

Tender Serial No.

Rs. 500.00

ISSUED TO:

Date:

TENDER DOCUMENT FOR	
CONDUCTING 'ONLINE REGISTRATION AND EXAMINATION PROCESS'	

LAST DATE AND TIME FOR SUBMISSION OF FINANCIAL OFFER	11 March, 2015 up to 1700 hrs
DATE AND TIME OF OPENING OF FINANCIAL BIDS	12 March, 2015 at 1000 hrs



**भारतीय वन्यजीव संस्थान
Wildlife Institute of India**

**(An Autonomous Institution of the MoEFCC, GoI)
Chandrabani, Dehra Dun (Uttarakhand)**

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E-MAIL: pka@wii.gov.in, Web Site: www.wii.gov.in



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TENDER NO. WII/ADM/STR/2014-15/116

CONDUCTING 'ONLINE REGISTRATION AND EXAMINATION PROCESS'

Institute invites Tenders for conducting '**Online Registration and Examination Process**' for selection of faculty/research scholars and students. The willing and eligible firms are requested to make presentation of their solutions and submit their Technical and Financial offers. The eligibility criteria and technical requirement is given in the Tender Document. The Financial Bid will be opened in case of technically shortlisted agencies.

Tender Document with detailed terms and conditions can be purchased from the Cashier of the Institute by paying Rs. 500.00 in cash or in shape of Demand Draft payable in favour of Director, Wildlife Institute of India, Dehradun OR can be downloaded from the Institute's website www.wii.gov.in and www.eprocure.gov.in. In case the tender document is downloaded from the web site, the tender cost should be attached with the Technical bid.

Last date of receipt of tender document is **11 March, 2015 upto 1700 hrs.** All bidding agencies will be required to make their presentation relating to their proposal before the Evaluation Committee of this Institute on **12 March, 2015 at 1000 hrs. in the Institute's Board Room.** All expenses making the presentation will be borne by the bidding agency.

Administrative Officer
Wildlife Institute of India

1. Background:

The Wildlife Institute of India (WII) established in 1982 is an internationally acclaimed Institution, offering training programmes, academic courses and advisory services in wildlife research and management. The Institute is actively engaged in research across the country on a range of wild animal and plant species and ecosystems in different biogeographic zones. In response to the felt need of developing competent biologists, WII conducts a 2-years M.Sc. course (affiliated to Saurashtra University, Rajkot, Gujarat) every alternate year. Applications are invited from time to time for recruiting research scholars, staff and faculty members and the selections are made based on rigorous selection processes. Likewise, students of high caliber and motivation are selected through a National Entrance Test (NET) for admission to the M.Sc. programme.

WII is also to adopt online registration and examination process for selection of employees/research scholars/students.

2. Scope of Work:

The agency will plan, design, develop, format, organize, conduct and manage online exams (to be held at different time) for the following as and when required:

- National Entrance Test (NET) for admission to M.Sc. Wildlife Science course.
- National Eligibility Test (NET) for JRF and other research personnel.
- National Eligibility Test (NET) for recruitment of employees.
- Any other test/examination.

Online examination to be carried out on the same date and at the same time in multiple cities/towns across the country at the agency's own network of examination centres using hired or their own hardware and software. The agency shall manage the entire range of activities related to on-line registration, examination and assessment processes as detailed below:

2.1 Announcement:

- i) Uploading 'detail announcement' inviting online application from suitable candidates,
- ii) Write up for the detail announcement will be provided to the agency by WII.

- iii) The agency will give link to WII website for displaying the Online Registration, Demo Examination and Results.

2.2 Online Registration:

The agency will be responsible for the entire process of online registration of applicants such as-

- i) On-line application submission and registration of applicants. This will remain active for a period of 15 days.
- ii) Handling of Candidate's Online Application and generation of photo based admit card with Secure Payment gateway or Challan based payment.
- iii) System will provide detailed instructions regarding mode of payment (credit card/debit card/net banking or challan based payment). The payment is to be deposited at WII account along with transaction details. Details of WII account number will be provided to the agency.
- iv) Candidates to be intimated for successful registration and all examination related information by Email and SMS.
- v) Eligibility scrutiny as per prescribed criteria (criteria will be provided by WII).
- vi) Online admit card/ hall ticket generation for online examination based on objective type Multiple Choice Questions (MCQ).
- vii) Allotment of centers to the eligible candidates.
- viii) Option to check registration status of candidate online.

