

**Tender Document**  
**for**  
**Selection of Agency for**  
**Scanning of OMR sheets, OMR Award Sheet**  
**and Finalization of Data**  
**for**  
**Matriculation Exam 2018 and Other Exams**



**Bihar School Examination Board**

## E-Tender Schedule

## E-Tender Schedule

Sl. No.	Date and Time for Activity	Date/Time: Duration
1.	Online Sale/Download date of Tender documents	From 22.09.2017(10:00 Hrs.) to 19.10.2017 (15:00 Hrs.)( <a href="https://www.eproc.bihar.gov.in">https://www.eproc.bihar.gov.in</a> )
2	2 <sup>nd</sup> Pre Bid Meeting	13.10.2017 at 12.00 Hrs. (Bihar School Examination Board, Sinha Library Road, Patna-800017)
2	Last Date/Time for submission/ uploading of offer/Bid	20.10.2017 upto 15:30 Hrs. ( <a href="https://www.eproc.bihar.gov.in">https://www.eproc.bihar.gov.in</a> )
3.	Submission of form fee & EMD in Hard copy/Original	20.10.2017 upto 17:00 Hrs. (Bihar School Examination Board, Sinha Library Road, Patna-800017)
4.	Date & time for opening of Technical Bid	21.10.2017at 13:00Hrs.( <a href="https://www.eproc.bihar.gov.in">https://www.eproc.bihar.gov.in</a> ) (Bihar School Examination Board, Sinha Library Road, Patna-800017)
5.	Financial Bid Opening Date and Time	23.10.2017 at 13:00Hrs. ( <a href="https://www.eproc.bihar.gov.in">https://www.eproc.bihar.gov.in</a> ) (Bihar School Examination Board, Sinha Library Road, Patna-800017)

*For any queries/suggestions related to the tender, prospective bidders may address the same to: The Secretary, Bihar School Examination Board, Patna & send through Email:[secybseb@gmail.com](mailto:secybseb@gmail.com)*

## Preface

The project involves outsourcing all the work required for Bihar School of Examination Board i.e. **Scanning of OMR Sheet, OMR Award Sheet and Finalization of data**. BSEB is looking for bidder to provide the services listed in Scope of Work in this document. The entire job from the stage of Scanning of OMR Sheet, OMR Award sheet and Finalization of data .The approved agency will be required to carry out the work without any error to provide error-free examination system besides bringing in efficiency and effectiveness in exam conduction through greater transparency, accountability, responsiveness and accessibility.

**NOTE** - This Tender is being floated for

- 1. COMPARTMENTAL EXAMINATION 2018 FOR SECONDARY and**
- 2. ANNUAL EXAMINATION 2018 FOR SECONDARY And Other Examinations as per decision of BSEB.**

	Exam	No of OMR Sheet used in in 2016 -2017 (Approx) Senior Secondary	No of OMR Sheet used in in 2016 - 2017 (Approx) Secondary	Number of Districts in Bihar
OMR Sheet ( Science /Commerce optional subjects)	Annual	24 Lakh	--	<b>38</b>
	Compartmental	3 Lakh	--	
OMR Award Sheet (Theory)	Annual	3.01 L	3.6K	
	Compartmental	6.3K	3.84 K	
OMR Award Sheet (Practical and Internal Assesment)	Annual	18L	3.6LL	
	Compartmental		3.84 K	

# Bihar School Examination Board

TENDER FORM

Price: 2,000/- Non-refundable

## Eligibility conditions & Important Points :

1. It has been decided by the board that there will be **DIFFERENT AGENCIES FOR INTERMEDIATE EXAMINATION AND MATRICULATION EXAMINATION** for Scanning of OMR sheets, OMR Award Sheet and Finalization of Data work. In light of this, separate tenders are being invited for Intermediate Exam and Matric Exam for Scanning of OMR sheets, OMR Award Sheet and Finalization of Data work respectively. This tender is invited for Matric Examination for Scanning of OMR sheets, OMR Award Sheet and Finalization of Data work. The date of opening of technical bid for Tender for Scanning of OMR sheets, OMR Award Sheet and Finalization of Data **FOR MATRIC EXAMINATION** is 21-10-2017 and date of opening of financial bid for tender of Scanning of OMR sheets, OMR Award Sheet and Finalization of Data work **FOR MATRIC EXAMINATION** is 23-10-2017 13:00 Hrs. **The agency which will obtain the work order (on basis of L1 rate) in the tender for MATRIC Examination** for Scanning of OMR sheets, OMR Award Sheet and Finalization of Data work, **will not be eligible for participating in the tender for INTERMEDIATE EXAM** for Scanning of OMR sheets, OMR Award Sheet and Finalization of Data work (for INTERMEDIATE EXAM) and accordingly the TECHNICAL BID of SUCH Agency (which will **obtain the work order (on basis of L1 rate) in the tender for MATRIC Examination** ) will NOT BE OPENED for the similar tender for INTERMEDIATE EXAMINATION, Whose Technical Bids will be opened after the opening of financial Bids of such tenders for MATRIC Examination.
2. The Minimum Average Annual turnover should be Rs 5 Crore or more for the last three financial years i.e. during 2013 -14,2014-15 and 2015-16
3. Any Agency/Supplier/Company/Firm registered in India can apply. In case of Consortium, the Board will allow maximum two firms in which one Agency/Company/firm will have to be declared as lead bidder by the Consortium. The different eligibility criteria have to be fulfilled by the Consortium. The Lead agency/Bidder will be responsible for the overall functioning and processing of the Consortium partner. The experience of either partner shall be counted in case of Consortium, rest each and every term & conditions will be as applicable for the lead Agency/Bidder. The lead bidder shall be liable for fulfilling each and every term and condition mentioned in this tender document.

