

# Board of Secondary Education, Rajasthan, Ajmer



## Tender For Rajasthan Eligibility Examination for Teachers (REET) 2017

Complete Address of Office :

Board of Secondary Education Rajasthan, Ajmer  
Rajasthan Eligibility Examination for Teachers  
Rajeev Gandhi Vidhya Bhawan,  
Madhyamik Shiksha Board Colony,  
Civil Lines, Ajmer  
Phone :- 0145 0145 2630436, 2630437

WebSite : [www.rajeduboard.rajasthan.gov.in](http://www.rajeduboard.rajasthan.gov.in)

# Board of Secondary Education Rajasthan, Ajmer

Tender Notice No: BSER/REET/IT&C/2017/1383

Date:07-10-2017

Board of Secondary Education Rajasthan, Ajmer invites Tender for Rajasthan Eligibility Examination for Teachers (REET)- 2017. Pre Examination work. Tender cost R.s. 9.00 Lacs Aprox (5.00 lac candidate for REET Examination 2017). Bid security amount 18,000 and Tendor Form fees 500/-

SPPP Portal UBN No.: (SEB1718SSOB00022)

Dated :- 07-10-2017.

Sr. No	Descriptions	Date & Time
1.	Start of Date Sale of Tender Documents	07-10-2017 Time 4:00 PM
2.	last Date & Time of Sale of tender Document	16-10-2017 Time 3.00 PM
3.	Last Date & Time of Bid submission bid in office	16-10-2017 Time 4.00 PM
4.	Date & Time of Opening of Technical Bid	16-10-2017 Time 4.30 PM
5.	Date & Time of Opening of Financial Bid	16-10-2017 Time 5.00 PM

Co-ordinator and Secretary

REET and Board of Secondary Education Rajasthan, Ajmer

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## SHORT TERM NOTICE INVITING TENDER

# Board of Secondary Education Rajasthan, Ajmer

Board of Secondary Education Rajasthan, Ajmer Invites Tender for

## **Rajasthan Eligibility Examination for Teachers (REET)- 2017**

Starting date & time for Sale of Tender Document : 07-10-2017 4.00 PM

Last date and time for Sale of Tender Document: : 16-10-2017 04.30 PM

For Participating in the above tendering process, the firms shall have to get themselves registered in rajasthan and their office sitauted in rajasthan only. Detailed Notice Inviting Tenders and other terms & conditions are available on website: <http://rajeduboard.rajasthan.gov.in> and [sppp.rajasthan.gov.in](http://sppp.rajasthan.gov.in)

For any clarification/difficulty regarding tendering process flow, please Contact us on 0145-2630436, 0145- 2630437

Secretary

Board of Secondary Education Rajasthan, Ajmer

## **SECTION-1**

### **General Conditions:**

1. Interested bidders can purchase the tender documents from 07-10-2017.
2. The tenderers will have to deposit Rs. 18000 (Eighteen Thousand ) **Bid Security** which is to be paid through DD/Cash only.
3. **Tender Form Fee. 500/- (Non Refundable)** shall be strictly paid through DD/Cash only.
4. DD in favour of "" Coordinator, RTET, 2011" payable at Ajmer.
5. Technical Bids and Financial Bids will be opened in the presence of the Bidders or their authorized representatives, who may wish to be present.
6. Any delay, in receipt of Bids after due date and time would be considered as late submission of Bid and such Bids shall be summarily rejected.
7. Financial bids will be opened only of those firms who will qualify in Technical Bids.
8. Bidders/ Contractors, who wish to submit tenders can download tender documents on the website or purchase from office within time., fill it and submit the completed tender document.
9. The Financial Bid of only those tenders shall be opened whose technical bid is found to be in order and in accordance with the prescribed terms and conditions and complete in all respects.
10. Corrigendum/ Addendum/ Corrections, if any will be published on the website and notice board.
11. If the date of opening of tenders happens to be a holiday then the tenders will be opened on the next working day at the same time.
12. **Chairperson, Board of Secondary Education Rajasthan, Ajmer (REET)** reserves the right to accept/reject any or all tenders without assigning any reasons.

## TENDER SUMMARY

1.	Tender No.	No: BSER/REET/ IT&C/2017/1383
2.	Description	<b>For Rajasthan Eligibility Examination for Teachers (REET)- 2017</b>
3.	Bid Security	<b>Rs. 18000 / (Rs. Eighteen thousand only)</b>
4.	Tender Document Cost	<b>Rs. 500/- (Rs. Five Hundred Only)</b>
5.	Start date of Sale of Tender Documents	<b>07- 10-2017 4.00 PM (ONWARDS)</b>
6.	last Date & Time of Sale of tender Document	<b>16-10-2017 TILL 3.00 PM</b>
7.	Last Date & Time of Bid submission	<b>16-10-2017 Upto 4.00 PM</b>
8.	Venue, Date & Time for opening <b>Technical Bid</b>	<b>committee room of the REET. Date 16-10-2017 Time 4.30 PM</b>
9.	Venue, Date & Time for opening <b>Financial Bid</b>	<b>Committee room of the REET. Date 16 -10-2017 Time 5.00 PM</b>

## SECTION-II

### INSTRUCTIONS TO BIDDERS:

**1. Details of Work:**

Details of scope of work are given in Section V.

