



Cost : Rs 2000/-

Tender Document

**For AIIMS Examination Portal : Design, Development,
Maintenance & Support (Pre and Post - examination
activities including Interview Management System) for
the AIIMS, New Delhi**



Examination Section

**ALL INDIA INSTITUTE OF MEDICAL SCIENCES
ANSARI NAGAR, NEW DELHI – 110608, (India)
www.aiimsexams.org , www.aiims.edu**



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Disclaimer

This Tender is not an offer by the All India Institute of Medical Sciences, but an invitation to receive offer from vendors. No contractual obligation whatsoever shall arise from the tender process unless and until a formal contract is signed and executed by duly authorized Officers of the All India Institute of Medical Sciences with the vendor.



1. About AIIMS

AIIMS was created in 1956 to serve as a nucleus for nurturing excellence in all aspects of health care.

All-India Institute of Medical Sciences was established as an institute of national importance by an act of Parliament with the objects to develop patterns of teaching in Under-graduate and Post-graduate Medical Education in all its branches so as to demonstrate a high standard of Medical Education in India; to bring together in one place educational facilities of the highest order for the training of personnel in all important branches of health activity; and to attain self-sufficiency in Post-Graduate Medical Education.

The Institute has comprehensive facilities for teaching, research and patient-care. As provided in the Act, AIIMS conducts teaching programs in medical and para-medical courses both at undergraduate and postgraduate levels and awards its own degrees. Teaching and research are conducted in around 58 disciplines. In the field of medical research AIIMS is the lead, having more than 600 research publications by its faculty and researchers in a year. AIIMS also runs a College of Nursing and trains students for B.Sc. (Hons.) Nursing, B.Sc.(Post-Basic) degrees.

Objectives of AIIMS

- To develop a pattern of teaching in undergraduate and postgraduate medical education in all its branches so as to demonstrate high standard of medical education to all medical colleges and other allied institutions in India.
- To bring together in one place educational facilities of the highest order for the training of the personnel in all important branches of the health activity.
- To attain self sufficiency in postgraduate in medical education.

2. Role of Examination Section, AIIMS

To meet out the objective of the Institute, Examination Section plays very pivotal role in strengthening the undergraduate and post graduate medical education by the way of conducting Entrance examinations in various medical courses run under the aegis of the AIIMS.

Apart from that Examination Section conducts various Recruitment Examination for various Administrative and Academic posts of AIIMS as per requirement of Recruitment Cell and Academic Section of AIIMS, New Delhi. In addition to it Examination Section also conducts some Examinations for other AIIMS and Ministry of Health and Family Welfare, New Delhi.

1.1 EXAMINATION SECTION



Examination Section conducts various entrance examinations and recruitments of the Institute. Important examinations conducted by Examination Section last year for the current session and previous session with brief details are given below:

S.No	Name of Course	Eligibility	Duration	Month of Exam	Admission Notice	No. of Cities where exam held	No. of candidates registered in last exam
1.	Bachelor of Optometry	10+2 or equivalent with 50% marks (45% for SC/ST) in English Physics, Chemistry & Bio. OR Maths.	4 Yrs.	June	March-17	01	1817
2.	B.Sc. (Hons.) in Medical Technology in Radiography	10+2 or equivalent with 50% marks 45% for SC/ST) in English Physics, Chemistry & Bio. OR Maths	3 Yrs.	June	March-17		
3.	B.Sc. (Hons) Nursing	10+2 or equivalent with 50% marks (45% for SC/ST) in English Physics Chemistry & Bio. Age 17 Yrs. & above (for female candidates only)	4 Yrs.	June	March-17	11	5825
4.	B.Sc. Nursing (Post Basic)	10+2 or equivalent Certificate in Gen. Nsg. & Midwifery and be an 'A' Grade Nurse, registered with State Nurses Registration council. Minimum 3yrs. experience as a staff Nurse in a recognized hospital OR as a public health nurse.	2 Yrs.	June	March-17	01	481
5.	M.Sc. Courses (Anatomy, biochemistry, Biophysics, Pharmacology & Physiology)	B.Sc. (Minimum 3 years duration in any subjects) B.V. Sc./ B. Pharma with 60% marks (55% for SC/ST) OR MBBS/BDS with at least 55% marks (50% for SC/ST)	2 Yrs.	June	March-17	01	651
6.	M.Sc.	B.Sc. with Biology or B.Sc.					



	(Perfusion Technology)	In Perfusion Technology from a recognized university.	2 Yrs.	June	March-17	01	61
7.	M.Sc. (Nuclear Medicine Technology)	B.Sc. in Nuclear Medicine from a recog. University OR B.Sc with Physics/Chemistry/Maths from a recognized University. OR B.Sc. in allied/ related subject i.e. Radio Diagnosis (MRT) Radiotherapy from a recog. University. OR B.Sc. in Life Sc. with Physics as a subject from recognised University.	2 Yrs.	June	March-17	01	120
8.	M.Sc. (Urology Technology)	B.Sc. with Science (Biology Compulsory at 10+2 level) OR B.Sc. Theatre Technique.	2 Yrs.	June	March-17	01	--
9.	M.Sc. Nursing (Cardiological/CTVS Nursing, Oncological Nursing, Neurosciences Nursing, Nephrological Nursing, Critical Care Nursing, Pediatric Nursing, Psychiatric Nursing)	B.Sc. (Hons.) Nursing, B.Sc. Nursing (PC)/ Post Basic from any Recognized University with 60% marks (55% marks for SC/ST)	2 Yrs.	June	March-17	01	2167
10.	M. Biotechnology	B.Sc. (Minimum 3 years duration in any subject) B.V. Sc./B. Pharma with 60% marks (55% for C/ST) OR MBBS/BDS with at least 55% marks (50% for	2 Yrs.	June	March-17	01	730

	MBBS	10+2 Or equivalent with					
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11.		60% marks (50% for SC/ST) in English, Physics Chemistry & Bio. Age: 17 yrs. as on 31st of December of the Year of admission & above	5½ Yrs.	May	February-17	169	4,00,000
12.	AIIMS-PG (MD/MS/MDS)	MBBS/BDS with 55% marks (50% for SC/ST) and must have completed 12 months compulsory internship in a recognised hospital.	3 Yrs.	May & November	March-17 & August-16	24	38853 (Jan. Session) 25603 (July Session)
13.	DM	MD in required specialty Age limit 35 yrs (5 yrs. relaxable for SC/ST) upper age limit is not applicable for sponsored candidates.	3 Yrs.	June & December	March-17 & August-16	04	1922 (Jan. Session) 2128 (July Session)
14.	M.Ch.	MS in General Surgery of AIIMS OR any other University recognized by MCI Age limit: 35 yrs. relaxable for SC/ST) upper age limit is not applicable for Sponsored candidates.	3 Yrs.	June & December	March-17 & August-16	04	1171 (Jan. Session) Page 4 1160 (July Session)
15.	M.Ch. (6 yrs. course)	MBBS degree & one-year compulsory Internship with 55% marks in aggregate in all MBBS professional exams. The eligibility criteria are the same as specified for MD/MS (3 yrs. Course)	6 Yrs.	May & November	March-17 & August-16	24	Alongwith AIIMS-PG exam at Sr.12.