4. Earnest Money Deposit shall be in the form of Demand draft of Rs. 2,00,000/- drawn in favour of the Secretary, Bihar School Examination Board, Patna.
5. Agencies which are registered with Directorate of Service taxes need only apply.
6. The agency should have quality certification preferably ISO27001:2005, IS9001:2008. The copies of certificates should be enclosed with the technical bid.
7. The agency should have its own software with proper chain management process and the document in this regard should be enclosed with the technical bid.
8. The Tender Forms received without earnest money or incomplete in any respect will be summarily rejected.
9. The EMD of unsuccessful bidder shall be returned immediately and the EMD of the successful bidder will be returned after the receipt of performance guarantee.

**10. Bid Submission:**

- a) The technical details and experience as per Annexure - I, to be uploaded online through e-Tendering at respective stage in Technical e-form.
  - b) The rates as per this job to be quoted in, Annexure-II and to be uploaded online through e-Tendering at respective stage in Financial e-form.
  - c) Separate Bank Draft for Tender fee & EMD, in favour of "Secretary, Bihar School Examination Board, Patna" must reach to BSEB office on or before the due date or in E-payment mode.
11. The sample of supply of OMR sheet can be seen on working days at BSEB, Patna.
  12. The Board reserves the right to reject any or all the tenders without assigning any reasons.

**DETAILS/ VOLUME OF THE WORKS TO BE DON**

## B.Scanning of OMR Award sheet and Finalization of data:

Description of Job	Period during which the work is to be done
Scanning of OMR Award sheet and finalization of data	<b>1. Compartmental Matric Exam 2018</b> <b>2. Annual Matric Exam 2018</b> And <b>For any Other Exam, as per decision of BSEB</b>

### 1. DETAILS OF THE WORKS TO BE DONE:

**Scanning of OMR OMR Answer Sheet bottom part, Award sheet, barcode and finalization of data:**

#### **Input Document:**

OMR Award sheet of size 11.25'' x 8.25'' having Roll No, Roll code, Enlistment No, Subject code, School Code, Candidate's Name and Identification Number.

Volume of Award Sheet will around 1.2 Cr (approx), however it may changed as per requirements by BSEB.

**2. OMR Award Sheet Scanning of each subject and of each students, which will part of OMR answer Book. Volume of Award Sheet will around 1.2 Cr. (approx), however it may changed as per requirements by BSEB.**

#### **Output Reports**

1. To scan the OMR Award sheet through OMR scanner with scanned number printed on each OMR Award sheet and to create raw score data file.
2. To carry correction of Roll Number, Roll code, Enlistment No, Subject Code, School code, Candidate's Name and Identification Number which have been scanned wrongly, if any.
3. To print edit list - Invalid/duplicate Roll No, Roll code, Enlistment No, Subject code, School code, Candidate's Name and Identification Number. To check and update the list, update the data file with corrections till all errors are removed.
4. To provide a copy of updated database on CD as per requirement of the board.
5. To scan the OMR Marks Award file through OMR scanner with scanned number printed on each OMR Marks Award file and to create complete raw score data file.
6. To carry correction of Subject Code, School code and marks awarded which have been scanned wrongly, if any.
7. To check and update the list, update the data file with corrections till all errors are removed.
8. To create a database of marks award file with master barcode wise, aggregate marks of marks award file.
9. To provide a copy of updated standard database on CD as per requirement of the board with All Scanned OMR.
10. To merge the absentee file with raw score data file
11. To print edit list - missing/extra/duplicate roll number list and update list and update the raw score data file with corrections advised by the Board till all errors are removed.
12. To provide a copy of the raw score data file for each paper on CD for collation (may be required in parts, if need be) as per requirements of the Board and update the raw score data file with the corrections advised by the Board till all errors are removed.
13. To update the raw score data file with the corrections advised by the Board and print

- update list for error cases only till all errors are removed.
14. To calculate marks for each paper / subject as per regulations and norms of the Board.
  15. To create result master file by merging marks file with candidate master data for each candidate as per requirement of the Board
  16. To print provisional list along with raw score data (if required) as per requirement of the Board.
  17. To provide a copy of the result master file on CD for comparison as per requirement of the board.
  18. To update the result master file with the corrections and print the update list for error cases only till all errors are removed.
  19. To sequence the result master file as per requirement of the report and to print the reports in the format approved by the Board.
  20. To print award pending list school/college wise, roll number wise or as per requirement of the Board.
  21. To provide updated result master with raw score marks on CD/ DVD as per requirement of the Board.
  22. To finalize of Candidates marks award after carrying out any updating given by the Board and to make data 100% accurate.
  23. Manual entry & correction of data to make data 100% complete & accurate.