**2. Eligible Bidders:**

The bidder should be registered for the purpose of GST/ Other Tax (if applicable). and registered office in rajasthan state only.

**3. Cost of Bidding:**

The bidder shall bear all costs associated with the preparation and submission of the bid. BSER AJMER will in no case be responsible for these costs regardless of the conduct or outcome of the bidding process.

**4. Bid Document:**

**4.1 Bid document includes:**

- 4.1.1 Notice Inviting Tender.
- 4.1.2 Instructions to bidders.
- 4.1.3 General condition (Commercial) of the contract.
- 4.1.4 Special conditions of contract.
- 4.1.5 Detail of scope of Work.
- 4.1.6 Technical Bid Performa
- 4.1.7 Financial Bid Performa
- 4.1.8 Bid Form.
- 4.1.9 Letter of Authorization to attend bid opening
- 4.1.10 Declaration regarding near relationship with BSER AJMER employees.
- 4.1.11 Declaration regarding the firm is not blacklisted, debarred

**4.2 The bidder must have technical capability to design, develop, deploy on server online applications, image capturing, scanning, processing and a secured environment as per the volume of work specified in scope of work Section V. The bidders must have following resources:**

- 4.2.1 Heavy Duty Laser Printers. (Total laser printing capacity at least 200 PPM).
- 4.2.2 10 Computer System or above with minimum dual core configuration and 10 Laptops.
- 4.2.3 Data Transmission facility 100mbps and above.
- 4.2.4 Power Backup Generator set/UPS facility.
- 4.2.5 High speed internet connectivity.
- 4.2.6 Minimum of 10 Professionals on Rolls
- 4.2.7 Dedicated servers in cloud computing environment in India with software firewall/antivirus/unified threat management software to protect against hacking, attacks and threats.
- 4.2.8 Disaster recovery management system to recover within 24 hours.

**4.2.9** A separate backup server shall be maintained for database backup.

**4.2.10** Technical support shall be provided 24X7 to the board.

**4.3** Apart from above, the bidder must be competent enough to undertake the following activities for smooth conduct of the exam.

**4.3.1** Development of software, website and hosting of application for online-registration for the set task.

**4.3.2** Development and implementation of Exam fee payment gateway and Bank Challan.

**4.3.3** Call centre setup and FAQs for solving candidate queries.

**4.3.4** SMS and Email support services.

**4.3.5** Online administration and reporting feature.

**4.4** The bidder is requested to examine all Instructions, Forms, Terms and Specification in the Bid Documents. Failure to furnish all the information required as per Bid Documents or submission of the bids not substantially responsive to the Bid Documents in every respect will be at the bidder's risk and will result in rejection of the Bid.

**4.5** The bidder should have adequate infrastructure, manpower and other resources to accomplish the entire end to end task as per the quantum of work referred in the bid document as well as the time frame specified by the board.

**4.6** A prospective bidder requiring any clarification on the Bid document shall notify the Board in writing. The board shall respond in writing to any request for the clarification of bid document which it receives not later than 3 (Three ) days prior to the last date and time of sale of Tender.

**5. Copy of Documents required to be submitted for establishing Bidders Eligibility and Qualifications:**

5.1 The concerned party should have at least **three years** experience in online form filling of board/ universities etc.

5.2 The concerned party should have at least three **years** experience in undertaking online form filling works (minimum Five lac candidate) for each year

5.3 The concerned party should have infrastructure located in Rajasthan State only.

5.4 Performance certificate from the client regarding successful execution of two entire examination of any state.

5.5 The concerned party should have turnover of at least **50 Lacs** for last **3 financial years for each year.**



- 5.6 The concerned party should not be blacklisted / debarred by any Board/University/Govt. Department, till the time of bid submission (Attach Affidavit)
- 5.7 The concerned party should have adopted PF contribution system or ESI registration as per Govt. norms for preceding one year.
- 5.8 Firm should have from Rajasthan State only. Out side from Rajasthan not eligibility.
- 5.9 **Proofs of:**
  - 5.9.1 Proof of Hardware facilities described in clause 4.2.
  - 5.9.2 Registration certificate for GST/Other Tax (if Applicable).
  - 5.9.3 Partnership Deed or Articles / Memorandum of Association in the case of Company / Pvt. Ltd. Firm.
  - 5.9.4 PAN Card and Latest Income Tax Return.
  - 5.9.5 **ISO 27001 or CMMI level 3 certification.**

**6. Amendment to bid document:**

- 6.1 At any time prior to the deadline for submission of Bids, the Board may amend the Bidding Documents by issuing an addendum/ corrigendum.
- 6.2 Bidders are advised to keep themselves updated with the information displayed on the website of the Board and the Board shall not be responsible in case the Bidder has not received such addendum/corrigendum in the manner stated above.
- 6.3 The Board may, at its discretion, extend the deadline for the submission of Bids.

**7. Documents comprising the bid:**

The bid prepared by the bidder shall comprise the following components.

- 7.1 Documentary Evidence established in accordance with clause 2 and as detailed in clause 5, that the bidder is eligible to bid and is qualified to perform the contract.
- 7.2 Bid Security furnished in accordance with clause 11.
- 7.3 A clause by clause compliance as per clause 10.
- 7.4 Affidavit for not blacklisted / debarred by any Board/University/Govt. Department.
- 7.5 Bid Form and price schedule completed in accordance with clause 8 and 9.

