Jammu & Kashmir Services Selection Board

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e-Tender Notice No:- 19 of 2022
Dated:- 30-09-2022

NOTICE INVITING TENDER FOR
ENGAGEMENT OF AGENCY FOR CONDUCT OF
COMPUTER BASED TESTS/ EXAMINATIONS (END to END)
FOR J&K SSB FOR A PERIOD OF 1 YEAR.

MODE OF SELECTION – QCBS (QUALITY CUM COST BASED SELECTION)

Jammu & Kashmir Services Selection Board
Hema Complex, Sector 3, Channi Himmat, Jammu-180015/
Zumzum Building, Rambagh, Srinagar-190005

Subject– Engagement of Agency for conducting of Computer Based Tests (END to END) for J&K Services Selection Board for a period of 1 year.

E-NIT No. 19 of 2022
Dated: - 30 .09.2022

For and on behalf of Chairman, J&K Services Selection Board, the e- tender is hereby invited for **Engagement of Agency for conducting of Computer Based Tests (CBTs) (END to END) for J&K Services Selection Board for a period of 1 year.** The various terms and conditions of the tender are as follows-

1. Introduction and Overview

1.1 About J&K SSB

The Services Selection Board is one of the foremost organizations for Selection/Recruitment in J&K. Pursuant to Section 15 of J&K Civil Services Decentralization and Recruitment Act 2010, the Rules have been made/notified under SRO 375 of 2010 dated 21-10-2010. The Chairman, Members and Secretary of the Board are deputed/nominated by the Government from amongst the in-service IAS/JKAS Officers or the persons of high repute, as per rules. The selection/ recruitment to the various Non-Gazetted categories of posts falls within ambit of Services Selection Board, J&K.

1.2 Introduction

J&K SSB intends to engage an agency for 1(one) year period, extendable by another one year, to conduct various **Computer Based Tests/ Examinations** (END to END), on Rate Contract Basis. The aim is to further streamline the recruitment process in the J&K SSB.

In this context, J&K SSB invites bids from reputed bidders having prior experience in conducting Computer Based Tests / Examinations   for selection against various posts, for a period of one year on Rate Contract Basis, extendable by one year subject to satisfactory performance of the agency and mutual consent of the parties.

2. Invitation for Bids:

This tender is for engagement of agency for conduct of Computer Based Tests/ Examinations for J&K SSB for a period of one year. Bidders are advised to go through the contents of the e-NIT carefully. Submission of Tender shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications. The agencies are expected to examine all instructions, forms, terms and

other information in the tender documents. Failure to furnish <u>requisite</u> information, as mentioned in the tender document shall result in rejection of the proposal. Bidders are required to submit bids by e-Tendering process only i.e. on <u>www.jktenders.gov.in</u>, not later than the date and time laid down for the bid submission.

3. Key Events & Dates

The schedule of activities for the purpose of E-NIT are outlined below: -

S No	Key Activities	Date
1.	Date for issue of E-NIT	30.09.2022
2.	Pre-Bid Meeting	07.10.2022, 2.00 PM
3.	Last date of submission of E-NIT	22.10.2022, 10.00 AM
4.	Date of opening of Technical Bids	<u>22.10.2022, 1.00 PM</u>
5.	Date of Presentation	<u>25.10.2022 (Tentative)</u>
6.	Date of opening the Financial Bids	<u>27.10.2022 (Tentative)</u>

Note:

1. The Board shall not be responsible for any delay in bidding process.

2. Bids <u>complete</u> in all respects shall be accepted online i.e. by e-Tendering process on <u>www.jktenders.gov.in</u>. Any document submitted in hardcopy shall not be considered in the bid evaluation.
3. The terms & conditions are tentative and subject to change.
4. Any <u>addendum/corrigendum to the e NIT, if required, shall be uploaded on the website</u> www.jktenders.gov.in
5. In case any notified date in the e-NIT happens to be a Gazetted holiday, the next working day shall automatically be considered as the notified date.
6. Venue for the Pre-Bid meeting shall be "**J&K Institute of Management, Public Administration and Rural Development, M.A. Road, Srinagar**" and venue for Concept Presentation shall be **JKSSB office Channi Himmat Jammu.**

4. Evaluation Criteria

Stage 1 – Eligibility

Sr. No.	Criteria	Documentary Evidence to be enclosed
2.1	**Registration-** Only Registered Companies and Firms (with valid PAN & GST numbers) are allowed to bid for the tender. Consortium bids shall	**a.** Certificate of Incorporation / Registration. **b.** Copy of PAN. **c.** Copy of GST Registration.

	not be allowed.	
2.2	**Experience-** The interested Companies should meet the following requirements. **a.** The agency must be in operation of conducting CBT examinations for the last 5 financial years, at least. (i.e w.e.f from 01.04.2017). **b.** The agency must have successfully executed at least 3 projects of **Computer Based Tests** process for Government Department/PSU/ Government Recruitment Boards in India with a minimum of 1 Lakh candidates for single examination. **c.** One of the Projects/Examination as mentioned at point 2.2 (b) above should be for at least *2 Lakhs* or above candidates for single examination. **d.** The above-mentioned works should have been executed in the last 5 financial years only (i.e 01.04.2017 onwards). **e.** The agency must have a minimum number of 4000 nodes owned/hired available in J&K for conducting CBT Examinations.	a. A Certificate from **Chartered Accountant** certifying that the bidding agency is in operation since the last 5 years. b. Copy of the Contracts/ Work orders/ Work completion certificate. (The value of the work allotted/done should be clearly mentioned in the said document(s), without which the said document shall not be considered.) c. Confirmation on the letter head of the institution head/venue owner.
2.3	**Turnover-** The bidding agency should have a minimum average turnover of **INR 1000.00 lac**, for last three financial years i.e 2019-20, 2020-21 and 2021-22 from CBT Examinations.	A Certificate from **Chartered Accountant** specifying that the agency has minimum average turnover of **INR 1000.00 lac** for last three financial years i.e 2019-20, 2020-21 and 2021-22 from CBT Examinations. Copy of Duly filled and attested Annexure B also needs to be provided by the bidder.
2.4	**Cost of Bid document**- The bidding agency must pay cost of bid document amounting to **Rs.10,000/- (Rs. Ten Thousand only)**. The Cost of Bid document will be non-refundable in any circumstance.	A Copy of the payment receipt as the Cost of Bid Document, in any of the following form: i. Challan for deposit in J&K Government Treasury, Major Head-0052 **or**

		ii. Copy of the Bank Transfer in the official bank account of J&K Service Selection Board viz J&K Bank Account no 0110010100000182 and IFSC Code JAKA0MOVING.
2.5	**EMD-** Earnest Money Deposit amounting to **Rs.25,00,000/- (Rs. 25 Lacs only)** – The EMD of the successful bidder shall be retained till the contract period and the EMD of all the unsuccessful bidders shall be released after the culmination of the Agency Selection.	Copy of EMD in the form of CDR/FDR pledged in favor of Accounts Officer, Service Selection Board, J&K or irrevocable Bank Guarantee (Secured) in favor of Accounts Officer, J&K Services Selection Board.
2.6	**ESIC and PF-** The bidder should have valid ESIC and PF registration	Copy of the registration certificates issued by the competent authority should be enclosed.
2.7	**Certification-** The bidder must have authorized and globally accepted software certifications i.e. ISO 9001:2015, ISO 27001:2013, STQC and CMMI-Level 3 or above	Copy of the certificates issued by the competent authorities should be enclosed.
2.8	**Affidavit-** The agency must certify that – 1. It is not under a Declaration of Ineligibility for corrupt or fraudulent practices with any Government departments/ agencies/ ministries or PSU's and is not blacklisted by any government departments/ agency/ Ministries or PSUs. 2. If successful, the bidding agency will undertake the assignment in accordance with the Scope of Work and provide a dedicated, well qualified team for the purpose. 3. All the documents enclosed are True and nothing has been fabricated.	A declaration sworn by the authorized representative of bidding Agency to be submitted as Annexure C.