**Eligibility conditions & Important Points for Scanning of OMR sheets and Data Finalization etc.**

1. At least three years' experience with proven track record of examination processing through Image scanning using OMR technology of similar jobs of Education Boards/Universities/ Service Commissions.
2. Minimum number of Sheets scanned in a single exam should be Twenty lakh or more at least during last three years, 2013 -14,2014-15 and 2015-16
3. The work is to be carried out at premises of the Board.
4. The Tenderer must have GST number (Registration Number of the Firm/Company/Agency) PAN of firm/Company/Agency/Society.
5. The agencies having adequate infrastructure in terms of hardware of its own, experienced and qualified manpower, and development of software and experience of processing in the relevant field with proven track record & repeat work order for large volume of data only will be considered for allotment of work.
6. The Tender Forms received without cost of tender form and earnest money or incomplete in any respect will not be accepted.
7. Scanning is to be carried out through image scanning using OMR technology and finalize data.
8. The agency will have to install scanners and computer system including printers at the Board office and have to complete all scanning and data finalization process within 20 Days from last examination date. Data recognition, checking and updating can be carried out at its own computer centre and in no case shall be subcontracted.
9. The agency will arrange for collection of input documents/ data from the Board's office and return the same alongwith the output reports at the Board's office.
10. The data stored will be the property of the Board and the agency will have to supply a copy of the updated data file on CD as and when required by the Board. Data will not be erased

without written permission of the Board.

11. The agency will have to supply the data on CD to the Board at the end of each day.

12 .Errors and Deductions:

Any variation in document and the data base supplied, in Roll No, Roll code, Enlistment No, Subject code, School Code and Identification No in OMR Award sheet shall be treated as an error and shall be the responsibility of the agency. For an error, the company shall be liable to pay charges at the rate of Rs.1000/- per error.

13. The agency should have adequate number of hybrid image scanners or OMR scanners to scan minimum **1,00,000 sheets** per day for Compartmental Exam and **20,00,000 sheets** per day for Main Secondary & Sr. Secondary Exam 2018(Approx.). These numbers however may vary as per decision of the Board.

**Failing to meet the above target of minimum scanning capacity per day (minimum 1,00,000 sheets per day for Compartmental Exam and 20,00,000 sheets per day for Main Secondary & Sr. Secondary Exam 2018 ) shall result in deduction of 25% of Total scanning bills. The agency has to install scanners at Board Headquarter at Patna or other place in Patna as prescribed by the Board. Volume of OMR Award Sheet will approximately 1.2 Cr. (approx), however it may changed as per requirements by BSEB.**

#### GENERAL TERMS AND CONDITIONS:

1. The technical details may please be submitted in Annexure-I and rates in Annexure II.
1. The allotment of work will be made for 2018 Compartmental & 2018 Annual Examination only in the first instance which may be extended up to next session examinations as per decision of the Board and subject to performance to be reviewed after each year.
2. The agency shall have to execute an agreement on non-judicial stamp paper of Rs.100/- if considered for allotment of the work.
3. The agency to which the work is allotted will be required to deposit 10 percent of the total likely amount payable to it for the work as a security in the form of a Bank Guarantee which shall remain valid for a period of 60 days beyond the date of completion of all contractual obligations.
4. The time schedule may be required to be adjusted as per requirements of the BSEB and is to be observed strictly as per directions of the BSEB from time to time, as the work of processing of results is highly time bound. In case of any delay in supplying the desired report, on the part of the agency, it shall be liable to pay charges @ Rs 2,000/- per day to the BSEB.
5. In case the agency is not able to execute the job in time or to the entire satisfaction of the BSEB, the Secretary, BSEB may allot the work to any other agency at any time. The difference between the rates agreed to between the Board and the third party, which would undertake such work shall be liable to be payable by the defaulting firm alongwith the penalty, if any, imposed by the Secretary of the Board. The Bank Guarantee submitted by the firm shall be liable to be forfeited in whole or part as per decision of the Secretary of the Board, which shall be final.



6. The agency shall be required to undertake full responsibility of the safe custody and to maintain secrecy of documents supplied by the Board. Each document and data given by the Board shall be kept strictly confidential and no part of it shall be divulged to any person at any time without written authorisation from the Board. In case of lapse, the computing agency will be fully responsible for the consequences.
7. The Board reserves the right to reject any or all the Tender Forms without assigning any reasons.
8. The 100% payment shall be made after completion of Scanning and Finalization of data.

# Bihar School Examination Board

## Technical Bid

For Scanning of OMR sheet ,OMR Award sheet and Finalization of data.  
NOTE : TO BE UPLOADED ONLY THROUGH E-TENDERING, AT RESPECTIVE STAGE IN THE TECHNICAL E-FORM

### NOTE :ANNEXURE-I

1. TO BE SEALED SEPARATELY ALONG WITH BANK DRAFT OF TENDER FEE & EARNEST MONEY.
2. Tenderer must read the instructions/terms & conditions carefully before filling up the particulars of the firm.

