



कृषि वैज्ञानिक चयन मंडल  
AGRICULTURAL SCIENTISTS RECRUITMENT BOARD  
भारतीय कृषि अनुसंधान परिषद्  
(INDIAN COUNCIL OF AGRICULTURAL RESEARCH)  
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F.No. 3-6/2017-GA

Dated the 23<sup>rd</sup> January, 2018.

**E-Procurement Tender Notice**

Agricultural Scientists Recruitment Board (ASRB) invites online bids for Operating and Managing of the Online Examination Facility for a period of **three years** on behalf of Secretary, ASRB.

**Tender schedule:**


Tender No.	F. No. 3(6)/2017-GA
Date of release of Tender through e-procurement	24.01.2018 at 16:00 hours
Pre Bid meeting date/time/venue	05.02.2018 at 11:00 hours/Room No.101 GA Section, ASRB, Krishi Anusandhan Bhawan-I, New Delhi-12 (No queries will be entertained after Pre Bid meeting)
Last date & time for submission of bid	15.02.2018 at 15:00 hours
Date & time for opening of technical bid	16.02.2018 at 15:30 hours
Date & time for opening of financial bid	Will be intimated after scrutiny of Technical Bid
Contact person & Address for Communication	Sh. S. P. Sanwal, Controller of Examination, Sh. Suresh Pal, Chief Technical Officer, ASRB, Krishi Anusandhan Bhawan-I, Pusa, New Delhi 110012, Tel.- 011-25841928
Cost of Tender	Rs. 2,000/- (Rupees two thousand only)
EMD of Tender	Rs. 2,00,000/- (Rupees two lakh only) "Micro and Small Enterprises (MSEs) shall be allowed concessions as notified in the procurement policy of the Govt. of India provided such SMEs provide proof of their being registered as SMEs (indicating the terminal validity date of their registration) for the tendered items i.e. Operation and Maintenance of Online Examination facility."
Place of receiving	Room No.101 GA Section, ASRB, Krishi Anusandhan Bhawan-I, New Delhi-12

On-line e-tender is hereby invited on behalf of Secretary, **AGRICULTURAL SCIENTISTS RECRUITMENT BOARD (ASRB)** towards Operating and Managing of Online Examination Facility in Agricultural Scientists Recruitment Board for a period of three years from the date of award of contract. **The instructions for uploading the tender/bid/quotation may be obtained from the website of CPP portal i.e. <http://eprocure.gov.in>.**

Tender form, terms & conditions and draft agreement can be downloaded free of cost from the website <http://eprocure.gov.in>, [www.asrb.org.in](http://www.asrb.org.in) and [www.icar.org.in](http://www.icar.org.in) upto 1300 hours of 15.02.2018. However, an amount of Rs. 2,000/- is required to be deposited as tender document fee in addition to EMD while submitting the bid. **The demand draft should be drawn in favour of Secretary, ASRB and payable at New Delhi.** On-line bids completed in all respects should be submitted through CPP portal <https://eprocure.gov.in/eprocure/app> only on or before the last date and time i.e. 15.02.2018 at 1500 hours. The documents which are required for evaluation of technical bid shall be uploaded on the CPP portal. **The original Demand Draft or Banker/s Cheque on amount of EMD as well as cost of tender document must be deposited in the Board in General Administration Section, Room No. 101, ASRB, KAB-I, Building, Pusa, New Delhi before the closing day and time of the tender.**

In case holiday is declared by the Government on the day of opening of bids, the bids will be opened on the next working day at the same time. The Board reserves the right to accept or reject any or all the tenders without assigning any reason.

**Please note that only online bids will be accepted. However, a hard copy of the documents uploaded by the firm may also be deposited with the office of ASRB before the date of opening of technical bid.**

  
(Ajay Gautam)

**Under Secretary(GA), ASRB**

REQUEST FOR PROPOSALS (RFP)  
FOR  
OPERATING AND MANAGING AN ONLINE  
EXAMINATION SYSTEM IN AGRICULTURAL  
SCIENTISTS RECRUITMENT BOARD (ASRB) AN  
INDEPENDENT RECRUITMENT AGENCY FOR THE  
POSTS/SERVICES UNDER INDIAN COUNCIL OF  
AGRICULTURAL RESEARCH (ICAR)  
NEW DELHI

Owner:

Agricultural Scientists Recruitment Board (ASRB)

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Web site: [www.asrb.org.in](http://www.asrb.org.in)

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## Abbreviations and Acronyms

ARS	Agricultural Research Services
ATS	Advanced Technical Support
ASRB	Agricultural Scientists Recruitment Board
CARI	Central Agricultural Research Institute
CAZRI	Central Arid Zone Research Institute
CBT	Computer Based Test
CIAE	Central Institute of Agricultural Engineering
CICR	Central Institute for Cotton Research
CIFA	Central Institute of Freshwater Aquaculture
CIFE	Central Institute of Fisheries Education
CIFRI	Central Inland Fisheries Research Institute
CIPHET	Central Institute of Post-Harvest Engineering and Technology
CITH	Central Institute of Temperate Horticulture
CMFRI	Central Marine Fisheries Research Institute
CPRI	Central Potato Research Institute
CSWCRTI	Central Soil and Water Conservation Research and Training Institute
DC	Data Centre
DMAPR	Directorate of Medicinal and Aromatic Plants Research
DR	Disaster Recovery
EMS	Enterprise Management System
EOI	Expression of Interest
HIPS	Host Intrusion Prevention System
IARI	Indian Agricultural Research Institute
ICAR	Indian Council of Agricultural Research
ICAR RC NEH	ICAR Research Complex for North East Hills Region
ICT	Information and Communications Technology
IISR	Indian Institute of Sugarcane Research
ISP	Internet Service Provider
IT	Information Technology
IVRI	Indian Veterinary Research Institute
LAN	Local Area Network
Mbps	Megabits Per Second
MIS	Management Information System
NAARM	National Academy of Agricultural Research Management
NDRI	National Dairy Research Institute
NET	National Eligibility Test
NIANP	National Institute of Animal Nutrition & Physiology
NIPS	Network Intrusion Prevention System
NOEC	National Online Examination Center
Prelim	Preliminary
QP	Question Paper
RFP	Request for Proposal

SAN	Storage Area Network
SAU	State Agricultural University
SKUAST	Sher-e-Kashmir University of Agricultural Sciences & Technology
TANUVAS	Tamil Nadu Veterinary and Animal Sciences University
UPS	Uninterruptible Power Supply



## 1 BID DATA SHEET

1.	RFP No.	
2.	Project	Operation and Maintenance of Online examination facility of ASRB
3.	Contact Person	(i) Sh. S.P. Sanwal, CoE (ii) Dr. Suresh Pal, Chief Technical Officer
4.	Bid Copies to be submitted	Online/Hard Copies/E- tendering
5.	Bidding Process	4 parts (EMD, Pre-Qualification, Technical Bid and Financial Bid)
6.	Website for RFP download and any other related information	<a href="http://www.asrb.org.in">www.asrb.org.in</a>
7.	Portal for Online Submission	<a href="http://www.eprocure.gov.in">www.eprocure.gov.in</a>
8.	Date and Time for pre bid meeting	5.02.2018, 11:00 AM (No queries shall be entertained after pre-bid meeting.) ASRB office, KRISHI ANUSANDHAAN BHAWAN-I,PUSA, NEW DELHI - 110012
9.	Last Date and Time for Submission of Bids	15.02.2018, by 3.00 pm
10.	Date and Time of Opening of EMD and Technical Bids	16.02.2018, 3.30 pm
11.	Validity of Bid	The Bid shall be valid for a period of 120 days from the last date of submission
12.	Non-refundable Bidding Fee (INR)	Rs. 2,000 (Two Thousand only) in the form of Demand Draft in favour of Secretary, ASRB payable at New Delhi.
13.	Earnest Money Deposit	Rs. 200000 (Rs. Two lacs only) "Micro and Small Enterprises (MSEs) shall be allowed concessions as notified in the procurement policy of the Govt. of India provided such SMEs provide proof of their being registered as SMEs (indicating the terminal validity date of their registration) for the tendered items i.e. Operation and Maintenance of Online Examination facility."
14.	Bid Security – Performance Security Deposit (INR)	10% of contract Award amount in the form of Bank Guarantee in the prescribed format to be submitted in the manner prescribed herein.
15.	Selection Method	L1: Lowest Price among technically qualified bidders
16.	Duration of contract	03 years from the date of award

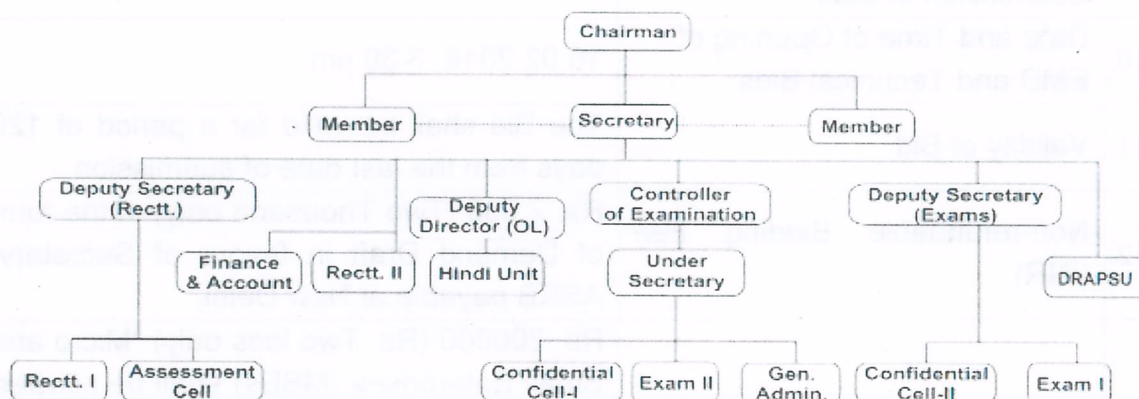
## 2 ASRB – Background

### 2.1 Introduction

The Agricultural Scientists Recruitment Board (ASRB) was established on 1 November 1973. ASRB is an independent recruitment agency financed by Indian Council of Agricultural Research (ICAR) under Department of Agricultural Research and Education (DARE), Ministry of Agriculture, Government of India. The ASRB/ICAR has its headquarters at New Delhi.

Agricultural Scientists Recruitment Board (ASRB) is a premier recruitment agency for recruitment to scientific and other posts in the Agricultural Research Service (ARS) of the ICAR and to such other posts and services that the President, ICAR, may specify from time to time.

### 2.2 Organization Structure



### 3 OVERVIEW OF THE EXISTING ONLINE FACILITY

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#### 3.1 Present Scenario of Online Examination Facility Of ASRB

ASRB has established its own Online Examination facility at 23 centres across the country and it became operational in 2014. The details of Locations of 23 Online Centres are given in Chapter 4. The Location wise details of Equipments are given in Chapter 5.

ASRB is presently conducting National Eligibility Test (NET), being eligibility condition for recruitment of Assistant Professor/Lecturer in State Agricultural Universities (SAUs) as well as Central Agricultural Universities (CAUs), twice in a year, and ARS preliminary examination (alongwith one of NET Exams) followed by ARS main examination once a year for recruitment of scientists in ICAR. Both NET and ARS (Preliminary) exams are being conducted in 56 disciplines of Agricultural & Allied sciences. ASRB has taken a lead in transforming from pen and paper mode examination to computer based test for NET and ARS (Preliminary) examinations, with the objectives of efficiency, accuracy, fairness and to improve the overall quality of examination system.

Software modules have been developed/ customized as per the requirement of ASRB for submission of online applications, payment of fees, generating and downloading admit cards, test administration, result declaration for NET & ARS examinations. The entire examination system has been audited by the third party auditors to ensure the quality and security of the system. The nodal officers and technical staff of the examination centers have been trained on the process of online examination through appropriate training programs. The first complete online examination was conducted successfully for NET-2014(I). A total of 18245 candidates applied online for the NET-2014(1), out of which 14178 (77.7%) candidates actually appeared. In NET 2014(II), 28436 candidates applied.

This examination was the first complete transformation from on-site pen-paper mode examination to online examination. Thereafter, NET Exams were held in 2015 (32393 candidates applied), 2016 (28558 candidates applied) and the latest in May 2017, when 48000 candidates applied. The national facility created under the project for conducting online examinations has been tested successfully by conducting these online examinations. It was also used by ASRB for conduct of Assistant Grade (preliminary) Exam for 70645 registered candidates, out of which 24468 actually appeared. The Operation, maintenance and conduct of the examination was being done by the agency which established this facility.

Consequent upon completion of the agreement with the concerned agency, ASRB now intend to appoint an agency which may, inter alia, provide the following service to ASRB:

- i) To maintain hardware as well as software of the Data Centre (DC) established at ASRB Headquarters in Krishi Anusandhan Bhawan – I (KAB-I), PUSA, New Delhi, the Data Recovery centre at IARI, Pusa Campus, just 200 mtrs from KAB-I and 23 centres as per location details given under chapter-4.
- ii) To conduct the Online exam for NET and ARS(P) as well as other Exams of some of ICAR Institutes, as may be decided by ASRB, at 23 Nodal Centers across the country, including automated online registration, validation, hall ticketing, allocation of centers, and result declaration process.
- iii) To provide requisite software, with full security as well as Technical personnel support for maintaining the facility as well as for conduct of exams.
- iv) To ultimately provide support for optimal use of National Facility for online examinations for use of not only by ASRB, but also by ICAR Institutes and other sister organizations for other examinations.