16	MD (Hospital Administration)	Medical Graduate: MBBS with 55% marks minimum 3 yrs. exp. in a recognized hospital OR 5 yrs. experience as Gen. Practitioner.	3 Yrs. for Medical Graduates	June/December	March-17 & August-16	04	77 (Jan. Session) 127 (July Session)
17.	Ph.D. Programme (Admission to Ph.D. is subject to availability of research/funds/fellowship/grant from recognized funding agencies)	M.Sc. OR Master Degree in any subject allied to Bio-Medical Sciences OR Master degree in Nursing With 60% marks. OR Master Of Surgery OR Doctor of Medicine OR MBBS with a minimum of 55% marks in The professional examinations OR an equivalent Degree OR Diplomat of the NBE.	3-5 Yrs.	January/July	March-17 & August-16	01	Page 4 599 (Jan. Session) 802 (July Session)
18	SR/SD Recruitment	MD/MS in required specialty Age limit 35 yrs (5 yrs. relaxable for SC/ST)	3 Yrs.	January / July	Jan-17/ May-17	04	986 (Jan. Session) 1531 (July Session)
19.	Recruitment Examinations	For various Group A, B & C posts.		Entire the year		Delhi/ NCR or Across the Country	Approx. 2,00,000Nos.
20.	Professional Examinations	B.Sc., M.Sc., MBBS, PG, DM/MCh. Etc.		Twice in a year		At AIIMS, New Delhi	Approx. 1400 Nos.



2. Purpose of this Document

This Tender document establishes the fundamental requirements for **AIIMS Examination Portal: Design, Development, Maintenance & Support (Pre and Post-examination activities & others) for the AIIMS, New Delhi** for entering into a contractual relationship with a qualified respondent entity which is willing and able to meet the expectations of AIIMS.



3. Bidding Process

3.1. Invitation for Bids

Name of Work	<u>AIIMS Examination Portal : Design, Development, Maintenance & Support (Pre and Post - examination activities & others) for the AIIMS, New Delhi</u>
Date of opening of Bid	Thursday, 8th June, 2017
Earnest Money	Rs. 3,00,000.00
Sealed bids will be received up to (Date and time)	Friday, 30th June, 2017 (12.00 Noon)
Bids will be opened on (Date and time)	Friday, 30th June, 2017 (3.30 PM) Date for opening of Financial bid shall be announced later
Place of bid submission and opening	Asstt. Controller (Exams), Examination Section, Convergence Block, 1st Floor, AIIMS, Ansari Nagar, New Delhi-110608

3.2. General Information and Instruction to the Bidders

3.2.1. Submission of offers

The Vender shall submit their proposals in two parts (i) Technical Bid and (ii) Financial Bid

- a) The tender is a "Two Bid" document. The **technical Bid** should contain all the relevant information and desired enclosures in the prescribed format along with Earnest Money Deposit (EMD). The **financial Bid** should contain only price Bid Form - IX. In case, any bidder encloses the financial bid within technical bid, the same shall be rejected summarily.
- b) All information called for in the enclosed forms should be furnished against the respective columns in the forms. If information is furnished in a separate document, reference to the same should be given against respective columns in such cases. If any particular query is not applicable, it should be stated



- as "**Not Applicable**". However, the bidders are cautioned that not giving complete information called for in the tender forms or not giving it in clear terms or making any change in the prescribed forms or deliberately suppressing the information may result in the bidder being summarily disqualified.
- c) The Tenders should be typewritten. There should not be any overwriting or cutting or interpolation. Correction, if any, shall be made by neatly crossing out, initialling, dating and rewriting. **The name and signature of bidder's authorized person should be recorded on each page of the application.** All pages of the tender document **shall be numbered and submitted as a package along with forwarding letter on agency's letter head.**
- d) Bidders must keep their offer open for a minimum period of 150 days from the date of opening of the tender, within which the bidders cannot withdraw their offer. However, subject to the period may be extended further, if required, by mutual agreement from time to time.
- e) Reference, information and certificates from the respective clients certifying technical, delivery and execution capability of the bidder should be signed and the contact numbers of all such clients should be mentioned. The AIIMS may also independently seek information regarding the performance from the clients.
- f) The bidder is advised to attach any additional information, which he/she thinks is necessary in regard to his/her capabilities to establish that the bidder is capable in all respects to successfully complete the envisaged work. He/She is however, advised not to attach superfluous information. No further information will be entertained after tender document is submitted, unless The Institute calls for it.
- g) ***Incorrect or misleading information:*** If the bidder deliberately gives incorrect or misleading information in their tender or wrongfully creates circumstances for the acceptance of the tender, AIIMS reserves the right to reject such a tender at any stage and appropriate administrative action would be taken as per rule at the Institute.



- h) All explanatory remarks and clarifications, which the Bidder may desire to make, must be, incorporated in the offer form, failing which the remarks / clarifications shall be ignored and the tender dealt with as it stands.
- i) Even though agency may satisfy the qualifying criteria, it is liable to disqualification if it has record of poor performance or not able to understand the scope of work etc.
- j) Prospective bidders may seek clarification regarding the project and/ or the requirements for pre-qualification through fax 011-26588789, 011-26588663 or through email (ace.aiims@gmail.com) till 22nd June, 2017 from Asstt. Controller (Exams), AIIMS, New Delhi.
- k) The tender document has to be downloaded from Institute's web site (www.aiimsexams.org or www.aiims.edu) and be submitted along with a **fee of Rs. 2,000/- (non refundable)** in form of demand draft in favour of Director, AIIMS payable at Delhi. There is no exemption from payment of tender document fees and tenders without requisite fees shall not be accepted. The Technical and Financial bids should be kept separately in sealed envelopes and both of these envelopes should be kept in one envelope super-scribing "**Tender for AIIMS Examination Portal**" so as to reach **Asstt. Controller of Exams, Examination Section AIIMS, Ansari Nagar, New Delhi – 110608 by 30th June, 2017 (up to 12.00 Noon)**. Late tenders shall not be accepted. The technical bid shall be opened as per schedule in clause (3.1) in presence of bidders who may like to be present.
- l) Offers sent by post should be sent by Registered Post with date/ Postmark so as to reach us before closing date i.e. by 30th June, 2017 (up to 12.00 Noon) with an acknowledgement due.
- m) Apart from the original quotation to be submitted in the manner detailed above, no copies should be sent to any other office of AIIMS. Such offers will not be valid quotations. Offers not submitted in the standard formats given in the tender document will be summarily rejected.
- n) The payment shall be in Indian Rupees and shall be paid only after successful completion of work without error and delays. No advance



payment shall be made and the successful bidder has to sign an agreement on non-judicial stamp paper which shall contain clauses related to liquidated damages on account of delays, errors, cost and time over-run etc.. In case the bidder fails to execute the contract, the AIIMS shall have liberty to get it done through any other agency with full cost recoverable from the bidder in addition to damages and penalty.

- o) Bidders are neither allowed to join hands to participate in the tender nor allowed to submit multiple bids. In case of detection of such, their bid (s) is/are liable to be rejected. Bidding through consortium is **not** allowed.
- p) *The Director, AIIMS reserves right to award the work/cancel the award without assigning any reason.* In case of differences, if any, the decision of the Director, AIIMS shall be final. The work can be awarded to one or more agencies if need arises. Initially the contract will be for two year extendable for another one year at the discretion of competent authority. The contract can be terminated at any time if found unsatisfactory service. Separate Agreement shall be executed in this regard on finalization of tender with successful bidder.

3.2.2. Price Quotation

- a) The bidder shall indicate the prices/rates as specified in the quotation format.
- b) The bidders should quote their most competitive prices/rates and it should be noted that their quotations would not ordinarily be subject to further negotiations. Negotiations may however, be carried out as per rules and instructions on the subject at the discretion of the Examination Section, AIIMS, New Delhi.
- c) All prices/rates should be clearly written both in figures and in words. Failure to write prices/rates both in figures and in words shall render the tender liable for rejection. Bidders should avoid alterations / corrections in the prices/rates submitted by them. However, if alterations / corrections in prices/rates are inescapable each alteration / correction should be indicated both in figures and words and duly attested under the full signature of the Bidder/Authorized Signatory.



- d) In case of a discrepancy between the prices/rates in figures and words, the prices/rates in words will be considered correct.
- e) The prices/rates quoted shall be firm 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.