**8. Bid Form**

The bidder shall complete the Bid Form only through tender and the appropriate price schedule furnished in the bid document covering the GST to be rendered and price schedule as per Section-V.

**9. Bid Price**

- 9.1** The supplier shall quote rates strictly as per Financial Bid given in Section-VII.
- 9.2** The price quoted by the bidder shall remain fixed during entire period of contract & shall not be subject to variation on any account. A Bid submitted with an adjustable price quotation will be treated as non-responsive and rejected.

**10. Clause by clause compliance.**

A clause - by - clause compliance of services to be provided (Section VI), and special conditions (Section IV) shall be given. **In case of deviation, a statement of deviation shall be given.**

**11. Bid Security**

- 11.1** The Bidder shall furnish Bid Security of Rs. 18,000 as part of the Bid Security, as specified in the bidding schedule.
- 11.2** The Bid Security is required to protect the Board/REET against the risk of Bidder's conduct which would warrant forfeiture of Bid Security.
- 11.3** Bid Security should be deposited through DD/Cash only.
- 11.4** Any Bid from a Bidder, without Bid Security will be rejected by the Board.
- 11.5** The Bid Security of unsuccessful Bidders will be discharged or returned within a month after the award of contract to the successful Bidders. However, in disputed cases, the Board will not be bound to release the Bid Security in the stipulated period.

**12. The Bid Security may be forfeited :**

- 12.1** Once a Bid is submitted by the firm, it can't be altered or withdrawn. If a Bidder does not accept his quoted rates and refused to execute the job, then the Bid Security deposited with the Bid will be forfeited and firm will be **blacklisted**.
- 12.2** In case of successful Bidders fails :
- 12.2.1** To sign the contract.
- 12.2.2** In case of fraudulent and corrupt practices.
- 12.3** If a successful Bidder has been found incapable of executing the assigned job to the satisfaction of the Board, which may reflect adversely the image of the Board/REET, the Bid Security, if not released can be forfeited and the Chairperson may allot the work to some other eligible firm.

**13. Format and Signing of Bid.**

- 13.1** The Bidder shall submit only one Bid.
- 13.2** The Bid shall be signed by the Bidder or a person(s) duly authorized to sign the Bid to the contract.

**13.3** In no case Bid shall contain any interlineations, erasures or overwriting otherwise the Bids are liable to be straightaway rejected.

**13.4** Failure to a Bid by any of the instructions will make the Bid liable to be rejected

**14. Submission of Bid.**

The Bid submitted by the Bidder shall be in two separate parts:-

**Part 1: Technical Bid**

With required documents for qualification criteria. To be opened on the date & time as specified in the Bidding Schedule.

**Part 2: Financial Bid**

The rate per candidate (successfully admit cards generated) shall include end to end task inclusive of Cost of Study, Design, Development & Testing of Application Software, deployment and maintenance of application on online and offline servers, pre examination processing, online help desk and roll number generate and upload online admit card and all other activities as per scope of work in Section VII both in figures and words, to be submitted in the Tender Performa. . Not to be opened except with the approval of the Chairperson, Board of Secondary Education Rajasthan, Ajmer.

**15. Bid opening:**

The Committee of the Board headed by the Chairperson will open the Bids received in the presence of Bidders or their representatives, who may wish to be present as per time, date and place specified in the Bidding Schedule. In the event of the specified date for the submission of Bids being declared a holiday for the Board, the Bids will be opened at the appointed time and location on the next working day.

**16. Evaluation:**

**16.1** The Cost of Bidding Document will be will be opened **first. In any case if the** cost of the Bidding Documents/payment is not there, or incomplete, the remaining Bid Documents will not be opened, and the Bid will be rejected. The Bidder will be responsible for the same and shall have no right for further participation.

**16.2** In all cases, the amount of Bid security and validity of bid document shall be announced. Thereafter, the Bidder's names and such other details as the Board may consider appropriate, will be announced by the board.

**16.3** The Board will prepare minutes of the Bid opening, including the information disclosed to those present in the meeting.

**16.4** The evaluation of Technical Bids will commence after its opening and evaluation will made with respect of Bid security, Qualification criteria and other information furnished in Part 1 of the Bid. On the basis of such evaluation a list of the responsive Bids will be drawn up. The Financial Bids of only those Bidders, who qualify in the evaluation of the Technical Bids, will be considered.

- 16.5 Eligible bidders in technical Bid shall give a demonstration as per scope of work in Section V to show their competency and capability.
- 16.6 Bidders or their duly authorized representative(s) whose Technical Bids are found may attend the meeting of opening of financial Bids.
- 16.7 Technical Bid will be evaluated by the Committee.
- 16.8 Premises of new agencies may be visited / inspected by the committee of Board's officers to ensure competency and capability of the agency without disclosing the date of visit.
- 16.9 The Financial Bids of only those Bidders, who qualify in the evaluation of the Technical Bids, will be considered. Financial Bids of only those bidders will be opened who are found suitable and eligible as per technical bids and inspection.
- 16.10 At the time of opening of 'Financial Bids', the names of the Bidders, whose Technical Bids were found responsive, will be announced and the financial bids of only those Bidders will be opened. The responsive Bidder's names, the Bid prices and such other details as the Board may consider appropriate will be announced by the Board at the time of opening of Financial Bid.
- 16.11 Board shall evaluate in detail and compare the substantially responsive bids and comparison of bids shall be on the price of the services offered as indicated in the Financial Bid in Section IX of the bid document.