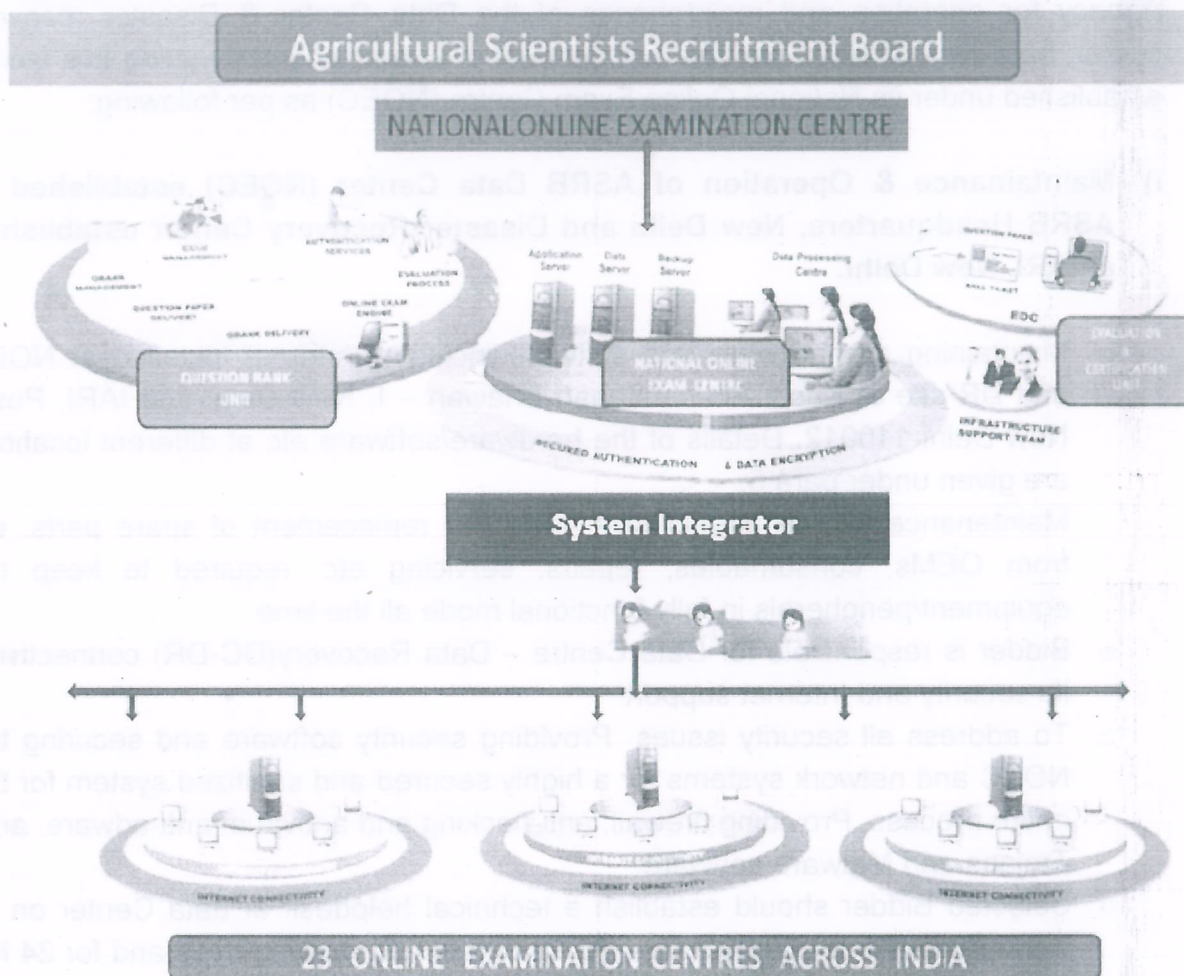
The DC is well equipped with state of the art hardware and software, including a number of servers, SAN storage, tape library, latest application and system software to control the activities of online examination. A dedicated Internet leased line (1:1) of 4 Mbps for Internet connectivity is provided in DC to connect with examination centers. The Data Center is fully secured through Internet Firewall (Checkpoint) and Network Intrusion Prevention System (Radware) appliances deployed in the Data Center Network, and also with Host Intrusion Prevention System (Trend Micro) software deployed on all Servers. The DR site has been created in the IARI campus and is well equipped with necessary equipment. The DC and DR sites have been connected through a dedicated wireless link of 10 Mbps for data backup. The service provider agency shall also provide Security and Internet support for these.

The examination centers are connected with DC through high speed broadband connectivity through BSNL/MTNL network, except at DMAPR, Anand where the connectivity has been provided through a private ISP due to non-availability of the BSNL network. The application software modules for online registration of applications, payment of examination fees through integrated online payment gateway, allocation of examination centers/slots, generating and downloading of admit cards, and declaration of results have been developed and customized as per the needs of ASRB. Test administration software, has also been customized for NET/ARS examinations. These applications software modules have been developed using ASP.NET and VB.NET on the framework 4.0 - Visual studio 2010. Databases have been designed and developed using SQL server – 2012.

The entire system was audited for:

1. Asset and Acceptance audit of hardware;
2. Application Software Audit;
3. Information System Security Audit.

The management structure and functioning of online examination network system consisting of NOEC and 23 examination centers is depicted through the following diagram:



### 3.2 Need for this tender

These facilities are presently used by ASRB for 20-30 days in a year. ASRB would like to optimally use the facilities round the year, though it has no intention to commercialize the same. As mentioned above, the facility was primarily created for the conduct of online examinations for NET/ARS (Preliminary) Examination at ASRB HQ and 23 examination centers but it may also be used for conducting any other computer based test by ASRB/ICAR or any other sister Govt. agencies. The modalities of engaging a service provider for conducting such examinations are being explored and this RFP is a step in that direction to select a System Integrator to operate and manage this online examination system to provide services in conducting examinations.

### **3.3 Scope of work / services**

The Agricultural Scientists Recruitment Board (ASRB), therefore, plan to appoint an Agency for operation and maintenance of the Data Center & Disaster recovery center, hardware of all 23 centres and conduct of Examinations by using this facility established under its National Online Exam Centre (NOEC) as per following:

#### **i) Maintenance & Operation of ASRB Data Center (NOEC) established at ASRB Headquarters, New Delhi and Disaster Recovery Center established at IARI, New Delhi.**

- Maintaining all hardware and software including internet installed at NOEC and DR site at Krishi Anusandhaan Bhawan – I, New Delhi and IARI, Pusa, New Delhi-110012. Details of the hardware/software etc at different locations are given under para 5.

Maintenance will be all inclusive, including replacement of spare parts, etc from OEMs, consumables, repairs, servicing etc. required to keep the equipment/peripherals in fully functional mode all the time

- Bidder is responsible for Data Centre – Data Recovery(DC-DR) connectivity, its security and Internet support.
- To address all security issues- Providing security software and securing the NOEC and network systems for a highly secured and sanitized system for the entire process. Providing firewall, anti-hacking and antivirus, anti-adware, anti-Trojans and Malware software.
- Selected Bidder should establish a technical helpdesk at data Center on all working days from 09:00 a.m. – 06:00 p.m. on all working days and for 24 hrs on all days when Exam is scheduled.
- All the licenses will be procured in the name of The ASRB.
- All the licenses shall be owned by ASRB even after the contract period.
- Warranty on all software for entire contract period.
- Provide a database backup and recovery plan that will be tested for adequacy
- All software products must be with Advanced Technical Support (ATS) for entire period of contract during which all upgrades, updates and patches of offered software should be provided without any extra cost to ASRB.
- Availability of one qualified person (Hardware) to manage the helpdesk & day to day affairs of DC & DR at NOEC throughout the year.

#### **ii) Maintenance & Operation of infrastructure of 23 Nodal centres**

- Bidder to maintain, manage and operate all 23 Nodal centers during the entire period of contract.
- Details of hardware/equipments, software etc. available at 23 centres are given under para 5. Maintenance will be all inclusive including replacement of spare parts etc from OEMs, consumables, repairs, servicing etc. to keep the equipment / peripherals in fully functional mode all the time.

- All the licenses will be procured/renewed in the name of ASRB.
- All the licenses shall be owned by ASRB even after the contract period.
- The agency will ensure adherence to the time schedule as well as meeting the technical requirements for successful conduct of computer based test.
- Closely coordinating all components of the proposed systems including Hardware, LAN, WAN, Desktops, UPS, Printers, Mailing and Messaging, etc., to ensure uninterrupted services to ASRB.
- Ensuring un-interrupted connectivity of each centre with DC & DR during the conduct of exam.
- The internet connectivity will be provided by the concerned host centre. However, the agency will be required to ensure adequate back up arrangement if the available connectivity fails or is found inadequate to support the conduct of the exam smoothly.
- All software products must be with ATS for entire period of contract during which all upgrades, updates and patches of offered software should be provided without any extra cost to ASRB.

**iii) Conducting Online Examination using infrastructure of DC & DR at ASRB & 23 Nodal Centers**

- The agency will be required to provide online connectivity and to ensure un-interrupted backup arrangement to support the conduct of Examination smoothly at the 23 online centres of ASRB.
- Online registration of applications, managing online payment of fee, generation of e-admit cards, sending SMS and e-mail to registered candidates for downloading of e-admission certificate as well as any other update relating to Examination. ASRB is having an agreement and system in place with Bill Desk for online payment gateway.
- Live testing/mock test exercise at each centre two days in advance of the scheduled exam to ensure hassle free conduct of Exams. All discrepancies noticed during such mock drill to be rectified at least 24 hrs before the start of Online Examination.
- Average number of candidates registered for Examination at this facility during last four years is 50000 candidates approx., per year. This is for calculation purpose only. Figure may increase/decrease.
- Selected vendor will develop or customize the online examination application forms.
- Providing sufficient staff with adequate technical experience for developing application software & conduct of examination.
- Providing hand held detectors to frisk/check the candidates so that they do not carry any electronics and banned items inside the Examination centre.
- Training of ASRB users and IT staff in the use and maintenance of the application software and related products
- Taking care of uploading, verifying, validating etc. of the data received from candidates.

- The Agency should also take care of uploading, verifying, validating, etc. the data from Test Centers.
- The Agency will also be responsible for creating unique identifications/codes that will be required in the application system in consultation with ASRB.
- Customize and install packaged software for an application, if available. The packaged solution should have a proven track record of at least 3 years in large examination environment with at least 20, 000 users.
- Provide a database backup and recovery plan that will be tested for adequacy
- Digitization of Question Papers for conducting Online examinations and maintaining 100% security /secrecy/safety of the question paper, answer keys, answer sheets and every data related to examination process.
- Question Papers Delivery – Receiving digitized and encrypted Question Papers from ASRB, uploading and downloading the Question papers and to ensure maintaining secrecy as well as 100% security of the data.
- Managing entry into the examination hall of the candidates by biometric attendance for which provision of required machines will be made at each centre. The bidder will provide this data to ASRB in soft copies for further use.
- The selected bidder must be able to conduct ASRB Examination in 3 shifts a day, where examination will be carried for multiple disciplines.
- Managing window for online submission of objections by the candidates within 48 hours of completion of Exams or such time as may be prescribed by ASRB.
- Compile all objections and to handover the same to ASRB teams.
- Preparation of result of the CBT as per rules prescribed by ASRB.
- To prepare result of every appeared candidate and separate result of all qualified candidates in separate booklets to be handed over to Controller of Examinations.
- Notifying result on ASRB website with prior approval and as per direction of ASRB
- Sending SMS and E-mail to all candidates about declaration of result as well as any other updates.
- Handling all representations and phone calls from candidates regarding any issue of filling up of applications, payment of online fee, admit cards and any other query related to exams, result etc.

**iv) Conducting Online Examination using ASRB DC & DR at 23 Nodal Centres of ASRB and providing additional centres by the Bidder alongwith required hardware/servers/power backup etc as well as venue arrangement in case the ASRB centres are unable to accommodate all applicants in a particular day(s)/slot(s).**

- Under this module, ASRB may conduct exam using its own 23 centres as well as by adding additional venues across the country, if required. The Agency shall provide a complete centre equipped with computers, server, software



(same as used at DC/DR), technical support, LAN, network security, data security, CCTV coverage in exam Hall as well entry gate etc. with adequate trained manpower. The Bidder must provide the cost per system per-registered candidates to be arranged for conducting online examination.