3.2.3. Security Deposit/EMD

- a) The bidder should enclose **EMD of Rs.3,00,000/- (Rupees Three Lakh only)** in the form of Demand Draft drawn in favour of Director, AIIMS and payable at New Delhi, with the Technical proposal/bid.
- b) The tenders without EMD (except those having exemption from depositing EMD) shall be summarily rejected.
- c) The successful bidder shall be required to deposit Performance Bank Guarantee equivalent to 20% of annual contract value to the Institute or Rs.6,00,000 (Rupees Six lakh only) which ever is higher before release of his EMD.
- d) Earnest money will be returned to unsuccessful bidders without interest after award of contract or setting aside the tender, as the case may be. However, the Earnest money of successful bidder will be returned after submitting the performance guarantee.
- e) Earnest money will be forfeited if the bidder unilaterally withdraws the offer, or unilaterally amends, impairs or rescinds the offer within the period of its validity.

3.2.4. Acceptance of offer

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

3.2.5. Evaluation Process

Detailed technical evaluation shall be carried out by Technical Evaluation Committee pursuant to Technical prerequisite /criteria and other conditions in the tender document to determine the substantial responsiveness of each tender. For this clause, the substantially responsive bid is one that conforms to all the eligibility



terms and conditions (mandatory as well as preferable/optional) of the tender without any material deviation.

The technical evaluation committee may call the responsive bidders for discussion demonstration and presentation to facilitate and assess their understanding of the scope of work and its execution. However, the committee shall have sole discretion to call for discussion/demonstration/presentation.

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

Technical Proposal Evaluation

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

The Marking system will be explained later on.

Financial Proposal Evaluation

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

Formula to determine the scores for the Commercial Bids shall be as follows:

$$\mathbf{FS = 30 \times (FL/F)}$$

- **FS** is the Financial Score
- **FL** is the value of lowest financial bid
- **F** is the price quoted in the bid under consideration (average)

$$\mathbf{Total\ Score\ (TotS) = TS + FS}$$

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



4. Scope of work

Scope of work is limited to AIIMS Examination Portal: Design, Development, Maintenance & Support (Pre and Post-examination activities & others) for the AIIMS, New Delhi. The detail scope of work is provided in the document itself and may vary depending upon the change in the requirement in future under the broader aspect of the title of the document.

4.1.Maintaining existing portal with all functionality and archives

The examination section has its own portal www.aiimsexams.org. At the very first outset after assignment of the work the bidder has to take charge the existing portal, its hosting and maintenance. All Sections, Forms for online registration, old data in Archive etc. shall be handed over under custody of the successful bidder and successful bidder has to keep it running without fail by deploying technical manpower, servers etc.

The required hosting space, bandwidth for smooth functioning, renewal of domain etc. shall be the responsibility of the bidder within the price quoted. Designing of e-forms, web pages etc. which are immediately required shall be done as per instruction of Examination Section. At present the portal holds approximately 20 GB of space including files and databases with yearly addition of 5-6 GB or more but bidder should quote keeping in mind that the web space requirement in Unlimited space as per need. The Network at hosting server level should not be less than 10 gigabit Ethernet and Bandwidth for website in normal days shall not be less than 30 Mbps and not less than 100 Mbps on peak days like day of declaration of results, last date of online submission of forms etc. However, the bandwidth requirement may be higher than 100 Mbps as per need and vendor has to provide in for no extra charge.

The portal has sections for Notices, Downloads, Welcome message, Announcement, Archives, Online registration, Administration panel (For back office support and administration), Contact us etc. Support through toll free number through 5 seater call centre is part of the work for handling student queries and grievances related to registration and other services provided at the portal. (advised to visit www.aiimsexams.org)

The content shall have to be updated dynamically and on daily basis. Dedicated technical persons shall be deployed on site as per website on schedule proposed by the Examination



Section and as an when required to update/change the contents and others required things immediately or in short time. The dedicated person under instruction of Examination Section shall maintain the portal.

It includes the printing of various kind of reports, coloured attendance sheet (for all candidates) as per specified format, registration slips (all candidates as per requirement) etc. The printing shall be done at bidder's office and delivered at Examination Section on regular basis and requirement. All kinds of stationary shall be provided by the vendor for any kind of printing as above said within the rate quoted for the services. Usually the printing shall be done in single copy but the numbers of copies printout etc. may vary as per requirement.

4.2 Providing separate interfaces and management related things for different Examinations

The portal provides separate interface for online application & management related things for each examination as explained in section 1.1. The number of examination may increase or decrease. Interface for different examination broadly covers following things including above said requirement :-

- (a) Issue of admission Notice, Prospectus, Information bulletin etc.
- (b) Development, testing & deployment of e-forms as per requirement and validation/verification of various inputs on the basis of rules provided for eligibility and enabling online registration through portal including online payment through Net Banking, Credit Card and Debit Card linked AIIMS account. Bidder has to implement payment gateway and get security certification for web site and use 128/256 bit encryption as per requirement. The online registration should acquire image, signatures, thumb impression etc. and any digital document as per requirement of forms.
- (c) The appearance of portal shall be as per standard design of AIIMS and shall be modified as per instructions. The portal must be efficiently designed for fast performance and search engine optimizations.
- (d) For each registration for any exam there must be account of applicant is created with login ID and password. The account will an interface between



the applicant and AIIMS for all kind of information submission or dissemination related to course for which registered. It will be recorded and as per requirement of AIIMS, it will be provided for record purpose.

- (e) Issue of Registration Slip, Online Admit Card, Rejection letter, Rank Letter Publication result (Dynamic & Static both), Sending email & SMS as per requirement, Printing of various reports, Registration Slips, coloured Attendance sheets, Admit Card etc., Use of barcodes/ QR Cods in various documents/reports etc. as needed.
- (f) Checking of photos/signature/thumb impression etc. of each registered candidate and editing of Images.
- (g) Provision to upload documents etc. with E-forms.
- (h) Publish / Update content as and when required and generation reports as per requirement of AIIMS.
- (i) Handing over of complete data, images, Registration Slip in PDF of all applicants, source code of web forms created etc. to the Examination Section on regular basis or on demand in appropriate media.
- (j) Creating a offline version of web portal at AIIMS and updating the same on regular basis to keep in line with live portal.
- (k) Technical documentation of design and development stages of web portal, database, complete source code of portal, training to users etc. shall also be provided as asked by the Examination Section.
- (l) 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.
- (m) Co-ordinate with Bank regarding all kind of Technical Solution, integration, security and smooth payment and follow-ups through online payment gateway. Payment gateway of SBI shall be used as per AIIMS guidelines.
- (n) Submission complete accounting of payments, refund etc. through payment Gateway.
- (o) Regular co-ordination with Examination Section for timely updates/hosting of contents and others.



(p) Deployment of Dedicated Expert Technical team for maintenance of examination portal as per requirement.

(q) The portal will be required to design in Hindi also.

The examination web portal must be available 24x7x365 i.e. portal should run with ZERO downtime. Arrangement of backup etc. shall be made accordingly to operate it uninterruptedly. The portal should support all major web browser like Internet Explorer, Firefox, Chrome, Opera, Safari, Netscape etc.

All kind of work related content or web application related to web portal or support shall be done in time bound manner with strict confidentiality.

4.3. Scope of work for Interview Management System:

The Examination Section has to conduct Interviews only for recruitment posts viz. Group 'A' Non Faculty posts as well as Faculty posts (direct recruitment/promotion). These candidates registers themselves on the online Registration Portal. The required Interview Software Management System will cater the need of Examination Section by interviewing these candidates.

As per Govt. of India policy, the Interviews will only be conducted for the Group 'A' and above posts. Hence, the candidates to be interviewed for the same may not exceed to 1500 (One thousand and five hundred) in a year.

