



GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF EXPENDITURE
OFFICE OF CONTROLLER GENERAL OF ACCOUNTS
MAHALEKHA NIYANTRAK BHAWAN
'E' Block, GPO Complex, INA
New Delhi -110023

NOTICE INVITING TENDER

Tender Notice :- No. MF.CGA/Admn.II/2018-19/AAO-Exam/CBT/671/867

Dated:-26/09/2019.

Name of Work:- **Outsourcing of the Departmental Examinations held by the Examination wing O/o CGA, New Delhi.**

Approximate Cost :- Rs.70,00,000/-

Tender Cost:- Rs. 500/-

Currency Period:- 3 year

Tender document can be downloaded from website <http://cprocure.gov.in> and www.cga.nic.in. Detailed Terms & Conditions are given in the Tender Document. Bids are invited from eligible agencies along with Earnest Money Deposit of Rs. 3,00,000/- which should be submitted in the form of Demand Draft/ Banker's Cheque drawn in favour of Pay and Accounts Officer, O/o CGA, New Delhi payable at New Delhi. A Demand Draft / Banker Cheque Rs.500/- (Rs. Five Hundred only) towards non-refundable tender cost in favour of "Pay and Accounts Officer, O/o CGA, New Delhi" payable at New Delhi is to be submitted at the time of submitting the tender in a separate envelope duly marked "Tender Cost". The bids along with Demand Draft/ Banker's Cheque should be submitted at Room No. 204, Mahalekha Niyantarak Bhawan, E-Block, GPO Complex INA, New Delhi-23 on or before 21.10.2019. Tender (Technical bids) will be opened on the **same day at 4:00 pm** in the presence of authorized representatives with the bid acknowledgement receipt, if any, of the bidders. Tenders would be opened in room no. 205, 2nd Floor, Mahalekha Niyantarak Bhawan, 'E' Block, GPO Complex INA New Delhi-23. Office of CGA reserves the right to accept or reject the Tender without assigning any reason there for.

(Jagmohan)
Sr. Accounts Officer (Admn.)
Ph.24621268

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1. DISCLAIMER

The information contained in this Request for Open Online Tender Enquiry Document or subsequently provided to Bidder/s, whether verbally or in documentary form by or on behalf of any of the representatives, employees or advisors of CGA (collectively referred to as CGA Representatives), is provided to Bidder(s) on the terms and conditions set out in this Online Tender Enquiry Document and any other terms and conditions subject to which such information is provided.

This open online Tender Enquiry Document is not an agreement and is not an offer or invitation by the CGA Representative(s) to any party other than the entities who are qualified to submit their Proposal (Bidders). The purpose of this Online Tender Enquiry Document is to provide the Bidder with information to assist the formulation of their Proposal. This Online Tender Enquiry Document does not purport to contain all the information each Bidder may require. This Online Tender Enquiry Document may not be appropriate for all persons, and it is not possible for the CGA representative(s) to consider the investment objectives, financial situation and particular needs of each party who reads or uses this Tender Enquiry Document. Each Bidder should conduct their own investigations and analysis and should check the accuracy, reliability and completeness of the information in this Online Tender Enquiry Document and wherever necessary, obtain independent advice from appropriate sources.

The CGA Representative(s) make no representation or warranty and shall incur no liability under any law, statute, rule or regulation as to the accuracy, reliability or completeness of this Tender Document.

The CGA Representative(s) may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this Tender Enquiry Document.

2. About this ONLINE Tender Enquiry

This document is a bid document detailing operational expectations from prospective bidders for outsourcing the conducting of the Assistant Accounts Officer (Civil) Examination through online computer based test on behalf of the office of the Controller General of Accounts (CGA).

Background

Office of the CGA has been conducting the Assistant Accounts Officer (Civil) Examination in offline mode since very long. It has been decided to conduct this examination through Computer Based Test Methodology from the year 2019 onwards. There will be 9 (nine) papers in the examination each consisting of 100 objective multiple choice questions of one mark each (the 9th Paper will be applicable only for one centre and that too in lieu of one of the other 8 papers). The time allowed for each paper will be 2 hours.

The offline examination for the above mentioned examination used to be conducted at about 15 centres. Names of these 15 Centres are given **Annexure I**. There is only one venue at each Centre. The centres/venues of the online exam may change depending upon the number of candidate registered at each centre/venue.



3.1 Scope of work :

Conducting the examination in **Computer Based Test (CBT)** mode as detailed in Para No. 3.2 of detailed scope of work given in **Annexure VI**.

Important:

- ☐ It would be a pre-requisite for the agency that it has a CBT delivery solution and an appropriate interface which enable presentation of questions bilingually in both **Hindi** and **English**.
- ☐ Questions (test items) would be identical for all the candidates to be selected at random from a large test bank. However the sequence of test items and sequence of answer options as it gets displayed on client systems would need to be different in case of different candidates.
- ☐ The CBT is required to be administered in all the venues simultaneously through VPN.
- The Question Bank will be prepared by office of the CGA and provided to the selected firm at the appropriate time.

Document Download: Tender documents may be downloaded from CPPP site <https://eprocure.gov.in/eprocure/app>. Manual bids shall not be accepted.

The following are conditions relating to this tender:

1. The selection of service provider shall be the sole discretion of the User department.
2. The rates finalized shall remain valid during the validity of the contract.
3. The bidder should fulfill the general conditions in order to participate in the Advertised Tender Enquiry.

3.2 General Conditions of eligibility

1. Bidder must possess PAN card in the name of the bidding firm. Copy of PAN card must be submitted.
2. Bidder should have Goods and Service Tax registration. Copy of registration certificate to be submitted.
3. Bidder must be an individual company registered in India under the Companies Act, 2013, and should have been in existence in India for at least 3 years prior to the date of issue of this Tender Enquiry. Consortiums are not allowed. Bidder should have Articles of Association (in case of registered firms), bylaws and certificate of registration (in case of registered cooperative societies), Partnership deed (in case of partnership firm). Bidder must submit a Copy of the company's registration certificate.
4. The Bidder should have a turnover of at least Rs. 1.5 crore solely from conducting online computer based examination during each of the last three financial years. Copies of IT Returns and Audited Accounts for the Financial Years 2015-16, 2016-17 and 2017-18 and a certificate from the Chartered Accountant to the effect that the average annual turnover for each of the last three financial years from conducting online computer based examinations is not less than 1.5 crores.
5. The bidder should have conducted Computer Based objective multiple choice Tests through VPN successfully in more than 15 centres simultaneously in different cities all over the country for at least three examinations during the past three years including the year 2018-19 and have the capability to conduct them in the centres mentioned in **Annexure I** (Testimonials and details to be attached.)
6. The bidder should not have been blacklisted by any State Government / Central Government / PSU in the past. An undertaking certifying non-blacklisting of the organization should be submitted.