- Shall make arrangements for connectivity of the additional centre provided by the Agency with DC at ASRB for successful conduct of examination.
- The centre so provided should have facility of CCTV coverage. The agency should provide CCTV footage to ASRB of all additional centres.
- Providing sufficient staff including Centre Supervisors, Invigilators, Security Guards, Water Boys and any other staff required to conduct the exam with adequate range of technical experience at such additional centres for downloading / uploading of question papers, all data as well as network connectivity/security. Two Invigilators for 24 candidates is the requirement for Invigilation purpose.
- To suggest ways and means for making the system foolproof so that no leakage of any sort is possible in any of the processes of testing, mock drills or actual conduct of examination
- Taking care of uploading, verifying, validating etc. the data received from candidates. The Agency should also take care of uploading, verifying, validating, etc. the data from Test Centers.
- Question Papers Delivery – Receiving digitized and encrypted Question Papers from ASRB, uploading and downloading the Question – Answer packages on such additional centres
- The additional Centre should have capacity to conduct Examination in 3 shifts a day, where examination will be carried on multiple disciplines.
- To conduct mock test exercise at each centre two days in advance of scheduled exam date to ensure hassle free conduct of exam. All discrepancies noticed during such mock drill to be rectified at least 24 hours before the start of online examination.
- The Bidder also to provide hand held metal detectors for frisking of candidates.
- All other conditions related to conduct of CBT will be same as mentioned above in point (iii)

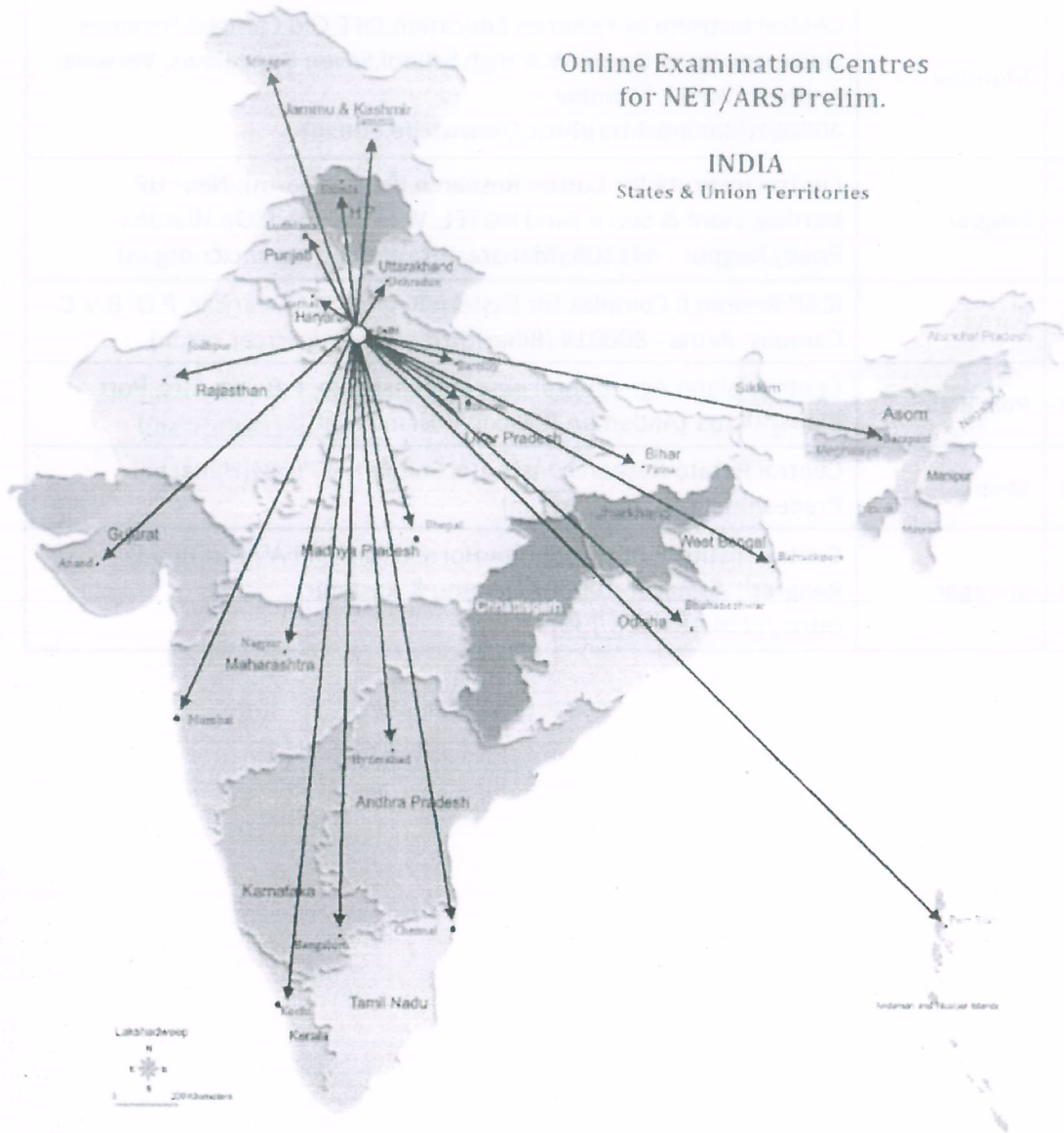
#### 4 LOCATIONS OF 23 ONLINE EXAMINATION FACILITY

S.No	Center Name	Center Address
1	Anand	Directorate of Medicinal and Aromatic Plants Research, Boriavi, Anand - 387310(Gujarat)( <a href="http://www.dmapr.org.in">http://www.dmapr.org.in</a> )
2	Bangalore	National Institute of Animal Nutrition & Physiology, Hosur Road, Adugodi, Bengaluru- 560030 (Karnataka)( <a href="http://www.nianp.res.in">http://www.nianp.res.in</a> )
3	Barapani	ICAR Research Complex for NEH Region, Umroi Road, Umiam, Barapani - 793103 (Meghalaya)( <a href="http://www.icarneh.ernet.in">http://www.icarneh.ernet.in</a> )
4	Bareilly	Indian Veterinary Research Institute, Izatnagar, Bareilly-243122 (Uttar Pradesh)( <a href="http://www.ivri.nic.in">http://www.ivri.nic.in</a> )
5	Barrackpore	Central Inland Fisheries Research Institute, Barrackpore, Kolkata - 700120 (West Bengal)( <a href="http://www.cifri.ernet.in">http://www.cifri.ernet.in</a> )
6	Bhopal	Central Institute of Agricultural Engineering, Nabi Bagh, Berasia, Road, Bhopal - 462038 (Madhya Pradesh)( <a href="http://www.ciae.nic.in">http://www.ciae.nic.in</a> )
7	Bhubaneswar	Central Institute of Freshwater Aquaculture, Kausalyaganga, Bhubaneswar-751002 (Odisha)( <a href="http://www.cifa.in">http://www.cifa.in</a> )
8	Chennai	Madras Veterinary College, TANUVAS, Vepary, Chennai - 600007(Tamil Nadu)( <a href="http://www.tanuvvas.tn.nic.in">http://www.tanuvvas.tn.nic.in</a> )
9	Cochin	Central Marine Fisheries Research Institute, PB No. 1603, Marine Drive North Extension, Ernakulam North, Cochin-682018 (Kerala)( <a href="http://www.cmfri.org.in">http://www.cmfri.org.in</a> )
10	Dehradun	Central Soil & Water Conservation Research & Training Institute, 218, Kaulagarh Road, Dehradun - 248195 (Uttarakhand)( <a href="http://www.cswcrtiweb.org">http://www.cswcrtiweb.org</a> )
11	Delhi	Indian Agricultural Research Institute, LBS Building, Pusa, New Delhi - 110012 ( <a href="http://www.iari.res.in">http://www.iari.res.in</a> )
12	Hyderabad	National Academy of Agricultural Research Management, Rajendranagar, Hyderabad - 500030 ( <a href="http://www.naarm.org.in">http://www.naarm.org.in</a> )
13	Jammu	Faculty of Veterinary Sciences & Animal Husbandry, SKUAST-J, R.S. Pura, Jammu - 181102 (Jammu & Kashmir)( <a href="http://www.skuast.org">http://www.skuast.org</a> )
14	Jodhpur	Central Arid Zone Research Institute, Near Shastri Circle, Jodhpur – 342003 (Rajasthan)( <a href="http://www.cazri.res.in">http://www.cazri.res.in</a> )
15	Karnal	National Dairy Research Institute, Karnal - 132001 (Haryana)( <a href="http://www.ndri.res.in">http://www.ndri.res.in</a> )
16	Lucknow	Indian Institute of Sugarcane Research, Raebareli Road, P.O- Dilkusha, Lucknow - 226002 (Uttar Pradesh)( <a href="http://www.iisr.nic.in">http://www.iisr.nic.in</a> )
17	Ludhiana	Central Institute of Post Harvest Engineering Technology, Behind Radhaswami Satsang Dera, Humbran Road, P.A.U. Campus, Ludhiana-141004 (Punjab)( <a href="http://www.cipheth.in">http://www.cipheth.in</a> )

18	Mumbai	Central Institute of Fisheries Education, CIFE Old Campus, Fisheries University Road, Opp. V.W.A High School, Seven Bungalows, Versova, Andheri (West), Mumbai – 400061 (Maharashtra) ( <a href="http://www.cife.edu.in">http://www.cife.edu.in</a> )
19	Nagpur	Central Institute for Cotton Research (Panjari Farm), Near HP bottling plant & Sun n Sand HOTEL, Wardha Road (On Wardha Road), Nagpur - 441108 (Maharashtra) ( <a href="http://www.cicr.org.in">http://www.cicr.org.in</a> )
20	Patna	ICAR Research Complex for Eastern Region, ICAR Parisar, P.O. B.V.C. Campus, Patna - 800014 (Bihar) ( <a href="http://www.icarrcer.res.in">http://www.icarrcer.res.in</a> )
21	Port Blair	Central Island Agricultural Research Institute, P.B. No. 181, Port Blair-744101 (Andaman & Nicobar Islands) ( <a href="http://cari.res.in">http://cari.res.in</a> )
22	Shimla	Central Potato Research Institute, Shimla – 171001 (Himachal Pradesh) ( <a href="http://cpri.ernet.in">http://cpri.ernet.in</a> )
23	Srinagar	Central Institute of Temperate Horticulture, Old Airport Road, Rangreth, Srinagar-190007 (Jammu & Kashmir) ( <a href="http://164.164.128.130">http://164.164.128.130</a> )

# Online Examination Centres for NET/ARS Prelim.

INDIA  
States & Union Territories



Distribution of examination centers across the country

## 5 Location wise Detail of Equipments

NB: The bidder/service provider is required to maintain the hardware/equipment/software etc given under para 5.1 to 5.26 already available at ASRB & other respective locations.

### 5.1 Data Center, ASRB, New Delhi

S.No.	Items	QTY	Make	Model
1	Servers – LDAP	1	HP	BL460c Gen8 Server
2	Servers – Application	2	HP	BL460c Gen8 Server
3	Servers – Web Layer	2	HP	BL460c Gen8 Server
4	Servers – Database	2	HP	BL460c Gen8 Server
5	Back-up Servers – Database	2	HP	BL460c Gen8 Server
6	Storage	1	HP	P6350 EVA Storage
7	Servers EMS	2	HP	BL460c Gen8 Server
8	Tape Library	1	HP	MSL4048 2 LTO-5 3000 FC Tape Lbry
9	Backup Software	1	HP	Data Protector
10	Router	2	HP	MSR30-40 Router
11	Layer-3 Core Switch	2	HP	5500-24G EI Switch
12	Layer-2 Switch	4	HP	2530-24G Switch
13	UPS (10 KVA)	2	Delta	J10Kva 3:1

Additional Items				
1	Blade chassis	1	HP	BladeSystem c7000
2	8/24 FC SAN Switch	2	HP	8/24 SAN SW
3	FCIP router	1	HP	HP

### 5.2 Disaster Recovery Center, IARI, New Delhi

S.No.	Items	QTY	Make	Model
1	Servers – Database	2	HP	BL460c Gen8 Server
2	Storage	1	HP	P6350 EVA Storage
3	Backup Software	1	HP	Data Protector
4	Tape Library	1	HP	MSL4048 2 LTO-5 3000 FC Tape Lbry
5	Router	1	HP	MSR30-40

6	Layer-3 Core Switch	1	HP	5500-24G
7	Layer-2 Switch	1	HP	2530-24G Switch
8	UPS (10 KVA)	1	Delta	J10Kva 3:1

Additional Items				
1	Blade chassis	1	HP	BladeSystem c7000
2	8/24 FC SAN Switch	2	HP	8/24 SAN SW
3	FCIP router(optional)	1	HP	HP

### 5.3 IARI, New Delhi

S. No.	Name of the Equipment	Quantity	Make	Model
1	Servers – Application	2	HP	DL 380 G8
2	Desktops / Terminals	120	HP	Pro 6300
3	Location Router	1	HP	MSR 20-20
4	Layer-2 Switch	5	Dlink	DGS 3120
5	UPS (20KVA)	1	Delta	GES203H

\* The model no. of item no. 1 to 4 is same for para no. 5.4 to 5.25.