The Interview Management System will be designed for interviews of following posts:

- Faculty post
 - Group 'A' post
- } The expected number of candidates in these categories will not exceed to 1500 per year

The scope of work includes the following:

1. Super Admin Panel
2. Admin Panel
3. Interviewer/Subject Expert Panel
4. Absentee Interviewer /Subject Expert Panel
5. Result Declaration



4.3.1 Super Admin Panel:

- The super admin panel will be used as a master panel of the proposed system.
- The super admin will be granted full access privileges to all other panels of the system.
- A unique user id and password shall be given to Super Admin and Super admin shall be able to Change its password any time.
- The candidate will be selected only when the Super Admin submit grades from his/her end.

Following functionality shall be available in the super admin panel→

4.3.1.1 Interview Scheduling: The Super admin shall have permission to schedule the interview.

4.3.1.2 Post/Course: The Super Admin can define the post /course for which the interview needs to be conducted.

4.3.1.3 Date Range: A specific date range on which the interview will be conducted. (From date- To date) will be defined by the super admin. The panel shall display only the current and near future interview list. The list of interviews conducted in past must be automatically removed from the panel.

4.3.1.4 Candidate List: Super Admin shall upload the post-wise qualified candidate List, their registration file and other relevant documents of candidates into the system. The candidate will be thus assigned an interviewer/subject expert and a specific date on which the interview will be scheduled.

4.3.1.5 Add Interviewer/Subject Expert: This enables the Super Admin to add interviewer/subject expert details with Role into the system.

4.3.1.6 Assign Interviewer/Subject Expert for interview: Super Admin can assign a panel of interviewer(s) from the list of added interviewers/subject experts for the interview to be conducted.

An interviewer/subject expert can be assigned for more than one interviews.



4.3.1.7 View Grades submitted by interviewer(s): Super Admin can view the grades given by an interviewer/interviewers to a candidate.

4.3.1.8 Grant Final Grades to a candidate: After the panel of interviewer(s) have submitted their grades the super admin can submit his/ her marks from the panel. Only after the submission of marks by super admin, the candidate can be considered for selection as per score.

4.3.1.9. Remarks – Super Admin can provide his/her remark for a candidate.

4.3.1.10 Permission to Edit: Super Admin can grant permission to edit grade/marks to any interviewer/subject expert.

4.3.1.11 Interview Details: This panel enables the Super admin to view the complete interview details like the list of students along with the interview details will be displayed on the panel. Super Admin will be able to check/see following information in this panel:

- Complete profile (Registration Slip), pdf file uploaded by candidate
- Candidate Absent/Present status
- Interviewer wise grades entered
- Grades given by Super Admin
- Upload/Download Presentation

4.3.1.12 Final Submit: After **Final Submit**, grade/marks once entered is not liable to change.

All the fields in the Super Admin panel will be enabled. Details once entered by the Super Admin and saved will be locked and is not liable to change.

4.3.1.13 Print Assigned Grade/Marks: After successful completion of interview for a post, list of grade/marks assigned to each candidate appeared for interview, shall display on the system. Printout of the list shall be taken and signed by Super Admin.

4.3.2. Admin Panel:

- The Admin panel will serve as a mediator between the candidate and the Super Admin panel.
- Unique id and password will be provided. Admin shall be able to Change its password any time.
- Limited Access Rights of the system shall be granted.



-The Admin will mainly be responsible for authenticating a candidate for the interview.

Following provision shall be available in the Admin Panel →

4.3.2.1 View Candidate Profile: Admin shall be able to view candidate profiles of shortlisted candidates for the interview.

4.3.2.2 Secret Number Generation for candidate: Admin will be authorized to generate a secret number for each candidate. The secret number generated will be unique for every candidate.

4.3.2.3 Upload Presentation: Only admin will be granted permission to upload presentation brought by candidate, only .ppt files shall be uploaded.

4.3.2.4 Candidate Authentication: After checking the basic details of the candidate, the admin will be able to authenticate the candidate and this candidate will further be visible in Super Admin and Subject expert panels. Candidate authentication will be done through following process:

1. Image Capture
2. Biometric Capture/Verification

4.3.2.5 Remarks – Interviewer can provide their remark for a candidate

4.3.2.6 Interview Details: The details of the interview will be visible on the Admin panel. When the Admin clicks on a particular candidate profile, complete candidate profile will be displayed along which following options will be displayed:

- Absent/Present status
- Submit button.

The Admin is authorized to mark attendance of candidates into the system. All other fields will be kept freeze for admin.

4.3.3. Interviewer/Subject Expert Panel:



- Unique user id and password will be provided to access the panel. Interviewer/Subject Expert Panel shall be able to Change its password any time.

- An Interviewer/Subject Expert shall not see grade/marks submitted by any other interviewer/Super Admin.

Following functionality shall be available on Interviewer's/Subject Expert Panel →

4.3.3.2 View Candidate Profile: Interviewer will have the facility to the following:

- Complete profile (Registration Slip), pdf file uploaded by candidate
- Candidate Absent/Present status
- Download/See Presentation

4.3.3.2 Grade/Marks Submission: Interviewer will have the feature to award grade/marks to a candidate. Grade/marks should be individually submitted for each candidate.

4.3.3.3 Remarks – Interviewer can provide their remark for that candidate.

4.3.3.4 View Presentation: Interviewer can view the presentation of the candidate uploaded by the Admin.

The Interviewer/Subject Expert is authorized to add grade/marks into the system. Marks once entered and submitted is not liable to be changed.

4.3.3.5 Print Assigned Grade/Marks: After successful completion of interview for a post, list of grade/marks assigned to each candidate appeared for interview, shall display on the system. Printout of the list shall be taken and signed by each interviewer/subject expert who assigned the grade/marks.

4.3.3.6 Final Submit: After **Final Submit**, grade/marks once entered is not liable to be changed unless Super admin grant permission to edit grade/marks from its panel to an Interviewer/subject Expert.

4.3.4. Absentee Interviewer/Subject Expert: If an interviewer/subject expert fails to attend the interviewee and do not enter grade/marks against candidate, then he/she shall not be allowed to enter the grades once Super Admin submit the grades from his/her side.



4.3.5. Result Declaration: After successful completion of interview, the result containing the list of selected and waitlisted candidates shall be displayed by the system. Print of the result will be taken and signed by all the interview board members.

4.4 Source Code and Backup of Interview Management System

4.4(a) Source Code: The Interview Management System Software will be prepared as per requirement of AIIMS mentioned in the Scope of work to conduct various Interviews at AIIMS. The source code with proper documentation (Complete Knowledge Transfer) will be provided to the AIIMS and it will be the property of the AIIMS.

(b) Backup: Backup of portal shall be taken & provided to AIIMS regularly and disaster recovery plan should be well defined and tested.

The web portal shall be guarded against all kind of hacking, virus activity or vulnerability. The integrity and security of examination portal shall be maintained under all circumstances.

Necessary technical/networking help/support will be provided by the successful bidder at the time of Interview during live running of the software.

4.5 Deliverables

Uninterrupted running of examination portal www.aiimsexams.org with all updated information on 24x7x365 basis with ZERO down time. Toll free number through 8-10 seater call centre is part of the work for handling student queries and grievances related to registration and other services provided at the portal. (advised to visit www.aiimsexams.org) alongwith call login facility and call log data taken every month to the Examination Section.

To maintain logs of call received by the call centre service.

Design development of e-forms for online registration of different examination and maintenance of existing e-forms, online fee collection, verification and validation of all kind as per instruction of Examination Section.



Provisioning of technical manpower, support manpower as per requirement.

Generation of different kind of report, maintenance of all kind of logs, audit trail of activities on portal, printing of reports and documents as per requirement of AIIMS.

Development of Mobile Apps as per need.

Making examination portal bilingual (Hindi/English) as per need.

Providing Various Reports in Hard copy as well as soft copy including Registration Slips, coloured Attendance Sheet, Admit Cards etc. as per requirement.

Providing ten e-mail IDs with domain for the use of Examination Sections.