3.3 Earnest Money Deposit (EMD):

1. The Bidders are required to deposit Earnest Money of Rs. 3,00,000 (Rs. Three Lakh only) in the form of Demand Draft /Bank Guarantee/ Fixed Deposit Receipt of any scheduled bank in favour of Pay & Accounts Officer, Office of the CGA, payable at New Delhi. This is required to be submitted by all the bidders. The validity of the Bank Guarantee/Account payee Demand Draft/Fixed Deposit Receipt will be up to 6 (six) months starting from the date of submission of the bid Documents. Bidder has to ensure six months validity of the instrument and timely renewal (if applicable).
2. The original instrument of Earnest Money Deposit (EMD) of Rs. 3,00,000/- in the form of a Demand Draft/Pay Order drawn in favour of the Pay & Accounts Officer, Office of CGA, New Delhi must be delivered to the Accounts Officer (Admn), Room No. 205, Mahalekha Nyantrak Bhawan, GPO Complex, INA, New Delhi on or before the last date/time of submission of online bids.
3. No request for transfer of previous deposit of earnest money or security deposit or adjustment against the pending bills held by the Department, if any, in respect of the previous work will be entertained.
4. The Earnest Money Deposit (EMD), without any interest accrued will be refunded as follows:
 - a. In the case of unsuccessful bidders, the Earnest Money Deposit (EMD) will be refunded without any interest accrued within 30 days after the award of the contract to the successful bidder.
 - b. The EMD of the successful bidder will be returned only after signing the contract along with performance security deposit.

4 CRITICAL DATE SHEET

Time schedule

Published Date	27.09.2019
Bid document Download	27.09.2019
Removal of doubts	30.09.2019
Bid submission Start Date	01.10.2019
Bid submission End Date	21.10.2019
Date of opening of technical bid	21.10.2019
Presentation by the Bidder if required	To be announced later
Financial Bid opening Date	30.10.2019

Note:


1. No Bid will be accepted after the deadline given in the time schedule above.
2. Any change in the schedule of Tender process will be notified at CPPP site.

5 AVAILABILITY OF TENDER

1. The complete Tender Document is available on the website of this office <http://www.cga.nic.in/> under the tab "Tenders and Contracts" (for reference only) and CPPP e-Procurement site <https://eprocure.gov.in/eprocure/app>
2. The prospective bidders desirous of participating in this tender may view and download the tender document free of cost from above mentioned website <https://eprocure.gov.in/eprocure/app>.

The bidder(s) shall submit their Bids online in three parts as mentioned in Annexure-III

6. BID SUBMISSION

1. Bidders are advised to visit this website regularly to keep themselves updated as any change/ modification in the tender will be intimated through this website only.
2. Bidders are advised to follow the instructions "Instructions To Bidder for Bid Submission" provided in the **Annexure III** and Detailed scope of work in the **Annexure VI**.
3. In case, the day of bid submission is declared as Holiday by Govt. of India, the next working day will be treated as day for submission of bids. There will be no change in the timings.
4. Tender bid must contain the name, office and after office hours addresses including telephone number(s) of the person(s) who are authorized to submit the bid with their signatures.
5. Un-signed & un-stamped bid shall not be accepted.
 6. All pages of the bid being submitted must be signed and sequentially numbered by the bidder irrespective of the nature of content of the documents.
7. Ambiguous bids will be outrightly rejected. 
8. CGA will NOT be responsible for any delay on the part of the selected agency in obtaining the terms and conditions of the tender notice or submission of the tender bids.
9. The offers submitted by fax / E-mail etc. shall NOT be considered. No correspondence will be entertained in this matter.
10. Any alteration / overwriting / cutting in the bid should be duly countersigned, else it will be outrightly rejected. Conditional tenders shall NOT be accepted on any ground and shall be rejected straightway.
11. If any clarification is required, the same should be obtained before or during pre-bid meeting only.
12. Tender process will be over after the issue of awarding letter to the selected agency.
13. Bids not quoted as per the format given by CGA will be rejected straightway.
14. For additional instructions, refer to the Sections "Financial Bid Evaluation".

7. Deviations

Any deviations from the scope of work as outlined in Annexure VIII should be mentioned clearly with suitable justification by the bidders in a separate sheet under the heading 'Deviations'. This sheet should be included in the technical proposal. If no deviations are mentioned, then it will be assumed that the selected agency has accepted the scope of work in its entirety as mentioned in the tender document and is bound to deliver the same. CGA reserves the right to accept or reject the deviations proposed by the bidder.

8. Bid Opening

1. Proof for fulfilling the general conditions of Tender Document and EMD amount will be opened online as per Critical Date Sheet. The representative of the bidders may be present at the time of bid opening as per the 4th column dates.
2. **Technical bids of only those bidders** will be opened who (i) fulfill the General Conditions of the bid and (ii) who submits the required EMD amount for further evaluation. A list of qualified/unqualified bidders on **eligibility criteria (Annexure IV)** and subsequent evaluation will be displayed on the website <https://eprocure.gov.in/eprocure/app>
3. If considered necessary, CGA may call any technically qualified bidder for their presentation.
4. **Financial Bid:** The proposals which meet the technical requirements will then qualify for evaluation of the financial proposal. The Financial Bids of technically qualified bidders will be opened online as per the time lines.
 - (i) There will be no negotiation regarding the financial bid with L-1
 - (ii) The rates shall be quoted in Indian rupees and should be inclusive of all prevailing taxes, levies, etc. as applicable for this work.
 - (iii) Prices should be quoted in Indian Rupees only and indicated both in figures and words. In case of any inconsistency between prices in figures and words, prices in words will prevail.
 - (iv) Bidders should have Goods and Services Tax registration as applicable for this tender.
 - (v) Taxes indicated in the Financial Bid will be paid as per actuals on the basis of the prevailing rate.
 - (vi) Financial Bid shall include Gross Total Value of all quotations.