**17. Award of Contract:**

Board of Secondary Education Rajasthan, Ajmer, shall consider placement of letter of intent to those bidders whose offers have been found technically and financially acceptable. The bidder shall give his acceptance along with performance security in conformity within 3 **(Three) days** of issue of letter of intent.

**18. Right to vary quantities:**

Board of Secondary Education Rajasthan, Ajmer will have the right to increase or decrease the required quantity of services specified in the schedule of requirement without any change in charges of the offered quantity and in other terms and conditions at the time of award of contract.

**19. Signing of Contract and depositing of Performance Security:**

- 19.1 Signing of Agreement shall constitute the award of hiring contract on the bidder.
- 19.2 Upon the successful bidder furnishing the Performance Security the BSER AJMER shall discharge its bid security in pursuant to clause 11. or may deposite remaining amount.

**20. Annulment of Award:**

Failure of the successful bidder to comply with the requirement of clause 18 shall constitute sufficient ground for the annulment of the award and forfeiture of the bid security in which event BSER AJMER may award the work to any other bidder as the discretion of BSER AJMER or call for new bids.

**21. Period of validity of bids:**

**21.1** The bid shall remain valid for 90 days after the date of opening of bids. A bid valid for a shorter period shall be rejected by BSER AJMER as non-responsive.

**21.2** A bidder accepting the request of BSER AJMER for an extension to the period of bid validity, in exceptional circumstances, will not be permitted to modify his bid.

**22. Allotment Criteria :**

**22.1** Before allotment of work order, the Board will evaluate the Bids.

**22.2** The Board may in its discretion redistribute allotment to eligible Bidder/s keeping in view the capacity /prior performance of the Bidder/s, provided the Bidder/s are agreed to match the lowest evaluated substantial responsive Bid.

**22.3** If there are two or more lowest successful Bidders quoting equal rates, then the Board may award the work to any one or more of them, keeping in view the Performance certificate submitted or/ and as desired in the best interest of board.

**23. Board's right to accept or reject any Bid or all the Bids :**

The Chairperson of the Board reserves the right to accept or reject any Bid and to annul the whole Bidding process and may reject all Bids at any time prior to allotment of work, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Board's action.

**24. Corrupt or Fraudulent Practices:**

**24.1** The Board requires the Bidders to strictly observe the laws against fraud and corruption, as in force in India, namely, Prevention of Corruption Act, 1988.

**24.2** "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in agreement execution.

**24.3** "Fraudulent practice" means misrepresentation of facts in order to influence a procurement process or the execution of a agreement which is detrimental to the Board and include collusion practice among Bidders (prior to or after Bid submission) designed to establish Bid price at artificial, non competitive levels and to deprive the Board of the benefits of free and fair competition.

**24.4** If at any stage, it is found that a particular firm has misrepresented/ concealed the facts or the contents of the documents and such documents submitted by the firm are found to be wrong or false, such conduct of the firm shall also be dealt with under fraudulent practices.

**24.5** Any firm found involved in above cases may be blacklisted by the Board.

**25. Any point not covered under the Terms & Conditions of the Tender :**

For any point not covered under the provisions of the Tender, the Chairperson, Board of Secondary Education Rajasthan, Ajmer shall be the final competent authority, whose orders in this regard shall be final and binding upon the Bidders.

**26. Life of BID :**

The allotment of work will be made for REET-2017.

## SECTION III

### GENERAL (COMMERCIAL) CONDITIONS OF CONTRACT:

**1. Application:**

Submission of bid against this offer shall bind the bidder for the acceptance of all the conditions specified herein or in Notice Inviting Tender unless otherwise agreed by BSER AJMER.

**2. Performance Security:**

- 2.1 The successful bidder shall be required to deposit an amount equal to 5% of the tendered value of the assigned work within 3 days of conveying BSER AJMER's intention for accepting the bid as Performance Security.
- 2.2 Performance Security shall be submitted in the form of DD/ Cash.
- 2.3 Performance Security will be discharged after completion of contractor's performance obligations under the contract.
- 2.4 If the contractor fails or neglects any of his obligations under the contract it shall be lawful for BSER AJMER to forfeit either whole or any part of performance security furnished by the bidder as compensation for any loss resulting from such failure.

**3. Execution Time Limit:**

The time period as stipulated in the contract or letter of intent shall be deemed to be essence of the contract.

**4. Payment Terms:**

- 4.1 The payment will be made after the successful completion of the job. ( Online admit card upload at portal)
- 4.2 Any deductions / penalties if any shall be deducted from the bill.
- 4.3 Performance security shall be released after completion of allotted project in all respects.