2.9	Detailed Presentation that shall form part of Technical Bid.	Bidder is required to submit a detailed presentation on "adequacy and quality of the proposed methodology and execution plan in response to the terms mentioned in the scope of work". The above presentation is to be personally demonstrated before the Tender committee.

Stage 2- Technical Evaluation

The documents submitted by the agencies shall be scrutinized and in the event of non-providing/uploading of the documents as pointed out at 2.1 to 2.8**,** the bid quoted by the agency shall be rejected as "***pre-technically disqualified"***. Only the "**pre-technically qualified"** bidders shall be allowed to give concept presentation to the Tender committee on **25.10.2022, 11.00 AM onwards at JKSSB, Channi Himmat, Jammu** in light of 2.9 above**.** All the prospective bidders are therefore advised to upload all the relevant documents very carefully and present themselves on **25.10.2022, 10.00 AM onwards at JKSSB, Channi Himmat, Jammu.**

 The weightage of the Technical Component shall be 70%, which shall be evaluated as under –

S.NO	PARTICULARS	MAX. POINTS	AWARDED POINTS
1	**Experience in the field of Computer Based Test-**	**27**	
1.1	***No of years in Computer Based Test***	***8***	
1.1.1	Less than 5 years	0	
1.1.2	5 years and above and less than 10 years	5	
1.1.3	10 years and above	8	
1.2	***Maximum No of candidates appeared in single examination (CBT mode) in India (Govt. work/PSU only) (one best)***	***8***	
1.2.1	Less than 2 lakhs	0	
1.2.2	2 lakhs and above and upto 4 lakhs	5	
1.2.3	4 lakhs and above	8	

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1.3	*No of examinations conducted with more than 1 lakh candidates, in India, during last 5 years (Govt Works / PSUs only)*	*6*	
1.3.1	Less than 3	0	
1.3.2	3 to 5	2	
1.3.3	6 to 8	4	
1.3.4	9 and above	6	
1.4	*No. of candidates appeared in Single Shift Examination in CBT, in India (one best)*	*5*	
1.4.1	Up to 40000 candidates	0	
1.4.2	40000 to 60000 candidates	3	
1.4.3	Above 60000 candidates	5	
2.	**Bidder's Financial Turnover from CBT examinations.** (Average yearly, turnover for last three years.)	**20**	
2.1	Less than Rs. 1000 Lacs	0	
2.2	Rs. 1000.00 lacs to Rs. 2000.00 Lacs	8	
2.3	Rs. 2000.00 Lacs to Rs. 3000.00 Lacs	12	
2.4	Rs. 3000.00 Lacs to Rs. 4000.00 Lacs	16	
2.5	Above Rs. 4000.00 lacs	20	
3.	**Bidder Certification**	**8**	
3.1	*CMMi Level (Organisation-Development)*	*4*	
3.1.1	If CMMi Level 3 Development	2	
3.1.2	Above CMMi Level 3 Development	4	
3.2	*CMMi Level (Organisation-Services)*	*4*	

3.1.1	If CMMi Level 3 Services	2	
3.1.2	Above CMMi Level 3 Services	4	
4	**Bidder Profile and Infrastructure Capability**	**30**	
4.1	Software Solution – Organization/ Agency should own the source code of the application Software. (Proof to be attached)	4	
4.2	The organization should have in-house 50 technical personnel to maintain software and data used to conduct exam and should follow well defined software change management processes to manage changes in the software (Proof to be attached)	4	
4.3	*Overall IT Staff strength (project management/Development/Quality Assurance/ Implementation/ Operations)- proof to be enclosed*	*6*	
4.3.1	= & > 100	2	
4.3.2	= & >150	4	
4.3.3	= & >200	6	
4.4	*Primary Data Center with Secondary DC site to be managed by the bidder/group of companies for Data Security*	*8*	
4.4.1	Tier III Primary DC infrastructure with secondary DC owned/outsourced by the bidder/group of companies (Attach proof)	4	
4.4.2	Tier III Primary DC infrastructure with secondary DC owned/outsourced by the bidder/group of companies with Meity GoI Certified Infrastructure/CERTin certified (Attach certificates)	8	
4.5	*Owned/Hired Nodes available in J&K – proof to be attached*	*8*	
4.5.1	Upto 4000	0	
4.5.2	4000 to 6000	4	
4.5.3	6000 to 8000	6	

4.5.4	Above 8000	8	
5.	**Approach and Methodology**	**15**	
	The marks for approach and methodology, proposal, and concept shall be given by the committee based on presentation & Demonstration made by the bidder.	15	
	TOTAL	**100**	

Agencies with **a score of 60 and above, out of 100** shall be declared as **technically qualified while those with a score less than 60 shall be declared as "*technically disqualified*"**. The "**Technical Marks**" out of 70 shall be calculated as 0.7 x obtained score out of 100.

Note: The prospective bidders should upload only the requisite documents, as per the e-NIT. Uploading of multiple work done certificates/experience certificates/other allied documents that are not asked for should, be avoided. The bidders are advised to upload the documents relating to best of their work(s) only.

Stage 3 - Financial Evaluation: -

a. Only those bidders shall be considered for financial evaluation, who have been declared "Technically qualified".
b. Weightage of financial component (marks) shall be 30%.
c. The cost per candidate should be submitted for all the deliverables as specified in "**Scope of Work**" and "**Requirements of Project**".
d. The quoted cost in financial bid should be inclusive of all taxes or any other charges.
e. The maximum cost is **Rs. 410.00 per candidate**. (Inclusive of all taxes and charges). The bidders quoting bids above maximum cost shall be rejected as "***financially disqualified.***"
f. The technically qualified agency with the **lowest bid amount** shall be awarded the full score i.e. 30 and the other bids shall be evaluated as – (Lowest bid/Quoted bid) x 30.
g. **Agency scoring the highest cumulative total of Technical and Financial score shall be declared as Successful bidder.**

5. **Scope of Work**

Pre-Examination
01. Identification, selection and preparation of adequate number of standard venues in Major cities and towns of J&K, for the conduct of Computer Based Tests within stipulated time. These examination centers/venues should have a robust LAN with State-of-the-art networking devices and sufficient power back-up to ensure an uninterrupted exam. The selected examination centers must have good road connectivity and should meet the parameters set by JKSSB.
02. Scheduling of candidates to ensure uniform distribution for multiple shifts and generation of E-Call letters. Special care is required for scheduling of candidates

belonging to "Persons with Benchmark Disability (PwBD)" to PwBD friendly venues at accessible locations.

03. Pre-audit of all examination venues for ensuring parameters such as Zero-Black spot CCTV coverage, mock test at full load covering all aspects to avoid failures during examination due to delay in downloading of question Paper (QP) to primary server and candidate nodes, buffering issues, shifting to secondary server in case of problems in primary server, interruption in power supply, re-login issues of computer nodes, etc.

04. Sending communications to the candidates by e-mail/SMS, at various stages (as may be decided by the Board) and providing helpdesk facilities for the candidates.

05. Maintain a robust question bank and options/answer keys in a safe and secure manner for preparation of adequate number of questions sets and automated encrypted administration just before the start of a shift. Further, as scores of candidates are 'Normalized' in multiple shifts, the difficulty level of QPs in various shifts has to be maintained uniformly.

06. The data regarding the applications of candidates will be provided by JKSSB on Exam-to-Exam basis.

II   During Examination

End-to-End support including technical, operational, logistic and manpower related for various activities like:

a. Security & frisking of Candidates
b. Invigilation in labs.
c. Capturing Biometric of Candidates Photo & Thumb Impression/Iris Scan)
d. Establishment of a control room at JKSSB offices at Jammu & Srinagar with robust dashboards for real-time monitoring of examinations.
e. Ensure a seamless, secure conduct of examination
f. Depending on the posts and examination scheme there may be multiple stages examination some of which are specialized such as computer Based Aptitude Test, Typing Skill Test, and Stenography Test etc.
g. Storage and transmission of examination logs and other documents in a safe and secure mode within a prescribed time frame.