### 5.4 NDRI, Karnal

S. No.	Name of the Equipment	Quantity	Make
1	Servers – Application	2	HP
2	Desktops / Terminals	120	HP
3	Location Router	1	HP
4	Layer-2 Switch	5	Dlink

5	i) UPS (15 KVA)	1	Delta
	ii) UPS (20 KVA)	1	

### 5.5 NAARM, Hyderabad

S. No.	Name of the Equipment	Quantity	Make
1	Servers – Application	2	HP
2	Desktops / Terminals	120	HP
3	Location Router	1	HP
4	Layer-2 Switch	5	Dlink
5	UPS (20 KVA)	1	Delta

### 5.6 IVRI, Bareilly

S. No.	Name of the Equipment	Quantity	Make
1	Servers – Application	2	HP
2	Desktops / Terminals	120	HP
3	Location Router	1	HP
4	Layer-2 Switch	5	Dlink
5	UPS (20 KVA)	1	Delta

### 5.7 CIFE, Mumbai

S. No.	Name of the Equipment	Quantity	Make
1	Servers – Application	2	HP
2	Desktops / Terminals	120	HP

3	Location Router	1	HP
4	Layer-2 Switch	5	Dlink
5	UPS (20 KVA)	1	Delta

### 5.8 DMAPR, Anand

S. No.	Name of the Equipment	Quantity	Make
1	Servers – Application	2	HP
2	Desktops / Terminals	100	HP
3	Location Router	1	HP
4	Layer-2 Switch	4	Dlink
5	UPS (20 KVA)	1	Delta

### 5.9 IISR, Lucknow

S. No.	Name of the Equipment	Quantity	Make
1	Servers – Application	2	HP
2	Desktops / Terminals	100	HP
3	Location Router	1	HP
4	Layer-2 Switch	4	Dlink
5	UPS (20 KVA)	1	Delta



### 5.10 CIAE, Bhopal

S. No.	Name of the Equipment	Quantity	Make
1	Servers – Application	2	HP
2	Desktops / Terminals	100	HP
3	Location Router	1	HP
4	Layer-2 Switch	4	Dlink
5	UPS (20 KVA)	1	Delta

### 5.11 TANUVAS, Chennai

S. No.	Name of the Equipment	Quantity	Make
1	Servers – Application	2	HP
2	Desktops / Terminals	100	HP
3	Location Router	1	HP
4	Layer-2 Switch	4	Dlink
5	UPS (20 KVA)	1	Delta

### 5.12 CIFRI, Barrackpore

S. No.	Name of the Equipment	Quantity	Make
1	Servers – Application	2	HP
2	Desktops / Terminals	100	HP
3	Location Router	1	HP
4	Layer-2 Switch	4	Dlink
5	UPS (20 KVA)	1	Delta

### 5.13 CIFA, Bhubaneswar

S. No.	Name of the Equipment	Quantity	Make
1	Servers – Application	2	HP
2	Desktops / Terminals	100	HP
3	Location Router	1	HP
4	Layer-2 Switch	4	Dlink
5	UPS (20 KVA)	1	Delta

### 5.14 CSWCRTI, Dehradun

S. No.	Name of the Equipment	Quantity	Make
1	Servers – Application	2	HP
2	Desktops / Terminals	100	HP
3	Location Router	1	HP
4	Layer-2 Switch	4	Dlink
5	UPS (20 KVA)	1	Delta

### 5.15 ICAR RC NEH, Barapani

S. No.	Name of the Equipment	Quantity	Make
1	Servers – Application	2	HP
2	Desktops / Terminals	100	HP
3	Location Router	1	HP
4	Layer-2 Switch	4	Dlink
5	UPS (20 KVA)	1	Delta

### 5.16 NIANP, Bengaluru

S. No.	Name of the Equipment	Quantity	Make
1	Servers – Application	2	HP
2	Desktops / Terminals	100	HP
3	Location Router	1	HP
4	Layer-2 Switch	4	Dlink
5	UPS (20 KVA)	1	Delta

### 5.17 CMFRI Kochi

S. No.	Name of the Equipment	Quantity	Make
1	Servers – Application	2	HP
2	Desktops / Terminals	100	HP
3	Location Router	1	HP
4	Layer-2 Switch	4	Dlink
5	UPS (20 KVA)	1	Delta

### 5.18 CAZRI, Jodhpur

S. No.	Name of the Equipment	Quantity	Make
1	Servers – Application	2	HP
2	Desktops / Terminals	100	HP
3	Location Router	1	HP
4	Layer-2 Switch	4	Dlink
5	UPS (20 KVA)	1	Delta

### 5.19 CPRI, Shimla

S. No.	Name of the Equipment	Quantity	Make
1	Servers – Application	2	HP
2	Desktops / Terminals	50	HP
3	Location Router	1	HP
4	Layer-2 Switch	2	Dlink
5	UPS (10 KVA)	1	Delta

### 5.20 CIPHET, Ludhiana

S. No.	Name of the Equipment	Quantity	Make
1	Servers – Application	2	HP
2	Desktops / Terminals	50	HP
3	Location Router	1	HP
4	Layer-2 Switch	2	Dlink
5	UPS (10 KVA)	1	Delta

### 5.21 CITH, Srinagar

S. No.	Name of the Equipment	Quantity	Make
1	Servers – Application	2	HP
2	Desktops / Terminals	50	HP
3	Location Router	1	HP

4	Layer-2 Switch	2	Dlink
5	UPS (10 KVA)	1	Delta

### 5.22 SKUAST, Jammu

S. No.	Name of the Equipment	Quantity	Make
1	Servers – Application	2	HP
2	Desktops / Terminals	50	HP
3	Location Router	1	HP
4	Layer-2 Switch	2	Dlink
5	UPS (10 KVA)	1	Delta

### 5.23 ICAR RC ER, Patna

S. No.	Name of the Equipment	Quantity	Make	Model
1	Servers – Application	2	HP	
2	Desktops / Terminals	50	HP	
3	Location Router	1	HP	
4	Layer-2 Switch	2	Dlink	
5	UPS (10 KVA)	1	Delta	

### 5.24 CICR, Nagpur

S. No.	Name of the Equipment	Quantity	Make
1	Servers – Application	2	HP
2	Desktops / Terminals	50	HP

3	Location Router	1	HP
4	Layer-2 Switch	2	Dlink
5	UPS (10 KVA)	1	Delta

### 5.25 CARI, Port Blair

S. No.	Name of the Equipment	Quantity	Make
1	Servers – Application	2	HP
2	Desktops / Terminals	20	HP
3	Location Router	1	HP
4	Layer-2 Switch	1	Dlink
5	UPS (10 KVA)	1	Delta

## 5.26 Software Licenses

S. No.	Software	Quantity
1	Windows Server 2012 Standard	58
2	Windows 7 Professional	2032
3	SQL Server 2012 Enterprise Core 2012 Sngl	16
4	MS Office Std 2013	46
5	Windows Server 2012 dvc cal	2032
6	MS Windows Server External Connector 2012 Sngl open 1 License Level C	2
7	Trend Micro - Enterprise Security for Endpoints - Advanced	2135
8	Trend Micro - Deep Security All Modules (AV+DPI+FIM+LI)	11
9	Deep Security Manager	1
10	CA infrastructure Management - 222 x Device	1
11	CA infrastructure Manager Device based suite Server for IM/II (FOC) - (1 x server)	1
12	CA eHealth performance Manager Device based suite Server for IM/IP (FOC) - (1 x server)	1
13	CA Database performance - 8 x processer	1
14	CA Systems performance for Infrastructure Managers - 14 x physical socket	1
15	CA Virtual Assurance for Infrastructure Mangers - 1 x per physical socket	1
16	CA Service Desk Manager Full License - 5 concurrent users	1
17	HP performance Advisor p6300/EVA 4400 / EVA 4K SW LTU	1
18	HP Intelligent Inft Analyzer SW LTU	2
19	HP P6300 Business copy SW LTU	1
20	HP P6300 Continuous Access SW LTU	1
21	HP Storage Works B-Series Full Fab SW LTU	2
22	HP MPX200 FULL CHASSIS FCIP License	1
23	HP P6300 Command View SW Stk LTU	1

**NB:** Equipments/hardware may be inspected by the prospective bidders at the respective locations during 24<sup>th</sup> Jan, 2018 to 03<sup>rd</sup> Feb, 2018 during 10 AM to 4 PM on any working day. If any further clarifications are required the same may be placed on record in the format 11.2 for consideration in the pre-bid meeting.

No queries will be entertained after pre-bid meeting.

## 6 Instruction to Bidders

ASRB invites bids from companies engaged in system integration for "Operation and Maintenance of ASRB's current online examination infrastructure at ASRB HQ. New Delhi as well as 23 locations as per details given under para 5.

Interested bidders may download the RFP document from the websites [www.ASRB.gov.in](http://www.ASRB.gov.in) or [www.eprocure.gov.in](http://www.eprocure.gov.in) or [www.tenders.gov.in](http://www.tenders.gov.in). The bidder must pay a non-refundable bidding fee of Rs. 2,000/- (Rupees Two Thousand only) and furnish an Earnest Money Deposit of Rs. 2,00,000/- (Rupees Two Lac only) in the manner prescribed in **Section 7.2.1**.

### 6.1 Pre-qualification Criteria for Bidders

The bidders must possess the requisite experience and capabilities to provide the services necessary to meet the requirements as described in this RFP document. The bidders must also possess the technical and the financial capabilities that would be required to successfully provide the implementation and support services sought by ASRB for the entire period of the Contract.

This Bid can have one Consortium member. The Prime Bidder (System Integrator) has the option of partnering with one entity as consortium partner.

Detailed Pre-Qualification criteria are given below:

S. No.	Pre-Qualification Criteria	Documents Required
1.	The Bidder must be a company registered in India under the Companies Act, and must have been in existence for at least 10 years.	Copy of Certificate of Incorporation issued by Registrar of Companies.
2.	a) The Bidder must have positive net worth continuously for the last three financial years ending 31 <sup>st</sup> March 2017. b) The Bidder must have an average annual turnover of at least <b>INR 10 Crore</b> during last three financial years ending 31 <sup>st</sup> March, 2017.	Annual Reports for last three years.
3.	The Bidder must be <b>CMMi Dev. Level 3</b> or above, <b>ISO 9001:2015</b> , and <b>ISO 27001:2013</b> and a third party Cert-in certified in the field relevant to the scope of work under this tender.	Copies of the Certificates
4.	The Bidder must have an office in the National Capital Region (NCR) and 4 Regional offices across India with PAN India presence.	Relevant document
5.	The Bidder or its <b>consortium</b> partner must	Certificate from HR



S. No.	Pre-Qualification Criteria	Documents Required
	have at least 50 employees including 30 full time technically qualified (Engineering graduates, MCA or higher) employees on its rolls.	Department Head
6.	Bidder and consortium partner should be an established online solution providing company, should have successfully executed three assignments of similar nature during the last five financial years of Conducting Online cum Computer Based Test Examinations of at least 20,000 candidates annually, as well as providing O&M support.	Work Orders, Client certificates (Completion Letter / Satisfactory/Performance Letter)
7.	The Bidder or its Partner must have on its roll at least 30 technically qualified professionals in Networking System, System Integration, Programmers, Project Management Professionals, O&M professionals and prior experience in conducting Online Cum Computer Based Test (CBT) Examinations, hardware maintenance and System Integration.	Self-Declaration
8.	The bidder and its <b>consortium</b> partner should not be blacklisted by any government organization or public sector undertaking as on the date of bid submission.	Affidavit to be submitted
9.	The bidder should have valid EPFO number, PAN, Service Tax and Sales tax / VAT registration/GST registration.	Copies of Certificates issued by concerned authorities

The bids must be complete in all respects and should cover the entire scope of work as stipulated in this RFP document.

## 6.2 Consortium

The bids may be submitted only by Companies registered in India under the Companies Act. A consortium is allowed to quote; however, no further sub-contracting shall be permitted.

### 6.3 Conflict of Interest

ASRB requires that Bidders at all times hold ASRB's interests paramount, strictly avoiding conflicts with other Assignment/jobs or their own corporate interests and act without any consideration for future work.

Bidders will be required to submit an undertaking to this effect as per format 11.11

## 7 Preparation of Bid

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### 7.1 Governing Language

The Bid Documents and all correspondence and documents relating to the Bid between the Bidder and ASRB, shall be written in English. Supporting documents and printed literature that are part of the Bid may be in another language provided they are accompanied by an accurate and authenticated translation of the relevant content in English, in which case, for purposes of interpretation of the Bid, such translation shall prevail.

### 7.2 Preparation of Bid

The Bid is required to be submitted in four parts as follows:

- Part A: EMD and Letter of Authorization
- Part B: Prequalification Bid
- Part C: Technical Bid
- Part D: Commercial Bid

#### 7.2.1 Part A: Earnest Money Deposit (EMD) and Letter of Authorization

The bidders are required to submit bidding fee and EMD as mentioned below:

- Non-refundable bidding fee of Rs. 2000/- (Rupees Two Thousand only) in the form of Demand Draft drawn on a Scheduled Bank in favour of Secretary, ASRB and payable at New Delhi.
- An **Earnest Money Deposit (EMD) of Rs.2,00,000/- (Rupees Two Lac only)** in the form of Demand Draft drawn on a Scheduled Bank in favour of Secretary, ASRB and payable at New Delhi or a Bank Guarantee from a Nationalized/Scheduled Bank in favour of " Secretary, ASRB".

NB: "Micro and Small Enterprises (MSEs) shall be allowed concessions as notified in the procurement policy of the Govt. of India provided such SMEs provide proof of their being registered as SMEs (indicating the terminal validity date of their registration) for the tendered items i.e. Operation and Maintenance of Online Examination facility."

Bidding Fee and Earnest Money Deposit (EMD) along with covering letter as per format under Section 11.3, on bidder's letter head must be sealed in an envelope and dropped in the Tender Box kept at the ASRB office, before last date and time of bid submission.

Following documents are required to be uploaded online as Part A of the bid:

- Scanned copy of Authorization on company's letter head issued by a Director or Company Secretary of the bidding company in favour of the authorized signatory to submit bid to ASRB in response to this RFP and sign all documents and other correspondence. The authorization letter to include designation and stamp of the issuing authority, in the format prescribed in this under Section 11.4.
- Scanned copy of demand draft toward bidding fee

- Scanned copy of demand draft/bank guarantee towards EMD

**The documents must be submitted online on CPP Portal**, only in the prescribed format given in the RFP. A hard copy should be submitted to ASRB alongwith Bid security before the last date and time of bid submission.