**5. Penalty Terms:**

- 5.1 Failure on the part of the tenderer to complete the job as per "Time Schedule" will render him liable to imposition of "Penalty" as per the following schedule :-
  - 5.1.1 For delay from 1 To 2 days Rs. 1000/-per day
  - 5.1.2 For delay from 3 To 4 days Rs. 2,000/-per day
  - 5.1.3 For delay from 5 To 6 days Rs. 5,000/-per day

- 5.2** In case the delay is more than 6 days the tenderer will be blacklisted for allotment of Examination works in addition to the penalties levied as per terms and conditions of the contract. However the decision of the Chairperson of the Board in this regard will be final and binding.
- 5.3** If any of the two parties fails to run the project at any stage they will be mutually bound as follows.
- 5.3.1** If the failure is on part of the Tenderer, they shall be liable to return the full amount advanced along with the interest @ 12% per annum for the period the amount remained with them together with penalty of amount equal to 50% of the total cost of the project allotted.
- 5.3.2** If the failure / deficiency is on the part of the office, it shall be liable to compensate suitably for the loss incurred by the Tenderer. Recovery shall be made from PG or any Dues of Firm or PDR Act.
- 5.4** Tenderer shall be liable to pay a penalty @ Rs. 10 for Minor Mistake and Rs. 100/- per Major mistake for any type of error in Pre examination Phase Work respectively, separately.

**6. Rates:**

- 6.1** Rates exclusive of all duties, taxes and other levies in Rs per successfully admit card generated shall include end to end task inclusive of Cost of Study, Design, Development & Testing of Application Software, deployment and maintenance of application on online and offline servers, pre examination processing, online help desk, all other activities as per scope of work allotment of examination centre and online admit card and related works and reports.
- 6.2** The rates quoted shall remain firm throughout the period of contract and this contract will remain valid up to the date of completion of the job by the tenderer and shall not be subject to any upward modification whatsoever. Mutual amendments in the scope of work can be made.
- 6.3** Payment shall be made in Indian Rupees only.

**7. Taxes and Duties:**

The tenderer shall be solely responsible for the payment of all taxes, duties, license fees, octroi etc. Incurred. Income Tax etc will be deducted at source as per prevalent rates announced by the competent authority from time to time.

**8. Insurance:**

The Board's office will not pay for any insurance charges against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery etc.



**9. Termination of Contract:**

BSER AJMER may without prejudice to any other remedy for breach of contract may terminate the contract in whole or in parts.

- 9.1** If the contractor fails to execute the job within stipulated time frame or to the entire satisfaction of BSER AJMER.
- 9.2** If the contractor fails to perform any other obligation (s) under the contract.
- 9.3** BSER AJMER may without prejudice, to other rights under law or the contract provided get the services of other agencies at the risk and cost of the contractor, in above circumstances.

**10. Termination for insolvency:**

BSER AJMER may also by giving written notice and without compensation to the contractor terminate the contract if the contractor becomes unwilling, bankrupt or otherwise insolvent without affecting its right of action or remedy as hirer.

**11. Force Majeure:**

If any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reason of any war, or hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts or act of God (Hereinafter referred to as events) provided notice of happenings, of any such eventuality is given by either party to the other within 10 days from the date of occurrence thereof, neither party shall by reason of such events be entitled to terminate this contract nor shall either party have any claim for damages against the other in respect of such on performance or delay in performance under the contract shall be resumed as soon as practicable after such an event may come to an end or cease to exist, and the decision of BSER AJMER as to whether the supplies have been so resumed or not shall be final and conclusive, provided further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 15 days either party may, at his option terminate the contract.

**12. Appeal:**

In the event of any question, dispute or difference arising under the agreement or in connection there with (except as to matter the decision to which is specifically provided under this agreement), the same shall be referred to a committee the **Chairperson, Board of Secondary Education Rajasthan, Ajmer**, In case his designation is changed or his office is abolished then in such case for the time being entrusted whether in addition to the function of the Chairperson, Board of Secondary Education Rajasthan, Ajmer, or by whatever designation such officers may be called (hereinafter referred to as the said committee) appointed by the Chairperson, Board of Secondary Education Rajasthan, Ajmer, or the said committee.

**12.1** The venue of the committee proceeding shall be Office of the Chairperson, Board of Secondary Education Rajasthan, Ajmer.

**13. SET OFF**

Any sum of money due and payable to the contractor (including security deposit refundable to him) under this contract may be appropriated by BOARD and set off the same against any claim of BOARD for payment of a sum of money arising out of this contract or under any other contract made by contractor with BOARD.