III   Post Examination

a. Processing the objections received from candidates with regard to questions/answer keys.
b. Timely submission of examination result to JKSSB as per the approved merit list preparation Protocol.
c. Support JKSSB during Document Verification as regards biometric validation, candidate documents etc.
d. For the entire exam process, supply the requisite information to JKSSB for replying to RTI queries, Court cases etc. related to questions/answer keys and other activities performed by them on behalf of JKSSB.
e. The Successful bidder shall provide, the certified copy of Result along-with hardcopies.

f. The Agency shall provide all exam related Data to JKSSB, as and when required, for Third Party Audit, to be done by JKSSB.

Scope of work (Other Details)

The CBT examination is envisaged to be a comprehensive, integrated process, designed to manage the overall conduct of J&K SSB's Examinations, including but not limited to:

a) Identification, selection and preparation of adequate number of standard venues for the conduct of computer-based examinations within stipulated time.

b) Pre-audit of all examination venues for parameters such as Zero-Black spot CCTV coverage, testing the examination system at full load etc.

c) Arrangements for biometric registration of candidates.

d) Maintain a robust question bank in a safe and secure manner, preparation of adequate number of question sets for automated administration.

e) End-to-End support including technical, operational, logistic and manpower related support during and after the conduct of examination including

   i) Invigilation

   ii) Security & frisking (engagement of professional security agencies)

   iii) Establishment of a Control room with monitoring consoles at J&K SSB Head-office at Jammu /Srinagar with robust dashboards for real-time/near-real-time monitoring of examinations.

   iv) Management of representations related to questions and answer keys.

f) Ensure a seamless, secure conduct of examination.

g) Storage and transmission of examination logs and other data to J&K SSB in a safe and secure mode within prescribed time frame.

h) Processing the challenges/Objections received from candidates with regard to questions/answer keys.

i) Timely submission of examination scores of candidates to J&K SSB.

j) Support to the J&K SSB Head-Office, Divisional Offices, during pre- examination, conduct of examination and post-examination phases.

Technical Requirements

5.2.1 Central System

Since the Examinations for J&K SSB will be conducted in J&K spanning from a single shift to multiple shifts on each day, the Service provider is expected to provide   a Central IT Infrastructure system on the lines of a Data Centre with a parallel Disaster Recovery System where the core application (henceforth described as Software in this document) shall be made available in a secure manner at exam venues.

At any point in time during the currency of the project, if the Government policy demands migration of data from the Service Provider's Central System to any other

identified system, the Service Provider shall support the migration of data related to this project within mutually agreed timelines.

5.2.2 Local Server System

While the primary Questions / Question Sets shall be securely placed in the Central System, the examinations of J&K SSB shall be conducted at the identified examination venues in a LAN Based format.

5.2.3 User System.

Every candidate shall be provisioned with one individual computer node for appearing in the examination. The detailed specifications of user computer node are explained in the Technical Requirement(s) chapter of this document.

5.2.4 Support Infrastructure.

Support Infrastructure shall include the following but not limited to:

i. Surveillance cameras at site, without leaving any dark spots.

ii. Capture biometric data of all entrants to the examination venue.

iii. Availability of CCTV footage etc. after examination.

iv. Audit trail of all transactions from entry to the examination venue till exit of the candidates.

v. Heating/Air Conditioning at the venue, on the days of examination.

5.2.5 Readiness and Conduct of Examination.

(a)   Preparation.

• Based on the details of candidates given by J&K SSB, list of venues for examination shall be made available to the J&K SSB by the Service Provider at least 25 days prior to start of the examination.

• Any change in venues due to any reasons, shall be communicated by the Service provider at least 15 days in advance.

(b)   Venue:

• The venue for examination shall be frozen 10 days prior to the conduct of examination.

• Examination venues should be taken over by the Service provider for the conduct of examinations as follows:

  i.   For Small exams (less than or equal to 1 lakh candidates), the venue shall be taken over 3 days in advance

ii.　　For Large exams (more than 1 lakh candidates), the venue shall be taken over 3 days in advance

 • 3/5 days prior to the examination, the venue shall be available for Mock Drill. Mock Drill must be conducted with 100% load.

• All nodes must be thoroughly checked and sanitized.

• All staff associated with the conduct of examination at the respective venue must be present during the Mock Drill.

(c)　　<u>Audit of Venue.</u>

Audit includes audit of Process, Project, Asset, Security, Manpower, etc.,

(d)　　Divisional offices of J&K SSB will conduct sample <u>audit of examination venues</u>.

(e)　　<u>Conduct of Examination.</u>

• Each question will be available in "TOTAL" for the candidate on-screen. (Candidate should not be made to navigate more than one screen for one question). The agency is required to get the <u>Exam Screen Portal Template</u> design approved from the J&K SSB timely.

• Photograph of the candidate should be clearly visible on the computer screen.

• All questions for a particular examination must be stored in encrypted format in the central server.

• The question sets downloaded on the local server must be in an Encrypted format.

• Questions shall be Decrypted only at the terminal of the candidate after the candidate Logs in and examination starts.

• Questions must be randomized.

• System should save/record all transactions and automatically log-out after the stipulated time gets over.

(f) <u>Logs of transaction</u>: System should ensure record of every transaction viz.,

• Start time of examination.

• End time of Examination.

• Time taken by candidate to attend to each given question.

• Idle time of computer node (if any).

• Any form of interruption in the computer node due to technical or operational faults.

• Time at which candidate logs-out of the examination (This may be different from the

time of end of examination).

- Complete trail of navigation between questions.

- Any anomalous behaviour noticed during the exam.

(g)   Attendance.

• The service provider will collect signatures and take statements in the handwriting of the candidates on the "Attendance Sheet".

• Service provider will ensure to get Signatures and Thumb Impression/Iris Scan (Biometric) of each and every candidate who appears for the examination in the Attendance sheet.

5.2.6   Submission of Documents after Examination

On completion of examination, the Service Provider shall comply with the following processes at the venue itself:

(a)   The Attendance sheet must be signed by the invigilator and countersigned by the venue manager.

(b)   The complete attendance sheet in respect of each examination, before being submitted to the J&K SSB Head Office will be scanned in colour at 200 DPI and uploaded as PDF file to the central system. This file shall be available for secure access to the J&K SSB Head Office. This exercise shall be completed on the same day.

(c)   Signed Attendance Sheets of candidates shall be grouped in the batches of 50 and each batch of 50 such copies shall be scanned in colour at 200 DPI as PDF and uploaded to the central system.

(d)   The original hard copies must be dispatched by courier/speed post/ registered post to the J&K SSB. The Service provider will be responsible for the secure delivery of the hard copies of the Attendance sheet to the J&K SSB.

Submission /Upload of Examination data:

(a) Examination data from each venue shall be uploaded to the Central System by Service Provider within **one hour of completion of the shift.**

Self-Certification of List for Uploading & Submission.

The service provider shall upload the following declaration testimonials for each shift to the Central Server for being assessed by the J&K SSB and subsequently, also send these to JKSSB, by post:

(a)   List of all examination functionaries who were deployed in the venue, with their signatures affixed on the sheet along with their contact numbers and email addresses.

(b)   Number of changes in computer nodes during the examination along with details of affected candidates.

(c)   Report of any untoward incident and action taken thereof.

(d)   This testimonial(s) will be created, signed by Venue Manager, scanned and uploaded by the service provider on the same day. (If the exam goes on for 3 days, there will be three such documents that would be uploaded by the Service Provider. The hard- copy of this document will be sent by Registered Post/ Courier to J&K SSB Head Office/ Divisional Office within 3 days after end of the entire examination).

5.2.7   Question Set.

The Service provider must ensure a robust mechanism for preparation of question bank and a secure mechanism for the transmission of the same to the computer nodes during examination. The Service provider shall adhere to the following:

(a)   Ensure to maintain highest standard of confidentiality in creation, processing, maintenance, storage, encryption and administration of question set.