Bids for which Bidding Fee and EMD are not received as per the prescribed procedure shall be liable to be rejected as non-responsive.

- The details of bidding fees and EMD entered during the bid submission, and those available in scanned copies, should tally with the bidding fees DD and EMD sent physically. Otherwise, the bid may be rejected.
- The EMD of the unsuccessful bidders would be returned within one month of signing of the Contract with the successful bidder. No interest is payable on EMD amount for the time it remain with ASRB.
- EMD of the successful Bidder will be released only after the Bidder signs the Contract with ASRB and furnishes performance Bank Guarantee (PBG) in the format prescribed in this RFP under Section 11.12.
- The EMD shall be forfeited by ASRB, in the following events:
  - (i) Bidder withdraws its bid during the validity period specified in RFP or any extension thereof agreed by the bidder.
  - (ii) Bidder does not respond to requests for clarification of its bid.
  - (iii) Bidder fails to provide required information during the evaluation process.
  - (iv) In case of a successful Bidder, the said Bidder fails to sign the Contract; or furnish Performance Bank Guarantee in time.

### 7.2.2 Part B: Pre-Qualification Bid

Part B of the bid shall be submitted as per Section 11.5 in this RFP and will be accompanied by the enclosures as prescribed in Section 6.1 of this RFP document. The required documents should be submitted online in the prescribed format given in the RFP. A hard copy should be submitted to ASRB alongwith Bid security.

### 7.2.3 Part C: Technical Bid

Part C of the bid shall be submitted as per Section 11.6 of this RFP.

The Bidder is required to submit softcopies of the following details in the Technical Bid:

S. No.	Document	Description
1.	Bidder's Background	Bidders must furnish details about the company, its constitution, presence in India, areas of business operations, major projects handled, suitability to undertake ASRB's present work etc.
2.	Turnover from IT Implementation Operations	Bidder must furnish a certificate from practicing Chartered Accountant confirming turnover from IT Implementation operations of latest three years ending 31 <sup>st</sup> March 2017.
3.	Details of experience along with citations and	Bidders are required to furnish client certificates, citations towards proof of capability / experience

S. No.	Document	Description
	client certificates.	towards initiatives of similar nature to this RFP. The bidder is required to use Section 11.8 for furnishing details of each work, subject to a maximum of 5.
4.	Bidder's understanding of ASRB's requirements	Bidders are required to clearly articulate their understanding of ASRB's requirements in detail.
5.	Implementation approach and Methodology	Bidders must clearly outline the implementation approach and methodology proposed to be adopted.
6.	Security Architecture	Bidders to indicate how security against internal and external threats will be implemented.
7.	Exit Plan	The detailed exit plan must be submitted, clearly indicating responsibilities of the bidder and ASRB, if any. The exit plan must conform to the scope of work given in this RFP.
8.	Proposed team structure and size	Bidders must provide structure and size of the teams proposed to be deployed detailing the roles and responsibilities of the team members in 11.9.
9.	Resume of key employees proposed to be deployed in the project	The resume of key employees to be deployed in the project is to be provided as per Section 11.10.
10.	Declaration of no conflict of interest	Bidders must declare that they have no conflict of interest with ASRB as prescribed in Section 11.11.

Bidders may note that any information submitted, other than Annual Reports, in the Pre-Qualification Bid will not be used for evaluating Technical Bids. In case a bidder wants some of the information furnished in the Pre-Qualification Bid to be also used for evaluating Technical Bid, a copy of such information should be included in Technical Bid under appropriate heading/serial number.

The above documents should be submitted online in the prescribed format given in the RFP. For further details, please also see 11.6. A hard copy should also be submitted to ASRB while depositing / submitting bid security.

#### 7.2.4 Part D: Commercial Bid

Part D of the bid shall be submitted as per the enclosed Section 11.7 and must include a detailed break-up of prices as per FORMAT.

- Prices shall be quoted as under :
  - i) Maintenance and Operation of ASRB Data Center, Disaster Recovery Center at Delhi and hardware/software of all 23 centres for Three Years.
  - ii) Conducting Online Examination using ASRB DC & DR and 23 Nodal Centres for three years

- iii) Providing of additional centres by the agency if the capacity of ICAR 23 centres is found insufficient to accommodate the number of applicants for an Examination in the same slot.

### 7.3 Submission of Bids

- Bids against this RFP shall be received in soft copy through E-tendering process at **CPP Portal**. A hard copy of the documents submitted in support of technical eligibility is also required to be submitted to ASRB while depositing / submission of Bid security.
- Bidding Fees and Earnest Money Deposit (EMD), as described in **Sections 7.2.1**, must reach ASRB before last date and time of bid submission.
- The bidders are required to upload softcopies of the four parts of the bid viz. Part A, Part B, Part C and Part D as detailed in **Sections 7.2.1, 7.2.2, 7.2.3 and 7.2.4** and also to provide hardcopies at ASRB reception, except copy of Commercial/Financial bid.

## 8 Bid Evaluation

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Bid evaluation will consist of four stages:

### 8.1 Stage One: EMD and Letter of Authorization

Part A of the bids will be examined for receipt of Bidding Fee, EMD and Letter of Authorization.

### 8.2 Stage Two: Pre-qualification Bid Evaluation

- If the requirements of Stage One of evaluation are fulfilled, then Stage Two of the evaluation will be taken up.
- Eligibility of the bidders will be checked vis-à-vis the pre-qualification criteria laid down in **Section 6.1** of this RFP document, based on the information provided in Part B of the bid.
- It shall be the bidders' responsibility to ensure that adequate documentary proof is provided in the bid towards each of the pre-qualification criteria mentioned in **Section 6.1**.
- ASRB may seek any clarifications or additional documents as considered necessary.

### 8.3 Stage Three: Technical Bid Evaluation

- In case the requirements of Stage One and Stage Two of evaluation are fulfilled, then Stage Three of the evaluation will be taken up.
- The Technical evaluation will be carried out on the basis of information provided and documents submitted in the technical bid.
- ASRB may seek any clarifications or additional documents as considered necessary.
- Technical evaluation will be carried out as per the criteria mentioned in **Section 8.3.1(A), 8.3.1(B) and 8.3.1(C)**
- It shall be the bidder's responsibility to ensure that adequate documentary proof is provided in the bid for each of the technical evaluation criteria mentioned in **Section 8.3.1(A), 8.3.1(B) and 8.3.1(C)**
- Bids with insufficient information may not be awarded any marks for that criterion, or may be considered non responsive and liable to rejection.
- The bids must be in conformance to all the requirements of this RFP and bidders must unconditionally accept all terms and conditions of the RFP.
- For qualifying in the technical evaluation, the bidder is required to secure at least 70 % marks in Criteria under 8.3.1(A) (i.e. a total of 28 marks) and 60% in criteria 8.3.1(B) and 8.3.1(C) taken together (i.e., 12 marks)

### 8.3.1 Scheme for Technical Evaluation

<b>A</b>	<b>Implementation Experience with similar scope of work during the last five years ended 31/03/2017(Maximum 40 marks) comprising of part A(i), A(ii) and A(iii)</b>		<b>40</b>
i)	Value of <u>all similar job projects</u> (Online Examination) implemented during last five years ended 31/03/2017 (subject to maximum of 20 marks)		20
	50 lac upto 1 crores	For <u>each project</u> with value INR 50 lac to Less than INR 01 Cr.	2
	1 crores up to 2 crores	For <u>each project</u> with value INR 01 crore to Less than INR 02 Cr.	4
	2 crores upto 4 crores	For <u>each project</u> with value INR 02 Cr. to less than INR 04 Cr.	6
	Above 4 crores	For <u>each project</u> with value INR 04 Cr. and above	8
ii)	Total Number of Locations for the similar projects as covered in 8.3.1.A(i). The marks will be on the basis of aggregate of the number of locations covered in all the projects as evaluated in criterion 8.3.1.(A)i (Maximum Ten Marks)		10
		upto 10 Locations : 2 Marks	2
		11 to 15 Locations: 4 Marks	4
		16 to 25 Locations: 6 Marks	6
		26 to 35 Locations: 8 Marks	8
		35 and above Locations: 10 Marks	10
iii)	Total number of candidates for whom Online Examination conducted (the same projects as covered in 8.3.1.A(i) (Maximum ten marks)		10
		Up to 10000 Candidates	2
		10001-20000 Candidates	4
		20001-30000 Candidates	6
		30001-40000 Candidates	8
		40000 and above Candidates	10
<b>B</b>	<b>ORGANISATION DETAILS comprising of B(i) and B(ii) (Maximum 10 marks)</b>		<b>10</b>
i)	Total number of years of existence in system hardware implementation and maintenance (IT implementation business-) Copy of work order must be attached to support the claim		4
		• 3 to 5 years – 1 mark	1
		• 05 years to less than 08 years - 2 mark	2



		• 08 years to less than 10 years - 3 mark	3
		• 10 years and above	4
ii)		Average Annual turnover from system hardware implementation and maintenance (IT Implementation Operations) in India during last three financial years ended 31/03/2017	6
		• INR upto 50 Crore	5
		• INR 50 Crores and above	6
<b>C</b>		<b>Curriculum Vitae (for 5 human resources to be deployed for longest period during implementation) (Maximum 10 marks) comprising parts of C(i) &amp; C(ii)</b>	<b>10</b>
i)		Qualification (For each resource subject to maximum of 5 resources	5
		Post Graduate (M. Tech/MBA or equivalent): 1 Mark	
		Graduate (BE/B. Tech and equivalent): 0.5 Mark	
ii)		Experience (For each resource considered under 5.1 subject to maximum of 5 resources)	5
		2 years to less than 4 years: 0.25 Mark	
		4years to less than 5 years: 0.50 Mark	
		5years to less than 8 years: 0.80 Mark	
		8 years or more: 1 Mark	
		<b>TOTAL = 60 marks</b>	

Following shall be kept in view while evaluating the Technical Bid:

### 8.3.1. A. Experience

The total number of projects to be considered for evaluation under this criterion shall not exceed 10 and the date of completion of project should lie between 01.04.2012 to 31.03.2017. Bidder should include such projects which involved similar nature of work as of this RFP, have high project value with more number of locations and higher number of users so as to score high marks. Marks shall be awarded only for projects of similar nature as per this RFP. **A project will be treated to be of similar nature if it includes Online registration of applications, conduct of Online Examination, on multiple centres PAN India, online generation of Admit cards, preparation of computerized result, handling of payment of online Exam fees, handling of queries of applicants and operation and maintenance (O&M) of IT infrastructure.** Only the projects which are considered for scoring in respect of criteria 8.3.1.A(i) will be considered for scoring in respect of criteria (A)ii and (A)iii thereunder. Only those projects will be considered as eligible, for which the orders were placed on companies/organizations registered in India.

### **8.3.1.B. Organization Details**

- (i) Bidder will be awarded marks on the basis of number of years of their existence in the IT implementation business.
- (ii) Bidder will be awarded marks on the basis of their average turnover from IT Implementation operations during the latest available three years ending 31<sup>st</sup> March, 2017. In case the published annual reports do not explicitly indicate the turnover of "IT Implementation" segment, the annual report should be accompanied by a certificate from practicing Chartered Accountant confirming turnover from IT Implementation operations.

### **8.3.1.C. Curriculum Vitae**

- i) Bidder will be awarded marks on the basis of the Qualification of the five resources to be deployed for the longest period during Maintenance and Operation of ASRB online system). The core team of 05 resources/persons must include at least one team leader, one security expert and one Hardware maintenance engineer.
- ii) Bidder will be awarded marks on the basis of the experience of the five resources to be deployed for the longest period during project Maintenance and Operation). Sum of scores for individual CVs (up to a maximum of five) will be the final score for this criterion. The core Team of 05 must include at least one team leader, one security expert and one hardware maintenance engineer.

## **8.4 Stage Four: Commercial Bid Evaluation**

Part –D of the bid will be opened only of those bidders who qualify in the Technical evaluation. Such bidders will be informed about the date and time of the commercial bid opening.

The procedure for evaluation of the Commercial Bid will be as follows:

**NB: Explanation-I :** For evaluating the Financial Bid, price of B(i) of commercial bid will be multiplied with 40000 (expected number of candidates to appear for Exam at 23 centres of ASRB) and price of B(ii) of commercial bid will be multiplied with 20000 (expected number of extra computers to be hired from outside). The figures so arrived shall be added into lumpsum amount quoted against A of commercial bid. The comparison of quotes will be made based on the figure so arrived to decide L-I price.

**8.4.1** Provided the Technical Bid is found to be qualified, ASRB will correct arithmetical errors during evaluation of Financial Bid on the following basis:

- I. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of ASRB there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;

- II. If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
- III. If there is a discrepancy between words and figures, the amount in words shall prevail. However, where the amount expressed in words does not represent arithmetically correct total, the amount in figures shall prevail subject to (i) and (ii) above.
- IV. Except as provided in sub-clauses (i) to (iii) herein above, ASRB shall reject the Financial Bid if the same contains any other computational or arithmetic discrepancy or error.

If the Bidder who submitted the lowest evaluated Bid does not accept the correction of errors, its Bid shall be disqualified and its Bid Security shall be forfeited.

## **8.5 Award of Contract**

### **8.5.1 Award Criteria**

ASRB shall award the Contract to the Technically Qualified Bidder who is L1 i.e. who has quoted the lowest total Cost (In case of tie, the bidder with higher technical score will be awarded the Contract).