### 1 ABOUT THE FIRM

a)	Year of establishment	
b)	Type of firm/Organization (Proprietary/Private/Public/Govt.)	
c)	Copy of Registration, if applicable	
d)	Total Turnover during (Attach photocopies of Audited Balance Sheet) :	
	2013-14	
	2014-15	
	2015-16	
e)	PAN No:	
f)	Details of premises : Owned/ Rented Area in Sq.m	
g)	Quality Certification No, if any	
h)	Details of Issuing Authority	
i)	Validity of Certificate	From: to:
j)	Activities of the organisation:	
k)	Since when engaged in EDP(For Scanning)	
	Traditional Method	:
	OMR Processing	:

### 2. Past Experience:

#### a) For OMR Scanning and Finalization of Data:

Year	Name of Organization and contact person along with T.phone no	Nature of work & Technology used	No of Answer sheet handled	Duration for completion of job	Value of the job(Copy of work order to be enclosed)
2013-14					
2014-15					
2015-16					

**PROFESSIONAL SUPPORT AVAILABLE:**

- a) Manpower:- Number of persons available at different level on regular roll and their experience in relevant field i.e. in examination processing of Board/ Universities.
- b) In house arrangement for preparation of input data.
- i) Number of computers for data preparation activities.
  - ii) Number of data entry operators
  - iii) Shifts being worked upon
  - iv) Number of Quality Checking Staff
  - v) Capacity in terms of scanning and finalization of records per day
- c) In house hardware for processing (Owned by the firm):-
- 1) Computer system and their configuration
  - 2) Line printers/ Line Matrix Printers/Laser printers:

Line Printers/Laser Printer – Make/ specifications	No. Available	Manufacturing year	Speed of each Printer

- 3). OMR Scanners:

OMR Scanners- make and specifications	No.Available	Manufacturing year	Speed of each scanner	Whether scanner has provision for printing of number during scanning

- (d) 1) Software being used for conversion of data(Please attach complete details)  
 2) No. of licensed software sets available.

**3.DETAILS OF BACK-UP FACILITIES AVAILABLE :In the event of any emergency / break down in:**

- i. Computer for Data Preparation and Processing
- ii. Power
- iii. Software Personnel
- iv. Printers (LMP/Laser)
- v. OMR scanners

**4. a. Have you ever been debarred by any Board/University/Organisation for examination related processing**

**b. If yes, Please mention why and when were you debarred.**

**5. Details of Tender Fee & Earnest Money deposit: (Please attach draft with this annexure) Tender Fee Bank Draft Details:**

Draft No. Date Name of the Bank Amount  
.....Rs.2000/-

Activities	Applying for (Yes/No)	Amount of EMD(in Rs)	Details of EMD
Scanning of OMR Sheet ,OMR Award sheet and Finalization of data		2,00,000	

Certified that all the terms and conditions of this TENDER are accepted by us.

Authorised Signatory  
(With full name, Designation and stamp)

Contact Person : .....  
Off: Telephone No.: .....  
Mobile No.: .....

# Bihar School Examination Board

## Financial Bid

For Printing and Scanning of OMR Sheet, OMR Award sheet and finalization of data for 2018 Compartmental examination and 2018 Annual Examination of the Board.

### ANNEXURE - II

NOTE: TO BE UPLOADED ONLY THROUGH E-TENDERING, AT RESPECTIVE STAGE IN THE FINANCIAL E-FORM

#### RATES FOR THE WORK INDICATED IN THE TENDER FORM

- Since the GST rate may change in future, therefore price quoted should be the rates exclusive of GST. GST should be separately paid by BSEB as per actual at the time of payment.
- Rates should be quoted - Inclusive of transportation Cost of Man power and Hardware(For Scanning of OMR and finalization of data)

S.n	Activity	Per 1000 OMR sheet (Fi)		Weightage (Wi)	
1	Scanning of OMR Answer sheet <b>Bottom Part</b> and Barcode and finalization of data, <b>Volume of Answer Sheet will approximately 1.2 Cr. (approx), however it may changed as per requirements by BSEB.</b>	F3		W3	24.00
2	Scanning of OMR Award Sheet with Barcode and finalization of data, Volume of Award Sheet will approximately 1.2 Cr. (approx), however it may changed as per requirements by BSEB.	F3		W3	24.00

NOTE: The Bidder will have to provide:

- Cloth Lined Envelope with pasting facility. The size of the envelope should be such, which can contain 500 OMR sheets, for which no additional amount will be paid.
- Corrugated Boxes of seven ply so as to contain 4000 OMR sheets, for which no additional amount will be paid.

For the purpose of selection, financial bid with lowest weighted average as per following formula shall be qualified for awarding the tender:-

$$\sum(W_i \times F_i)$$

$$W_1 \times F_1 + W_2 \times F_2$$

$$\text{Weighted average(F)} = \frac{\text{-----}}{\sum W_i} = \frac{\text{-----}}{W_1+W_2}$$

The Bidder with lowest weighted Average (F) as calculated above shall be awarded the Bid.

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- c. Recurring Charges including data capturing, verification, checking, updation, cost of input media, computer time, development of required software, processing for the following activities: (For Scanning of OMR Award sheets with barcode and finalization of data).

Certified that all the terms and conditions of this TENDER are accepted by us.