(b)   Ensure that the question items are not directly taken from question papers of any other examinations during last three (03) years. No such item shall be included that may invite any controversy etc.

(c)   Arrange for creation of items with the help of dedicated panel(s) of subject experts.

(d)   Ensure second level of validation of items created, by panel(s) of subject experts.

(e)   Questions would be created topic-wise and subsequently the same would be clubbed.

(f)   Difficulty level of items would be assigned by one panel of subject experts and the same would be validated by another panel of subject experts.

(g)   Pool of questions will be created topic-wise/subject-wise with proper tagging of difficulty level of each question/item.

(h)   Complete set of question papers would be generated from the pool of questions through a computerized program just before downloading the question paper for the examination

(i)   Ensure that the question papers have similar difficulty level across various sets of question papers for one examination (for multiple shift exam).

(j)   If translation of question items is required, translation work will be done through a dedicated panel of experts.

(k)   Same meaning and sense of question is retained in the translated version as in the original language.

(l)   Ensure proof-reading of each question.

(m)   Questions must be randomized.

(n)   Sample set of question paper must be submitted to the J&K SSB at least 15 days prior to the conduct of the Mock Test at the first venue.

(o)   Questions shall be available only 30 minutes prior to examination.

(p)   Question set shall be transmitted from Central Server to Local server, or Local server to Candidates Terminal only after best encryption (as on date of examination. As on date it is at least 256-bit encryption). Questions shall not be transmitted without encryptions.

(q)   Perfection of question should be of the highest level.

(r)   Encryption/Randomization of Questions shall have "ZERO HUMAN INTERVENTION".

Self-review by candidates.

(a)   The candidates having appeared in the examination would be given a link by the vendor on J&K SSB's website to challenge questions/ tentative answer keys.

(b)   The challenges on the Questions/Answer keys will be given to the Service Provider for process

Preparation of final scores.

(a)   Service Provider will finalize the answer keys within 5 days of the receipt of the challenges and provide the same to J&K SSB.

(b)   For arriving at the final scores of the candidates, an approved normalization formula will be adopted.

(c)   Service provider will provide the scores of the candidates within 5 days of the finalization of answer keys.

5.2.8   Manpower Requirement.
The Service Provider is required to provide the following specific manpower at each venue but not limited to the list given below:

1. **Coordinators**:

   Chief Coordinator: The service provider will position one Chief Coordinator in the Head-Office of the J&K SSB, who will be its own employee and shall be responsible for the overall coordination between J&K SSB and all other functionaries appointed by

the Service Provider, who are associated with the conduct of examination(s). He/ she will inter-alia perform the following functions:

(a) Finalization of venues.

(b) Enabling and energizing the Central Dashboard at the J&K SSB-Head-Office.

(c) Collating & processing all inputs from the Divisional Offices.

(d) Coordinating the work of processing the scores and preparation of Merit List including the processing of challenges.

(e) Providing responses on RTI applications, complaints, grievances, court related matters, Investigations etc.

(f) Providing all reports, required by the J&K SSB.

(g) Any other functions, assigned by the J&K SSB.

Chief Coordinator will be assisted by one or more permanent employee(s) of the Service Provider. He/She will be the representative of the Service Provider and will be the single point of contact at J&K SSB Head Office for all examination related matters.

Divisional Coordinators: Divisional Coordinators will be employees of the Service Provider, and will be positioned one at each Divisional Office of the J&K SSB and will coordinate for all matters related to examinations in that Division. He/She will be the single point of contact for that division.

2. **Venue Manager:** Venue manager will be responsible for the complete management of the venue. He/ she will check the credentials of the manpower deployed at the venue and ensure satisfactory conduct of the examination functionaries including dress code, identity cards etc.

   As the leader/head of the examination venue, he/she shall be responsible for seamless conduct of examinations in all respects. He/she will share all inputs from the venue to the concerned Divisional Office directly or through his/her regional coordinator. As the head of the venue, he/she shall be responsible to handle and manage all eventualities such as reporting examination related malpractices to the concerned agencies (including lodging FIR with the police).

3. **Lab Supervisor**: Each room/lab must be provisioned with a supervisor. He/she will supervise the invigilation process at lab/room. Will meet the same requirements prescribed for invigilators. All invigilators will be under the control of respective Lab Supervisors. Lab supervisor will ensure high standards of invigilation from the invigilators under him/her.

4. **Invigilators (1 per 25 candidates or 1 per Hall, if the count =< 25):** The Service Provider will ensure that the invigilators are;

   a) At least 25 years of age.
   b) With prior experience of invigilation.
   c) Invigilators will be regularly shuffled among labs/venues.
   d) Not the Test Venue Owners or any of their close relatives.

e) Not any person who is an applicant in any of the exams being conducted by J&K SSB.

f) Persons with verified credentials.

5. **Software Support Engineer:** During the conduct of examination at any identified venue, there shall be an on-site software technical support staff, who shall offer support to the venue and to the candidates in the event of any such challenges with respect to the Software being used in the examination.

6. **Infrastructure/Network Support Engineer**: During the conduct of any examination at any identified venue, there shall be an on-site Infrastructure & Network support staff who shall offer support to the venue and to the candidates in the event of any such challenges with respect to the Hardware/Network and the support incidents that are identified during the said examination.

7. **Security Staff**: Security at the venue shall be the sole responsibility of the service provider. Security Staff must be engaged from Registered Professional Security Agencies. The Security staff so deployed at venues must be empanelled with the security agency and shall comply with the dress code, display identity cards, adhere to discipline, and show professional conduct while frisking and other security related activities. The guard at entry point shall frisk the candidates (separate for male & female) with Hand held metal detector devices. A senior functionary of the security agency designated as Security Supervisor must be positioned at the Control Room of J&K SSB HQ during the entire examination cycle.

8. **Multi-Tasking staff:** The Service Provider shall ensure deployment of adequate number of Multi-Tasking staff for support and any miscellaneous services.

The Service Provider shall ensure and certify that:
i)   None of the exam functionaries deployed for any examination are appearing in the same examination as a candidate
(ii)   None of their relatives is/are appearing as a candidate at the venue of their deployment.
(iii)   The exam functionaries are not involved in any criminal case.

Additional Measures
> 1. **ID Cards shall be issued to deployed staff members.**
> 2. **Proper record of Phone numbers of deployed staff shall be maintained.**
> 3. **The deployed staff shall not be allowed to bring any kind of communication device in the venue other than designated person.**

5.2.9 Requirement Gathering.

The Service Provider shall conduct a comprehensive requirement analysis of the system, infrastructure and training needs in consultation with all the stakeholders.
The Service Provider must map the Functional Requirements of the proposed exercise and analyze the existing gaps between the Functional Requirements and the functionalities provided by the software. The Service Provider shall identify the

customization requirements for the implementation.

5.2.10 Compliance to Standards.

i.   The Service Provider shall ensure industry standard formats for capturing, storage, processing, transmission and reporting of data.

ii.   While the system shall support English language, it must also support scalability to multiple Official languages of J&K, if required in future.

iii.   The Service Provider must ensure that all the technology components comply to flexibility, interoperability, usability, availability, manageability, security and integration standards.

5.2.11 Adherence to Implementation Plan and Project Governance Structure.

i.   The Service Provider shall adhere to roles and responsibilities as defined in the e-NIT.

ii.   The Service Provider must conform to the defined institutional mechanism for project review and monitoring including risk management during the entire contract period.

iii.   The Service Provider shall maintain documentation related to the project with adequate traceability matrix and version control, wherever necessary.

5.2.12 Dashboard & Modules.

Service provider shall be responsible to setup CONTROL ROOM in the J&K SSB Head Office and at Divisional Offices.

The service provider must provide an automated DASHBOARD in the control rooms of Divisional Offices and the Head Office of the J&K SSB. Service provider shall provide the required hardware, peripherals including LCDs and Software.