2.3 Conduct of Online Examination:

The agency will be solely responsible for conducting the entire process of online examination in multiple cities/towns across the country at the agency's cost and using its own network of examination centers with hired or their own hardware and software, and making all necessary hall arrangements. Followings are an indicative list of such activities and hall arrangements.

Booking of ten Test Centers in cities/towns:

- i) Bengaluru
- ii) Bhopal
- iii) Lucknow
- iv) Dehradun
- v) Guwahati
- vi) Hyderabad
- vii) Jammu
- viii) Kolkata

- ix) Mumbai
- x) New Delhi

In addition, demand of additional center(s) in the country could be considered in case it is required. Agency will bid for above 10 committed Examination Centers. The agency will also quote separate rates (optional) for additional center(s). An indicative list of Additional Centers is provided at **Annexure-II**.

Payment:

The Institute commits to make payment for a minimum of 30 candidates each Test Centre and payment for all 10 identified committed Centers will be made irrespective of admit cards issued for online examination. In case, number exceeds beyond 30 candidates per centre, payment shall be made based on actual number of candidates.

2.4. Hall arrangements:

Equipping all the Test centers with all necessary infrastructure and man power support, and doing the necessary hall arrangements required for smooth conduct of online examinations.

- a) Infrastructure support includes sufficient number of computers, monitors, key boards, mouse, LAN connectivity, UPS, other essential peripherals and connections, and generators.
- b) Necessary facilities in Test centers include proper access to and exit from the test venue, tables, chairs, fans, lights, notice boards, drinking water, first-aid, fire safety, toilets (separate toilets for gents and ladies), and safe deposit facility for keeping personal items of the candidates such as mobile phones, calculators, handbags, books, umbrellas, etc.
- c) Manpower support includes computer personnel cum test coordinators, invigilators and attendants. Number of invigilators and attendants would be in accordance of number of candidates and rooms used for examination.
- d) There should be sufficient space between two candidates inside the exam hall.

2.5. Engagement of invigilators, computer personnel cum test coordinator(s) and attendants:

Deputing invigilators, computer personnel cum test coordinator(s) and attendants at each centre including their travelling charges, lodging, boarding etc. will be at the cost of the agency.

- a) The invigilators shall ensure that no unfair practices are adopted by the candidates during the exam.

- b) Likewise, computer personnel cum test coordinator(s) shall ensure smooth operation of the computers and the attendants shall look after other duties.

2.6 Special Instructions/arrangements for Online Test:

- a) The Online examination will be conducted by the agency on a given date and time at all the test centers simultaneously. The exam date and time will be intimated to the agency by WII.
- b) Online exam will be of Maximum 3 hours duration based on Multiple Choice Question paper with questions grouped under different sections.
- c) The set of question paper will be provided to the agency by WII 15 days before the examination. The agency will upload the questions.
- d) The agency must ensure:
 - i. All Computer monitors installed in all Test centers identically display all questions correctly with pictures, columns, grid, decimal or any type of mathematical symbols and color wherever required.
 - ii. Randomization of questions within the same set of question paper/answer sequence while the paper is made available to the candidates.
 - iii. Access to question paper by the candidates for online test shall be through individual username and password.
- e) There will be negative marking for each wrong answer to the extent of one-fourth (1/4) of the mark allotted to the questions OR as may be decided by the Institute.
- f) The software/examination delivery should be designed in such a manner so that candidate can perform all operations using mouse only. Wherever necessary for login etc., use of a virtual keyboard should be made.
- g) Guidelines to be followed by the invigilators and other staff at the test centers will be provided to the agency by WII.
- h) The invigilator must keep attendance (signatures) of each candidate who undertakes the online exam and collect the admit card from the candidate with an attested photograph by the Test Coordinator on it and hand over to WII after the examination is over.
- i) The agency should ensure a robust and flexible online examination engine with the following features-