Providing SMS and e-mail facilities to the candidates, faculty and other staff for updating day to day activities. The log of SMS and E-mail will be provided to AIIMS as per requirement.

5. Eligibility Criteria / Pre-Requisite

- 5.1. The bidder should be a company/ firm registered (minimum 5 year old) in India and having a branch office in Delhi/NCR. The registered agency should be operating in India for a minimum of five years with an objective of offering relevant IT Solutions and Services that are the subject matter of this tender.
- 5.2. The bidder shall be single point of contract with AIIMS and shall be solely responsible for the execution and delivery of the work.
- 5.3. The bidder must have successfully executed similar project(s) of developing portal related to examination and at least one project of applicants online registration for any examination through portal having a start and closing date with collection of fee and call centre support. At least 1,00,000 (One Lakh) candidates must be registered in a year for online application have been received and applicant have been informed through emails and SMS in each project. The Attendance Sheet (coloured) & Registration Slips have been printed in hard copy. The proof in form of work/contract/satisfactory client report shall be enclosed. Please mention the name and date of examination for which



work has been done. (*Bidder's past achievement in this regard shall be considered for technical evaluation*)

Note: Similar nature of work means design, development, maintenance & support of web portal for online registration related to examination/admission.

5.4. The bidder must have following in addition to above :-

1. Organization should be able to completely customize the existing web portal www.aiimsexams.org. The ability will be judged by the experience of bidder, regular manpower on their payroll infrastructure available with bidder.
2. Should have experience of developing portal in Hindi. A list of bilingual (Hindi/English) portal developed shall be enclosed. The experience of developing portal in regional languages will be added advantage at the technical front.
3. Should have handled three similar kinds of projects in any University/ Research Institute/Govt.Department and must have handled at least Rs.15 lakhs (Fifteen Lakhs) online registration in a year.
4. Organization having ISO 9001:2008 and ISO 27001 certification as well as CMMI Level 3 or higher certifications for services including Data Centre and Software. (Documentary evidence shall be provided)
5. Organization must have CERT-In certified Data Centre located in India. Data Centre should be a Tier-III (Documentary Evidences shall be provided).
6. Organization should have in house quality assurance group and a strong quality management system to do quality check of services. Data centres software etc.
7. Bidder should have facility to provide support of bandwidth of at least 100 Mbps or more. However, the running of examination portal is responsibility of the vendor and higher bandwidth
8. Bidders having MOU with Banks for payment gateway will be given preference.

5.5. The bidder should have ready infrastructure with them to host the web portal immediately.



- 5.6. The bidder should have on his pay roll 15 number of Technical and Administrative employees for the proper execution of the contract. The bidder should submit a list of the employees stating clearly how these would be involved in this work.
- 5.7. The agency should have at least 200 or more regular employees wherein 75 or more regular technical employees (web based software engineer) employed in-house in India. The proof of ESI/PF registration etc. shall be submitted.
- 5.8. The Bidder should be registered with appropriate Indian tax authorities such as Income Tax, Service Tax etc and should submit valid certificates of registration with these authorities as applicable.
- 5.9. The bidder's Average Annual Turnover during last three years should be Rs 20 crores (Twenty) or more in India (Attach documentary evidence such as audited Balance Sheet etc). The turnover refers to a company and not the composite turnover of its subsidiaries/sister concerns etc. for 2014-2015, 2015-2016 & 2016-2017.
- 5.10. Even though bidders may satisfy the above requirements, they may be disqualified if they have:
 1. Made misleading or false representation or facts or deliberately suppressed the information to be provided in the forms, statements and enclosures of this document. Record of poor performance such as abandoning work, not properly completing the contract or financial failures/weaknesses, received any legal notice with regard to poor performance.
 2. If confidential inquiry reveals facts contrary to the information provided by the bidder.
 3. If confidential inquiry reveals unsatisfactory performance in any of the selection criteria.
 4. If bidder is engaged in any activity which can influence the conduct of professional exam such as conducting of coaching classes etc.
 5. If it reveals that the bidder has disclosed the confidentiality data of the firm.
- 5.11. Agency must show and submit suitable emergency management plan during any crisis situations like high hit on website, cyber attack, Failure of servers any other accident that may cause disruption in services provided through portal.
- 5.12. The bidder should be able to support the entire solution on a 24 x 7 basis with a maximum response time of one hour. Even on Saturday, Sunday and other



Holiday. the bidder must have to deploy some skelten staff in the company to complete requirement of Examination Section, AIIMS, New Delhi.

5.13. At any time before the submission of bids, AIIMS may amend the tender by issuing an addendum in writing or by standard electronic means. The addendum shall be sent to all Bidders and will be binding on them. Bidders shall acknowledge receipt of all amendments.

5.14. If the amendment is substantial, Bidder(s) shall be given reasonable time to make amendment or to submit revised bid and the deadline for submission of bids will be extended if required by the Examination Section, AIIMS. The AIIMS has right to cancel or modify the tender.

5.15. The technical bid shall consist of –

- (i) Technical information as desired in prescribed format under Form – I to Form VIII
- (ii) The Price/Financial bid as per Form – IX shall be sealed separately in envelope as shall be in accordance terms in tender document.
- (iii) Duly signed copies of Quality and Security certification.
- (iv) EMD/Security deposit.
- (v) A copy of bid document with all pages signed and stamped at the bottom by the bidders' authorized signatory.
- (vi) Envelopes must be sealed and superscribed as required.

* ***For details please see form – II check list***

6. General clauses

6.1 Standard of performance

The Bidder shall provide the services and carry out its other obligations under the agreement with due diligence, efficiency, economy, confidentiality, promptness and techniques. The Bidder shall adhere to professional, engineering and consulting standards recognized by international professional bodies while observing sound management, technical and engineering practices. It shall apply appropriate advanced technology and safe and effective methods during execution of this Project and shall always act in respect of any matter relating to this agreement, as faithful advisors to the



A.I.I.M.S. The Bidder shall always support and safeguard the legitimate interests of the A.I.I.M.S., in any dealings with the third party.

The Bidder shall abide by the provisions of the legislation(s), related to the Information Technology, prevalent in this country.

The Hardware, Software and other services provided under this contract shall conform to the standards laid down in the Scope of Work.

The security of the system should be foolproof and shall be treated "**not foolproof**", where unauthorized persons being able to access/infiltrate in to the system. The system may be the application software or a process adopted by vendor.

The successful bidder shall be liable to the A.I.I.M.S for financial losses by way of some of system and process failure.

6.2 Intellectual Property Rights

No software or services covered by the contract shall be developed, sold, disposed or done by the Bidder in violation of any right whatsoever of third party, and in particular, but without prejudice to the generality of the foregoing of any patent right, trademark or similar right, or of any charge, mortgage or lien.

The Bidder shall warrant that there is no infringement of any patent or intellectual proprietary rights caused by the supply of IT Infrastructure and Software and the documents, which are subject matter of this project.

Intellectual Property right on source codes, database, designs etc. all remains with AIIMS and the vendor has to submit all kind of source code including designs and others to AIIMS.

6.3 Applicable Law

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

Governing Law and Choice of Forum :

- i. The laws of India shall govern this project. Any suit, action or proceeding shall be confined to the exclusive jurisdiction of Courts at New Delhi.



- ii. Any suit/legal action filed by any third party on account of the supply made by the vendor against any item related/pertaining to this project shall be settled by the vendor at his own cost. AIIMS will NOT be a party to the same.

6.4 Performance Security

Within 7 days of the Bidder's receipt of notification of award, the Bidder shall furnish performance security of 20% of the annual contract or Rs.6,00,000 (Rupees Six Lakh) whichever is higher as demanded by the AIIMS, valid up to 90 days after the date of completion of the contract.

The performance security shall be payable to the A.I.I.M.S. as compensation for any loss(es) resulting from the failure of the Bidder to meet out its obligations under the Contract. This shall be in addition to any other action/penalty taken by AIIMS for failure.