**Authorized Signatory**  
(With full name, designation and stamp)

Contact Person : -----  
Telephone No. (Off) : -----  
(Mobile) : -----

**Secretary**  
**Bihar School Examination Board**  
**ANNEXURE-1**

**Time Frame of Each Activity**

<b>Sl. No</b>	<b>Activity</b>	<b>Timeline</b>	<b>Location</b>	<b>Penalty(In Delay and not done in proper way)</b>
<b>1</b>	Scanning of OMR Award Sheet and Data Finalization	Within 3 weeks after Examination	<b>Board</b>	<b>Rs 1,00,000/- per day delay , Rs 50,000 for unscented bag, 5% bill be deducted beyond 3 days of delay in schedule date of completion.</b>
<b>2</b>	Fails to provide services	-	<b>Board</b>	<b>Board will have the right to procure services from other agencies and the amount of difference if so incurred, will be recovered from the bidder.</b>

## ANNEXURE-6

### AGREEMENT

THIS Agreement is made on this ..... day of ..... 2017 BETWEEN **Bihar School Examination Board**, a body established under Section 3 of the Bihar School Examination Board Act, 1952, having its office at Sinha Library Road, Patna-800017 (which expression shall repugnant to the context or meaning hereof include their successors, legal representatives, executors and assigns) hereinafter referred as "the BSEB" represented by Sri Anup Kumar Sinha, Secretary duly authorized in this behalf, of the PART ONE and \_\_\_\_\_, having its office at \_\_\_\_\_ (which expression shall, unless it be repugnant to the context or meaning thereof be deemed to include its associates, subsidiaries, affiliates, successors and permitted assign/ heirs, executors, administrators) hereinafter referred to as "Service Provider", represented by Sri \_\_\_\_\_, \_\_\_\_\_ duly authorized in this behalf, of the of the OTHER PART.

The BSEB and Service Provider shall individually be referred to as "Party" and collectively as "Parties".

WHEREAS, BSEB is established for holding and conducting an examination at the end of the Secondary School stage, for prescribing course of studies for such examination and for carrying out such other objects and duties as may be considered necessary for the purpose as stated in the Act, Rules and Regulations of the BSEB.

AND WHEREAS, BSEB requires the services of Service Provider for designing, developing & implementation of Integrated-Examination-Record- Automation & Management System and other related services [hereinafter referred to as 'Services']

AND WHEREAS, the BSEB floated an Open Tender for selection of Service Provider for designing, developing & implementation of Integrated-Examination-Record- Automation & Management System.

AND WHEREAS, the Service Provider bagged the Tender and is desirous of getting empanelled as Service Provider as per the terms of this Agreement

AND WHEREAS, the Service Provider has represented to BSEB that they are engaged in the business of providing Services to various government and PSU organizations

AND WHEREAS, the Service Provider has represented to BSEB that it has the requisite skills, knowledge, experience, infrastructure and expertise to perform the Services and also it has its own independent, trained and experienced manpower having requisite skills to perform the Services.



AND WHEREAS, the Service Provider has further represented that it has all the necessary licenses, permissions and approvals from the respective authorities to render such Services and it is complying with all relevant provisions of law in these regards.

AND WHEREAS, the BSEB on the aforesaid representations of the Agency, has accepted the offer of the Service Provider to provide Services, on the terms and conditions mentioned below.

**NOW THIS AGREEMENT WITNESSETH AND IT IS HEREBY AGREED TO BY AND BETWEEN THE PARTIES HERETO AS FOLLOWS**

1. **TERM**

This Agreement shall come into effect from \_\_\_\_\_ and shall remain in force up to a period of \_\_\_\_ (\_\_\_\_\_) months commencing from \_\_\_\_\_ to \_\_\_\_\_ unless it is terminated earlier in accordance with the provisions contained herein. On expiry of the aforesaid period, the Agreement shall stand automatically terminated, unless specifically renewed in writing for further period at the discretion of the BSEB

2. **SCOPE OF WORK**

1. The Minimum Average Annual turnover should be Rs 5 Crore or more for the last three financial years i.e. during 2013 -14,2014-15 and 2015-16
2. Any Agency/Supplier/Company/Firm registered in India can apply. In case of Consortium, the Board will allow maximum two firms in which one Agency/Company/firm will have to be declared as lead bidder by the Consortium. The different eligibility criteria have to be fulfilled by the Consortium. The Lead agency/Bidder will be responsible for the overall functioning and processing of the Consortium partner. The experience of either partner shall be counted in case of Consortium, rest each and every term & conditions will be as applicable for the lead Agency/Bidder. The lead bidder shall be liable for fulfilling each and every term and condition mentioned in this tender document.
3. Earnest Money Deposit shall be in the form of Demand draft of Rs. 2,00,000/- drawn in favour of the Secretary, Bihar School Examination Board,Patna.
4. Agencies which are registered with Directorate of Service taxes need only apply.
5. The agency should have quality certification preferably ISO27001:2005, IS9001:2008.The copies of certificates should be enclosed with the technical bid.
6. The agency should have its own software with proper chain management process and the document in this regard should be enclosed with the technical bid.

7. The Tender Forms received without earnest money or incomplete in any respect will be summarily rejected.
8. The EMD of unsuccessful bidder shall be returned immediately and the EMD of the successful bidder will be returned after the receipt of performance guarantee.

**9. Bid Submission:**

- a) The technical details and experience as per Annexure - I, to be uploaded online through e-Tendering at respective stage in Technical e-form.
- b) The rates as per this job to be quoted in, Annexure-II and to be uploaded online through e-Tendering at respective stage in Financial e-form.
- c) Separate Bank Draft for Tender fee &EMD, in favour of "Secretary, Bihar School Examination Board, Patna" must reach to BSEB office on or before the due date or in E-payment mode.