**SECTION IV**  
**SPECIAL CONDITIONS OF CONTRACT:**

1. The special conditions of contract shall supplement the Instruction to Bidders as contained in Section II and General (Commercial) Conditions of the contract as contained in Section III and wherever there is a conflict, the provisions herein shall prevail over those in Section II and Section III.
2. In case the date fixed for opening of bids is subsequently declared as holiday by the Government of Rajasthan, the revised schedule will be notified. However, in absence of such notification, the bids will be opened on next working day, time and venue remaining unaltered.
3. BSER AJMER reserves the right to disqualify such bidders who have a record of not meeting contractual obligations against earlier contract entered into with BSER AJMER.
4. BSER AJMER reserves the right to blacklist a bidder for a suitable period in case he fails to honour his bid without sufficient ground.
5. No Sub-Contracting is permissible by BSER AJMER.
6. The near relatives of all BSER AJMER employees either directly recruited or on deputation are prohibited from participation in this tender. The near relatives for this purpose are defined as:
  - 6.1 Members of a Hindu Undivided Family,
  - 6.2 They are husband and wife,
  - 6.3 The one is related to the other in the manner as father, mother son(s),son's wife(daughter-in-law), Daughter(s) & daughter's husband (son-in-law), brother(s) & brother's wife, sister(s) & sister's husband (brother-in-law).
7. The tenderer(s) should give a certificate (in format as Section-XI) to the effect that none of his / her relative is working in BSER AJMER as defined above. In case of proprietorship firm the certificate will be given by the proprietor, for partnership firm certificate will be given by all the partners and in case of Limited company by all Directors of the Company. Any breach of these conditions by the company or firm or any other person, the tender/work will be cancelled and Bid Security/security deposit will be forfeited at any stage whenever it is noticed. The BSER AJMER will not pay any damages to the company or firm or concerned person. The company or firm or the person will also be debarred for further participation in the concerned unit.
8. BSER AJMER reserves the right to divide the work among more than one bidder depending on the capability of bidder.
9. The details of the system designing and programs will have to be provided to the Board. All Application software modules will be the property of Board of Secondary Education Rajasthan, Ajmer, Agency will provide a working copy of all software Module(Source Code) with training to at least two employees of the board , if required by the Board.
10. The time schedule may be required to be adjusted as per requirements of the BSER AJMER from time to time as the work of processing of results is highly time bound.
11. The confidentiality and integrity of data shall be maintained by the firm and no part of it shall be erased or modified without permission or divulged to any one without the permission of competent authority.

12. The firm will provide server space(unlimited) in state-of-the-art with a guaranteed up time of 99.9% service level agreement.
13. The firm shall provide 24x7 technical support for application as well as data centre to the board.
14. The website for REET-2017 shall be hosted within India.
15. Dedicated servers in cloud computing environment located in India with software firewall/antivirus/unified threat management software.
16. Disaster recovery management system to recover within 24 hours.
17. A separate backup server shall be maintained for database backup.
18. The allotment of work will be made for REET-2017. The Board may allot the work for all or may divide the work between two or more agencies as the requirement of the Board. Board may rotate the activities among the agencies in any session in view of performance and capabilities.
19. The firm shall be required to undertake full responsibility of the safe custody and to maintain secrecy of documents supplied by the Board. Each document and data given by the Board shall be kept strictly confidential and no part of it shall be divulged to any person at any time without written authorization from the Board. In case of lapse, the firm will be fully responsible for the consequence.
20. Plain stationary and stationary for printing of reports to be given will be supplied by the agency as required by the board
21. The eligible computer agencies who are bidding for the first time and have not done job of this Board previously will be required to do software development (STR) free of cost as per requirement and satisfaction of the Board within stipulated time frame as decided by the Board with test data supplied by the Board. The Board will not pay any charges for the same either for system designing and software development or processing, whatsoever.
22. The payment will be made after completion of work. The charges will be paid on the actual number of candidates successfully generate online admit card.
23. Data will be delivered by the board in phased manners as per schedule mutually decide.
24. Output reports/Data will be delivered by the agency concerned as per schedule.
25. Reports will have to be supplied after removing the carbon papers. In case a report has been printed in two ups, the same will be supplied duly cut.
26. The data stored will be the property of the board and the computing agency will have to supply all copy of the updated data file on Hard Disc in read only format as and when required by the Board. Data will not be erased without written permission of the Board.
27. The agency will be required to supply a number of edit/check list and updates in pre examinations processing till all mistakes are removed to the entire satisfaction of the Board.
28. The Data checking will be responsibility of the computing agency.
29. Wastage while testing of printing templates on stationery supplied by the Board should not exceed 0.5%.
30. Updation of the data after declaration of the result if required will have to be done within 24 hours without any extra charges.
31. The reports will have to be prepared as per instructions of the Board in the formats given/approved by the Board after getting clearance in writing from the Board and will have to ensure 99% accuracy. For a mistake agency will have to pay charges as defined in **clause 5 of Section III**.
32. The agency will have to supply up to two copies of each report whenever number of copies required is not mentioned.

## SECTION-V Scope of Work

### 1. Volume of work :

Approx. No of candidates : 5.00 Lacs

**REET-2017 Level-I                           1.00 Lacs**

**REET-2017-Level - II                   3.50 Lacs**

**Both Level                                   0.50 Lacs**

### Pre Examination Work :-

End to End Solution for various works: The prospective bidder must provide the end to end solution with the least paper work for the various works as mentioned in the Section by using the latest technology in the field of information and communication.

- 2.1 Domain name for **REET2017** as specified by **BSER AJMER** shall be procured by the firm.
- 2.2 Development of Web portal for online registration of candidates and to provide related information like gazette notifications etc. The Website as well as the application shall be developed by the firm within 10 days from the allotment of the work.
- 2.3 The firm will be required to complete software development and system run at their cost as per requirement and satisfaction of the board within a stipulated timeframe as decided by the board. The board will not pay any charges for the same, either for system designing or software development or processing whatsoever. The software developed for web application etc. shall be the property of the board. The firm shall formally handover the documentation of the software development and the entire system designed for the purpose. The data stored shall be the property of the board and the firm shall have to supply the updated data file on Hard Disc as and when required by the board.
- 2.4 Hosting of application as per timeline decided by the board.
- 2.5 Updated/Revised database after every closing/last date as per schedule provided by the board.(e.g. no. of students enrolled till last date, no. of forms verified after fee)
- 2.6 The firm shall provide Audit report in regard to system Vulnerability by any CERT-IN approved firm.
- 2.7 To Provide Data Security Certificate from the Server Provider.
- 2.8 Online Candidate registration for aspiring applicants through web applications shall be deployed in the state-of-the-art data centre with the guaranteed uptime of 99.9% service level agreement. Backup servers shall be maintained by the firm for the backup of the data as well as in case of down time in one server. So that in case of technical issues or emergency /unforeseen situation or any such situation the application stays live for the candidates without any obstacles. However, the backup server shall be separate.
- 2.9 Dedicated server in cloud computing environment located in India must be available 24x7 and should have the capability to handle concurrent access/hits as per count given for the reference and capacity to upload signature and photos at a time.