The Performance Security shall be denominated in Indian Rupees and shall be in the form of A/C payee Bank Draft, issued by a Nationalized Bank, located in India. Such Performance Security will be valid only after its realization into AIIMS account. Alternatively, the Bidder may also deposit this security in the form of Bank Guarantee of a Nationalised Bank, which is valid for the entire period in favour of the A.I.I.M.S.

The Performance Security will be discharged by the A.I.I.M.S. and returned to the Bidder not later than 90 days following the date of completion of the Bidder's performance obligations.

In the event of any contract amendment, the Bidder shall, within 7 days of receipt of such an amendment furnish the amendment to performance security, rendering the same valid for duration of the contract as amended for further period of 90 days thereafter.

6.5 Governing Language

The bid & contract shall be written in English language. All correspondences and other documents pertaining to the contract, which are exchanged between the parties, shall be written in the English language.



6.6. Consortium

No consortium will be entertained by AIIMS. The bidder shall hold the full responsibility of the contract. Any consortium formed by the bidder at his end which was formed either to gain entry into the agreement with AIIMS or during the project for the execution of the agreement will be at the sole risk and responsibility of the bidder and would lead to rejection of tender or termination of contract with penalty.

6.7 Penalty Clause / Liquidated Damage

If any of the stages specified, either not completed or not completed satisfactorily as per the approved time schedule, forming part of the contract agreement due to reasons solely and entirely attributable to the bidder and not in any way attributable to AIIMS, a penalty @ 1.0% of the bid value of the delayed stage of the item, per day (subject to maximum 20%) may be imposed and accordingly the time for the next stage be reduced by the A.I.I.M.S., to account for the delay.

If the delay adversely affects conduct of examination the security deposit/ performance security will be forfeited and other legal action would be initiated as per terms and conditions of contract. The A.I.I.M.S. may rescind this part of the contract and shall be free to get it done from any other agency at the risk and cost of the Bidder.

6.8 Prices

The prices quoted for the items/services shall under no condition change during the period of agreement. The rates should be quoted for Director, AIIMS.

6.9 Subcontracts

The Bidder shall not without written consent of the A.I.I.M.S. subcontract the awarded contract or part thereof.

6.10 Delays in the Bidder's Performance

The activities involved are time bound and it is expected that no extension of time for performance of any activity/ activities will either be sought or given in this project. However, if at any time during the course of the contract, the Bidder encounters conditions impeding the timely delivery of the items and the performance of the service, the Bidder



shall promptly notify to the A.I.I.M.S. in writing the fact of the delay, its likely duration and its cause(s). The A.I.I.M.S. will evaluate the situation and in the exceptional circumstances and in the interest of work may extend the Bidder's time for execution of said item of work, But in no case extension shall be granted having adverse effect on scheduled conduct of examination. The dates declared for examinations are absolute unless changed by the A.I.I.M.S. on its own

Delay on part of the Bidder in the performance of its delivery obligations shall render the Bidder liable to the imposition of penalty unless an extension of time is agreed upon and cancellation of contract.

6.11 Termination for Default

Either Party may, without prejudice to any other course of action for breach of contract, by written notice of 90 days to the other party, terminate the agreement in whole or in part, if:

- i. The defaulting party fails to perform any or all of the obligations within the time period(s) specified in the agreement or any extension thereof granted, by the other party.
- ii. The quality of the delivery of various tasks is not up to the satisfaction of the A.I.I.M.S.
- iii. The defaulting party fails to perform any other obligation under the agreement.

In the event of the A.I.I.M.S. terminating the contract in whole or in part, the A.I.I.M.S. may procure, upon such terms and in such a manner as it deems appropriate, items or services similar to those undelivered, and the Bidder shall be liable to the A.I.I.M.S. for any excess costs for such similar items or services. However, the Bidder shall continue with the performance of the contract to the extent not terminated.

The Bidder shall stop the performance of the contract from the effective date of termination and hand over all the documents, data, equipment etc. to AIIMS for which payment has been made. The Bidder may withdraw items, for which payment has not been made. No consequential damages shall be payable to the Bidder in the event of termination.



In case of termination of contract, all Bank Drafts/ FDRs furnished by the Bidder by way of Bid Security / Performance Security shall stand forfeited.

In case of suspension/termination, the Bidder shall be liable to pay compensation for any direct loss or additional liability, if incurred due to completion of work by another agency.

6.12 Termination for convenience

The A.I.I.M.S., by written notice of at least 90 days sent to the Bidder, may terminate the contract, in whole or in part thereof, at any time for its convenience. The notice of termination shall specify that termination is for the A.I.I.M.S.'s convenience and also the extent to which performance of the Bidder under the contract is terminated, and the date on which such termination becomes effective.

The A.I.I.M.S. shall accept the items/services, which are completed and ready for delivery within 30 days after the Bidder's receipt of notice of termination, at the contract terms and prices. For the remaining items/services, the A.I.I.M.S. may elect:

- i. To have any portion completed and delivered at the contract terms and prices; and /or
- ii. To cancel the remainder and pay to the bidder an agreed amount for partially completed items/services and for services previously accomplished by the Bidder.

6.13 Termination for Insolvency

The A.I.I.M.S. may at any time terminate the contract by giving notice to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the A.I.I.M.S.

6.14 Suspension

The A.I.I.M.S. may, after giving a written notice of suspension to the Bidder, and considering the representation, if any, submitted to him within a period of 15 days from receipt of such notice, suspend all payments to the Bidder, if the Bidder fails



to perform any of its obligations (including the carrying out of the services) provided that such notice of suspension:

- i. Shall specify the nature of the failure and
- ii. Shall direct the Bidder to remedy such failure within a specified period from the date of receipt of such notice of suspension by the Bidder

The A.I.I.M.S. may engage some other agency for the completion of suspended work, which will be carried out at the risk, and cost of the Bidder.

6.15 Confidentiality

The Bidder and their personnel shall not, either during implementation or after completion of the project, disclose any proprietary or confidential information relating to the services, agreement or the A.I.I.M.S.'s business or operations without the prior consent of the A.I.I.M.S. The legal liability for breach of confidentiality by the bidder and its employees solely lies with the bidder

AIIMS also reciprocally agrees with the Bidder that all information concerning trade secrets, know-how, technical data, research, products, development, inventions, processes, engineering techniques, strategies, internal procedures, employees and business opportunities, its customers either present or prospective and services rendered by the Bidder to such of its customers along with the information pertaining to its businesses and the proprietary information of the Bidder described herein as "confidential information", belonging to the Bidder and which may come into the possession or custody of AIIMS in the course of providing services by the Bidder hereunder shall not be disclosed or divulged to any third parties or make use or allow others to make use thereof either for its own benefit or for the benefit of others directly or indirectly. *(subject to provisions of the law of the land)*

6.16 Force Majeure

Notwithstanding anything contained in the Bid Document, the Bidder shall not be liable for forfeiture of security, liquidated damages or termination for default, if and to the extent that, its delay in performance or other failures to perform its obligations under the agreement is the result of an event of Force Majeure.

For purposes of this clause "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder's fault or negligence and which was not



foreseeable. Such events may include wars or revolutions, fires, floods, earthquakes, epidemics. The preventive majors for fire breakdown must be followed otherwise will not be applicable here. The decision of the A.I.I.M.S., regarding Force Majeure shall be final and binding on the Bidder.

If a Force Majeure situation arises, the Bidder shall promptly notify to the A.I.I.M.S. in writing, of such conditions and the cause thereof. Unless otherwise directed by the A.I.I.M.S. in writing, the Bidder shall continue to perform its obligations under the agreement as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The A.I.I.M.S. may, terminate this agreement by giving a written notice of a minimum 5 days to the Bidder, if as a result of Force Majeure; the Bidder is unable to perform a material portion of the services for a period of more than 10 days.