10. The sample of supply of OMR sheet can be seen on working days at BSEB, Patna.

11. The Board reserves the right to reject any or all the tenders without assigning any reasons.

**DETAILS/ VOLUME OF THE WORKS TO BE DON**

**B.Scanning of OMR Award sheet and Finalization of data:**

Description of Job	Period during which the work is to be done
Scanning of OMR Award sheet and finalization of data	<b>1. Compartmental Matric Exam 2018</b> <b>2. Annual Matric Exam 2018</b> <b>And</b> <b>For any Other Exam, as per decision of BSEB</b>

**10. DETAILS OF THE WORKS TO BE DONE:**

**Scanning of OMR OMR Answer Sheet bottom part, Award sheet, barcode and finalization of data:**

**Input Document:**

OMR Award sheet of size 11.25" x 8.25" having Roll No, Roll code, Enlistment No, Subject code, School Code, Candidate's Name and Identification Number.

**Volume of Award Sheet will around 1.2 Cr (approx), however it may changed as per requirements by BSEB.**

**2. OMR Award Sheet Scanning of each subject and of each students, which will part of OMR answer Book. Volume of Award Sheet will around 1.2 Cr. (approx), however it may changed as per requirements by**

**BSEB.**

## **Output Reports**

24. To scan the OMR Award sheet through OMR scanner with scanned number printed on each OMR Award sheet and to create raw score data file.
25. To carry correction of Roll Number, Roll code, Enlistment No, Subject Code, School code, Candidate's Name and Identification Number which have been scanned wrongly, if any.
26. To print edit list - Invalid/duplicate Roll No, Roll code, Enlistment No, Subject code, School code, Candidate's Name and Identification Number. To check and update the list, update the data file with corrections till all errors are removed.
27. To provide a copy of updated database on CD as per requirement of the board.
28. To scan the OMR Marks Award file through OMR scanner with scanned number printed on each OMR Marks Award file and to create complete raw score data file.
29. To carry correction of Subject Code, School code and marks awarded which have been scanned wrongly, if any.
30. To check and update the list, update the data file with corrections till all errors are removed.
31. To create a database of marks award file with master barcode wise, aggregate marks of marks award file.
32. To provide a copy of updated standard database on CD as per requirement of the board with All Scanned OMR.
33. To merge the absentee file with raw score data file
34. To print edit list - missing/extra/duplicate roll number list and update list and update the raw score data file with corrections advised by the Board till all errors are removed.
35. To provide a copy of the raw score data file for each paper on CD for collation (may be required in parts, if need be) as per requirements of the Board and update the raw score data file with the corrections advised by the Board till all errors are removed.
36. To update the raw score data file with the corrections advised by the Board and print update list for error cases only till all errors are removed.
37. To calculate marks for each paper / subject as per regulations and norms of the Board.
38. To create result master file by merging marks file with candidate master data for each candidate as per requirement of the Board
39. To print provisional list along with raw score data (if required) as per requirement of the Board.
40. To provide a copy of the result master file on CD for comparison as per requirement of the board.
41. To update the result master file with the corrections and print the update list for error cases only till all errors are removed.
42. To sequence the result master file as per requirement of the report and to print the reports in the format approved by the Board.
43. To print award pending list school/college wise, roll number wise or as per requirement of the Board.
44. To provide updated result master with raw score marks on CD/ DVD as per requirement of the Board.
45. To finalize of Candidates marks award after carrying out any updating given by the Board and to make data 100% accurate.
46. Manual entry & correction of data to make data 100% complete & accurate.

**Eligibility conditions & Important Points for Scanning of OMR sheets and Data Finalization etc.**

1. At least three years' experience with proven track record of examination processing through Image scanning using OMR technology of similar jobs of Education Boards/Universities/Service Commissions.
11. Minimum number of Sheets scanned in a single exam should be Twenty lakh or more at least during last three years, 2013 -14,2014-15 and 2015-16
12. The work is to be carried out at premises of the Board.
13. The Tenderer must have GST number (Registration Number of the Firm/Company/Agency) PAN of firm/Company/Agency/Society.
14. The agencies having adequate infrastructure in terms of hardware of its own, experienced and qualified manpower, and development of software and experience of processing in the relevant field with proven track record & repeat work order for large volume of data only will be considered for allotment of work.
15. The Tender Forms received without cost of tender form and earnest money or incomplete in any respect will not be accepted.
16. Scanning is to be carried out through image scanning using OMR technology and finalize data.
17. The agency will have to install scanners and computer system including printers at the Board office and have to complete all scanning and data finalization process within 20 Days from last examination date. Data recognition, checking and updating can be carried out at its own computer centre and in no case shall be subcontracted.
18. The agency will arrange for collection of input documents/ data from the Board's office and return the same alongwith the output reports at the Board's office.
10. The data stored will be the property of the Board and the agency will have to supply a copy of the updated data file on CD as and when required by the Board. Data will not be erased without written permission of the Board.
11. The agency will have to supply the data on CD to the Board at the end of each day.
- 12 .Errors and Deductions:  
Any variation in document and the data base supplied, in Roll No, Roll code, Enlistment No, Subject code, School Code and Identification No in OMR Award sheet shall be treated as an error and shall be the responsibility of the agency. For an error, the company shall be liable to pay charges at the rate of Rs.1000/- per error.
13. The agency should have adequate number of hybrid image scanners or OMR scanners to scan minimum **1,00,000 sheets** per day for Compartmental Exam and **20,00,000 sheets** per day for Main Secondary & Sr. Secondary Exam 2018(Approx.). These numbers however may vary as per decision of the Board.