- A UT Level Status indicator will be available at the HQ which will display the status of Examinations at Pan-J&K Level and at Divisional/District/Venue level.
- Live feeds of CCTV surveillance data (on demand) as prescribed by J&K SSB, should be available on Graphical User Interface, drilling down to the venue level.
- Dashboards must be REALTIME to the extent possible.
- Information that cannot be shown Real-time should be available on "Near-Real- time" mode.
- Other information, as desired by the J&K SSB shall be made available as downloadable reports for end of Shift, end of Day and Completion of examination.
- Each Divisional office must have a Dashboard available on their desktops for viewing.
- Apart from a Desktop based dashboard, the J&K SSB Head-Office will be provided with an LCD-wide-screen (43") dashboard.
- The dashboard will contain the following aspects:
  - Attendance at each venue (no. of candidates appearing for exam).

  - Check-list of facilities at each venue must be made available for Divisional Offices & Head-Office.

- Except for the candidates' examination data, all major aspects of venue will be available on this dashboard.

- Status at start & end of Examination.

- Status of capturing of Biometric details.

- Status of download of question paper from Data Centre to Venue Server.

- No. of live nodes.

- Status of any node getting affected.

- Status of transfer of exam data to central system.

- Status of sealing of venues.

5.3 Roles and Responsibilities of Service Provider.

1. The detailed scope of work and responsibilities for the selected Service Provider are discussed in earlier sections of this document. In addition, the responsibilities of the selected Service Provider will also include but will not be limited to the following:

- Procure and Implement the Infrastructure (Software and Hardware) for the project as per specified requirements.

- Design, test and deploy software at venues of the examination.

- Setup requisite infrastructure at the venues of examination.

- Provide training to individuals/staff/support staff and Government officials, as required.

- Configure the solution to facilitate access to the software from all the identified locations / authorized users.

- Provide necessary software and IT infrastructure maintenance support.

- Work in close coordination with J&K SSB and other stakeholders for the project(s) and provide reports, as per requirement of J&K SSB.

- Carry out the activities as indicated in the contract agreement/E-NIT and submit all the mentioned deliverables within the stipulated time-frame.

- Ensure that the timelines are strictly adhered to, and ensure resolution of issues within timelines set out by the J&K SSB.

- Ensure compliance with the project SLAs.

- Implement a version control tool to record each and every version of the software release, as well as ensure that all security measures are in place to secure the data, code or functionality.

- Ensure that no personal/private information relating to candidates is shared with any unauthorized entity.

- Ensure maintaining sanctity of the examination at all costs. This includes

  - Confidentiality of Question sets.

  - Subject matter experts.

  - Gate management and security and safety at exam venues.

  - Outsourcing of activities.

  - Security related to data of candidates & venues.

  - Software, hardware, network and other support infrastructure.

- Service provider will collect biometric information from each candidate appearing for examination, in the form of (i) Thumb impression/Iris Scan (ii) Photograph. This information must be transferred to the J&K SSB as "PDF file" and as "Digital Data".

- Biometric information collected from candidates, supervisors, invigilators or any other official entrant related to the exam, shall conform to the security guidelines, interoperability and procedures as defined in the "E-GOV Standards", Manual of Government of India.

- Biometric information shall be transferred to the J&K SSB within the time stipulated by J&K SSB, after completion of any given examination. On successful upload, the biometric information must be erased/removed from service providers' system/storage.

- Biometric information collected at venue must be erased after a specified period, in consultation with the J&K SSB and a certificate to this effect must be furnished to J&K SSB.

- Service provider shall provide a mechanism to J&K SSB to access data related to biometric, photograph of candidates, to enable the J&K SSB to generate PDFs as required for individual candidates or a group of candidates or for candidates of a specific venue.

- In all subsequent stages of examinations, biometric data of candidates, captured in any previous tiers/stage of examination will be verified by the Service provider conducting subsequent examinations.

2. Documentation: The Service Provider must ensure that complete documentation of the Project is provided with Standard Operating Procedures (SOP), Minutes of Meetings, etc., and adhere to standard methodologies in software development/operations as per ISO standard and/or CMMI models.

6. Requirements for Project

6.1 Functional Requirements

The overall Requirements that need to be met by the selected Service Provider are as under:

6.1.1 Functional Requirements

The proposed system shall be a core, automated, scalable and integrated software application, deployed centrally at Data Centre (DC) which could be securely accessed only by authorized users over secure connectivity.

6.1.2 Software Application Requirements

1. Language Support: Examination software must provide multilingual support i.e. in English and other languages mentioned in the VIII Schedule of the Constitution. All displays on candidate's computer nodes must be in English. Where required, screen shall support all scripts of Indian Languages contained in the VIII schedule of the constitution.

2. Dates: All functionality must properly display and transmit date data in DDMMYYYY format.

3. Test Engine: Test engine must support the following functionalities apart from other functions. The system must have capability

- to shuffle questions.
- to shuffle answer options.
- to display images of different formats along with the text on the same screen.
- to ensure high-clarity and complete image within the display area along with the respective question in the same screen.
- to enable candidates to navigate between questions within the stipulated time
- to show the candidates' credentials, including text and images.
- to present questions and answer options in a randomized way in such a manner that every candidate gets a different version of randomized question set.

4. The examination software must capture candidate's data & real-time information while taking the examination.

5. The system must automatically stop when the time limit is over. However, in the event of any break/delay/interruption during the examination, such time of break/delay/interruption shall be compensated for, accordingly by the system to ensure that every candidate gets the full allocated duration of time.

6. The software must not store any response of the candidate at computer node. Software must have the capability to synchronize the responses in the real time with the local server at venue.

7. The software must be able to generate various reports for analysis such as score report, section-wise score report, feedback report, question paper report, summary report of candidate's performance etc., as required by J&K SSB.

8. Upon completion of the examination, the software must generate the Candidate's log trail during examination. The data must be made available to the J&K SSB on time and the same shall be retained for 2 years from the date of completion of every examination.

9. The software must upload the candidates' examination responses directly to the Data Centre in the encrypted form.

10. Within one hour of completion of the shift, one copy of "Candidate's examination responses" in encrypted format must be made available to J&K SSB.

11. While the examination is ongoing, access to all possible web sources must be blocked

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from the computer node of the candidate as well as any other computer peripherals. Similarly, functions like 'Copy–Paste, Cut-Paste, screen capture' shall be disabled.

12. Login must be "CAPTCHA" enabled.

13. The Examination software must be capable of hard closing the running applications and disabling all the ports along with the keyboard on the candidate's computer node.

14. While keyboard ports are disabled, only SCREEN-BASED-KEYBOARD (virtual keyboard) with randomized keys shall be available for login only.

15. There should be provision for additional time to PwD candidates that shall be approved by JKSSB.

16. The internet connection should be dedicated for the exam only and no additional activity should be performed on it while the exam is in progress.

6.1.3 Server & Equipment Requirements.

The service provider shall ensure that the following parameters are adhered to

1. The Software will be securely hosted in the Data Centre (DC).

2. Access to the server data, specific to the Examinations will be made available to J&K SSB.

3. Service Provider must hold the Primary Software/ Question bank in exclusive servers in Data Centre.

4. A Disaster Recovery Centre (as per Tier-III standards of DC/DR) must be available.

5. The DC & DR must be ISO-27001/CERTin Certified.

6. The exam venue must have a separate Server Room with adequate number of primary and backup servers.

7. The computer nodes in the Examination Venue must be connected only by wired LAN.

8. Each of the computer node must be loaded only with the requisite Operating System and the examination tool.

9. Service Provider must own the Servers (Primary and Backup) for the purpose of conducting examination at venues. Configuration for the Primary and Back-up servers must be identical. Primary and backup servers must be in sync and switching must be performed without any interruptions to the examinations being conducted.

10. Time hardening of examination servers must be done so that no one can change the server time.

11. MAC & IP addresses along with the asset ID as per the inventory records of such servers and computer nodes must be submitted to J&K SSB, as and when required.

12. After automated allotment of computer nodes subsequent to biometric registration of candidates, any change in allocation of computer nodes shall be submitted to J&K SSB, along-with the Justification, at the end of each shift.