- 2.10** Management and backup of online registration data to avoid data loss through viruses, application problems, human errors, operating system failure, hacking and any other such threat during the process. The firm shall provide us detail regarding the safety and security measure taken. The firm shall ensure 100% integrity of data, authentication and confidentiality. Firm should proactively work to protect against any such threats.
- 2.11** Every candidate enrolled shall have unique registration Number (format will be specify )
- 2.12** Development and implementation of REET form payment through Payment Gateway integration by any RBI approved agency.
- 2.13** Collection of fee as per following:
- 2.13.1** For General/OBC Candidates - as per Department guidelines.
- 2.13.2** For SC/ST/differently abled candidates - as per Department guidelines.
- 2.13.3** For Ex-Servicemen Self only – as per Department guidelines
- 2.14** The firm shall prepare MIS report for the fee collected/ challan verified vis-a-vis the number of candidates and accordingly the status of the fee and candidate successfully enrolled shall be displayed on website also. The REET form fee deposited by the candidates. It will be the sole responsibility of the prospective bidder to reconcile the various fee and provide the related data/Reports in a stipulated period as communicated by the Board. Soft copy of MIS shall be provided by the Bank (as decided by the Board) to the vendor on daily basis.
- 2.15** Various validations as required on the basis of policies/ notification/ guidelines shall be implemented while enrolling the student. However, all such validations shall be checked and verified by the concerned authority before making it live to the audience.
- 2.16** A detailed report of invalid/Rejected/Pending or any such un successful cases shall be reported to the candidate as well as to the department through an MIS report. In the said cases, an E-mail/SMS shall be triggered to the applicant for information.
- 2.17** After the verification of fee, the applicant shall be able to fill the form and download a hard copy of the form. The form shall carry a self declaration by the applicant stating that whatever information is filled and submitted online is correct and authentic for which in case of any information found incorrect may invoke cancellation of result by the concerned authority.
- 2.18** The E-Admit cards shall be uploaded on the website through the candidate login carrying centre name, roll number and other details. The intimation shall be made through SMS, news papers etc.
- 2.19** After the last date of online submission various reports shall be generated like number of candidates enrolled, gender wise, physically challenged, category wise etc.
- 2.20** Report generation for centre statement and question paper preparation.
- 2.21** Report generation Centre wise printing of confidential list along with particulars of applicant.
- 2.22** Report generation Centre wise printing of attendance sheet with student photograph and signature shall be prepared.

## **2. Training, Helpdesk and Grievance Redressal and other support :-**

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

- 3.1** Training modules shall be developed to provide training and support to the employees and candidates
- 3.2** Setting up of a centralized help desk centre shall be established at board head office to facilitate public enquiry. The help desk centre shall be established at least five internet system enabled.
- 3.3** Also a FAQ shall be developed and displayed on website for candidates assistance.
- 3.4** A separate call centre setup for solving candidate queries through a toll free number with minimum number of 2 persons deployed by the firm for solving candidates query during the working hours (10 to 5pm). Such call centers would be operational with the start of online registration till the conduct of the exam.
- 3.5** SMS and Email support services as desired by the board.
- 3.6** Online administration and reporting feature shall have admin panel with different level of access rights as authorized by the board for different officers.
- 3.7** The prospective bidder is expected to create and provide training modules and FAQ related to the various works. The training modules comprising audio video technique are to be uploaded on the site so that the users of the online services find it useful and convenient while entering the required data for various work/activities. The overall purpose of the training module is to facilitate the online application of the various services. Further, the employees of the branches concerned of the board, are to be provided adequate information, technique and processes involved in the online application of various services by imparting training through a short program.

**SECTION-VI**  
Board of Secondary Education Rajasthan, Ajmer,  
**Technical Bid Performa**

1.

Name of company				
Year of Establishment				
Address				
Phone with std code				
Mobile				
Email id				
About company premises	Owned/rented Area			Attachment
Experience in undertaking of any state as per clause no. 5.1 of section II	STATE	YEAR	Board/University	Attachment
Experience in online registration as per clause 5.2 of section II				Attachment
Performance Certificate from the client regarding successful execution of any state as per clause no. 5.4 of section II				Attachment
Turn Over for last three financial year as per clause 5.5 of section II	2016-2017	2015-2016	2014-2015	Attachment
Blacklisted /debarred? (Attach Affidavit) as per clause 5.6 of section II				Attachment
PF contribution or ESI registration number as per clause 5.7 of section II				Attachment
Declaration as per clause 5.8 of section II.				Attachment
GST Registration number as per clause 5.9.2 of section II				Attachment
Type of firm or organization (proprietary /private etc.) as per clause 5.9.3 of section II				Attachment
PAN Number as per clause 5.9.4 of section II				Attachment
Latest Income Tax return as per clause 5.9.4 of section II				Attachment
ISO 27001 or CMMI level 3 as per clause 5.9.5 of section II <ul style="list-style-type: none"> <li>• Date of issuance</li> <li>• Issuing authority.</li> <li>• Validity of Certificate.</li> </ul>				Attachment



BID Form (Section VIII)		Attachment
Declaration about relationship with BSER AJMER Employee as per clause 6 of section IV		Attachment
Number of Employees on Rolls as per clause no. 4.2.8 of section II.		