- Internet/browser/search engine connectivity of all the terminals of all exam centers must be delinked completely.
 - Candidate to login with their username and password.
 - Instruction sheet explaining about the examination.
 - Timer running on top right hand corner or bottom of the page.
 - Option to edit the answer submitted earlier within the duration of examination.
 - Auto save option of answer in the main server.
 - Re-start option: In case of any interruption/disconnection in the connectivity during the exam, the engine must ensure that the candidate can restart the exam from the last attempted and saved point using login ID and password.
 - Capability to prevent data loss even in situation of power and internet failure by deploying mirror servers.
 - Option to generate new set of question paper at the last minute from the question bank in case any need arise.
- j) Agency shall have to demonstrate to WII the complete System Test Run (STR) through URL before implementation.
- k) The agency must upload a 'Demo test for the candidates' before 15 days of the date of exam to familiarize them with the online examination.

2.7 Compilation and Communication of Result:

After the online examination is over, the agency will be responsible for the following activities:

- a) Compilation of result and drawing up the list of shortlisted candidates for each category (SC/ST/OBC/GEN category) keeping in mind the government guidelines for selection (Guidelines will be provided to the agency by WII).
- b) Uploading of the list of shortlisted candidates called for interview in coordination with WII.
- c) Communication with qualifying candidates by Email and SMS.

2.8 Obligations and Accountability:

The agency shall be responsible for the followings:

- a) Maintaining top confidentiality to prevent paper leaks.
- b) Any lapse/default on conducting online examination and processing result.
- c) Assisting WII in handling examination related RTI/legal issues.
- d) Providing the entire database of registration, examination and result in database, excel and other suitable format to WII.

3. Eligibility Criteria and Technical Parameters for the Bidding Agency:

- (i) An Earnest Money Deposit (EMD) **of Rs. 25,000.00 (Rupees twenty five thousand only)** should be attached with the Technical Bid failing which their offer will not be considered. The demand draft should be of any nationalized bank and should be in favour of Director, Wildlife Institute of India, Dehradun.
- (ii) The agency should have experience of minimum 5 years in conducting online examination. Documentary evidence should be attached with the Technical Bid.
- (iii) Agency should have executed three assignments of conducting online examination in the last three financial years. Documentary evidence should be attached and a copy of the work order/agreement executed should be attached with the Technical Bid.
- (iv) Network of 60 examination centres or more located across the country out of which at least 90% having more than 60 computers with broadband connectivity. Documentary evidence should be attached with the Technical Bid.
- (v) Certificate of Registration of the Company/Agency should be provided with the Technical Bid.
- (vi) An attested copy of PAN/TIN number should be attached with the Technical Bid.

- (vii) Profile of the bidder giving details of activities, infrastructure, manpower, etc. should be provided with the Technical Bid.
- (viii) The agency will be required to make a Presentation of their solution before the Institute's Committee on **12 March, 2015 at 1000 hrs.** in the Institute's Board Room, failing which their offer will not be considered.

Note: The agency which do not fulfill any or all of the above conditions/parameters or incomplete tender shall be summarily rejected and will not qualify technically. The financial bid of only technically shortlisted agencies will be opened by the Institute.

4. General Terms & Conditions:

- (i) The tender is to be submitted in two parts viz. 'Technical bid' and 'Commercial bid' in two separate sealed envelopes and should accordingly be superscribed "**Technical Bid for Conducting Online Registration & Examination Process**" and **Financial Bid for Conducting Online Registration & Examination Process**". Both the separate bids should be kept in a third envelope superscribed "Tender for Conducting Online Registration & Examination Process".
- (ii) **Last Date of Receipt of Tender:** The last date of receipt of tenders at Wildlife Institute of India, Dehradun is 11 March, 2015 upto 1700 hrs. The tenders should be received in the Institute by hand/by mail/courier 11 March, 2015 upto 1700 hrs.
- (iii) **Opening of Tenders:** Technical bids of the offers received will be opened in the presence of the bidders or the authorized representative of the firm (**if they wish to be present**), on the scheduled date and time of opening of technical bid i.e. on **12 March, 2015 at 1000 hrs.** The person attending the technical bid meeting will be required to produce an authorization letter from the agency.