9. Bid Evaluation

No enquiry shall be made by the bidder(s) during the course of evaluation of the tender, after opening of bid, till final decision is conveyed to the successful bidder(s). However, the Committee/its authorized representative and office of CGA can make any enquiry/seek clarification from the bidders, which the bidders must furnish within the stipulated time else the bids of such defaulting bidders will be rejected.

10 Criteria for Evaluation of Proposals

10.1.1 Technical Bid: The proposals will be eligible to be technically qualified if they meet the following criteria:

- (i) Experience in the conducting of test papers in Computer Based Test methodology with Objective Multiple Choice Questions and responses in English and Hindi with jumbling of questions successfully for at least three examinations for Government organisations in the past 3 years including the year 2018-19 with complete confidentiality.
- (ii) Availability of the license for use / copyright of the source code for conducting the computer based examinations including the capture of responses with the freedom to make changes as and when required in any of the components of the software/source code being utilized for the purpose of conducting the said computer based examinations.
- (iii) ISO 9001:2008 and ISMS270001 standard/STQC certification.
- (vi) Technical bids of only those bidders shall be evaluated who fulfill the general conditions of eligibility mentioned in Clause 3.2 and who have submitted the necessary EMD in acceptable form.

10.1.2 Financial Bid Evaluation:

The bids will be evaluated on the basis of the Net Present Value (NPV) plus taxes quoted in the price bid subject to the fulfillment of the essential conditions of the Technical Proposal. Financial bids of only those bidders shall be opened whose technical bids are found acceptable.

11 Contours of the Award

As and when award is made, CGA may enter into an initial three year contract subject to yearly review. CGA reserves the right to make more than one award, partial awards or no awards. The award may be extended for a period of upto one year at the third year rate by mutual consent.

12 Demonstration and Presentation by the Bidders

The Bidders may be required to make a presentation on their capabilities to conduct the online examination as per the conditions specified above. The selected agency will be required to give a demonstration of their client and server software for online examination using dummy papers. The date and venue for demonstration and presentation will be announced by the CGA after mutual decision at a suitable date

13 Performance Bank Guarantee

Upon selection, the successful bidder has to submit a Performance Guarantee within fifteen days in the form of a Bank Guarantee of any Scheduled Bank for the contract period of three years in favour of Pay & Accounts Officer, Office of the CGA payable at New Delhi. In case the contract is extended beyond the initial 3 year period, the successful bidder will have to extend the bank guarantee too. The performance guarantee shall amount to 5% of the accepted Financial Bid value.

14 Mode of Payment and penalty clauses

1. The payment to the selected agency shall be made in Indian rupees and shall be paid only after the successful completion of the work set out for each set of examinations. For this purpose all the nine papers of the AAO Examination taken together will be treated as a single set of examination. The payment will be made on the basis of the year-wise rate quoted by the successful bidder and the number of candidates who have been issued with admit cards. No advance payment shall be made. The agreement should be on non-judicial stamp paper which shall contain penalty clauses related to liquidated damages.
2. In case successful bidder fails to sign the contract in accordance with the terms and conditions or fails to furnish the Performance Security within the prescribed time of fifteen days or refuses to honour his own quoted rates for the services, the EMD deposited by the successful bidder, will be forfeited. It will be treated as breach of contract and in that event the office of the CGA will be entitled to make other arrangement at the risk, cost and expenses of the contractor.

15 Indemnity

- (i) Office of the CGA and its representatives shall stand indemnified of all legal obligations, past/ present/future which may arise out of this contract.
- (ii) Office of the CGA and its representatives shall stand absolved for any liability on account of death or injury sustained by the agency staff during the performance of the contract and also for any damages or compensation due to any dispute between the agency and its staff or between the agency and any other individual or entity.
- (iii) The empanelled agency will indemnify office of the CGA and its representatives of any infringement of third party rights, be they under the Patents Act or the IPR.

16 Security

1. The agency will ensure that no information about the software, hardware, database and the policies of the client organization is taken out in any form including electronic form or otherwise, from the client site by the manpower posted by them and/or communicated to any other individual or entity.
2. The agency or its deployed personnel, by virtue of working on this project can't claim any rights on the work performed by them. O/o CGA will have absolute right on the work assigned and performed by them. No claim of the agency or its deployed professionals will be entertained on the deliverables.
3. Agency will ensure secrecy of the work awarded to it.

17 GENERAL TERMS & CONDITIONS

1. The selected agency will provide the technology and the operational solutions for the conduct of the computer based examination. The selected agency will not subcontract the technology and operational solution for conducting the examinations.
2. Timely and successful completion of the Departmental examination with utmost confidentiality is the main criteria for continuation of the contract by the

successful bidder. Any delay or loss of confidentiality due to omission or commission on the part of Successful bidders would amount to breach of contract with its consequences.

3. O/o the CGA may, by written notice sent to the selected agency, terminate the work order and/or the Contract, in whole or in part at any time of its convenience. The notice of termination will specify that termination is for CGA's convenience, the extent to which performance of work under the work order and/or the contract is terminated and the date upon which such termination becomes effective. O/o the CGA reserves the right to cancel the remaining part and pay to the selected agency an agreed amount for partially completed Services.
4. In the event of the agency's company or the concerned division of the company being taken over / bought over by another company, all the obligations under the agreement with O/o the CGA, shall be passed on for compliance by the new company / new division.
5. The agency will be responsible for any damage to equipment, property and third party liabilities caused by acts of omission or commission on part of its deployed manpower at the premises of O/o CGA. All equipment will be used only for the purpose of carrying out legitimate business of client organization and will not be put into any other use.
6. O/o CGA stands absolved for any liability on account of death or injury sustained by the Agency's employee(s) during the performance of this contract and also for any damages or compensation due to any dispute between the agency and its employee(s) or between the agency and any other individual or entity.
7. Staff of the agency must carry Identity cards issued by the agency while on duty at O/o the CGA/at examination venues. Be it private or public areas, the employees are to be frisked/ checked by the security personnel, both while entering and leaving the premises.
8. The bidders will provide escalation matrix for problem resolution.
9. All bid documents must be clearly signed and stamped by the Authorized Signatory of the bidder.
10. The bidders shall also submit Signed and Scanned Copy of Tender Acceptance Letter.