13. Automated allotment of computer nodes to candidates after biometric registration must be made in such a way that candidates are distributed in uniform pattern across the lab.

14. Spare computer nodes must not be allotted to candidates, unless there is any fault in the nodes originally allotted to candidates.

15. The service provider must setup a "dummy-candidate computer node" for every examination for monitoring purposes at J&K SSB Head-Office.

16. At each exam venue, the servers must be located in a room separate from the computer lab.

17. No person other than the authorized personnel shall have access to the server area at the venue.

18. The Server room shall be equipped with CCTVs.

19. Internet connection used in the examination process should be exclusive and not shared with during the exam dates.

20. Each venue must have 10% additional working computer nodes. For instance, if a venue has capability to host 100 candidates at one go, then there must be at least 10 spare computer nodes.

6.1.4 Non-IT Requirements

6.1.5.1 **General**

❖ The Examination Venue must be made available for Review, Audit and Inspection:
- For examinations with candidature up to 1 lakh: At least 3 days prior to the conduct of examination.

- For examinations with candidature beyond 1 lakh: At least 5 days prior to the conduct of examination.

❖ CCTV surveillance must be made functionally available in such a way that all candidates are covered under the surveillance setup. i.e. Zero Black Spot Coverage and the whole examination area must be covered under the surveillance, which gets recorded to a central system at the Examination Venue.
❖ Surveillance system must also cover the following areas:
a. Entry point of the Examination venue (Entry refers to the location from where the entry to computer lab starts including the locations of biometric registration).

b. Exit points of the venue, if the entry and exits are separate.

c. Server Room.

d. Pathway to washrooms.

e. Atop the water and other convenience facilities.

f. The room of the venue manager (if any).

g. The front area and the back area of the Examination Venue.

h. Any points specifically indicated by the J&K SSB for comprehensive surveillance coverage of the Examination venue.

❖ 3 feet seat width should be available for candidates in such a way that a candidate cannot see other candidate's screen. Cardboard, Transparent material and Thermocol are strictly prohibited in partitions.
❖ Furniture of good quality should be provided to candidates to take examination.
❖ Non-shadow lighting is mandatory for every hall of examination.
❖ Examination venues should contain holding area to keep candidate's belongings.

6.1.5.2 Examination venue

1. Service Provider will be required to accredit agencies/ institutions, who have examination venue infrastructure as per the standards mentioned in this e-NIT.

2. Service Provider will provide detail of such exam venues and certify that accredited exam venues comply with the standards defined in this document.

3. The Service provider must have their own examination venue or have requisite Memorandum of Understanding (MoU) with the agencies/ institutions who would provide their computer nodes necessary for the conduct of examination at each exam venue.

4. Service Provider will be required to submit an undertaking pertaining to the list of agencies/ institutions, their seating capacity and locations, prior to the conduct of exam.

5. Notification of any venue as examination venue is at the discretion of J&K SSB.

6. Examination Venues should be easily accessible and have well known address in the locality / city/ town where these are located. Congested areas to be avoided.

7. Antecedents of the venue owner, in case of hired/leased venues must be verified by the Service Provider and made available to the J&K SSB.

8. Coaching centres should not be used as the examination venue for the J&K SSB exams.

9. After pre- audit, a computer lab selected for examination will not be used for any other activity.

10. Venues must be identified as per the requirement of the examination, at least 25 days prior to the scheduled date of the examination and communicated to J&K SSB.

11. After audit of venues by J&K SSB, the venue must be finalized at least 21 days prior to the commencement of the Examination.

12. Examination Venues must have adequate covered space for verification of documents and biometric registration of candidates. One biometric machine is required to serve 50 scheduled candidates.

13. Service Provider must ensure the availability of sufficient number of Examination Venues across J&K.

14. Arrangement of necessary power backup (UPS and DG set or alternate power backup solution) shall be made at each Examination Venue.

15. Connected UPS must have at least 20 minutes of power backup. Service Provider must ensure that the power backup solution suffices as per the seating capacity of the examination venue.

16. Each examination venue must have a minimum capacity of 100 candidates. In exceptional cases, with prior approval of J&K SSB, examination venues with lesser capacity may be engaged, provided these venues strictly conform to the requirements specified.

17. Service Provider must conduct 01 "Full Load Mock Test" (dry run) one day, prior to start of the examination, as per mutually agreed schedule.

18. Service Provider must submit certification of the nodes eligible for conducting the computer based examination and sealing of the examination venue after conducting successful mock test.

19. The examination venue shall be sealed after completion of examination for the day and certificate to this effect will be provided to J&K SSB by the Service Provider on day-to-day basis.

20. The certificate shall be submitted online which will be available for verification by J&K SSB from the centralized Dashboard.

21. Service Provider shall provide for allocation of alternative computer node from the audited spare capacity to candidates in case of failure of any node and assist them to undertake the examination with minimum disruption.

❖ Following facilities / arrangements are required to be provided for Persons with Disability (PwD) candidates:
- As far as possible, the venue of the examination should be allotted within the city of their choice.

- Evening shifts should be avoided for these candidates.

- Their examination venue should be as near as possible from the city centre.

- Their examination lab should preferably be on the ground floor or within a short distance from the lift.

- Examination venue should have PwD-friendly washroom facilities.

- Facility of wheel chairs may be provided to candidates, if required.

❖ Once a candidate enters the examination venue, the following activities shall be ensured:

- Frisking (separately for male and female candidates).

- Service Provider must ensure one level of frisking with hand-held metal detector devices.

- Capture biometric details of candidates (as required).

- Biometric registration of the candidates should start at least 1 hour before the conduct of exam and conclude, well before the start of examination.

❖ During the conduct of Examination, following activities must be ensured with minimum disturbance to candidates:
- Take signature, thumb impression/Iris Scan (as the case may be), and handwritten statement from the candidates on Attendance Sheet and J&K SSB copy of Admission Certificate, wherever applicable.

❖ After conclusion of an Examination:
- Admission certificate with photograph and signature of candidates must be uploaded to the central system in batches of 50 (50 sheets will constitute one PDF file).

- Signed Attendance sheet must be uploaded to central system on the same day.

- Examination data including candidate responses, etc., must be transferred to the central system after encryption.

- Attendance Sheets in original, must be sent to J&K SSB by registered post or by courier.

6.1.5.3 Surveillance System Requirements

All Examination Venues shall be covered with CCTV surveillance. Cameras should be installed in such a manner that it covers the entire examination area, walkways with continuous recording of the examination.
Following minimum functionality must be supported by the surveillance system:

1. At least 2 CCTV cameras should be installed diagonally in an examination venue having seating capacity of 50 Candidates. Additionally, 1 CCTV Camera will be installed for each set of additional Candidates beyond this or for additional 50 Candidates, whichever is lower.

2. CCTV camera feeds must be stored locally on the server at 10 Frames per second (FPS) and Full HD (1080 Pixel) Resolution. The system shall be configured in such a way that Full-HD does not enable zooming to the extent where the screen/question is visible during the conduct of examination.

3. CCTV camera must capture activities at Examination Venue starting from 60 minute prior to the start and 60 minutes after the completion of examination. If examinations are conducted in more than one shift, the CCTV surveillance must start 60 minutes before the beginning of the first shift and continue without break until 60 minutes after the completion of final shift.

4. Service Provider will be required to store CCTV camera feeds with necessary metadata to data centre server for all the exams within 72 hours after the examination. In exceptional

circumstances such as natural calamity, with prior approvals, the feeds must be made available within 07 days.

5. CCTV cameras must be IP enabled. Web based access must be provided to the live feed during the examination at designated control room at J&K SSB and Divisional Offices.

6. Service Provider is required to share the CCTV footage with J&K SSB either through a File Transfer mechanism or by providing access to the storage servers, and also keep a copy of the same securely till One year after the expiry of contract between Service Provider and J&K SSB.