(iv) Evaluation of Technical Bids: The agency who submit their tender document by the due date and time will be required to make a presentation of their solution before Institute's Committee on 12 March, 2015 at 1000 hrs. in the Institute's Board Room. After the evaluation of their presentation and based on the eligibility criteria mentioned above at para 3 (i) to (viii), the Technical Bid will be evaluated by the Institute's Committee and Financial Bid of shortlisted agencies will be opened by the Institute.

(v) Evaluation of Financial Bids: The agencies are required to quote their rates in the financial bid proforma (**Annexure-I**) only as given in the Tender document, failing which their offer will not be considered by the Institute

(vi) Award of Contract, Tenure and Renewal: The contract will be awarded to the lowest bidder initially for a period of one year. The contract may be extended for another period of two years on the same rates, terms and conditions on annual basis subject to providing satisfactory services to the Institute.

(vii) Period of Completion of Assigned Task: The entire work will be required to complete in all respect as per the stipulated time frame mentioned in the work order, failing which penalty shall be charged as per penalty clause given below.

(viii) Security Deposit: The successful firm to whom the work is awarded shall furnish a Security Deposit of Rs. 1.00 lakh (Rupees one lakh only) which will be refunded on completion of the contract period.

(ix) Terms of Payment:

- a) The payment will be released after successful completion of the assigned task without error and delays by the firm and a certificate of completion given by the Institute Management.

b) No advance payment shall be made.

c) In case the Bidder fails to execute the contract within the stipulated time, WII shall have the liberty to get the work done through any other firm with full cost recoverable from the agency in addition to the damages and penalty.

d) TDS will be deducted at source as per Government orders.

(x) Penalty: If any of the task specified in the work order, either not completed or not completed satisfactorily as per the approved time schedule, forming part of the contract agreement due to reasons solely and entirely attributable to the agency and not in any way attributable to the delay on the part of WII, a penalty @ 1.0% of the order value of the delayed stage of the work, per day (subjected to maximum 10%) may be imposed.

If the delay adversely affects conduct of examination, the security deposit will be forfeited and legal action would be initiated as per terms and conditions of contract. WII may cancel the contract and shall be free to get it done from any other agency at the risk and cost of the Bidder.

(xi) The bid, which is received by fax/e-mail or in open envelop will not be considered.

(xii) Bids received after the due date and time will not be considered at all. WII will not be responsible for delay in submission of the tender by postal or courier agencies. Tender must reach well before time and date of submission.

(xiii) Bids received after the specified time and date of opening will be treated as "Late" while tenders received after the last date specified for receipt of tender but before the date of opening of the tender are treated as "Delayed". Such tender shall not be opened at all and be returned to the bidders in their original envelope without opening.

(xiv) The offer should be valid for a minimum period of **three** months from the date of opening of bids.

(xv) **No commitment to accept lowest or any tender:** WII shall be under no obligation to accept the lowest (or any other tender received in response to this tender enquiry) and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever.

(xvi) WII reserves the right to accept any offer and to reject any or all offers at any time prior to award of contract, without thereby incurring any liability towards the affected Tenderer(s) or any obligation to inform the affected Tenderer(s) of the grounds for the Institute's action.

(xvii) The Tenderer should quote the rates in figures as well as in words. In case of the any disputes/ambiguity in the rates quoted in words/figures, the higher value quoted either of the two shall be considered for evaluation of the bid.

(xviii) All the pages and appendices attached should be numbered and signed by the Tenderer.