18 Limitation of Liability

The Selected agency shall be liable to O/o the CGA for damage caused by the Selected agency to the O/o CGA due to gross negligence or willful misconduct on the part of the agency or on part of any person or company acting on behalf of the Selected agency in carrying out the services

- (i) for any indirect or consequential loss or damage; and
- (ii) for any direct loss or damage, only to the extent of
 - A. the total payments payable under this contract to the Selected agency, or
 - B. the proceeds the Selected agency may be entitled to receive from any insurance maintained by the Selected agency to cover such a liability, whichever of (A) or (B) is higher, plus the security deposit submitted by the Selected agency.

This limitation of liability shall not affect the Selected agency's liability, if any, for damage to Third Parties caused by the Selected agency or any person or firm/company acting on behalf of the Selected agency in carrying out the work.

18.1 Termination for Insolvency

CGA may at any time terminate the contract by giving four weeks written notice to the selected agency, without any compensation if the selected agency/empanelled bidder becomes bankrupt or otherwise insolvent.

18.2 Force Majeure

If at any time, during the continuance of the contract the performance in whole or in part by either party of any obligation under the contract is prevented or delayed by reasons of any war, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics quarantine restrictions, strikes, natural calamities, lockouts or acts of God (hereinafter referred to as "events"), provided notice of happening of any such event is duly endorsed by the appropriate authorities/chamber of commerce in the country of the party giving notice, is given by party seeking concession to the other as soon as practicable, but within 21 days from the date of occurrence thereof and satisfies the party adequately of the measures taken by it. Neither party shall, by reason of such event, be entitled to terminate the contract, nor shall either party have any claim for damages against the other in respect of such non-performance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist and the decision of the purchaser as to whether the deliveries have so resumed or not, shall be final and conclusive, provided further, that if the performance in whole or in part or any obligation under the empanelment is prevented or delayed by reason of any such event for a period exceeding 60 days, the purchaser may at his option, terminate the empanelment.

18.3 Termination for Default

a. Default is said to have occurred



- i. If the agency fails to deliver any or all of the services within the time period(s) specified in the work order or any extension thereof granted by CGA.
 - ii. If the agency fails to perform any other obligation(s) under the contract/work order.
- b. If the agency, in either of the above circumstances, does not take remedial steps within a period of 30 days after receipt of the default notice from CGA (or takes longer period than what CGA may authorize in writing), CGA may terminate the contract / work order in whole or in part. In addition to above, CGA may at its discretion also take the following actions.
- c. CGA may transfer upon such terms and in such manner, as it deems appropriate, work order for similar support service to other agency and the defaulting agency will be liable to compensate CGA for any extra expenditure involved towards support service to complete the scope of work totally.

18.4 Arbitration

1. If a dispute arises out of or in connection with this contract, or in respect of any defined legal relationship associated therewith or derived there from, the parties

agree to submit that dispute to arbitration under the ICADR Arbitration Rules, 1996 for arbitration in accordance with Arbitration & Conciliation Act, 1996.

2. The Authority to appoint the arbitrator(s) shall be the International Centre for Alternative Dispute Resolution (ICADR).
3. The International Centre for Alternative Dispute Resolution will provide administrative services in accordance with the ICADR Arbitration Rules, 1996.
4. Place of Arbitration will be Delhi.

18.5 Conciliation

1. If a dispute arises out of or in connection with this contract, or in respect of any defined legal relationship associated therewith or derived there from, the parties agree to seek an amicable settlement of that dispute by Conciliation under the ICADR Conciliation Rules, 1996 for conciliation in accordance with Arbitration and conciliation Act, 1996.
2. The Authority to appoint the Conciliator(s) shall be the International Centre for Alternative Dispute Resolution (ICADR).
3. The International Centre for Alternative Dispute Resolution will provide administrative services in accordance with the ICADR Conciliation Rules, 1996.
4. Conciliation center will be at Delhi.

18.6 Applicable Law

1. The Agreement/Contract/work-order will be governed by the laws and procedures established by the Govt. of India within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/processing.
2. The agency and their deployed personnel either during the contract or after its completion, shall not disclose any proprietary or confidential information relating to the services, contract or business or operations of CGA without the prior written consent of CGA.

19 Annexures

The Annexures **I to VIII** shall be treated as part of this NIT.

Annexure-I

List of Centers

1. Ahmedabad
2. Bangalore
3. Chandigarh
4. Chennai
5. Hyderabad
6. Jaipur
7. Kavaratti
8. Kolkata
9. Lucknow
10. Mumbai
11. Nagpur
12. New Delhi
13. Patna
14. Port Blair
15. Shillong



ANNEXURE II

Validity of Bid

S.N.	Item	Period
1	Validity of bids	180 (one hundred and eighty days)
2	Validity of service contract	Minimum 3 years (Three years)

[Handwritten signature]

ANNEXURE III

ONLINE BID SUBMISSION

The tender shall be submitted in Three parts, viz.,

- A. Proof of fulfillment of the general conditions of eligibility along with EMD
- B. Technical Bid
- C. Financial Bid.

A. General conditions of eligibility: Please submit the following documents duly authenticated by the authorized signatory of the bidding firm:-

1. Copy of PAN card in the name of the bidding firm.
2. Copy of Goods and Service Tax registration certificate.
3. Copy of the company's registration certificate under the Company's Act etc.
4. Copies of IT Returns and Audited Accounts for the Financial Years 2015-16, 2016-17 and 2017-18 and a certificate from the Chartered Accountant to the effect that the average annual turnover for each of the last three financial years from conducting online computer based examinations is not less than 1.5 crores.
5. The bidder should not be blacklisted by any State Government / Central Government / PSU in the past. An undertaking certifying non-blacklisting of the organization should be submitted.
6. Tender acceptance letter as per Annexure-VIII.
 1. Bid Summary as in Annexure V.
 2. A scanned copy of the instrument of EMD. The original instrument of EMD of Rs. 3,00,000/- in the form of a Demand Draft/Pay Order drawn in favour of the Pay & Accounts Officer, Office of CGA, New Delhi must be delivered to the Accounts Officer (Admn), Room No. 205, Mahalekha Nyantrak Bhawan, GPO Complex, INA, New Delhi on or before the last date/time of submission of online bids
 3. If the bids are not accompanied by all requisite supporting documents and EMD, the same would be rejected. Originals of the documents will have to be produced as and when called for. Undertaking for subsequent submission of any of the required documents will not be entertained under any circumstances. However, O/o CGA reserves the right to seek Clarifications on the already submitted documents, but no fresh documents shall be accepted.