6.17 Resolution of Disputes

The A.I.I.M.S. and the Bidder shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute that may arise between them under or in connection with the Contract.

If, after 15 days from the commencement of such informal negotiations, the A.I.I.M.S. and the Bidder are unable to resolve, amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanism. In all matters and disputes arising there under, the sole arbitrator shall be mutually agreed upon by the parties in writing, who shall decide the claim and its decision shall be final and binding on both the parties. However, during the period of doubt, disagreement or dispute, both the Bidder and the A.I.I.M.S. shall ensure that the Project works in a normal way. Such doubts, disputes and disagreement shall not give any reason or freedom to either the A.I.I.M.S. or the Bidder to interfere in or prevent normal functioning of the Project.

6.18 Legal Jurisdiction

All legal disputes between the parties shall be subject to the jurisdiction of the courts situated in Delhi (India) only.



6.19 Local Conditions

The Bidder shall inspect the cities/sites of operation and shall satisfy himself of the cities/site conditions and availability of required resources and shall apprise himself of the procedure for engagement of agencies and shall collect any other information that may be required before submitting the bid. Claims and objections due to ignorance about site conditions shall not be considered after the submission of bid.

6.20 Responsibilities of the successful Bidder

(i) The bidder shall be responsible for the successful execution of AIIMS Examination Portal : Design, Development, Maintenance & Support (Pre and Post-examination activities & other activities) for the AIIMS, New Delhi as per the terms and specification and direction of Examination Section, A.I.I.M.S.

(ii) The bidder shall be responsible for the successful conduct of Interviews at AIIMS during the contract period through designed and maintained developed Interview Management System Software as per scope of the work mentioned in 4.3 and time to time subsequent direction of Examination Section, AIIMS.

In case of change in ownership of the bidder, the change must be communicated to AIIMS, New Delhi, 3 months before the intended change of ownership

6.21 Interpretation

In these Terms & Conditions:

References to laws shall mean the applicable laws of India and references in the singular shall include references in the plural and vice versa.

References to a particular article, paragraph, sub-paragraph or schedule shall, except where the context otherwise requires, be a reference to that article, paragraph, sub-paragraph or schedule in or to this TENDER DOCUMENT.

The headings are inserted for convenience and are to be ignored for the purposes of construction.



Whenever provision is made for the giving of notice, approval or consent by any Party, unless otherwise specified such notice, approval or consent shall be in writing and the words 'notify', 'approve', and 'consent' shall be construed accordingly.

In case of any inconsistency between this TENDER DOCUMENT and the Bid made to AIIMS, the terms of this TENDER DOCUMENT shall prevail. In case the TENDER DOCUMENT is silent on the items contained in the bid, the decision of AIIMS shall be final & binding on the Bidder/ Bidders.

7. Quotation Formats

The following forms are required to be used for submission of bid –

- Form I : Bid Form
- Form II : Checklist
- Form III : Particulars and qualifications of the bidders.
- Form IV : Duly authenticated list of full time Technical and Administrative Personnel to be employed for the work.
- Form V : Details of Similar completed works during last 3 years.
- Form VI : Details of work under execution or awarded.
- Form VII : List of Satisfactory Performance report from clients
- Form VIII : Undertaking (on Rs.10 Non Judicial stamp duly notarized)
- Form IX : Price Bid (in separate sealed Envelope)



7.1 Form I :

Bid Form

[On the Letter head of Bidder]

Reference No.:

Date:

FILE NO. :

Name of the party in whose :

Favour the tender form has been Issued

The Director,
All India Institute of Medical Sciences,
Ansari Nagar, New Delhi – 110029.

(SEAL OF THE OFFICER)

Dear Sir,

I / We hereby submit our tender for **AIIMS Examination Portal : Design, Development, Maintenance & Support (Pre-examination activities) for the AIIMS, New Delhi**

I / We have enclosed the security deposit in the shape of demand draft of Rs. **3,00,000- (Refundable)** in the name of the Director, AIIMS, New Delhi, payable at New Delhi, Demand Draft . No. _____ dated _____ Issued from Bank _____ dated _____.

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

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

I / We undertake to sign the contract / agreement if required within 15 (fifteen days) from the issue of the letter of acceptance and start the work as per instruction immediately, failing which our / my security money deposited may be forfeited and our / my name may be removed from the list of service providers / suppliers at the AIIMS, New Delhi.

I / We agree to abide by this bid for a period of 150 (Number) days after the date fixed for bid opening or for any further period for which bid validity is extended and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

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

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

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

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

Yours faithfully.

Signature of the Authorised Signatory of Bidder
Full Address

WITNESS _____
WITNESS _____



7.2 Form II : Checklist

Please ensure that your offer contains the following documents:

- EMD : Rs. 3,00,000/- (Rs. Three Lakh only)
- Form I : Bid Form
- Form II : Checklist
- Form III : Particulars and qualifications of the bidders.
- Form IV : Duly authenticated list of full time Web Developer/Engineer to be employed for the work.
- Form V : Details of Similar completed works during last 2 years.
- Form VI : Details of work under execution or awarded.
- Form VII : List of Satisfactory Performance report from clients
- Form VIII : Undertaking (on Rs.10 Non Judicial stamp duly notarized)
- Form IX : Price Bid (in separate sealed envelope)
- A copy of the bid document with all pages signed and stamped at the bottom by the bidder's authorized representative
- Covering envelope sealed with superscription in prescribed format.
- Memorandum and article of association and copy of latest resolution in case of company, and partnership deed and power of attorney in case of firm, if required. All such documents should be duly attested by notary public.
- Brief resume of proposed team members in the following format:
 - Name:
 - Designation:
 - Proposed role:
 - Experience in years:
 - Areas of expertise:
 - Previous projects worked on, and role therein:
 - Qualification:
 - Date of Birth:



7.3 Form III : Particulars and qualifications of the bidders.

Particulars of the organization

1. Organization: -

Name _____

Year of Incorporation / Registration in India _____

Year of Start of Operation in India _____

TIN No. _____

PAN No. _____

SERVICE TAX REGISTRATION NO. _____

Total No. Web Developer/Engineer:

Total No. Administrative Manpower:

2. (a) Registered Office Address -----

Telephone No.(s) ----- Mobile Nos.

Fax No. (s) ----- Email:

Alternate Email:

(b) Delhi/NCR Office Address -----

Telephone No.(s) ----- Mobile Nos.

Fax No. (s) ----- Email:

Alternate Email:

3. Legal status of firm Company / Firm / Proprietorship/ Others (_____)

(attach proof MOA, AOA/ Partnership Deed along with registration of partnership detail/ Affidavit by proprietor with registration detail as the case may be)



4. Ownership -----

S. No.	Name of persons owning stake in the organization (In case of company incorporated in India List of Director shall be provided)	Nationality of the stake-holders	Details of restrictions, if any on transfer of stake

In case the organization is a public sector undertaking, : -----

Indicate the percentage share of Govt. holding.

5. Annual Turnover for the last 3 years

S. No.	Financial Year	Total Annual Turnover	Sector wise Annual Turnover			
			Webportal / Website Design/ Development/ Hosting	Software Development	Other IT related services	Other areas of operation (specify)

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



6. Particulars of the Center/unit associated with this project

Name & Address of the Center/Unit _____
 Associated with this project _____

7 . Address of the important offices

Address 1 Address 2 Address 3

 Tel No (s) Tel No (s) Tel No (s)

 Fax No (O) Fax No (O) Fax No (O)

8. Experience Detail as per criteria in point 5.3 (Attach proof)

Serial No.	URL of portal	Name of organization for which developed	Maximum No. Of Candidates Registered till closing date of application	Start Date of and Closing date of Online application	Whether online fee collected if Yes specify the name of Banks whose payment Gateway used and modes of payment used for online payment viz. (Debit Card/ Credit Card/ Net Banking etc.)

Note: for more than one entries create multiple rows in similar format in continuation.