### **8.5.2 Notification and Acceptance of Award**

ASRB, prior to the expiration of the period of bid validity, shall issue Letter of Intent (LOI) to the successful bidder to notify it of acceptance of Bid. The Bidder shall send acknowledgment and acceptance of LOI within 7 days.

Until a formal Contract is prepared and executed, the notification and acceptance of Award shall constitute a binding Contract between ASRB and the successful bidder.

### **8.5.3 Furnishing Performance Security and Signing of Contract**

The successful bidder shall, within fifteen (15) days of the issue of LOI, provide an irrevocable Performance Bank Guarantee (PBG) equivalent to 10 percent of the Contract Price in favour of 'Secretary, Agricultural Scientists Recruitment Board' in the format prescribed in this RFP as **Section 9.1** from a Nationalized/Scheduled Bank valid till the expiry of the Contract.

Failure of the successful Bidder to submit the Performance Security (PBG) within the permitted time period shall constitute sufficient ground for the annulment of the award and forfeiture of the Bid Security (PBG). In that event, ASRB may either award the work to the next higher Bidder(s) or call for new bids.

After the Performance Security is received by ASRB, it will enter into a formal Contract with the successful bidder detailing obligations of both the parties.

The selected bidder may be required to provide additional PBG at the time of payments at different stages, as may be mentioned in payment terms. These guarantees shall remain valid till expiry of 3 months from the date of completion of the contract.

## **8.6 Preparation of Crisis Management Plan (CMP)**

The Selected Bidder is required to prepare a crisis management plan and periodically review along with designated ASRB team at mutually agreed intervals and update the document, if required.

The Selected Bidder shall provide a plan for handling crisis situations like DC disruption/ failure, DC service provider business disruption, Bandwidth service provider business disruption, server/software disruption at 23 centres natural disaster etc. and update the same periodically.

## **8.7 Exit Plan**

The Exit Plan should cover, among others, the following:

- All documents which will be needed to be executed to effectively transfer the ownership and title, including OEM warranties (AMC/ATS) in respect of all equipment/software etc.
- All related documentation and other configurable items etc., if any, in the possession of the Selected Bidder;
- List of all IT Assets, passwords, etc. at all locations;
- Plans for handing over management of DC, Applications and other resources to ASRB or agency nominated by ASRB.
- Strategy for continuity of services in the event of an occurrence like DC service provider going out of business or is bought out etc.

ASRB will review the Exit plan periodically at mutually agreed intervals.

In the event of termination or expiry of the Contract, both Selected Bidder and ASRB shall comply with the provisions of Exit Plan.

During the exit management period, the Selected Bidder shall use its best efforts to continue delivery of all regular services. In addition, the Selected Bidder shall ensure the following:

- Three months of support to replacing Service Provider and/or ASRB after termination or expiry of the Contract.
- Complete handover of the processes, products, software, licenses, source codes, reports, documents, manuals, data, web content and other Intellectual Property Rights to the replacing Service Provider and/or ASRB.
- Complete handover of all hardware components installed at ASRB locations and Data Centre in fully functional state along with AMCs / warranties for the unexpired term of the Contract.
- Certificate of Acceptance from authorized representative of replacing Service Provider / ASRB issued to the Selected Bidder on successful completion of handover and knowledge transfer.

## **8.8 Payment terms**

Payment to the selected agency for providing the requisite satisfactory services will be made on quarterly basis, after the work is performed. Advance payment may be made in accordance with provisions of Rule 172(1) of the GFRs, 2017.

## 9 Contract Forms

### 9.1 Performance Bank Guarantee (PBG)

(To be executed on a non-judicial stamped paper of the appropriate value)

Address

Dear Sir,

1. Against Contract \_\_\_\_\_ entered into between Agricultural Scientists Recruitment Board (herein under referred to as ASRB) and M/s \_\_\_\_\_ having its registered office at \_\_\_\_\_ (herein under referred to as the XXXX), this is to certify that at the request of the XXXX, We \_\_\_\_\_ (Bank) a body corporate constituted under \_\_\_\_\_ having its Head Office at \_\_\_\_\_ and having a Branch Office amongst other places at \_\_\_\_\_ (herein under called the Bank) expressly, unconditionally and irrevocably undertake and guarantee to pay to ASRB immediately on receipt of the firstwritten demand received by us on or before \_\_\_\_\_, an amount of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) without any protest or demur or reference to the XXXX against any losses or damage caused to or suffered, if the XXXX fails to perform all or any of the obligations under the Contract. The decision of ASRB duly communicated in writing received by us on or before \_\_\_\_\_ that the XXXX have failed to perform all or any of the obligations under the contract shall not be questioned and shall be final and conclusive evidence of the amount due and payable by the Bank under this Guarantee. The said amount of Rs. \_\_\_\_\_ will accordingly forthwith be paid without any conditions or requirements of our proof whatsoever, failing which interest @ 15% per annum on monthly rest basis shall be payable by the bank to ASRB.
2. It is fully understood that this guarantee is effective for the period up to \_\_\_\_\_ and that we the Bank undertake not to revoke this guarantee during its currency without the consent in writing of ASRB. We, the Bank further agree that ASRB shall have the fullest liberty, without affecting in any manner our obligations hereunder, to vary any of the terms and conditions of the said Contract or/extend time of performance for the XXXX from time to time or to postpone for any time or from time to time any of the powers exercisable by ASRB against the said XXXX and/or forbear to enforce any of the terms and conditions related to the said Contract and we the Bank shall not be released from our liabilities under this guarantee by reasons of any such variations or extensions being granted to the said XXXX or for any forbearance and/or commission on the part of ASRB or any indulgence by ASRB to the XXXX or by any other matter or thing whatsoever which under the law relating to the sureties would, but for this provision have the effect of so releasing us from our liability under this performance guarantee.
3. We, the Bank agree that the guarantee herein contained shall not be affected by any change in the constitution of the Bank, XXXX or ASRB for any reason whatsoever.

4. The guarantee will be governed by Indian Laws and will be subject to jurisdiction of competent courts in New Delhi, India alone.

Notwithstanding anything mentioned herein before, our liability under this guarantee is restricted to Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) plus Interest @ 15% p.a. for the delayed period and it will remain in force up to \_\_\_\_\_. Unless a claim under the guarantee is filed on us on or before \_\_\_\_\_, all your rights under the said guarantee shall be forfeited and we shall be relieved and discharged from all the liabilities there under whether or not the original guarantee is returned to us.

The confirmation of this bank guarantee is available with our controlling office.

Notwithstanding anything contained herein above:

1. Our liability under the guarantee shall not exceed Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) plus Interest @ 15%.  
The Bank Guarantee shall be valid up to \_\_\_\_\_.
2. We are liable to pay the guarantee only if you serve upon us a written claim/ demand (which should be received by us) on or before \_\_\_\_\_ 1400 hours (IST) where after it ceases to be in effect in all respects whether or not the original bank guarantee is returned to us.

Seal of the Bank      Authorized Signatory

## 10 Performance Levels and Penalty Provisions

### 10.1 Purpose

This Section defines the levels of service to be provided by Selected Bidder to ASRB for the duration of this contract. For this purpose, a number of parameters have been set along with desired performance levels and penalties that would be levied in case of non-achievement of desired performance levels.

### 10.2 Description of Service Provided

The Selected Bidder will provide maintenance and operation support as per details given the **Scope of Work**. To ensure adherence to the above, performance levels have been defined for the service window mentioned in **Section 10.4**.

### 10.3 Duration

This Performance Levels and Penalty Provisions would be valid for the entire Contract Period. The Performance Levels and Penalty Provisions may be reviewed and revised according to the need of ASRB.

### 10.4 Required Service Window

The timings during which the Performance Levels and Penalty Provisions will be applicable are given in the table below:

S. No.	Performance Parameters	Prime Hours
1.	Security Applications	24 X 365 days
2.	One manpower Availability for Onsite Support at Data Centre	9:30am to 5:30pm (Monday to Friday) throughout the year and 24 hrs round the clock during Exam days and one week prior to start of exam
3.	Backup	24 X 365 days
4.	Incident Management	24 X 365 days

In addition to the above, the service window shall include 20 Sundays per annum as may be decided by ASRB and informed to the Selected Bidder one day in advance. Also, the selected bidder shall provide manpower for onsite helpdesk for extended period beyond service window as and when essential.

Uptime within the specified service window shall be calculated on monthly basis as under

$$\frac{(\text{POT} - \text{PMT} - \text{DT})}{(\text{POT} - \text{PMT})} \times 100$$

- POT is Total Time
- PMT is Scheduled Downtime.

- DT is Down Time of the equipment / services.

"Scheduled Downtime" means the aggregate number of hours in any month during which each service is down due to preventive maintenance, scheduled maintenance, or any other situation which is not attributable to Selected Bidder (including their suppliers, subcontractors, service providers, etc.). The scheduled downtime may be for the following activities:

S. No.	Planned / Scheduled Downtime
1	Software or application upgrade
2	Software patching/software updates to fix a software fault
3	Patch installation requiring a reboot
4	Emergency software bug fixing, maintenance, hardware repair or replacement
5	Operating system upgrade
6	Software maintenance
7	Fixing an error in application database or an error in a recent application database change
8	Replace or upgrade hardware
9	System configuration changes that only take effect upon a reboot
10	Fixing an error or omission in a configuration database or omission in a recent configuration database change

Any scheduled downtime will be undertaken with prior approval and consent of ASRB and shall not overrun into prime hours. The scheduled downtime would be added to the downtime if it runs into prime hours. Any outage of system which is not scheduled and approved by ASRB will be considered as downtime.

Planned downtime for the preventive maintenance (as part of scheduled downtime) shall not exceed 04 hours in a month.

The communications for scheduled time shall be sent to ASRB at least 48 hours in advance except in emergency cases where a shorter notice may be given.

Services relating to security and backup outside business hours may be provided remotely.

### **10.5 Performance Parameters**

Performance Levels have been defined for the following:

- Application Availability
- Application Performance
- Security Services
- Manpower Availability for Support
- Backup
- Incident Management & Helpdesk Services



### 10.5.1 Application Availability

The Selected Bidder will be responsible to ensure continuous availability of all applications and related services to the ASRB users located at HQ and Branches by ensuring the availability of services including, but not limited to, the following:

- Applications and databases

The Selected Bidder shall ensure that availability of the applications to users is monitored in real-time through implementation of a suitable Enterprise Management System (EMS) of the agency, and the uptime is reported on monthly basis separately for each application at each location (Projects and Units). The EMS system should also be able to monitor end users experience on real time basis so as to capture data in case of any degradation or disruption of service. The EMS system should also provide data for problem identification and root cause analysis in addition to generation of reports to meet requirements. All performance levels will be applicable and monitored for all the applications and devices which are part of the solution implemented by the Selected Bidder.

The Selected Bidder will use Enterprise Management System (EMS) / Network Management System (NMS) of the data center service provider as a service. The EMS/NMS should, inter-alia, meet the following requirements:

- Real Time Health Management Services (For Servers)
- Server and Operating System Monitoring.
- Database Management Services.
- Historical Performance Trending of Servers & Applications.
- Software/ Patch Distribution Services.
- Inventory for Hardware and Software to be collected automatically (Servers & Desktops).
- Event Correlation and Event Management Services.
- Complete Management of DC and DR and all centres at 23 locations and its integrated Modules configured in various switches offered for Core, Distribution and Access Layer.
- Managing the DC and WAN routed Traffic.
- Recognize common network problem, management of multi-vendor network with discovery, mapping and alarm tracking.
- Network analysis for switch fabric/CPU's, monitor utilization of switch resources & in isolating the network problems, provide performance monitoring, trouble shooting, capacity planning, and report generating of various statistics.

EMS/NMS shall also integrate events to automatically create trouble tickets in helpdesk system for better and in time problem resolution.

Penalties as per the following levels will be applicable in case of lower than defined level of availability of the services:

Availability (for any single application)	Greater than or equal to 99.50%	Nil
	Less than 99.50% and greater than or equal to 99.00%	1
	Less than 99.00% and greater than or equal to 98.00%	2
	Less than 98.00% and greater than or equal to 97.00%	3
	Less than 97.00% and greater than or equal to 96.00%	4
	Less than 96.00% and greater than or equal to 92.00%	5
	Less than 92.00%	6

Highest Penalty Level recorded for any single application at a location will determine the penalty level for that location. The weighted average of the different penalty levels of various locations (worked out in ratio of number of users) shall then be worked out.

### 10.5.2 Application Performance

The solution is expected to provide an efficient performance throughout the contract period in terms of response time for the applications. This performance shall be measured at the user end for each location of ASRB.

The Selected Bidder is required to meet the defined performance levels; the number of transactions and users may vary at different points of time during the contract period.