B. Technical Bid should contain the following documents:

1. Testimonials like work orders, completion certificates etc. to prove that the bidder has successfully conducted at least three computer based examinations with objective multiples choice questions and responses in English and Hindi with jumbling of questions and options successfully for Government organisations in the past 3 years including the year 2018-19.

2. A declaration that the bidder possesses the license for use / copyright of the source code for conducting the computer based examinations including the capture of responses with the freedom to make changes as and when required in any of the components of the software/source code being utilized for the purpose of conducting the said computer based examinations.
3. Deviation statement, if any, in terms of Clause 7 of the main NIT.
4. Proof of having ISO 9001:2008 and ISMS270001 standard/STQC certification.
5. Details of the infrastructure available in terms of number of candidates and facilities to be made available at all the 15 centres mentioned in Annexure I.
6. A write up detailing the process of pre-examination operations including registration of candidates, the question paper authoring software, the online Examination software (Client and Server) and the software that handles post-examination operations and the score reporting


C. FINANCIAL BID

Financial bid should be submitted as per **Annexure VII**.



Other information for Bidders

1. Bidder shall adhere to the Time Schedule mentioned in this Advertised Tender Enquiry. No bids shall be accepted post the deadline as mentioned in this schedule.
2. CGA will not be responsible for any delay on the part of the vendor in obtaining the terms and conditions of the tender notice or submission of the online bids.
3. The bids submitted by fax/E-mail etc. shall not be considered. No correspondence will be entertained on this matter.
4. Conditional tenders shall not be accepted on any ground and shall be rejected straightway. If any clarification is required, the same should be obtained before submission of the bids.
5. No bids will be accepted after the expiry of the deadline as stated above.
6. In case, the day of bid submission is declared Holiday by Govt. of India, the next working day will be treated as the day for submission of bids. There will be no change in the timings.
7. All pages of the bid being submitted must be signed by the authorized signatory, stamped and sequentially numbered by the vendor irrespective of the nature of content of the documents. Un-signed & un-stamped bid may be summarily rejected.
8. At any time prior to the last date for receipt of bids, CGA, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective vendor, modify the Tender Document by an amendment. The amendment will be notified on CPPP website and should be taken into consideration by the prospective agencies while preparing their bids.
9. In order to give prospective agencies reasonable time to take the amendment into account in preparing their bids, CGA may, at its discretion, extend the last date for the receipt of bids. No bid may be modified subsequent to the last date for receipt of bids. No bid may be withdrawn in the interval between the last date for receipt of bids and the expiry of the bid validity period specified in the tender. Withdrawal of a bid during this interval may result in forfeiture of bidder's EMD.

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10. The agencies will bear all costs associated with the preparation and submission of their bids. CGA will, in no case, be responsible or liable for those costs, regardless of the outcome of the tendering process.
 11. Printed terms and conditions of the bidders will not be considered as forming part of their bid. In case terms and conditions of the tender document are not acceptable to any bidder, they should clearly specify the deviations in their bids.
 13. Bids not submitted as per the specified format and nomenclature may be outrightly rejected.
 14. Ambiguous/Incomplete/Illegible bids may be outrightly rejected.
 15. Submission of the Bid will be deemed to have been done after careful study and examination of all instructions, terms and required specifications in the tender document with full understanding of its implications. Bids not complying with all the given clauses in this tender document are liable to be rejected. Failure to furnish all information required in the tender Document or submission of a bid not substantially responsive to the tender document in all respects will be at the vendor's risk and may result in the rejection of the bid.

Annexure IV

Eligibility Criteria

Required essential qualifying criteria for bidders:

1. General Conditions of eligibility

- a. Bidder must possess PAN card in the name of the bidding firm. Copy of PAN card must be submitted.
- b. Bidder should have Goods and Service Tax registration. Copy of registration certificate to be submitted.
- c. Bidder must be an individual company registered in India under the Companies Act, 2013, and should have been in existence in India for at least 3 years prior to the date of issue of this Tender Enquiry. Consortiums are not allowed. Bidder should have Articles of Association (in case of registered firms), bylaws and certificate of registration (in case of registered cooperative societies), Partnership deed (in case of partnership firm). Bidder must submit a Copy of the firm's registration certificate.
- d. The bidder should not be blacklisted by any State Government / Central Government / PSU in the past. An undertaking certifying non-blacklisting of the organization should be submitted.

2. Financial:

The Financial strength of the organization and capacity to undertake the project:

Bidders should have a minimum annual turnover of Rs. 1.5 crore solely from conducting online computer based examination during each of the last three financial years. Copies of the IT returns/audited accounts for three financial years (**2015-16, 2016-17 & 2017-18**) and a certificate from the Chartered Accountant to the effect that the average annual turnover for each of the three financial years from conducting online computer based examinations is not less than 1.5 crores shall be furnished.

3. Technical:

3.1 Should have conducted Computer Based objective multiple choice Tests through VPN successfully in more than 15 centres simultaneously in different cities all over the country for at least three examinations during the past three years including the year 2018-19 and have the capability to conduct them in the centres mentioned in **Annexure I** (Testimonials and details to be attached.)

3.2 The bidders should have ISO 9001:2008 and ISMS270001 standard/STQC certification. Documents proof should be submitted along with the technical bid.

3.3 The bidder should possess the license for use / copyright of the source code for conducting the computer based examinations including the capture of responses with the freedom to make changes as and when required in any of the components of the software/source code being utilized for the purpose of conducting the said computer based examinations.

3.4 The bidder should have all necessary infrastructure, either owned or hired, required for conducting the online computer based examination for about 1500 candidates at Delhi and between 150 to 300 candidates at other centres mentioned in Annexure I continuously for 4 days in two sessions each. Details to be submitted along with the technical bid.