**Note: Self attested attach documentary proof of all the above**

**2. Details of examination successfully executed:**

Name of application/project	Name of Client	Contact person	Job type	Contact number	Volume of work No. of candidates	Year and Duration of work

**3. Details of Infrastructure:**

Sr. No.	Item Name	Description/ Model/Company	Nos.	Specification
1	Laser printers			
2	10 Computer systems and above with minimum dual core configuration and ten laptops			
3	Data Transmission capacity of 100mbps and above			
4	Power Backup			
5	High speed internet connectivity			
6	Number of Employees on Rolls as per clause no. 4.2.8 of section II.			
7	Capacity and location of data centre dedicated server in cloud computing environment located in India.			
8	Firewall/antivirus/unified threat management system			
9	Disaster recovery management system within (24hours)			
10	Separate backup server for database backup			
11	Technical support 24X7 to the board.			
12	Technical Deviation, if any			

Certified that all the terms and conditions of this TENDER, in view of scope of work, are accepted by us.

Dated .....

Signature of the Owner with rubber seal of the firm

**SECTION-VII**  
**Board of Secondary Education Rajasthan, Ajmer,**  
**Financial Performa**

**Rates** per candidate whose admit card is generated successfully for Rajasthan Eligibility Examination for Teachers (REET)- 2017

Certified that after going through the above terms & conditions with scope of work attached, I/We submit our rates exclusive of GST taxes as applicable:

Job work description	Rate in Rupees	Units
As per scope of work Section V.	Rs. ----- In figures. (Rs..... ..... )	Per candidate whose admit card is generated successfully

Authorized  
 signatory (with  
 name and seal)

Firm: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Fax \_\_\_\_\_ Email: \_\_\_\_\_

**SECTION VIII**

**BID FORM**

Tender No.....

Dated at.....

**A: (Name & Address of the Purchaser)**

Respected Sir/Madam,

1. I have read the conditions of contract and services to be provided No \_\_\_ the receipt of which is hereby duly acknowledged, we undersigned, offer to provide end to end system as specified in the tender document with the conditions of contract and specifications and for the sum shown in Section VII financial performer attached herewith and made part of this Bid.
2. We undertake, to enter into agreement within 3 **(Three) days** of being called upon to do so and bear all expenses including charges for stamps etc and agreement will be binding on us.
3. If our Bid is accepted, we will submit FDR of ten percent of contracts sum as performance security for the due performance of the Contract.
4. We agree to abide by this Bid for a period of 15 **days** from the date fixed for Bid opening and it shall remain binding upon us and may be accepted of any time before the expiration of that period.
5. Until an agreement is signed and executed, this Bid together with written acceptance thereof in your notification of award shall constitute a binding contract between us.
6. Bid submitted online through E-tendering process is complete in all respects as specified in the tender document.
7. We understand that you are not bound to accept the lowest or any bid, you may receive.

Dated this Day of 2017

Signature of In capacity of Duly authorized  
to sign the bid for and on behalf of Witness  
Address.....

Signature

**SECTION-IX**

**LETTER OF AUTHORISATION FOR ATTENDING BID OPENING**

To

Secretary,  
Board of Secondary Education Rajasthan, Ajmer,

**Subject- To attend Bid meeting for RAJASTHAN ELIGIBILITY Examination for Teachers (REET-2017)**

Following persons are hereby authorized to attend the bid opening for the tender mentioned above on behalf of (Bidder) in order of preference given below :

Order of preference	Name	Specimen Signature
1		
2		

Alternate Representative

Signature of bidder

Or

Officer authorized to sign the bid Documents on behalf of the bidder

**Note:**

1. Maximum of two representatives will be permitted to attend bid opening. In cases where it is restricted to one, first preference will be allowed. Alternate representative will be permitted when regular representatives are not able to attend.
2. Permission for entry to the hall where bids are opened may be refused in case authorization as prescribed above is not received.

## **SECTION X**

### **Declaration regarding near relationship with BSER AJMER Employee**

S/o

R/o

Hereby certify that none of my relative(s) as defined in the Tender/Bid document is employed in BSER AJMER. In case at any stage, it is found that the information given by me is false/ Incorrect, BSER AJMER shall have the absolute right to take any action as deemed fit, without any prior intimation to me.

**Signature:**

**Name:**

**Signed in capacity of:**

**Date:**

**SECTION-XI**

**DECLARATION**

I \_\_\_\_\_ do hereby declare that our firm is not blacklist, debarred or prohibited by Government of India / Government of Rajasthan or any other state Government/ Union Territory / any other Board / Authority during last five years. I also declare that no cases, criminal or civil, or enquiries are pending against the firm

Signature of M.D.  
(Or)  
Authorized person