With 70% users loaded on to the system, the response times should not exceed the limits stated in the first column of the table given below. Penalty levels will be decided based upon the percentage of transactions that are not completed within expected response times as per the scales given in the following table:

	>= 90% to <95%	>= 85% to <90%	>= 80% to <85%	>= 75% to <80%	<75%
Menu Navigation – Displaying the appropriate menu as per defined user role and profile. Response Time <5sec	Penalty Level 1	Penalty Level 2	Penalty Level 3	Penalty Level 4	Penalty Level 5
Screen Opening – Display of the selected data entry screen from the menu Response Time <5sec	Penalty Level 1	Penalty Level 2	Penalty Level 3	Penalty Level 4	Penalty Level 5
Field Navigation – Navigation between	Penalty Level 1	Penalty Level 2	Penalty Level 3	Penalty Level 4	Penalty Level 5

different data entry fields in the Screen Response Time <5sec					
Look up response – Display of items from a Drop down list, List of Values, etc. Response Time <5sec	Penalty Level 1	Penalty Level 2	Penalty Level 3	Penalty Level 4	Penalty Level 5
Screen Navigation – Navigation between different data entry screens (from one to another) Response Time <5sec	Penalty Level 1	Penalty Level 2	Penalty Level 3	Penalty Level 4	Penalty Level 5
Transaction Commit – Transaction saving after completing the data entry Response Time < 20 sec	Penalty Level 1	Penalty Level 2	Penalty Level 3	Penalty Level 4	Penalty Level 5
Query retrieval – Online query entered by the user Simple query Response Time <20Sec Medium Complexity query response time <1minute High Complexity query response time <2minutes	Penalty Level 1	Penalty Level 2	Penalty Level 3	Penalty Level 4	Penalty Level 5
Reports response – Report fired by the user from the Report Generator Simple Report Response Time <20Sec Medium Complexity report response time <1minute High Complexity report response time < 5 Minutes	Penalty Level 1	Penalty Level 2	Penalty Level 3	Penalty Level 4	Penalty Level 5

Highest Penalty Level recorded in respect of any of the above sub-parameters out of the eight line items defined above will determine the penalty level for a location. However, Penalty Level 6 will become applicable in case over 5% of transactions (covering all applications) in a month require a response time of ten times or higher compared to the above given desired response time in respect of any single sub-parameter. The weighted average of the penalty levels of various locations shall be worked out.

### 10.5.3 Security Services

Security threatening incidents will include but will not be limited to the following:

- Virus Attack: This shall include malicious code infection on any of the servers or computers within the ASRB network (including all locations of ASRB and Data Centre) or unchecked virus infected mails passing through the other applications.
- Denial of Service Attack: This shall include non-availability of service (Any one or more applications).
- Intrusion: Unauthorized access to ASRB information system, resulting in loss of confidentiality/integrity/availability of data or web content or data theft or data damage.

All security threatening incidents, whether or not leading to disruption in services, would attract penalty as given below:

Virus Attacks beyond 3 in a month	Rs 10,000 for each incident
Denial of Service Attack	Rs 10,000 for each incident
Intrusion	Rs 50,000 for each incident
Others	As per severity

The selected bidder shall prepare security policies in consultation with ASRB to restrict malicious websites and internet access to users. The selected bidder shall provide enterprise grade antivirus application capable of managing desktop clients and safeguarding systems from any virus infected external media.

### 10.5.4 Manpower Availability for Handholding and Support

The Selected Bidder shall ensure availability of manpower as indicated in the Bid or otherwise agreed with ASRB. Non-availability of manpower will lead to penalties as per scales given below:

Manpower Availability	Target Availability for the particular location	Penalty Level
Manpower Availability	Greater than or equal to 99%	Nil
	Less than 99% and greater than or equal to 97%	3
	Less than 97% and greater than or equal to 95%	4
	Less than 95% and greater than or equal to 90%	5
	Less than 90 %	6

The weighted average of the different penalty levels of various locations shall then be worked out.

### 10.5.5 Backup

The Selected Bidder will ensure the regular backup of the running applications. Non-availability of backup will lead to penalties as per the scale given below:

	Availability	Penalty Level
Backup of all applications including EMS logs to be taken daily as per schedule for the active site.	Less than 100%	6

The backups shall be scheduled to ensure that the data should be restorable to a state within the past 12 hours. Archival and retention policies shall be finalized in consultation with ASRB at the time of implementation before UAT. The selected bidder shall also provision safety vault services for offsite storage of the cartridges; an electronic notification (email and SMS) should be sent to authorize ASRB official for all access events.

The selected bidder shall provide 18 Media Cartridge and 2 Cleaning cartridges along with Tape Library. Apart from the 10 media cartridges, ASRB shall procure media cartridges as and when required.

### 10.5.6 Incident Management

All service requests to helpdesk will be classified and assigned a Severity Level. Severity Levels are set at 1, 2, 3, 4 or 5 depending on the nature of the problem. The criteria for classification into Severity Levels will be mutually agreed upon between the Selected Bidder and ASRB and may be jointly revised if situation so warrants. The basis for classification into these levels is indicated below:

**Severity Level 1:** A problem affecting production service for large number of users (e.g. – network problems, server problems, network printer problems, virus problems on servers, etc.) or involving business critical applications or services.

**Severity Level 2:** A problem that has a significant impact on one or more users (e.g. – problem in logging on to network, virus problem on desktops / laptops, workgroup application outage, time critical single user problem or request, database replication failure, printing problem, etc.)

**Severity Level 3:** Non-critical single user impact. (e.g. - restricted functionality, usage inquiry, installation of desktops, routine request for LAN administration, change in configuration, etc.)

**Severity Level 4:** Information, Training, Minor Errors

**Severity Level 5:** Enhancement Requests

**MTTA:** Mean time to attend. This parameter would refer to the mean time from logging of the service request to response by the helpdesk.

**MTTR:** Mean time to repair/resolve. This parameter would refer to the mean time from logging of the service request to its successful resolution and closure.

	MTTA	MTTR	MTTA	MTTR	MTTA	MTTR
Service requests related to hardware and software components	5 mins.	1 hr.	15 mins.	2 hrs.	1 hr.	4 hrs.
Service requests related to functional support for Applications	30 mins.	6hrs.	1 hr.	12hrs.	2 hrs.	24hrs.
Penalty Level in case of breach of MTTA or MTTR	4		3		2	

Severity Level 4: Request for Information, Training, Minor errors resolutions	24Hrs.	3days	4
Severity Level 5: Enhancement Requests	24Hrs.	1week	4

In addition to the above, penalty levels 5 and 6 will be applicable in case the following helpdesk response levels are breached for more than 10% and 20% of the logged incidents/queries respectively, in any single ASRB location.

	Severity Levels 1, 2 & 3	Severity Levels 4 & 5
Time to attend	4 Hrs.	48 Hrs.
Time to resolve	72 Hrs.	2 Weeks

The weighted average of the different penalty levels of various locations shall then be worked out.

The Selected Bidder shall notify ASRB about the problem resolution within 30 minutes of final resolution of the problem.

### 10.6 Reporting

The Performance Levels shall be monitored and reported on a weekly as well as monthly basis.

The Selected Bidder shall submit following reports, along with all supporting information directly from Enterprise Management System and or performance measurement tools, for various performance levels:

- Number and Percentages of service targets met
- Number and severity of service breaches
- Number of services with timely reports and current services reviews
- Improvements in user satisfaction (Quarterly)

The Selected Bidder is expected to provision all the relevant modules of the EMS/NMS as well as any other applications required for the creation of automated reports which shall be required to monitor the performance levels. The reports will include “actual versus target” performance, a variance analysis and discussion of appropriate issues or significant events. ASRB shall have direct access to this system to generate reports on its own.

The Selected Bidder will make available monthly performance reports in an agreed upon format by the 5<sup>th</sup> day of subsequent month. No payments shall be made to the Selected Bidder unless the reports are submitted to ASRB.

**10.7 Penalties**

Penalties will be imposed for not meeting performance levels in respect of each parameter as indicated below:

1	0.5 %
2	1 %
3	2 %
4	3 %
5	5 %
6	10 %

In respect of performance parameters “Security Services”, the penalties are indicated in **Section 10.5.3** itself.

The weighted average of the penalty levels of different locations as required in **Section 10.5.4** shall be worked out in the ratio of number of front end computers and shall be rounded to the whole number on the higher side. However, if penalty level 6 is incurred at any single location at ASRB, then the penalty level 6 shall be applicable for that performance parameter, irrespective of the weighted average.

In case an incident affects multiple performance parameters then it shall result in penalties for all the performance parameters violated. For example, if the ICT applications are not available due to a virus attack, then all the following performance parameters will be affected and invite penalties:

- Application Availability
- Incident Management & Helpdesk Services
- Security Services

In case a particular parameter attracts penalty level 5 in more than three months in one year, or penalty level 6 in any month, ASRB shall have the right to get the same

or related service(s) from any other source at the cost and risk of the Selected Bidder.

Penalties applicable in respect of different parameters shall be added to arrive at total penalty liable for the month.

The penalty shall be calculated on the applicable monthly charges which shall be equal to 1/3 of the quarterly amount payable for the maintenance and support services. For example, if the SI has incurred penalties of 5%, 3% and 4% as per the measurement of the performance levels during three months over a quarter, each penalty will be applicable to 1/3 of the total quarterly amount payable.

### **10.8 Monitoring and Auditing**

- ASRB will review the performance of Selected Bidder against the Performance Levels each month, or at any periodicity decided by ASRB. The review / audit report will form basis of any action relating to imposing penalty or breach of the Contract. Any such review / audit can be scheduled or unscheduled. The results will be shared with the Selected Bidder as soon as possible.
- ASRB reserves the right to appoint a third-party auditor to validate the Performance Levels.



## 11 Bidding Forms

### 11.1 Declaration by Tenderer

The Tenderer (Hereinafter referred to as Tenderer) being desirous of tendering for the work, under this tender and having fully understood the nature of the work and having carefully noted all the terms and conditions, specifications etc. as mentioned in the tender document do hereby declare that:

1. The Tenderer is fully aware of all the requirements of the tender document and agrees with all provisions of the tender document and accepts all risks, responsibilities and obligations directly or indirectly connected with the performance of the tender.
2. The Tenderer is fully aware of all the relevant information for proper execution of the proposed work, with respect to the proposed place of works/ site, its local environment, approach road and connectivity etc. and is well acquainted with actual and other prevailing working conditions, availability of required materials and labour etc. at site.
3. The Tenderer is capable of executing and completing the work as required in the tender and is financially solvent and sound to execute the tendered work. The Tenderer is sufficiently experienced, have all requisite expertise, knowhow and competent to perform the contract to the satisfaction of ASRB. The Tenderer gives the assurance to execute the tendered work as per specifications, terms and conditions of the tender on award of work.
4. The Tenderer has no collusion with other Tenderers, any employee of ASRB or with any other person or firm in the preparation of the tender.
5. The tenderer has not been influenced by any statement or promises by ASRB or any of its employees but only by the tender document.
6. The Tenderer has never been debarred from similar type of work by any Government undertaking /Department.
7. The Tenderer accepts that the earnest money may be absolutely forfeited by ASRB if the Tenderer fails to sign the contract or to undertake the work within stipulated time.
8. This offer shall remain valid for acceptance for 4 (four) months from the proposed date of opening of the Technical Bid.
9. All the information and the statements submitted with the tender are true.

(Signature of Tenderer with seal)

## 11.2 PRE-BID QUERIES

(To be submitted by e-mail to [soga@asrb.org.in](mailto:soga@asrb.org.in) with subject line as "RFP/IT/Pre-Bid Query")

To,

The Secretary  
Agricultural Scientist Recruitment Board  
Krishi Anusandhaan Bhawan-I, Pusa, New Delhi-12

**Subject:** RFP /Pre-Bid Query

Dear Sir,

With reference to the above, we hereby submit the following query/suggestion for your consideration as deemed fit.

Company Information:

Organisation's Name	
Office Address	
Telephone	
Fax	
Email	

Contact Person's Information:

	Primary Contact	Alternate Contact
Name		
Designation		
Telephone No.		
Fax		
Email		
Mobile No.		

Query/suggestions(s):

S. No.	Section/ Para/ Page Reference	Existing Text	Query / Suggestion

Thanking you.  
Yours faithfully,

Name & Designation

## 11.3 PART A: EARNEST MONEY DEPOSIT (EMD)

(To be submitted on Company Letterhead)

Date: DD/MM/YYYY

To,

The Secretary  
Agricultural Scientist Recruitment Board  
Krishi Anusandhaan Bhawan-I, Pusa, New Delhi-110012

**Subject:** Submission of Part A of the Bid-EMD and LETTER OF AUTHORISATION

Dear Sir,

1. With reference to the above, we hereby submit Part A of the Bid and furnish below the desired details.
- 2.\* This bid is being submitted by us on our own behalf and not on behalf of a consortium.
- 3.\* This Bid is being submitted on behalf of our consortium  
(\* strike out whichever is not applicable)
4. Information of Bidding Organization

a.	Organisation's Name	
b.	Office Address	
c.	Telephone	
d.	Fax	
e.	Email	

### 5. Contact Person's Information

	Primary	Alternate
a. Name		
b. Designation		
c. Telephone No.		
d. Fax		
e. Email		
f. Mobile No.		

6. We enclose herewith a demand draft of INR 2,000/- (INR Two thousand only) towards the cost of RFP document as per the following details:

Demand draft No	
Dated	
Drawn on Bank	
Branch	

7. \*We enclose herewith a Demand Draft/Bank Guarantee for Rs.2,00,000/- (Rs. Two lakhs only) as Earnest Money Deposit in support of the Bid as per the conditions of the RFP. The details of the EMD are given below:

or

\*We are exempted from Earnest/money deposit being MSE having valid registration for the similar work.

(\*strike out whichever is not applicable)

Demand Draft No. / Bank Guarantee No.	
Dated	
Drawn on Bank	
Branch	

8. We are also enclosing a Letter of Authorisation (on company's letter head in Section 11.4) duly signed by Mr. \_\_\_\_\_ Director/Company Secretary authorizing the undersigned to submit the bid and sign all documents and other correspondence.