Fall Clause:

The following Fall clause will form part of the contract placed on successful Bidder

- a. The price charged for the services supplied under the contract by the Seller shall in no event exceed the lowest prices at which the Seller sells the services or offer to sell services of identical description [i.e. services which adhere to substantive scope/description of work as mentioned in this document] to any persons/ rganization including the purchaser or any department of the Central Government or any Department of state government or any statutory undertaking the central or state government as the case may be during the period till performance or all Work Orders placed during the currency of the rate contract is completed.
- b. If at any time, during the said period the Seller reduces the sale price, sells or offers to sell such services to any person / organization including the Buyer or any Department of Central Govt. or any Department of the State Government or any Statutory undertaking of the Central or state Government as the case may be at a price lower than the price chargeable under the contract, he shall forthwith notify such reduction or sale or offer of sale to the UPSC and the price payable under the contract for the services of such reduction of sale or offer of the sale shall stand correspondingly reduced.
- c. The Seller shall furnish the following certificate to the Paying Authority along with each bill for payment for services made against the Rate contract- "We certify that there has been no reduction in sale price of the services of description identical to the services supplied to the Government under the contract herein [i.e. services which adhere to substantive scope/description of work as mentioned in Annexure-I & II of this document] and such services have not been offered/sold by me/us to any person/organization including the purchaser or any department of Central Government or any Department of a state Government or any Statutory Undertaking of the Central or state Government as the case may be upto the date of bill / the date of completion of supplies against all supply orders placed during the currency of the Rate Contract at price lower than the price charged to the government under the contract."

ANNEXURE V
BID SUMMARY

Name of Bidder		
Date of Incorporation		
Registered Office Address		
Authorised Signatory Details	Name	
	Designation	
	Email	
	Phone	
Details of Contact other than Authorised Signatory	Name	
	Designation	
	Email	
	Phone	



Annexure-VI

Detailed Scope of Work

1. Tentative Schedule of the Examination

2. The Examination is proposed to be conducted in 2019 in 8 sessions in 4 days. The complete schedule with details regarding the papers and the respective sessions will be notified to the successful vendor at a suitable date.

The scope of the work involves conducting online examination with Computer Based Test methodology of the Assistant Accounts Officer (Civil) Examination for the Examination Wing of the CGA and any other new examination to be conducted in future.

3. The Examination will be held annually till any decision is taken to change the periodicity in future. The scope of the work includes all processes required for holding the above mentioned examination in Computer Based Test methodology, beginning from registration of candidates to preparation of electronic version of test papers to conducting of the tests in the designated centres, evaluation of responses, to score/result reporting, carry forward of and maintenance of the data of candidates in the Registering application software for all purposes including future examinations and audit trail.

4. The bidder is expected to conduct the Examination as per the pattern as detailed below:

The following sub sections list the features in the Online Examination that the vendor is expected to provide through their technology and operations, and the capabilities of the vendor needed for delivery of the Online Examination:

1. Registration
2. Test Delivery
3. Evaluation and Score/ Results Reporting.
4. Others

5. Registration:

The selected agency should have a Registering module application software for registration of candidates intending to appear in the examination.

6. Manage the Registration process:

This involves the overall supervision of the registering process, capture of the data of candidates' input through their respective designated offices for taking the tests through web enabled input screens for fresh candidates. For repeater candidates to validate details from their earlier data for registration, use of the data of registered candidates to assign their slots for taking tests, generate their admit cards, generate overseers copy (copy for the authority overseeing the examination) of eligible approved candidates, use candidate details for booking of slots to facilitate taking of tests by candidates, facilitate any corrections required in the details of candidates, incorporate any changes in the business rules.

The steps involved are :

- (i) Enabling the web link for Registration process from the server located in the Examination Wing of the CGA.
- (ii) Provide and activate password codes as well as update list of authorised offices located in Delhi to register the candidates.

- (iii) Carry out corrections of details of candidates after submission of data by candidates, if any.
- (iv) Provide and activate password codes for Examination Wing of CGA's Office to approve the eligible candidates.
- (v) Preparation of Date Sheet (schedule of the tests) with inputs from CGA based on the papers to be taken by candidates as per examination schedule.
- (vi) Using details of eligible approved candidates, assignment of slots for tests at Centres to facilitate taking of tests by candidates as per the approved schedule in such a way that candidates from different offices/Ministries are not seated together.
- (vii) Using the candidates data after assignment of their slots for taking tests, generate the admit cards in duplicate of approved candidates.
- (viii) Provide and activate password codes for downloading admit cards by the candidates.
- (ix) Maintain the data of candidates in the Registering application software for all purposes including future examinations.
- (x) Provide data as and when required from the details in the Registering Module for the use of CGA.
- (xi) Delivery of Tests

A. Pre -Testing Activity

Question Bank and Test paper generation.




- The vendor would provide the Question Paper Authoring software in English and Hindi and should be capable of modifying the Question Paper Authoring Software as per the requirements of the CGA. The Question Paper Authoring software must allow for creating multiple versions of a question paper by jumbling the questions and the choices for the questions.
- The Question Paper Authoring software must allow for encryption and password protection of the question paper following appropriate standards.
- The Question Paper Authoring software must allow for insertions into MCQs picture files, graphs, symbols and tables wherever required as well as Hindi content in unicode.
- .Extraction of 100 questions each from the question banks for tests in all papers.
- Convert the electronic version of questions to computerized tests to be held in bilingual mode, English and Hindi in encrypted form. The necessary software must ensure that encrypted and password protected content (questions) is generated through cloud.
- .Check of test papers for ensuring display of complete questions, total number of questions, display errors and any errors which will affect the tests.
- Transfer the encrypted test papers onto CDs for upload in the centres for use in the Examinations.

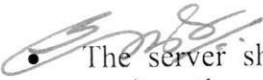
7. The Online Examination software:

Design and development of online examination software for running the tests from the encrypted question banks in Computer Based Test methodology. The software must allow for creating multiple versions of a question paper comprising of 100 questions each selected randomly by the software by jumbling of the questions and the answer choices for a question and capturing the responses of candidates along with the requisite logs for evaluation through computer program-driven software. It should also be capable of running test papers of different subjects/examinations at the same time.