**Failing to meet the above target of minimum scanning capacity per day (minimum 1,00,000 sheets per day for Compartmental Exam and 20,00,000 sheets per day for Main Secondary & Sr. Secondary Exam 2018 ) shall result in deduction of 25% of Total scanning bills. The agency has to install scanners at Board Headquarter at Patna or other place in Patna as prescribed by the Board. Volume of OMR Award Sheet will approximately 1.2 Cr. (approx), however it may changed as per requirements by BSEB.**

### GENERAL TERMS AND CONDITIONS:

2. The technical details may please be submitted in Annexure-I and rates in Annexure II.
9. The allotment of work will be made for 2018 Compartmental & 2018 Annual Examination only in the first instance which may be extended up to next session examinations as per decision of the Board and subject to performance to be reviewed after each year.
10. The agency shall have to execute an agreement on non-judicial stamp paper of Rs.100/- if considered for allotment of the work.
11. The agency to which the work is allotted will be required to deposit 10 percent of the total likely amount payable to it for the work as a security in the form of a Bank Guarantee which shall remain valid for a period of 60 days beyond the date of completion of all contractual obligations.
12. The time schedule may be required to be adjusted as per requirements of the BSEB and is to be observed strictly as per directions of the BSEB from time to time, as the work of processing of results is highly time bound. In case of any delay in supplying the desired report, on the part of the agency, it shall be liable to pay charges @ Rs 2,000/- per day to the BSEB.
13. In case the agency is not able to execute the job in time or to the entire satisfaction of the BSEB, the Secretary, BSEB may allot the work to any other agency at any time. The difference between the rates agreed to between the Board and the third party, which would undertake such work shall be liable to be payable by the defaulting firm alongwith the penalty, if any, imposed by the Secretary of the Board. The Bank Guarantee submitted by the firm shall be liable to be forfeited in whole or part as per decision of the Secretary of the Board, which shall be final.
14. The agency shall be required to undertake full responsibility of the safe custody and to maintain secrecy of documents supplied by the Board. Each document and data given by the Board shall be kept strictly confidential and no part of it shall be divulged to any person at any time without written authorisation from the Board. In case of lapse, the computing agency will be fully responsible for the consequences.
15. The Board reserves the right to reject any or all the Tender Forms without assigning any reasons.
16. The 100% payment shall be made after completion of Scanning and Finalization of data.

#### **A) Other Terms & Conditions**

- a) Settlement of Dispute and Jurisdiction

i. That all disputes and differences arising out of or in connection with this Agreement (Dispute), or the subject matter, hereof, the decision of the Chairman, BSEB, Patna, shall be final and binding on both the parties.

ii. Any legal action pertaining to this Agreement shall be subject to the jurisdiction of Courts of Patna.

**b) Taxes & duties**

The Service Provider shall fully familiarize themselves about the applicable Domestic taxes (such as VAT, Sales Tax, Service Tax, Income Tax, duties, fees, levies, etc.) on amount payable by the Department under the contract. The Service Provider, sub-contractor and personnel shall pay such domestic tax, duties, fees and other impositions (wherever applicable) levied under the applicable law.

**c) General Conditions**

i) The Service Provider shall be deemed, to have exhaustively examined the Bid Document, to obtain all information and clarifications on all matters whatsoever, that might affect the carrying out of the work and to have satisfied himself as to the adequacy of the Bid. Bidder is deemed to have known the scope, nature and magnitude of the work and as to all work he has to complete in accordance with the contracts, whatever be the defects, omissions or errors that may be found in the Bid document.

ii) Any negligence or omission or failure on the part of the Service Provider in obtaining necessary and reliable information as stated above or on any other matter affecting the Service Provider shall not relieve him from any risks or liabilities or the entire responsibility for completion of the work in accordance with the Bid Document.

**d) Notices**

Any notice, request or consent required or permitted to be given or made in this contract shall be in writing. Any such notice/ request shall be deemed to have been given or made when delivered in person to the authorized representative of the party to whom the communication is addressed, or sent by registered mail or email to such party.

**e) Exit management or Transition**

Upon the termination of contract, Service Provider shall execute the following responsibilities:

- i) The Service Provider shall start executing the knowledge transfer process to Department or any agency nominated by Department before day of exit. In case the knowledge transfer is not complete before the date of exit of Service Provider, Department shall extend the date of exit and shall exit only after the complete knowledge transfer is done. Completion of this process shall be approved by the Department.
- ii) The Service Provider shall document technical and non-technical areas and handover the same to Department before the exit.
- iii) All documents, source codes, data dump or any other deliverables / material created as a part of the project shall be handed over by the Service Provider to Department before the exit.
- iv) Any other knowledge transfer that is required by Department shall be completed by the agency before exit. The department shall ask the agency to provide the handover to any of the newly appointed agencies or any other department representatives.