5. Force Majeure:

A. The Agency shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

B. For purposes of this Clause, "Force Majeure" means an event beyond the control of the Agency and not involving the Agency's fault or negligence and not foreseeable such as damages due to improper electrical power conditions. Such events may include, but

are not limited to, acts of the Institute either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

- C. If a Force Majeure situation arises, the Agency shall promptly notify the Institute in writing of such conditions and the cause thereof. Unless otherwise directed by the Institute in writing, the Agency shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

6. Resolution of Disputes: All disagreements, disputes, difference that may arise between the Wildlife Institute of India and the Agency which cannot be resolved through mutual negotiations shall be referred to an Arbitrator appointed in accordance with the provisions of relevant Indian Law. The venue of the proceedings and arbitration shall be Dehradun, Uttarakhand, India.

7. Jurisdiction: The obligations and liabilities arising out of this contract shall be construed in accordance with the laws of Union of India. The Court in Dehradun, Uttarakhand, India shall have the exclusive jurisdiction to try all or any of the disputes.

8. Notices: Any notice given by one party to the other pursuant to this contract/order shall be sent to the other party in writing or by FAX or e-mail and confirmed in writing to the other party's address specified in the contract. A notice shall be effective when delivered or on the notice's effective date, whichever is later.

9. Each firm should clearly specify that the firm agrees to abide by the conditions of this tender notice on their printed letter head indicating here on Sales Tax Registration, PAN number, FAX, Email, Telephone numbers, etc.

10. Conditional Tenders shall not be accepted. Bid once submitted shall not be allowed for withdrawal.

11. Director, WII reserves the right to terminate the contract at any time without assigning any reason.

**Administrative Officer
Wildlife Institute of India**

Financial Bid Proforma (Rates should be quoted in this Proforma only)

Table-A

S.No.	Brief Description of Work /Assignment	Rate per Candidate (Rs.)	Service Tax Charges /Other Taxes Rs.)	Total Cost per Candidate (Rs.)
1.	Conducting Online Entrance Examination for 'Online Registration, Examination and Assessment' as per the scope of work mentioned in the tender document			

List of 10 Identified Committed Centres are (i) Bengaluru; (ii) Bhopal; (iii) Lucknow; (iv) Dehradun; (v) Guwahati; (vi) Hyderabad; (vii) Jammu; (viii) Kolkata; (ix) Mumbai; and (x) New Delhi.

The Institute commits to make payment for a minimum of 30 candidates in each Test Centre. In case, number exceeds beyond 30 per centre, payment shall be made based on actual number of admit card issued in each centre.

Optional Item:

The Institute may need to conduct examination at additional center(s) in the country. An indicative list is provided at **Annexure-II**. Rates for additional center (optional) may be quoted in the **Table-B** given below.

Table-B

S.No.	Brief Description of Work /Assignment	Charges for Additional Centre		
		Rate per Candidate (Rs.)	Service Tax Charges/Other Taxes Rs.)	Total Cost per Candidate (Rs.)
1.	Conducting Online Entrance Examination for 'Online Registration, Examination and Assessment' as per the scope of work mentioned in the tender document			

Note:

- (i) It is compulsory to quote rates for both the items as per Table-A and Table-B; failing which their offer will not be considered. The rates quoted by the bidders (Table-A & B) shall be clubbed together. Weightage of 80% for the rates quoted in Table-A and 20% for the rates quoted in Table-B will be given by the Institute for arriving at the lowest bidder (L-1).
- (ii) Conditional tender will not be accepted by the Institute.

An indicative list of Additional Centers (Optional) for Online Examination:

1. Haldwani - Uttarakhand
2. Jabalpur - Madhya Pradesh
3. Allahabad, Agra - Uttar Pradesh
4. Shimla - Himachal Pradesh
5. Ahemdabad, Baroda - Gujarat
6. Pune - Maharashtra
7. Trivandrum, Thrissur - Kerala
8. Jorhat - Assam
9. Jodhpur, Jaipur - Rajasthan
10. Coimbatore, Chennai - Tamilnadu
11. Ranchi - Jharkhand
12. Patna - Bihar
13. Chandigarh - Haryana & Punjab
14. Bhuvneshwar - Orrisa
15. Imphal - Manipur & Mizoram
16. Raipur - Chattishgarh