8. Examinations and Test Delivery

- The scope includes test delivery at all the 15 centres (Annexure I), in bilingual mode, English and Hindi simultaneously in CBT mode. The number of Test centres may increase or decrease in future depending upon the number of candidates registered at a particular Centre. The tests are to be conducted in the centres simultaneously spread over four days across the entire country in two sessions per day - one in the forenoon and one in the afternoon, with one paper in each session. Tests for the papers are to be administered simultaneously across the country and will have automatic cut off at the end of the allotted time.
- The examination consists of 9 papers (the 9th Paper will be applicable only for one centre and that too in lieu of one of the other 8 papers). Examination in all 9 papers will be completed in 4 days. On each of the four days there will be two sessions- morning and afternoon. Each Paper will consist of 100 objective multiple choice questions of 1 mark each to be answered in two hours. There will be no negative marking. The software should be capable of running test papers of different subjects/examinations at the same time. The average number of candidates per paper in the first computer based examination may be around 1800 in the first year, which may come down in subsequent years.
- Examination Centres:
 - The vendor has to arrange and provide test centres for two days (preparation day which should be the day preceding the date of exam and the day of exam) which are certified and audited by the vendor in the city where the examinations would be conducted.
 - The vendor has to submit a complete finalized list of the centres at least 45 days before the commencement of the examinations.
 - There could be more than one venue in a city depending on the number of candidates taking the tests and the capacity of the centres.
 - The vendor has to provide for reception areas, halls for seating candidates before commencement of tests, clean wash rooms / toilets, and drinking water facilities at all the test centres free of cost.
- Examination Infrastructure :
 - The vendor has to provide for servers necessary to conduct the examination at each Test centre. There should be at least one main server and one backup server for every 200 candidates and part thereof at a Test Centre.
 - The vendor has to provide for the client systems necessary to conduct the examination at each Test Center. One client system will be available for every candidate registered at each Test Centre. There will be a reserve pool of client systems. The client system should have the required configurations to conduct the tests.
 - There must be adequate spacing between two adjacent seats, in addition partitions of appropriate size between the adjacent seats wherever required.
 - A functional local area network and a power backup generator so as to ensure the continuous access to the systems made available to each candidate during the course of the online Examination.
 - The main server, backup server and client systems at each test centre would be provided with functional UPS. Uninterrupted power should be made available for the period of each session and for 30 minutes prior to and after each session on the day of examination.

- Personnel :
 - The vendor would provide adequately trained Test Administrators (TAs) in every Test Centre who should be the staff of the vendor. Temporary staffs are not acceptable. The TAs will administer the conduct of test and provide the technical
 - support for maintaining the servers used in the conduct of examination at a Test Center.
 - In addition vendor is required to provide trained support Staff for smooth conduct of the examinations. They should be commensurate with the number of candidates taking the test at one time and facilitate candidates taking the tests from arrival to conclusion of test.
 - CGA will provide Supervisors and Invigilators who shall only be available for monitoring the conduct of the examinations and will in no way assist the vendor to conduct the examinations.
- Test Delivery:
 - Test will be delivered over the intranet/VPN at a Test Centre . 
 - The Online Examination Software developed and used by the vendor must support the following two modes of loading the Question paper Packs (QPs):
 - Locally at the server via a Compact Disc/ pen drive collected from CGA Representative
 - Over the network from Master Control Room through VPN. The vendor must ensure confidentiality and protection of the QPs content both at the Master Control Room as well as during transfer over a network.
 - The loading of a Question paper Packs into the Online Examination Software on the servers at a Test Centre must be password protected.
- Pre Examination formalities:
 - Provide for the requisite arrangements for effectively matching each candidate with his or her records captured earlier with details in admit card to ensure that the genuine candidate is permitted to take the test.
 - Assign client systems randomly to candidates taking the examinations ensuring that candidates from the same Ministry/Office are not seated together.
- Invigilation:
 - Announcement of instructions to the candidates, admit card check, candidate identity verification, attendance recording of candidates will be carried out by Invigilators nominated by the CGA.
 - Proctors/ Invigilators will also ensure proper conduct of examination and ensure that candidates use no unfair means.
- Zero Loss of Data
 - The vendor will ensure that there is no loss of response related data for any candidate or any other data related to the examination either from the client systems or from the main and backup servers
- Generation of Event based Log (Audit Trail)

- The vendor will ensure that the event (click) based log (audit trail) for every candidate will be generated and saved on the servers. The audit trail for every candidate would be provided at the end of session in the format agreed upon.
- Saving of Response
 - The vendor will ensure that the click-based activity of every candidate will be saved on servers. This means that the answer responses which have been effectively tagged with candidates details for each question at that click time will be only saved/updated. The question clicks by candidates without a response is also recorded in the database. The final response data should be uploaded to the server in the Master Control Room at CGA headquarters.
- Security
 - The computers administering the examinations shall be disconnected from the Internet and any other network other than the one on which the examinations is being conducted.
 - The keyboard and other hardware available to the candidates during the test such as ports, CD/DVD etc have been disabled except the hardware required for marking the responses by the candidates.
 - No computers other than the client systems used for the examination shall be on this network during the examination.
 - The computers shall be sanitized during pre-examination preparations.
- Monitoring
 -  The server shall have the capability to start the examination for all candidates, monitor the status of each candidate (whether logged in, examination started, idle/active, disconnected, submitted, etc.), and close the examination.
 - The server MUST maintain an audit trail of every operation on the server. All server side audit trails shall be the property of CGA.
- Master Control Facility
 - There will be a Master Control Facility in the Examination Wing of the CGA.
 - The activities at each Test Center will be monitored in the Master Control Facility.
 - At each Master Control Room, the vendor should provide at least 2 technical personnel who are well versed with the Online Examination Software. These personnel will interact with the Test Administrators in each of the Test Centers for smooth conduct of the examination.
 - Provide the daily attendance session-wise, paper-wise, both at the test centres as well as to the Examination Wing at Headquarters.
 - Receive feed back on question paper import, start of test, conclusion of test and status of responses
 - Provide facility for conveying important messages from test centres to the Examination Wing at Headquarters of CGA office.
 - At the end of examination in a session, the candidate response data and audit trail data from each of the Test Centers will be uploaded to the server at the Master Control Facility.
- Post-Examination Operations