**f) Binding Clause**

All decisions taken by the Department regarding the processing of this tender and award of contract shall be final and binding on all parties concerned.

**g) Change Orders**

The Department may, at any time, by written order given to Service Provider make changes within the scope of the contract in any one or more of the following:

- i) Designs, specifications, requirements which software or service to be provided under the Contract are to be specifically developed / rendered for the Department
- ii) The Services to be provided by the Service Provider.
- iii) Training of personnel of Department in terms of hours/subjects will be without any additional cost.
- iv) If any such change causes an increase or decrease in the cost of, or the time required for, the Service Provider's performance of any provisions under the Contract, equitable adjustments shall be made in the Contract Price or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by the Service Provider for adjustment under this clause must be asserted within thirty (30) days from the date of the Service Provider's receipt of the Department's change order.
- v) Any changes required in the Software application beyond the indicated scope shall be dealt through a Change Management Process.

**h) Assignments**

Save as otherwise provided in this Agreement, Service Provider shall not assign and transfer any of its rights under this Agreement in whole or in part without the written consent of BSEB, which consent shall not be unreasonably withheld.

**i) Intellectual Property Rights**

- i) All the deliverables submitted by the Service Provider under the contract will be the property of the Department.
- ii) The Service Provider shall indemnify the Department against all third-party claims of infringement of copyright, patent, trademark or industrial design rights arising from use of the Goods or any part thereof in India.
- iii) All the Deliverable and Application Software developed by Service Provider for the Department, the copyright/IPR of that software/deliverable will be with the Department. The Service Provider shall not sell or use (fully / partly) that software for service of other customers without written consent from the Department.
- iv) While passing on the rights (license) of using any software/software tool, the Service Provider shall ensure that such rights are inclusive of the use of that software for development in addition to deployment.
- v) The software licenses supplied by the Service Provider shall be genuine, perpetual, for full use and should provide patches, fixes, security updates directly from the OEM at no additional cost to the Department for the entire period of contract.
- vi) In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the Goods or any part thereof in India the agency shall act expeditiously to extinguish such claim. If the Service Provider fails to comply and the Department is required to pay compensation to a third party resulting from such infringement, the Service Provider shall be responsible for the compensation including all expenses, court costs and lawyer fees. The Department will give notice to Service Provider of such claim, if it is made, without delay.

**j) Confidentiality**

The Service Provider will have to maintain strict Privacy and confidentiality of all the data it/its staff gets access to. Adequate provisions to be made to not to allow unrestricted access to the data to people in the organization who do not have necessary permissions. The Service Provider cannot sell or part with any data in any form. Penalty of Rs. 1,000/- to Rs. 100,000/- would be charged on default of this service condition. The exact amount of the penalty will be decided by Department based upon severity of the default.

**k) General Conditions**

- i) The Service Provider shall be deemed, to have exhaustively examined the Bid Document, to obtain all information and clarifications on all matters whatsoever, that might affect the carrying out of the work and to have satisfied himself as to the adequacy of the Bid. Bidder is deemed to have known the scope, nature and magnitude of the work and as to all work he has to complete in accordance with the contracts, whatever be the defects, omissions or errors that may be found in the Bid document.
- ii) Any negligence or omission or failure on the part of the Service Provider in obtaining necessary and reliable information as stated above or on any other matter affecting the Service Provider shall not relieve him from any risks or liabilities or the entire responsibility for completion of the work in accordance with the Bid Document.



## **l) Force Majeure**

- i) "If, at any time, during the continuance of this contract the performance in whole or in part by either party of any obligation under this contract shall be prevented or delayed by reason of any war, hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restriction, strikes, lock-outs or acts of God (hereinafter referred to as "events"), provided notice of happening of any such eventuality is given by either party to the other within 21 days from the date of occurrence thereof, neither party shall by reason of such event, be entitled to terminate this contract nor shall either party have any claim for damages against the other in respect of such non-performance or delay in performance; and deliveries under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist, and the decision of the purchasing officer as to whether the deliveries have been so resumed or not, shall be final and conclusive, provided further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reason of any such event for a 95 days period exceeding 60 days, either party may at its option terminate the contract PROVIDED ALSO that if the contract is terminated under this clause, the purchaser shall be at liberty take over from the contract at a price to be fixed by the purchasing Officer which shall be final all unused, undamaged and acceptable materials, bought out components and stores in course of manufacture in the possession of the contractor at the time of such termination or such portion thereof as the purchaser may deem fit accepting such material, bought out components and stores as the contractor may with the concurrence of the purchaser elect to retain.
- ii) Important factors relating to placement of contracts Force Majeure Clause- The force majeure clause in the following form only (which will not form part of the general conditions of contracts) should be included in such contracts where the suppliers specifically insist on the provision of a force majeure clause and there is no alternative but to accept the same. This clause should not be incorporated in the Invitation to Tender, but prior to acceptance of an offer in such a case the supplier should be asked to accept this clause as governing conditions of force majeure

**IN WITNESS WHEREOF THIS AGREEMENT HAS BEEN EXECUTED ON THE DAY AND YEAR  
FIRST ABOVE WRITTEN**

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Signed for and on behalf of

**Bihar School Examination Board**

**Patna – 800017**

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Signed for and on behalf of

Witness:

1.

2.

Witness:

1.

2.