive of all taxes and other charges.

Director,
State Council of Educational Research and Training, Punjab
Ajitgarh-160062

Particulars of work	Rate per candidate per exam (INR)	
	Rupees (In Figures)	Rupees (In Words)
Rate per Candidate for End to End PSTET Exam management process on Turnkey Basis		

Signature of authorized representative

Full Name :

Designation :

Name & Address of Agency :

Seal :

Date :

Place