- The data will also be uploaded to a server at the Master Control Facility. After the confirmation of proper transfer of data to the server at the Master Control Facility, the Test Administrators in the presence of CGA Representatives will delete the responses and audit trails in the hard disks of the main and backup servers.
- Conduct of Examination and Security of Examination Centers
- At no point of time and location will the identity of vendor be displayed in public domain and shall ensure that the Test Centres are kept in examination-friendly environments with no disturbances from external sources.
- The vendor will ensure the secrecy of the examination material and will also ensure that the examination is held in a candidate-friendly environment.
- Features to be Provided in Online Examination Test Software
- The Online Examination Test Software should include the following features:
 - Display of details of candidate (including a photograph) upon login for
 - verification by the candidate.
 - Display of instructions to candidates upon login and before start of examination. The candidate must be able to retrieve instructions at any time during the examination as well.
 - The software must obtain concurrence of the candidate having read the instructions before start of examination.
 - Start and closure of the examination at scheduled time (candidates must not be able to start their examination even if they login before the scheduled time. Likewise candidates must not be able to answer question after the closure time).
 - Display of remaining time available.
 - The Online Examination Software should facilitate tests of papers of different subjects / examinations to be held in bilingual mode in English and Hindi.
 - Display of selected questions with choices of answers for multiple choice type questions.
 - Marking/unmarking a question (answered or unanswered) for review.
 - Display of status of questions using different colours for all questions of the paper.
 - Switching between sections in the question paper.
 - Exit from test software after due confirmation.
- Process Manual
 - The detailed Standard Process Manual (SPM) will be prepared by the vendor and submitted for use of CGA.
- Mock Tests :
 - The vendor must make arrangements so that static mock tests can be conducted by the interested applicants using sample question papers which should be available to all the applicants at least one month before the actual examination so that the applicants can have practice sessions to be hosted by the vendor and linked through the website of CGA.
- 3.2.5. Evaluation and Results:

- Provide for software programme driven evaluation process of multiple choice questions. The evaluation process should be robust as confirmed by appropriate tests.
- The results as computed from the evaluation and made available in PDF formats for the parameters to be prescribed by the CGA.
- Provide the reports to be prescribed by CGA.
- There is a provision for release of results to the authorized offices by downloading for their reference using username and password .

9. Others:

- a) The data required by the Examination Wing for answering RTI queries etc. from time to time will be made available by the vendor, including the question papers candidate wise and subject wise and their answer keys.
- b) MIS reports related to the Departmental Examinations will be made available from time to time by the selected agency also.
- c) The vendor shall at all times during the currency of contract conform to and comply with the regulations and bye laws of the Government or all other local authorities, the provisions contained in the various labour acts enacted by the State Legislature and Parliament in force and the rules made there under.
- d) The vendor shall indemnify the CGA against any liability for compensation due to injury to his own workmen/engineer or to other persons while executing the contract and for any damage to any property.
- e) CGA Two months lead time will be allowed to the selected agency after the O/o
a. decides to conduct the exam.

10. Confidentiality clause

3.3.1 All stages of the exam will be protected by confidentiality. Upon selection the vendor cannot disclose its identity to any agency/person.

Annexure-VII

FINANCIAL BID

Note:

- Financial bids of only those bidders shall be opened whose technical bids have been found to be acceptable.
- Prices should be quoted in Indian Rupees.

Description	Rate per candidate for 1 st year (Y-1) (In figures and words)	Rate per candidate for 2 nd year (Y-2) (In figures and words)	Rate per candidate for 3 rd year (Y-3) (In figures and words)	Taxes (In figures and words)	NPV (without Taxes) (In figures and words)

1. The examination consists of 9 papers as detailed in Para 3.2.C.1. Examination in all 9 papers will be completed in 4 days. On each of the four days there will be two sessions - morning and afternoon. Each Paper will consist of 100 objective multiple choice questions of 1 mark each to be answered in two hours. There will be no negative marking. The average number of candidates per paper in the first computer based examination may be around 1800 in the first year, which may come down in subsequent years. Financial proposals may be formulated accordingly.
2. The first year will start from the date of award of the contract.
3. Rate shall be quoted "per candidate per paper basis" who will be issued admit cards.
4. NPV (Net Present Value) will be calculated at the discounting rate of 10% annually. Method of calculation of NPV for deciding L-1 is as follow:-

$$NPV = \{ Y1 + Y2/(1+0.1) + Y3/(1+0.1)^2 \}$$

Where Y1 will be the rate quoted for 1st year, Y2, the rate quoted for the 2nd year and Y3, the rate quoted for 3rd year.

Examples:

- (i) If Y1= 150, Y2= 200 and Y3= 240
Then NPV will be
 $\{ 150 + (200/1.1) + (240/1.21) \}$
 $= 150 + 181.82 + 198.35$
 $= 530.17$
- (ii) If Y1=300, Y2=250 and Y3=200
Then NPV will be
 $\{ 300 + (250/1.1) + (200/1.21) \}$
 $= 300 + 227.27 + 165.29$
 $= 692.56$

5. The selection of L-1 vendor will be on the basis of NPV plus applicable taxes as on the date of tender. Payment will be made on the basis of year-wise rate quoted by vendor plus taxes as applicable for the number of admit cards issued.

ANNEXURE-VIII

TENDER ACCEPTANCE LETTER

(To be given on Company Letter Head)

Date:

To,

The Dy. CGA (Admn)
Office of the CGA,
Mahalekha Niyantrak Bhawan,
GPO Complex, INA,
New Delhi - 110 0023.

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No:

Name of Tender / Work: - Online Tender Enquiry for Outsourcing the Departmental Examinations held by the Examination Wing

Dear Sir,

4. I / We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely: as per your advertisement, given in the above mentioned website(s).
5. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and I / we shall abide by the terms / conditions / clauses contained therein.
6. The corrigendum(s) issued from time to time by your department/ organisation too have also been taken into consideration, while submitting this acceptance letter.
7. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.
8. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.
9. I / We certify that all information furnished by our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organisation shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully

(Signature of the Bidder, with Official Seal)