7. The CCTV footage shall be retained for a period of 2 years from the date of completion of every examination.

6.2   Technical Requirements

The overall Technical Requirements that need to be complied to, are:

6.2.1 Software Requirements

Software Solution must be Network enabled web based system, built on enterprise application platforms with sufficient flexibility for configuration, as per the requirements of J&K SSB. The proposed solution must use standard relational database.

1. Software must support an active Dashboard during the exam to monitor the exam status on a real time basis, on the day of examination.

2. Must have capability to generate audit trails and logs. Only authorized users should have access.

3. Software system must support digital signatures or e-sign-in capability. These capabilities shall be restricted to submission of final scores & documents by the Service Provider to the J&K SSB.

6.2.2 Software and other standards

The software shall be certified as "Safe to Host" by any CERT-in empanelled agency. Cost of CERT- in certification will be borne by the Service Provider.
The certification exercise must be conducted every year and made available to J&K SSB.

6.2.3 Compliance with Industry Standards

The Solution shall be based on and compliant with   industry   standards (their latest versions as on date) wherever applicable. This will apply to all the aspects of solution including but not limited to design, development, security, installation, and testing. There are many   standards that are indicated throughout this E-NIT as well as summarized below. However the list below is just for reference and is not to be treated as exhaustive.

Details	Compliance
Information access/ transfer protocols	SOAP, HTTPS
Interoperability	Web Services, Open standards
Information Security	System to be ISO 27001 compliant

Operational integrity & security Management	System to be ISO 17799 compliant
Service Management	ISO 20000 specifications
Project Documentation	IEEE/ISO specifications for documentation
Internet Protocol	IPv6 ready equipment

6.2.4 Performance Metrics

The Service Provider shall ensure that the project meets SLA requirements, standards, specifications and performance prescribed, by ensuring that the following are associated with clear, quantifiable metrics for accountability:

1. Performance.
2. Availability.
3. Security.
4. Manageability.
5. Scalability.
6. Inter-operability & Integration.
7. Standards and protocols.

The solution must meet all functional, non-functional and management requirements as mentioned in the document. Some of the key acceptance criteria are defined in the table below.

No.	Requirements
1.	Performance - The system shall provide fast and steady response times (Quality of Service). The maximum user response time shall be less than 0.001 second (1/1000th of a second) over LAN, for the next screen to appear or the existing screen to refresh for submission of data. The speed and efficiency of the system shall not be affected with growing volumes, especially during search operations, reporting, MIS, online processes and batch processes.
2.	High Availability – Systems shall be available for 99.999% of the planned uptime.
3.	Security – Shall be ISO 27001 certified.

6.2.5 Network connectivity

S.No	Network Link	Locations/Connectivity	Bandwidth Size (Indicative)	Service provisioning by
1	N1	All locations (Examination Venues) shall have local LAN with minimum CAT-5 cable based LAN Network	Minimum 100 Mbps	Provision locally
2	N2	Connectivity to DC/DR	Secure connectivity to DC/DR	Preferred Government Network

					provision, or any secure Private connectivity

6.2.6 Minimum technical requirement at Examination Venue

6.2.6.1 Servers at Examination Venues

The Service Provider must provide the following minimum requirement at Exam venue for local servers:

Item	Particulars
Processor	Best processor to serve the terminals
RAM	16 GB and above
Operating system	Compatible for candidates systems as clients, must meet the performance criteria
Performance Criteria	Must support at least 100 clients without any degradation in performance. All mouse/key clicks are to be recorded for each client with time stamp (in milli seconds) for audit purposes. Response time for question/page loading must be less than one milli-second. All responses to be acted upon in real time.

6.2.6.2 Minimum requirement for Computer Nodes:

Item	Particulars
Monitor/Terminal size	15 inch or 17 inch
Processor	CPU Speed: 1.5 GHz or above.
RAM	2GB or higher
Others	· USB disabled, Keyboard disabled during exam after login · Proxy disabled (Direct Internet) · All mouse/key clicks are to be recorded for each client with time stamp for audit purposes. (in milliseconds) · All responses to be recorded upon in real time. · Internet disabled. · The computer node should not have any kind of remote access, remote control and remote support application like Teamviewer, Anydesk etc.

6.2.7 Infrastructure Support to J&K SSB

1   Service Provider will install necessary server, storage, support, dashboard infrastructure & network equipment at the J&K SSB Head-Office.

2   The servers & storage will store the following data of examination but not limited to:

- Biometric data along with logs.

- Examination data, responses and other related data with time stamps.

- Uploaded scans of Attendance Sheets, etc.

- Retrieval of reports as and when required by the J&K SSB.

- CCTV footages, CCTV live streams and other relevant data submitted by the Service Provider at intervals defined by the J&K SSB.

3.   Necessary software for retrieval of above data in the form of queries, reports etc. shall be provided by the Service Provider to the J&K SSB.

4.   J&K SSB will provide space & raw supply of electricity for setting up the infrastructure. Service provider will install requisite UPS for the IT Infrastructure.

7. Payment Schedule and other conditions

The successful bidder shall be called for negotiation, if any, and the final value (Per User basis) of the tender shall be mutually finalized. On the basis of the final tender value, payment shall be made to the vendor for each examination as under:

i.   30 % of total invoice for each examination shall be made after successful conduct of examination.

ii. 30 % of total invoice for each examination shall be made after successful declaration of result of examination.

iii. Balance 40% of total invoice for each examination shall be made after issuance of Final Selection List.

iv. No advance payment shall be made to the agency in any circumstance.

v.   The agency shall submit the bill for payment after the successful completion of the exam. The Bill after the due verification as per the scope of work, if found eligible, shall be paid by J&K Service Selection Board.

vi. Agency shall furnish only the original GST Bill for payment along with the Bank account details.

vii. J&K Service Selection Board reserves the right to deduct the payment, if any deliverables is found missing/ not delivered.

viii. All the claims shall be made only after invoices are duly verified by the Controller of Examination, JKSSB.

8. Timelines

The tentative timelines for each examination shall be provided to the agency separately, which necessarily are to be adhered to in order not to cause any embarrassment to the J&K SSB or inconvenience to the candidates/ stakeholders.

9. Award of Contract

After evaluation of all accepted proposals by the evaluation/tendering committee, a contract may be awarded to the successful Bidder whose proposal meets the

requirements of this e-NIT. The highest cumulative scorer agency shall be declared as successful agency.

10. Signing of Contract

The Successful Bidder shall be required to enter into a contract with J&K SSB, including any agreements reached during the negotiation process, if any, with the Authorized Representative/Committee, within ten (10) days of the award of the contract or within such extended period, as may be specified by the Authorized Representative of the successful bidder and J&K SSB. This contract shall be on the basis of this document, the bid of the bidder, the letter of intent and such other terms and conditions as may be determined by J&K SSB, necessary for the due performance of the work, as stipulated herein and in accordance with the Bid and the acceptance thereof. All expenses relating to the signing of the agreement, cost of stamp papers etc. shall be borne by the successful bidder.

11. Period of Contract

The successful agency shall be engaged for the period of 1 year from the date of signing of the Contract. The period of contract is extendable by another 1 year subject to the satisfactory performance of agency and mutual consent of the parties on the terms and conditions of original agreement.

12. Monitoring of Work

J&K Service Selection Board shall monitor and verify the work done by the agency, viz-a-viz the deliverables to be provided by the agency.

13. Penalty

If the successful bidder does not comply with stipulated timelines provided for every examination, J&K SSB shall be free to initiate legal action against the agency. Also, the EMD shall be forfeited and the firm shall be blacklisted.

If the agency at any moment of time is found to be involved in tampering of the examination process, strict legal action shall be taken against the agency along with EMD encashment/Forfeiture and initiation of criminal proceeding against the agency.

Time, being the essence of contract, the successful bidder is bound to complete the allotted work within stipulated time frame as per the job order failing which penalty to the extent of 100% of the total cost of the work allotted, shall be imposed upon the agency.

In case of failure of successful bidder to execute the work, in a time bound manner, same will be considered as breach of contract.