9. Do you agree to hand over the source code, complete design including all kind of scripts, database design, technical documentation of complete web portal including source codes of librareis developed for the said web portal ? **YES/NO**

(In case of NO tender will be summarily rejected)



10. Quality & Security Certification Detail (ISO, SEI-CMMI Level etc. if any) (attach proof)

11. Have your organization occurred loss during last three year : YES/NO

12. Are you able to support entire activity/solution 365x24x7 : YES/NO

13. Names, Designations, Addresses, Telephone & Fax No. of offices, as well as residences of at least two authorized persons dealing with the project

S. No.	Name, Designation and Address	Telephone & Fax No.		Extent of Involvement in this Project
		Office	Residence	

14. Particulars of EMD

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

(Give Date)



16. Particulars of MOU with Banks for payment gateway.

S.No.	Names & Addresses of Bank	Validity Period of agreement	Encryption Level & SSL certification requirement	

Particulars of Authorisation of the person signing these documents on behalf of the bidder.

Name, Designation & Address of the authorized person.

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

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

Please enclose the original authorisation document.

(Signature)

Name in Capital Letter

(in the capacity of:)

Duly authorized to sign Bid for and on behalf of

.....



7.4 Form IV : Duly authenticated list of full time Technical and Administrative Personnel to be employed for the work.

DULY AUTHENTICATED LIST OF FULL TIME WEB DEVELOPER/ENGINEERING PROFESSIONALS WITH THE BIDDER

Detailed Curriculum Vitae of key personnel along with their key role in the company, who will be associated with this project, is attached with the bid.

List of full time Professionals of the organization who will be associated with the project (at least 10 professional) to be given in the table below-

Sr. No.	Name	Designation	Educational Qualification	Date of Joining & No. of years of Experience
1				
2				
3				
4				
5				
6				

Date: _____ (Signature)

Place: _____ Name in Capital letter

(in the capacity of:

Duly authorised to sign Bid for and on behalf of



**7.5 Form V : Details of Similar completed works during last 2 years.
PROFORMA FOR PERFORMANCE STATEMENT**

**(SUMMARY PROFILES OF PROJECT COMPLETED DURING LAST THREE
YEARS RELATED TO Examination Portal : Design, Development,
Maintenance & Support (Pre-examination activities & others)**

Sr. No.	Name , address, Tele no. and fax no. of organization for which Web portal has been developed & hosted (also mention Name, Designation and Contact No. of contact Person of the organization)	Description & Name of the of Examination	Value of Contract (in lakhs)	Period of Execution	Delay if any from scheduled time (give reasons)	Litigation/ Arbitration Pending in progress with detail	Remarks

The bidder will have to attach full details of similar projects of value more than 15 Lakhs each, involving Examination Portal : Design, Development, Maintenance & Support (Pre-examination activities & others) in India, as Annexure to this list.

Date: _____ (Signature)
Place: _____ Name in Capital letter
(in the capacity of:)

Duly authorised to sign Bid for and on behalf of



7.6 Form VI : Details of work under execution or awarded.

PROFORMA FOR PERFORMANCE STATEMENT
(SUMMARY PROFILES OF PROJECT UNDER EXECUTION / AWARDED RELATED TO
Examination Portal : Design, Development, Maintenance & Support (Pre-
examination activities & others)

Sr. No.	Name , address, Tele no. and fax no. of organization for which Examination Portal : Design, Development, Maintenance & Support has been executed (also mention Name, Designation and Contact No. of contact Person of the organization)	Description & Names of the of Examinations handled	Value of Contract (in lakhs)	Period of Execution	Slow progress if any and reasons thereof)	Litigation/ Arbitration Pending in progress with detail	Remarks

The bidder will have to attach full details of similar projects of value more than 15 Lakhs each, involving Examination Portal : Design, Development, Maintenance & Support (Pre-examination activities & others) in India, as Annexure to this list.

Date: _____ (Signature)

Place: _____ Name in Capital letter

(in the capacity of:

Duly authorised to sign Bid for and on behalf of



7.7 Form VII : List of Satisfactory Performance report from clients

PROFORMA FOR PERFORMANCE STATEMENT

(LIST OF SATISFACTORY PERFORMANCE CERTIFICATE FROM CLIENTS RELATED TO

Examination Portal : Design, Development, Maintenance & Support (Pre-examination activities & others)

Sr. No.	Name , address, Tele no. and fax no. of organization for which Web Portal has been developed and satisfactory service certificate has been enclosed)	Description & Names of the of Examinations handled	Value of Contract (in lakhs)	Period of Execution	Remarks

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



7.8 Form VIII: Undertaking (on Rs.10 Non Judicial stamp duly notarized)

Undertaking

I/We hereby undertakes that :-

I / We hereby submitted our tender for **AIIMS Examination Portal : Design, Development, Maintenance & Support (Pre-examination activities) for the AIIMS, New Delhi**

I / We have enclosed the EMD in the shape of demand draft of Rs.**3,00,000/- (Refundable)** in the name of the Director, AIIMS, New Delhi, payable at New Delhi, Demand Draft . No._____ dated._____ Issued from Bank _____ dated and **for cost of tender document** demand draft of Rs.**2000/- (Non Refundable)** in the name of the Director, AIIMS, New Delhi, payable at New Delhi, Demand Draft . No._____ dated._____ Issued from Bank _____ dated.

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

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

I / We undertake to sign the contract / agreement if required within 15 (fifteen days) from the issue of the letter of acceptance and start the work as per instruction immediately, failing which our / my security money deposited may be forfeited and our / my name may be removed from the list of suppliers at the AIIMS, New Delhi.

I / We agree to abide by this bid for a period of 150 (Number) days after the date fixed for bid opening or for any further period for which bid validity is extended and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

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

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

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

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

Yours faithfully.

Signature of the Authorised Signatory of Bidder
Name in Capital letter

Full Address

WITNESS _____
WITNESS _____



7.9 Form IX : Price Bid

[On the Letter head of Bidder and should be separately sealed as per instruction]

Reference No.: _____ Date: _____
FILE NO. : _____
Name of the party in whose : _____
Favour the tender form has been : _____
Issued _____

The Director,
All India Institute of Medical Sciences,
Ansari Nagar, New Delhi – 110029.

Dear Sir,

I/ We hereby submit our price bid for **AIIMS Examination Portal : Design, Development, Maintenance & Support (Pre-examination activities & others) for the AIIMS, New Delhi.**

Srl.	Activity	Rate per candidate	Rate per candidate (in words)
1	Design, Development, Maintenance of web portal (www.aiimsexams.org) as per scope of work under clause 4.1 to 4.4 and other conditions of the Tender.		

Note: The rates shall be inclusive of all cost as well as duties and taxes paid or payable.

Date: _____ (Signature)

Place: _____ Name in Capital letter

(in the capacity of:

Duly authorised to sign Bid for and on behalf of



8. Definitions & Interpretations

The following bold/capitalized terms used in terms & conditions shall have the meanings set forth hereunder for the convenience of reference for this contract:

'**Agreement**' means this agreement, together with the schedules attached hereto;

'**AIIMS**' / '**A.I.I.M.S.**' means the All India Institute of Medical Sciences located at Ansari Nagar, New Delhi, India, acting through the Director.

'**Bid**' means the Technical, Commercial and Financial bids

'**EMD**' Earnest Money Deposit

'**Examination Section**' Examination Section, AIIMS, New Delhi- 110029

'**Institute**' means the All India Institute of Medical Sciences located at Ansari Nagar, New Delhi, India, acting through the Director.

'**Tender**' means the Request for Proposal floated by AIIMS due for submission on 30.06.2017 (up to 12.00 Noon), issued by AIIMS inviting bids from various companies for the AIIMS Examination Portal : Design, Development, Maintenance & Support (Pre-examination activities & others) for the AIIMS, New Delhi.