9. We are in conformance to all the requirements of the RFP and unconditionally accept all terms and conditions of the said RFP.

10. Part B – Pre-Qualification Bid, Part C – Technical Bid and Part D – Financial Bid have been submitted separately.

Yours faithfully,

(Authorized Signatory)

Name, Designation Company Seal

## 11.4 LETTER OF AUTHORISATION

(To be submitted on Company Letter head)

Date: DD/MM/YYYY

To,

The Secretary  
Agricultural Scientist Recruitment Board  
Krishi Anusandhan Bhawan-I  
Pusa, New Delhi-110012

Dear Sir,

I <<Name>> certify that I am <<Designation>> of M/S<<Company Name>> a company registered under the Indian Companies Act and I authorize Mr. \_\_\_\_\_ who is working as \_\_\_\_\_ in this company to sign and submit the bid and all related documents and correspondence with ASRB thereby binding this Company by authority of its governing body.

Yours faithfully,

(Authorized Signatory)

Name, Designation & Company Seal

Phone No.: \_\_\_\_\_

Mobile No.: \_\_\_\_\_

## 11.5 PART B: PRE-QUALIFICATION BID

(To be submitted on Company Letter head)

Date: DD/MM/YYYY

To,

The Secretary  
Agricultural Scientist Recruitment Board  
Krishi Anusandhan Bhawan-I  
Pusa, New Delhi-110012

**Subject:** Submission of Part B of the Bid-PRE-QUALIFICATION BID

Dear Sir,

With reference to the above, we hereby submit Part B of the Bid and furnish the following information in support of our being a qualified bidder:

Financials of the Company:

Year	Turnover (in Rs. Crore)	Closing Worth (in Crore)	Net Rs.
2013-14			
2014-15			
2015-16			
2016-17			

Number of full time technically qualified (Engineering graduates, MCAs or equivalent) employees on our company rolls:

\_\_\_\_\_

Following documents are enclosed:

S. No.	Information / Document
1.	Certificate of incorporation issued by Registrar of Companies
2. (a)	Annual report for financial year 2014 – 2015
(b)	Annual report for financial year 2015 – 2016
(c)	Annual report for financial year 2016-2017
3. (a)	CMMi level 3 or above Certificate.
(b)	ISO 9001:2008 certificate.
(c)	ISO 27001 : 2013 certificate
4.	Documentary proof of having an office in NCR region.
5.	Self-Certificate regarding number of full-time technically qualified employees
6.	Experience details of implementation of similar projects in 11.8 along with Certificates from the clients
7.	Scanned copy of affidavit confirming that the bidding company, its affiliates or subsidiaries, including any consortium partner proposed to be engaged for this project has not been blacklisted by any Central/State government / Public Sector Undertaking as on the date of bid submission.

8. (a)	EPFO registration certificate
(b)	PAN card
(c)	Service Tax registration certificate/GST Registration
(d)	Sales tax / VAT registration certificate
9.	Audited financial statements for the latest available three financial years ending 31 <sup>st</sup> March 2017.

We are in conformance to all the requirements of the RFP and unconditionally accept all terms and conditions of the said RFP.

It is hereby confirmed that I/We are entitled and authorized to act on behalf of our company and empowered to sign this document as well as such other documents as may be required in this connection.

Besides, Part A – EMD and Letter of Authorisation, Part C – Technical Bid and Part D – Financial Bid have been submitted online separately, besides hardcopies deposited with ASRB office, except that of Financial Bid.

Yours faithfully,

(Authorized Signatory)  
Name & Designation

## 11.6 PART C: TECHNICAL BID

(To be submitted by bidder on Company Letter Head)

Date: DD/MM/YYYY

To,

The Secretary  
Agricultural Scientist Recruitment Board  
Krishi Anusandhan Bhawan-I  
Pusa, New Delhi-110012

**Subject:** Submission of Part C of the Bid – TECHNICAL BID

Dear Sir,

We have carefully and completely examined the RFP document referred to above.

We offer to provide the Related Services as set out in the scope of work of the RFP.

We hereby furnish the turnover from IT Implementation Operation in India of our Company:

Year	Turnover from IT Implementation Operations in India (in Rs. Crore)
2013-14	
2014-15	
2015-16	
2016-17	

Accordingly we hereby submit Part C of the Bid and enclose the following sequential details required as per the RFP as a part of our Technical Bid:

S. No.	Information/Document
1.	Bidder's background
2.	Certificate from practicing Chartered Accountant confirming turnover from IT Implementation operations of latest three financial years ending 31 <sup>st</sup> march 2017.
3.	Details of experience along with citations and client certificates. (11.8)
4.	Bidder's understanding of ASRB's requirements
5.	Security Architecture
6.	Application credentials
7.	Technical architecture of the proposed solution
8.	Exit Plan
9.	Proposed team structure and size (11.9)
10.	Resume of key employees proposed to be deployed in the project (11.10)
11.	Declaration of No Conflict of Interest (11.11)

We undertake, if our Bid is accepted, to adhere to the scope of work put forward in the RFP or such adjusted scope as may subsequently be mutually agreed upon between us and ASRB or its appointed representatives we shall furnish a performance bank guarantee valid for a period covering the contract in the prescribed format for an amount equal to 10% of the total Contract Price for the due performance of the Contract.



Our Bid shall be valid for a period of 120 days from the last date fixed for Bid submission and shall remain binding upon us.

Our Company, its affiliates or subsidiaries, including any subcontractors for any part of the Contract, has not been declared ineligible by ASRB.

This Bid, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us until a formal contract is prepared and executed.

We agree that you are not bound to accept lowest or any Bid you may receive.

We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the Bid without assigning any reason whatsoever.

We are in conformance to all the requirements of the RFP and unconditionally accept all terms and conditions of the said RFP.

It is hereby confirmed that I/We are entitled and authorized to act on behalf of our company and empowered to sign this document as well as such other documents which may be required in this connection.

Besides, Part A – EMD and Letter of Authorization, Part B – Pre-Qualification Bid and Part D – Financial Bid have been submitted online separately.

Yours faithfully,

(Authorized Signatory)

Name & Designation

## 11.7 PART D: COMMERCIAL BID

(To be submitted on Company Letter Head)

Date: DD/MM/YYYY

To,

The Secretary  
Agricultural Scientist Recruitment Board  
Krishi Anusandhan Bhawan-I  
Pusa, New Delhi-110012

**Subject:** Submission of Part D of the Bid - COMMERCIAL BID

Dear Sir,

We have carefully and completely examined the RFP document referred to above. Further to the bid (Part A- EMD, Part B- Pre-qualification Bid and Part C- Technical Bid) submitted by us, we hereby submit Part D of the Bid.

We quote below the following prices for consideration.

S. No.	Item	Lumpsum price for A and Price per registered candidate for B(i) and B(ii) (INR)
A.	Maintenance of all hardware and software of ASRB Data centre, Disaster recovery centre at Delhi and 23 centres as per details of Equipment and software given under 5.1 to 5.26.	
B. (i)	Conduct of Online examination for two hour duration exam (including extra time of 40 minutes to PWD candidates) at 23 Nodal centres of ASRB (in multi slots).	
(ii)	Providing additional centres/ additional computers with all infrastructure per registered candidates for two hour slot (including extra time of 40 minutes to PWD candidates) (in multi slots).	

**NB: Explanation-I :** For evaluating the Financial Bid, price of B(i) will be multiplied with 40000 (expected number of candidates to appear for Exam at 23 centres of ASRB) and price of B(ii) will be multiplied with 20000 (expected number of extra computers to be hired from outside). The figures so arrived shall be added into lumpsum amount quoted against A: The comparison of quotes will be made based on the figure so arrived to decide L-I price.

**Explanation-II :** Price preference to Micro and Small Enterprises (MSEs) shall be allowed as notified in the procurement policy of the Govt. of India provided such SMEs provide proof of their being registered as SMEs (indicating the

terminal validity date of their registration) for the tendered items i.e. Operation and Maintenance of Online Examination facility.

We are in conformance to all the requirements of the RFP and unconditionally accept all terms and conditions of the said RFP.

We accept that no extra or additional payment will be made by ASRB in terms of any expense, whatsoever, to keep the system environment up and running.

It is hereby confirmed that I/We are entitled and authorized to act on behalf of our company and empowered to sign this document as well as such other documents which may be required in this connection.

Yours faithfully,

The prices as quoted above are valid for entire period of three years of the contract.

(Authorized Signatory)  
Name & Designation  
Certified that:

## 11.8 PROJECT EXPERIENCE

Notes:

1. Only those projects will qualify for marking for which date of completion lies between 01/10/2012 to 31/03/2017.
2. Marks will be awarded only for those projects which include providing O&M support/hardware & software maintenance, Online registration of applications, followed by conduct of CBT, preparation of result, implementation of online examination applications, candidate management and modules which match with the deliverables of this RFP.
3. A maximum of 10 projects to be included. Please provide summary of such projects as under:-

Summary

S. No.	Brief Project Title with Client Company Name	Whether scope of work include Online registration of candidates and conduct of CBT	Whether scope of work include online generation of admit card and handling of Online payment of fee portal	Whether scope of work include arranging centres for CBT across India (Yes/No)	Whether scope of work include Maintenance of Hardware /Data centre/Servers	Value of the project (Rs. Lakhs)	No. of Centres for each project/exam	No. of candidates registered for project	Completion time in month and final completion Date

## Project Experience Details

For each project mentioned in the above table, please furnish details in a separate sheet as per the format given below:

PROJECT NO. <<#>>	
Client company name and address	
Client contact person name and contact details	
Client industry/profession	
Brief Project Title	
Brief Scope of the project	
Value of the assignment in Rupees	
No. of centres	
No. of users(Registered candidates)	
Completion Date	
Was the assignment satisfactorily completed	
Client certificate attached? (Yes/No)	

Each project details should be accompanied by a certificate from the client on their letter head confirming work details, date of completion and value of project, number of candidates registered, appeared and number of centres. The bidder may submit copies of Work Order and Completion certificates in lieu of required certificate, provided all necessary details are available in these documents.

## 11.9 THE TEAM PERSONNEL

The details of the team that would be deployed :

S. No	Name of Team Member and Position	Educational / Professional Qualification	Experience of similar Assignment (years)	Task to be performed in the project	Full-time / Part-time (%)	Likely term of deployment (Months)
<b>MAINTENANCE &amp; SUPPORT STAFF</b>						

Note:

1. Write 100% for full-time and appropriate percent for part-time.
2. C.V. of five team members who will spend the longest duration of time for operation and maintenance of the system.

## 11.10 FORMAT OF CURRICULUM VITAE

1.	Name & Designation		
2.	Proposed Position/Role in the Project:		
3.	Date of Birth:	4.	Nationality:
5.	Educational / Professional Qualification:		
	Year	Degree/Examination	Institute/Board
6.	Membership of Professional Bodies/ Associations:		
7.	Other Trainings undergone:		
8.	Employment Record:		
	From – To	Position held & Name of Employer	Nature of Duties
11.	Works undertaken that best illustrates capability to handle the tasks assigned:		

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes me, my qualifications, and my experience. I understand that any wilful false statement given herein may lead to my disqualification from the work assignment.

Signature of the Employee

Date

Place

## 11.11 DECLARATION OF NO CONFLICT OF INTEREST

(To be submitted on Company Letterhead)

Date: DD/MM/YYYY

To,

ADDRESS

**Subject:** Conflict of Interest

Dear Sir,

We hereby certify and confirm that we have no conflict of interest as defined in Section 6.3 of the RFP.

We fully understand that if ASRB comes to know about any such situation at any time, it may lead to our disqualification.

Yours faithfully,

(Authorized Signatory)

Name & Designation



## 11.12 FORMAT FOR BANK GUARANTEE

Date: DD/MM/YYYY

Ref:

To

The Secretary

ASRB, New Delhi

Whereas M/S \_\_\_\_\_ (hereinafter called 'the Bidder') has submitted its bid dated \_\_\_\_\_ for RFP No: \_\_\_\_\_ ASRB for the Operation & Maintenance support of ASRB's Online Examination facility (hereinafter called "the Bid").

KNOW ALL people by these presents that We \_\_\_\_\_ of \_\_\_\_\_ having our registered office at \_\_\_\_\_ (hereinafter called "the Bank") are bound unto Agricultural Scientists Recruitment Board (hereinafter called "the Purchaser") in the sum of Rs. ....-/- for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assignees by these presents. Sealed with the Common Seal of this Guarantor this \_\_\_\_ day of \_\_\_\_\_, 2018\_\_\_\_\_.

THE CONDITIONS of this obligation are:

1. If the Bidder withdraws its Bid during the period of bid validity specified by the Bidder in the Bid Data Sheet; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of bid validity fails or refuses
  - a. To execute the Contract Form, if required; or
  - b. To furnish the Performance Security, in accordance with the instructions to Bidders;
  - c. To accept the correction of its bid by the Purchaser

We hereby unconditionally and irrevocably guarantee and undertake to pay to the Purchaser immediately without protest or demur and recourse to said bidder up to the above amount on receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser states that the amount claimed by it is due to it owing to the occurrence of any of the above conditions, specifying the occurred condition or conditions.

This guarantee shall remain in force up to and including 60 days after the period of bid validity, and any demand in respect thereof should reach the Bank not later than the above date.

Name

In the capacity of

Signed

.....  
.....

Duly authorized to sign the Bid Security for and on behalf of -----

Date

Place

(Bank's Common Seal)