In case of breach of contract, the CDR/FDR/EMD will be forfeited and the agency shall be blacklisted for breach of contract.

A notice sent through email / special messenger to the tenderer will be sufficient to initiate legal action against the contractor/agency and will be considered as the notice served to the contractor/agency.

14. Resolution of Dispute.

(i) J&K SSB and the successful Bidder shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.

(ii) Disputes if any which may not be resolved mutually, shall be referred to the Administrative Department, Civil Secretariat Jammu/Srinagar or the Arbitrator appointed/nominated by the Administrative Department. The decision of the Arbitrator appointed by the Administrative Department, shall be final & binding on both the parties to the contract.

15. Force Majeure.

(i) The successful Bidder shall not be liable for forfeiture of its Performance Guarantee, liquidated damages, or termination of contract, if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of force majeure.

(ii) For the purpose of this clause, "Force Majeure" means an event beyond the control of the bidder and not involving the successful bidder's fault or negligence, and not foreseeable. Such events may include, but are not restricted to, acts of the J&K SSB in its sovereign capacity, wars, fires, floods, epidemics, quarantine restrictions and freight embargoes.

(iii) If a force majeure situation arises, the bidder shall promptly notify the J&K SSB in writing of such condition and the cause thereof. Unless otherwise directed by J&K SSB in writing, the Bidder shall continue to perform its obligations under the Contract and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

16. Termination of Contract.

The Board may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the bidder, terminate the contract in whole or in part, if the bidder, in the judgment of the Board has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

"**Corrupt practice**" means the offering, giving, receiving or soliciting of anything of value, for influencing, the action of a public official, in the procurement process or in contract execution.

"**Fraudulent practice**": a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Board and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Board of the benefits of free and open competition.

Further the contract may also be terminated -
a) If the bidder stops performing the contract or withdraw the activity to perform the contract.
b) If the bidder breaches any terms & conditions of the contract or does not perform the contract in whole or in part.
c) If the bidder does not follow the written instructions given by the department from time to time.
d) If the bidder does not perform the contract up to the satisfactory level even

after regular feedback from the Board

e) In the event that the bidder shall cease conducting business.

f) In any other event that is detrimental to the working of the department and if the breach of the contract takes place.

g) Failure of the successful bidder to agree with the terms & conditions of the e-NIT/ contract shall constitute sufficient grounds for the annulment of the award.

17. General Information and other Important Terms and Conditions:

1. **The Successful bidder shall be ready to conduct the examination(s) within 1 (one) month from the date of issuance of Work Order.**

2. The e-NIT is for engagement of Agency on Rate Contract Basis, wherein, an agency along with the rate per candidate will be finalized for the period of Contract for conducting of Computer Based Tests for J&K Services Selection Board.

3. J&K Services Selection Board reserves the right to conduct the exam from any other agency or in any other mode as deemed appropriate.

4. J&K Service Selection Board reserves the right to withdraw/ cancel/ modify any action to this invitation without any prior notice. Notwithstanding anything contained in this document, J&K SSB reserves the right to accept or reject any request/proposal, or to annul the Tender process or reject all requests/proposals, at any time without any liability or any obligation for such rejection or annulment, without assigning any reasons thereof.

5. Bidder must submit bid by e-tendering process through (www.jktenders.gov.in) only.

6. The rates quoted shall be inclusive of all applicable taxes.

7. If successful bidder refuses to take up the project, the cost of re-tendering shall be borne by bidder and the Board may initiate any action against that company along-with forfeiture of EMD.

8. The J&K Service Selection Board is however not bound to accept any tender or assign any reason for non-acceptance. Conditional, erroneous and incomplete Bids shall be rejected out rightly without any intimation.

9. The J&K Service Selection Board reserves its right to summarily reject offer received from any bidder, without any intimation to the bidder.

10. Agencies submitting proposals shall not be permitted to alter or modify their bids after expiry of the deadlines.

11. The J&K Service Selection Board reserves its right not to accept bids from bidders resorting to unethical practices or on whom investigation/enquiry proceedings have been initiated by Government Investigating Agencies / Vigilance Cell.

12. The J&K Service Selection Board reserves the right to place an order for the full or part quantities under any items of work under scope of work.

13. Subletting of the work (Part or full) shall not be allowed in any circumstances.

14. Any amendments / corrigendum to the tender document would be uploaded on the official tender website of Government www.jktenders.gov.in.

15. The Bidder shall submit an irrevocable PERFORMANCE BANK GUARANTEE amounting to 3% of value of work, as calculated by the, tentative number of candidates multiplied by Bid Rate per candidate) for a particular examination in addition to other deposits mentioned elsewhere in the contract for his proper performance of the contract agreement, (not withstanding and / or without prejudice to any other provisions in the contract) within 10 days of issue of letter for new examination. This period may be further extended by Chairman, J&K SSB up to a maximum period of 7 days on written request of the bidder, justifying the reason for delays in procuring the Bank Guarantee. This guarantee shall be in favor of Accounts Officer, J&K Service Selection Board.

16. The performance bank guarantee for each examination shall be initially valid for up to one (1) year. In case the time for completion of work gets extended the bidder shall get the validity of performance bank guarantee extended, to cover such extension in time for completion of work. After recording of the completion certificate for the work by the competent authority, the performance guarantee shall be returned to the bidder, without any interest.

17. The Performance Bank Guarantee shall be forfeited in the event of:

   a) Failure by the bidder to extend the validity of the performance guarantee as described herein above, in which event, the J&K SSB may claim the full amount of the performance bank guarantee.

   b) Failure by the bidder to pay J&K SSB any amount due either as agreed by the bidder or determined under any of the clauses / conditions of the Contract, within 30 days of the service of notice to this effect by Board.

   c) In the event of the bidder being rescinded under any provision of the agreement, the performance guarantee shall stand forfeited in full and shall be absolutely at the disposal of J&K SSB.

Controller of Examination,
J&K, Services Selection Board,
Srinagar.

ANNEXURE-A Details of the Bidder

General Information of the Principal Bidder	
Name of the firm	
Address of Registered Office	Location
	Street
	City
	Pin code
	Telephone
	Email
	Other (URL etc.)
Year of Incorporation	Photocopy of Certificate of Incorporation must be attached
Legal Status	Public Ltd. Co/Private Ltd. Co./ Partnership firm etc.
Technological Collaborations	
Name of the contact	
Contact's designation	
Contact's Phone No.	
Details of EMD furnished	No.
	Amount
	Date
	Bank and Branch

ANNEXURE-B: Financial Capabilities

Financial Year	Total Turnover (for CBT)	Net Profit
2019-20		
2020-21		
2021-22		

Note: Please attach audited Balance Sheets/ CA certificate to support figures above**.**

ANNEXURE-C: Affidavit

(**To be provided on Rs. 100/- Stamp Paper duly sworn by the agency and duly attested by a 1ˢᵗ Class Magistrate.**)

This has reference to the J&K Service Selection Board E-NIT No. 19 dated 30.09.2022 for **Engagement of Agency for conducting of Computer Based Tests/Examination (End to End).**

In this regard, it is certified that –

1. We are not under any Declaration of Ineligibility for corrupt or fraudulent practices with any Government departments/ agencies/ ministries or PSU's and we are not blacklisted by any government departments/agency/ Ministries or PSUs.
2. If successful, we will undertake the assignment in accordance with the Scope of Work.
3. The firm/agency is not involved in any ongoing investigation by any investigating agency related to conduct of CBT exams. Further Firm/agency is not blacklisted/ debarred by any Govt. Body/ Govt. Institution/ Board/ PSU of the country as on date.
4. If successful, we will provide a dedicated, well qualified team for the purpose.
5. All the documents enclosed/uploaded in response to the above quoted tender are True and nothing has been fabricated.
6. In the event of the failure of complying with any of the above condition, we are liable for initiation of necessary legal/criminal proceeding against us along with forfeiture of the EMD.

Thanking you,

Name of the Bidder:

....

Authorized

Signatory:

....

Seal:

Date:

Place: