



Bihar School Examination Board

Sinha Library Road, Patna-800017

NOTICE INVITIG Short Term e-TENDER

(Through e-procurement mode only over (<https://www.eproc.bihar.gov.in>)

Short Term e-Tender Notice No. PR - 91 /2017

Bihar School Examination Board, Patna invites e-Tender under two bid system from the reputed Agencies / Sound Firms / Companies / Societies having experience of providing i.e. “**Services for Online Data Entry for filling Examination Form of Intermediate Examination 2018**”.

SL No.	Scope of work	Cost of tender document (Online Mode) Non Refundable (In Rupees)	Tender processing Fee (Non Refundable) (inclusive of service tax @18.00%) to be paid through e-payment mode (i.e. NEFT/RTGS/, Credit Card/Debit card) (in Rupees)	Earnest Money (Online/Offline Mode) (In Rupees)
1	2	4	5	6
01.	Services for Online Data Entry for filling Examination Form of Intermediate Examination, 2018	Rs. 500	Rs. 1180	Rs. 1,00,000

Tender Schedule:

Sl. No.	Date and Time for Activity	Date/Time: Duration
1.	Online Download of Tender document	From 09.11.2017 to 18.11.2017 (12:00 PM.) at https://www.eproc.bihar.gov.in
2.	Pre-Bid Meeting	13.11.2017 at 11:30 Hrs. (Bihar School Examination Board, Sinha Library Road, Patna-800017)
3.	Submission of Tender form fee, Bid and EMD in Hard copy/Original	18.11.2017 up to 13:00 Hrs. (Bihar School Examination Board, Sinha Library Road, Patna-800017)
4	Last Date/Time for submission/ uploading of offer/Bid	18.11.2017 upto 13:00 Hrs. (https://www.eproc.bihar.gov.in)
5.	Opening of techno- commercial Bids	18.11.2017 - at 15:00 Hrs. (Bihar School Examination Board, Sinha Library Road, Patna-800017)
6.	Financial Bid Opening	Date to be announced later by the competent authority.

Note: - Bihar school Examination Board reserves the right to accept/reject/reschedule any or all tenders without assigning any reasons.

- ❖ Detailed descriptions of the items and instructions for submitting your offer can be downloaded from e-tender website (<https://www.eproc.bihar.gov.in>).
- ❖ Bids must be accompanied with Bid Security (EMD) in the form of Demand Draft issued by a Nationalized/Scheduled Bank or e-Payment Mode.
- ❖ For support related to e-tendering process, Bidders may contact at “e- Procurement HELP DESK First Floor, M/22, Bank of India Building, Road No-25, Sri Krishna Nagar, and Patna- 800001 Ph. No: 0612-2523006, Mob- 7542028164” or may visit the link “Vendor Info” at (<https://www.eproc.bihar.gov.in>).
- ❖ Corrigendum / Addendum, if any, will be published on the departmental website www.biharboard.ac.in and e-Procurement Portal , Bihar <https://www.eproc.bihar.gov.in> itself
- ❖ **Note:** - Bihar school Examination Board reserves the right to accept/reject/reschedule any or all tenders without assigning any reasons.

Secretary
Bihar School Examination Board

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SECTION-1

General Conditions:

1. Interested bidders can download the tender documents online from the official website – www.biharboard.ac.in
2. The tenderers will have to deposit **EMD Fee – Rs 1,00,000/** which is to be paid in the form of Demand Draft in favour of Secretary, Bihar School Examination Board, Patna, Other modes of payment will not be considered.
3. **Tender Fee. 500/- (Non Refundable)** shall be in the form of Demand Draft in favour of Secretary, Bihar School Examination Board, Patna.
4. Technical Bids and Financial Bids will be opened in the presence of the Bidders or their authorized representatives, who may wish to be present.
5. Any delay, in receipt of Bids would be considered as late submission of Bid and such Bids shall be summarily rejected.
6. Financial bids will be opened only of those firms who will qualify in Technical Bids.
7. The Financial Bid of only those tenderers shall be opened whose technical bid is found to be in order and in accordance with the prescribed terms and conditions and complete in all respects.
8. Corrigendum/ Addendum/ Corrections, if any will be published on the official website of the board at www.biharboard.ac.in
9. If the date of opening of tenders happens to be a holiday, then the tenders will be opened on the next working day at the same time.
10. **Bihar school Examination Board** reserves the right to accept/reject/reschedule any or all tenders without assigning any reasons.

Contact Details:

1. Sh. Arjun Kumar – Deputy Director (IT) - 8544429119

SECTION-II

INSTRUCTIONS TO BIDDERS:

This Tender is being floated for

EXAM FORM FILLUP FOR SENIOR SECONDARY EXAMINATION 2018

(Online Exam form fill-up process expected in the Last Week of Nov- 2017)

The above schedule may be changed any time by the board

1. Brief of Work :

Bihar School Examination Board (BSEB), Patna, is responsible for the conduct of examinations at school level (Secondary & Sr Secondary). BSEB is looking for bidders / service providers to provide Data entry service for online form fill-up process (Exam Form) at each form fill-up center for a set of roughly 6 schools/colleges for the entire state of Bihar. The selected agency will be required to deploy well experienced data entry operators along with laptop/Desktop, Internet connectivity, Printer, scanner, ups, printing stationery etc. at each form fill-up center of Bihar State with its own office setup. The Schools/colleges will come to these Online Form Fill-up Centers & get their forms filled. The selected agency will carry out the said work without any error bringing in efficiency and effectiveness in conduction of Online Form fill-up through greater transparency, accountability and accessibility. The bidder should setup the Online Form fill-up center till the period of examination form fill-up process. Timely completion of the online form fill-up process is the essence of this tender.

Details of work are given in Section V.

2. Eligible Bidders

The details of Eligibility criteria along with supporting documents has been given in Point No – 5 of this section.

3. Cost of Bidding:

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

4. Bid Document:

4.1 Bid document includes:

- (i) Notice Inviting Tender.
- (ii) Instructions to bidders.
- (iii) General condition (Commercial) of the contract.
- (iv) Special conditions of contract.
- (v) Detail of Work.

- (vi) Technical Bid.
- (vii) Financial Bid.
- (viii) Bid Form.
- (ix) Bid Security Form
- (x) Performance Security Bond Form
- (xi) Letter of Authorization to attend bid opening
- (xii) Declaration regarding near relationship with BSEB employees.

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

A prospective bidder requiring any clarification on the Bid document shall notify the Board in writing. The Board shall respond in writing to any request for the clarification of bid document which it receives not later than three days prior to the date of opening of Tender.

ELIGIBILITY CRITERIA

5. The bidder should have following eligibility criteria to participate in the bid and attach a copy of valid document: -

- 5.1 The bidder should have total turnover of at least Rs 15 crore in any last 3 financial years (of 2013-14, 2014-15, 2015-16, 2016-17) (Attach copy of IT return/balance sheet).
- 5.2 The bidder should have executed at least 1 project of 5 lakhs record entry each as a service to state school examination board/Central school examination board, Central/State Government, PSU which is under Central/State Govt during any last 3 Years (of 2013-14, 2014-15, 2015-16 and 2016-17) at multiple centres (at block level) in the entire state. If agency is not having center at block level then it should open centers at block level within 10 days of getting the work order in all 8 division of state, as the Examination Form Fill-up activity will likely to start at the end of November or 1st week of December.
- 5.3 The Bidder should be an IT enabled service provider with strong back end support in terms of a technology driven company.
- 5.4 The bidder must have GST Registration Number and PAN of Firm /Company/ Agency /Society.
- 5.5 The bidder should not be blacklisted / debarred by any Board/University/Govt. Department, till the time of bid submission (Attach Self certified letter).
- 5.6 The Bidder must deposit the required amount of EMD in the form of Demand Draft in favour of – Secretary, Bihar School Examination Board, Patna, along with the bid document submission or in the e-payment mode through www.eproc.bihar.gov.in.
- 5.7 The agency should have certification ISO 27001:2013. The copies of certificates should be enclosed with the technical bid.
- 5.8 Relevant documents in support of the above criteria must be enclosed along with the tender call documents; failing which the bid will be liable to be rejected.
- 5.9 Consortium will be allowed, but all the eligibility criteria and responsibility mentioned in the Tender document will be fulfilled by lead/Prime bidder. The name of lead/ Prime bidder will have to be clearly mentioned by the bidder.
- 5.10 [optional] Agency should have it's own wallet, if it's not then Agency should open wallet within 10 days of getting the work order.

6. **Amendment to bid document:**

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

7. **Documents comprising the bid:**

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

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

8. **Bid Form**

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

9. **Bid Price.**

- (i) The bidder shall quote strictly as per Financial Bid given in financial bid form.
- (ii) The price quoted by the bidder shall remain fixed during entire period of contract & shall not be subject to variation on any account. A Bid submitted with an adjustable price quotation will be treated as non-responsive and rejected.

10. **Clause by clause compliance.**

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

11. **Bid Security (EMD)**

11.1 The Bidder shall furnish Bid Security (EMD) Rs 1,00,000/- in the form of Demand Draft in favour of – Secretary, Bihar School Examination Board, Patna or e-payment mode.

11.2 The Bid Security is required to protect the Board against the risk of Bidder's conduct which would warrant forfeiture of Bid Security.

11.3 Any Bid from a Bidder, without Bid Security will be rejected by the Board.

11.4 The Bid Security of unsuccessful Bidders will be discharged or returned within 7 days after the award of contract to the successful Bidders. However, in disputed cases, the Board will not be bound to release the Bid Security in the stipulated period.

11.5 **The Bid Security may be forfeited:**

- (i) Once a Bid is submitted by the firm, it can't be altered or withdrawn. If a Bidder does not accept his quoted rates and refused to execute the job, then the Bid Security deposited with the Bid will be forfeited and firm will be **blacklisted**.
- (ii) In case of successful Bidders fails to sign the contract.
- (iii) In case of fraudulent and corrupt practices.
- (iv) If a successful Bidder has been found incapable of executing the assigned job to the satisfaction of the Board, which may reflect adversely the image of the Board, the Bid Security, if not released can be forfeited and the Bihar School Examination Board may allot the work to some other eligible firm.

12. **Format and Signing of Bid.**

- (i) The Bidder shall submit only one Bid.
- (ii) The Bid shall be signed by the Bidder or a person(s) duly authorized to sign the Bid to the contract.
- (iii) Failure to a Bid by any of the instructions will make the Bid liable to be rejected.

13. **Submission of Bid.**

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

Part 1: Technical Bid

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

Part 2: Financial Bid

Details given in financial bid section, to be submitted in the Tender Performa.

14. Bid opening:

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

15. Evaluation:

- (i) Technical Bid shall be opened first and then, and if the cost of Bidding Documents/ EMD / e-Payment is not there, or incomplete, the remaining Bid Documents will not be opened, and the Bid will be rejected and the Bidder will be responsible for the same.
- (ii) In all cases, the amount of Bid Security and validity shall be announced. Thereafter, the Bidder's names and such other details as the Board may consider appropriate, will be announced by the Board.
- (iii) The evaluation of Technical Bids will commence after its opening and evaluation will be made with respect of Bid Security, Qualification Criteria and other information furnished in Part 1 of the Bid. On the basis of such evaluation a list of the responsive Bids will be drawn up. The Financial Bids of only those Bidders, who qualify in the evaluation of the Technical Bids, will be considered.
- (iv) Bidders or their duly authorized representative(s), whose Technical Bids are found responsive may attend the meeting of opening of Financial Bids.
- (v) At the time of opening of 'Financial Bids', the names of the Bidders, whose Technical Bids were found responsive, will be announced and the financial bids of only those Bidders will be opened. The responsive Bidder's names, the Bid prices and such other details as the Board may consider appropriate will be announced by the Board at the time of opening of Financial Bid.
- (vi) Technical Bid will be evaluated by the Tender Committee.
- (vii) Premises of technically qualified agencies may be visited/inspected by the committee of Board's officers to ensure competency and capability of the agency without disclosing the date of visit.
- (viii) Financial Bids of only those bidders will be opened who are found suitable and eligible as per technical bids and inspection.

16. Award of Contract:

Bihar School Examination Board, Patna (BSEB), shall consider placement of letter of intent to those bidders whose offers have been found technically and financially acceptable. The bidder shall give his acceptance along with performance security (Section IX of the bid document) in conformity within **7 (Seven) days** of issue of letter of intent.

If the lowest Bidder (L1) is unable to provide required service as specified in Scope of work section for whole of Bihar State then BSEB may divide the work among other bidders (L2, L3 etc.) at the lowest rate (of L1) in different commissionaires /Districts of Bihar. If L1 Bidder refuses then choices will be given to L2, and if L2 refuses choices will be given to L3 ..., at the lowest rate of L1.

Choice of division of the work will be decision of the board.

17. Right to vary quantities:

Bihar School Examination Board, Patna (BSEB), will have the right to increase or decrease the required quantity of services specified in the schedule of requirement without any change in charges of the offered quantity and in other terms and conditions at the time of award of contract.

18. Signing of Contract and depositing of Performance Security:

- (i) Signing of Agreement shall constitute the award of hiring contract on the bidder.
- (ii) Upon the successful bidder furnishing the Performance Security the BSEB shall discharge its bid security in pursuant to clause 11.

19. Annulment of Award:

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

20. Period of validity of bids:

- (i) The bid shall remain valid for 180 days after the date of opening of bids. A bid valid for a shorter period shall be rejected by BSEB as non-responsive.
- (ii) A bidder accepting the request of BSEB for an extension to the period of bid validity, in exceptional circumstances, will not be permitted to modify his bid.

21. Allotment Criteria:

- (i) Before allotment of work order, the Board will evaluate the Bids.
- (ii) The Board may in its discretion redistribute allotment to eligible Bidder/s keeping in view the capacity /prior performance of the Bidder/s, provided the Bidder/s are agreed to match the lowest evaluated substantial responsive Bid.
- (iii) If there are two or more lowest successful Bidders quoting equal rates, then the Board may award the work to any one or more of them, keeping in view the Performance certificate submitted. or/ and as desired in the best interest of board.
- (iv) **In case the lowest bidder (L1) in any division is not able to do the work satisfactory or as the terms and conditions mentioned in the Tender document then next lowest bidder shall be offered the same work at the rate of L1.**

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

The Board reserves the right to accept or reject any Bid and to annul the whole Bidding process and may reject all Bids at any time prior to allotment of work, without

thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Board's action.

23. Corrupt or Fraudulent Practices:

- (i) The Board requires the Bidders to strictly observe the laws against fraud and corruption, as in force in India, namely, Prevention of Corruption Act, 1988.
- (ii) "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in agreement execution.
- (iii) "Fraudulent practice" means misrepresentation of facts in order to influence a procurement process or the execution of agreement which is detrimental to the Board and include collusion practice among Bidders (prior to or after Bid submission) designed to establish Bid price at artificial, non-competitive levels and to deprive the Board of the benefits of free and fair competition.
- (iv) If at any stage, it is found that a particular firm has misrepresented/ concealed the facts or the contents of the documents and such documents submitted by the firm are found to be wrong or false, such conduct of the firm shall also be dealt with under fraudulent practices.
- (v) Any firm found involved in above cases may be blacklisted by the Board.

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

For any point not covered under the provisions of the Tender, Secretary Bihar School Examination Board shall be the final competent authority, whose orders in this regard shall be final and binding upon the Bidders.

25. Life of BID:

The allotment of work will be made for this Intermediate Examination 2018 only. On satisfactory performance and based on requirement this could be extended for other examination and for further year/years, by consent of both parties. In case of failing to meet the target or inefficiency in performing the said work or in case of unsatisfactory performance or Board has the right to cancel the contract prematurely before stipulated period.

26. Subletting of work:

The Bidder shall be allowed to sublet or assign the whole or part of the works, But the bidder shall be fully responsible for the completion of awarded work and terms & conditions mentioned in this Tender document.

SECTION III

GENERAL (COMMERCIAL) CONDITIONS OF CONTRACT:

1. Application:

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

2. Performance Security:

2.1 Performance Security.

- a) The Bidder shall furnish Performance Security for Examination Form fill up work also in the form of Bank guaranty equivalent to 5% (Five percent) of the Examination Form Fill up work value as Performance Security at the time of award of Examination Form fill up work within 7 days of conveying BSEB's intention for accepting the bid.

2.2 Performance Security shall be submitted in the form of Demand Draft/FD/PBG issued by a scheduled Bank.

2.3 Performance Security will be discharged after completion of bidder's performance obligations under the contract.

2.4 If the bidder fails or neglects any of his obligations under the contract it shall be lawful for BSEB to forfeit either whole or any part of performance security furnished by the bidder as compensation for any loss resulting from such failure.

3. Execution Time Limit:

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

4. Payment Terms:

- (i) The charges will be paid on the actual number of student records/per page printed.
- (ii) No advance payment will be made under any circumstances.
- (iii) Performance security shall be released after completion of allotted project in all respects.
- (iv) The payment would be made on submission of invoice by the Vendor to the Bihar School Examination Board, Patna.
- (v) 90% Payment would be released within 15 days after the successful completion of the job and generation of Admit card.
- (vi) 10% Payment would be released after examination result declaration.

5. Penalty Terms:

- (i) In case of any mistake found, due to Incorrect/wrong entry of student etc. selected agency should pay Rs 400 times the data entry cost per such mistakes/errors.
- (ii) For any delay during implementation of project, the party should pay Rs 10,000/- per site as delay charges from the day of scheduled start of the work.

6. Rates:

- (i) Rates Exclusive of all duties, taxes and other levies in Rs for the work specified in scope of work section.
- (ii) The rates quoted shall remain firm throughout the period of contract and this contract will remain valid up to the date of completion of the job by the bidder and shall not be subject to any upward modification whatsoever. Mutual amendments in the scope of work can be made.

7. Taxes and Duties:

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.

8. Insurance:

The Board's office will not pay for any insurance charges against loss or damage incidental to the work specified in scope of work section.

9. Termination of Contract:

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

- (i) If the bidder fails to execute the job within stipulated time frame or to the entire satisfaction of BSEB.
- (ii) If the bidder fails to perform any other obligation (s) under the contract.
- (iii) BSEB may without prejudice, to other rights under law or the contract provided get the services of other agencies at the risk and cost of the bidder, in above circumstances.
- (iv) If the bidder found in any malpractice, fraud or corrupt practices during the execution of the project.

10. Termination for insolvency:

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

11. Force Majeure:

If any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by

reason of any war, or hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts or act of God (Hereinafter referred to as events) provided notice of happenings, of any such eventuality is given by either party to the other within 15 days from the date of occurrence thereof, neither party shall by reason of such events be entitled to terminate this contract nor shall either party have any claim for damages against the other in respect of such on performance or delay in performance under the contract shall be resumed as soon as practicable after such an event may come to an end or cease to exist, and the decision of BSEB as to whether the supplies have been so resumed or not shall be final and conclusive, provided further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 21 days either party may, at his option terminate the contract.

SECTION IV

SPECIAL CONDITIONS OF CONTRACT:

1. The special conditions of contract shall supplement the Instruction to Bidders as contained in Section II and General (Commercial) Conditions of the contract as contained in Section III and wherever there is a conflict, the provisions herein shall prevail over those in Section II and Section III.
2. In case the date fixed for opening of bids is subsequently declared as holiday by the Government of Bihar, the revised schedule will be notified. However, in absence of such notification, the bids will be opened on next working day, time and venue remaining unaltered.
3. BSEB reserves the right to disqualify such bidders who have a record of not meeting contractual obligations against earlier contract entered with BSEB.
4. BSEB reserves the right to blacklist a bidder for a suitable period in case he fails to honour his bid without sufficient ground.
5. No Sub-Contracting is permissible by BSEB. The near relatives of all BSEB employees either directly recruited or on deputation are prohibited from participation in this tender. The near relatives for this purpose are defined as:
 - (a) Members of a Hindu Undivided Family,
 - (b) They are husband and wife,
 - (c) The one is related to the other in the manner as father, mother son(s), son's wife(daughter-in-law), Daughter(s) & daughter's husband (son-in-law), brother(s) & brother's wife, sister(s) & sister's husband (brother-in-law).
6. The tenderer(s) should give a certificate (in format as Section-XI) to the effect that none of his / her such relative is working in BSEB as defined above. In case of proprietorship - firm the certificate will be given by the proprietor, for partnership firm certificate will be given by all the partners and in case of Limited company by all Directors of the Company. Any breach of these conditions by the company or firm or any other person, the tender/work will be cancelled and Bid Security/security deposit will be forfeited at any stage whenever it is noticed. The BSEB will not pay any damages to the company or firm or concerned person. The company or firm or the person will also be debarred for further participation in the concerned unit.
7. BSEB reserves right to counter offer price against price quoted by the bidder. Similarly, BSEB reserves the right to divide the work among more than one bidder depending on the capability of bidder.
8. Agency will provide training to all the deployed personnel for the said work as specified in the scope of work or required by the Board.
9. **The time schedule may be required to be adjusted as per requirements of the BSEB from time to time as the concerned work is highly time bound.**
10. The bidder shall be required to undertake full responsibility of the safe custody and to maintain secrecy of documents supplied by the Board and Schools/Colleges respectively. Each document and data given by the Board shall be kept strictly confidential and no part of it shall be divulged to any person at any time without written authorization from the Board. In case of lapse, the agency will be fully responsible for the consequence.
11. Output reports/Data will be delivered by the agency concerned as per the board's requirements.
12. The Data checking will be responsibility of the agency.
13. The reports should be prepared as per instructions of the Board in the formats given/approved by the Board after getting clearance in writing from the Board and

should ensure 100% accuracy. For a mistake agency, should pay charges as defined in the tender document.

14. The agency should supply up to two copies of each report whenever number of copies required is not mentioned.
15. “Vendor or Contractor or Service Provider” shall mean the successful bidder to whom the contract has been awarded and with whom the Tendering Authority signs the contract for rendering of goods and services.
16. “Contract” means the agreement entered between the Tendering Authority and the Vendor, as recorded in the document signed by the parties, including all the attachments and appendices thereto, and all documents incorporated by reference therein;
17. The word “Bidder” when used in the pre-award period shall be synonymous with “Vendor”, “Agency” which shall be used after award of the contract.
18. “The Contract Price” means the price payable/receivable to the Successful Bidder under the Contract for the full and proper performance of its contractual obligations.
19. “Services” means services ancillary to the supply of the Goods, such as transportation and insurance and any other incidental services and other obligations of the Vendor covered under the Contract;
20. “BSEB” or “BSEB, Patna” or “board” means Bihar School Examination Board, Patna (BSEB)

SECTION-V

Scope of Work

This work is to be done for:

Examination Form Fill up for Session – 2017-18 for 8 division of Bihar Only (i.e Patna, Magadh, Tirhut, Saran, Darbhanga,Purnia, Bhagalpur, Munger)

1. Indicative Volume of work:

Sl.No.	Examinations	No. of candidates appeared (approximately)		
		2014	2015	2016
1	Secondary(10 th)	13.38 Lakh	14.24 Lakh	16 Lakh
2	Senior Secondary(12 th)	9.97 Lakh	12.19 Lakh	11.53 Lakh

The bidder needs to perform following works

2. The bidder has to provide experienced & well trained data entry operators, conversant with data entry work in web based online application forms and well trained in Microsoft office with laptop/Desktop, Internet connectivity, Printer, scanner, ups with power backup, printing stationery etc at each online form fill-up centre of Bihar State for the said work as per following details (Numbers may vary).

2.1 District wise estimated school/college strength at each district is given below.

S.N	NAME OF DISTRICT	No. of Inter Schools/Colleges Per district	No of Matric Level Schools Per district
1	ARARIA	46	116
2	ARWAL	53	69
3	AURANGABAD	110	198
4	BANKA	66	163
5	BEGUSARAI	53	169
6	BETTIAH	81	203
7	BHABUA	54	105
8	BHAGALPUR	93	207
9	BHOJPUR	121	225
10	BUXAR	70	134
11	DARBHANGA	81	186
12	GAYA	163	291
13	GOPALGANJ	87	158
14	JAMUI	59	130
15	JEHANABAD	54	84
16	KATIHAR	53	153
17	KHAGARIA	48	92
18	KISHANGANJ	34	102
19	LAKHISARAI	51	91
20	MADHEPURA	65	123
21	MADHUBANI	101	239
22	MOTIHARI	108	220
23	MUNGER	46	129
24	MUZAFFARPUR	105	247
25	NALANDA	149	242
26	NAWADA	86	152
27	PATNA	239	338
28	PURNEA	29	174
29	ROHTAS	124	256
30	SAHARSA	33	94
31	SAMASTIPUR	115	211
32	SARAN	171	224
33	SHEIKHPURA	26	59
34	SHEOHAR	14	27
35	SITAMARHI	81	125
36	SIWAN	105	199
37	SUPAUL	54	125
38	VAISHALI	96	197
Total		3183	6257

- i. This work is for 8 division of Bihar only (i.e Patna, Magadh, Tirhut, Saran, Darbhanga,,Purnia, Bhagalpur, Munger)
- ii. All the Schools/Colleges affiliated with the Board will be asked to get their Online Examination form filled up through the selected agency.
- iii. The Online Examination form fillup Centre which is setup by the selected Agency, will deal with School/College' Headmaster/ Principal or their authorised representatives only who will provide necessary data and records to the Agency. The students are not supposed to interact with agency for their works.

- iii. The geographical location of the Online Examination form fillup Centre to be setup by the selected agency should meet the following criteria:
 - a) Efforts will be made for The Online Examination form fillup Centre to be centrally located for a group of 12-14 Schools/Colleges.
 - b) Efforts will be made for the Online Examination form fillup Centre to be located in block/ sub-division level.
 - c) The number of Online Examination form fillup Centre and its location will be decided, in consultation with the Board and the agency will have to abide by the decision of the Board in this.
3. Ideally, it is expected that The bidder would provide at least one Online Examination form fill-up centre for a set of roughly 12 to 14 schools with minimum 5 set of computers, internet connectivity, scanners, printers, UPS with power backup, printing stationery etc along with 5 data entry operators and 2 helping hand for support work like form handling, scanning etc. However, due to geographical location of centres or due to other reasons several such centres in full or parts (meaning thereby that more numbers or less numbers of Computers and other setup including manpower) can be also opened in different locations, thus it is further explained that number of computers, machines and manpower at each location may be increase or decrease depending on requirement and availability of resources in a particular location.
4. Each online Examination form fill-up centre set up by the selected bidder will cater the form fill-up requirement of approximately 12 to 14 Schools/Colleges (number may vary depending on requirement). The bidder has to proportionately increase the data entry operators with all required setup (desktop/laptop internet connectivity, scanners, printers UPS with power backup, printing stationery etc for additional schools/colleges).
5. Online form fill-up centre set up by the selected bidder has to complete the online form fill-up job as per time limit given by the board.
6. The selected bidder has to arrange one supervisory staff on every district or on every 10 staffs or part thereof for the said work.
7. The deployed data entry operator should be at least 11th passed & the supervisory staff mentioned in point 3 should be at least graduate.
8. The said work is divided into to two parts (sample online form and paper form is attached in annexure-1 and annexure-2 for ready reference which may change as required by the board).
 - (a.) **Examination Form Fill-up** - In this process,
 - (a.1) **For Regular category students**- list of registered students would be available. Student has to be selected for exam form fillup, in next step form is to be accepted, & payment challan has to be generated and printed. Completed Application form printing (as per request), any other report, document printing.
 - (a.2) **For Ex-students** - student data has to be searched by given Enlistment/registration Number or roll number, after that the student particulars will appear and then the form has to be accepted after uploading Photo & signature & payment challan has to

be generated and printed. Completed Application form printing (as per request), any other report/ document printing.

9. Scanning of student application submitted by the Schools/Colleges.
10. Entry of student record in all aspect i.e Name, fathers name as per the paper application received from the Schools/Colleges.
11. Exam form fill-up of the student as required.
12. Making correction in student record already filled by the operator if any correction is required in the student particulars.
13. Printing of individual application form after final submission.
14. Generating Challan, Printing of Challan, Re-printing of Challan.
15. Daily Checklist printing & submitting to the schools for registered students whose data have been made online through the portal.
16. The Bidder will supply a hard and soft copy of reports after the work completion on daily basis to the concerned schools/colleges as well as to the board.
17. To set up HELP DESK at Board Premises having trained, qualified and suitable staff (Minimum 5 in number) to provide back-end support for Exam form fill-up till finalization of the work along with one Coordinator to act as single point of contact to the board.

Responsibilities of the Board:

- (i) To hand over list of school/colleges & address for a particular location.

2. Responsibilities of the Party:

- (i) Two days before commencement of the scheduled work, the Agency will have to arrange laptop/Desktop, Internet connectivity Printer, scanner, ups with power backup, printing stationery etc. in required numbers at form filling centre for the purpose of said data entry.
- (ii) The agency shall have to arrange for office premise, setup of office & furniture etc. required for the said work. No office space & furniture etc. would be provided by the board.
- (iii) The Agency shall be responsible for the application forms submitted by the schools/colleges.
- (iv) The Agency will submit daily status report to the authorized official of the Board.
- (v) The Agency should meet out the daily target in view of scope of work.
- (vi) To handover application forms after data entry work to the designated officials of the Schools/colleges in written. Not a single application form should be left without data entry into the online examination form fill-up portal.
- (vii) The agency must maintain 99.9% accuracy in the said work.
- (viii) The Agency shall have responsibility to match application form received in hardcopy & the data entry work done into the portal and to report immediately the difference if any before handing over the application forms submitted by the schools/colleges back to designated school/college official.
- (ix) The agency shall have to bear all the cost of deployment of data entry operator and execution of the said work i.e -Transportation, Fooding, lodging laptop/Desktop, Printer, scanner, ups, printing stationery etc & all other items required for the said work.
- (x) The agency shall replace immediately any of its personnel who are found unacceptable due to inefficiency, incompetence, conflict of interest or improper conduct upon a notice from the board.
- (xi) The deployed person shall be required to report for the duty at 9.00 AM to their Data entry centers assigned.

- (xii) If the DEO not reporting for due at particular school/college and the agency is not in a position to supply substitute even the next day a penalty of Rs 1000.00 would be deducted per day. It will be responsibility of the service providing agency to supervise the attendance daily and ensure that the DEO deployed do not quit in between the work completion.
- (xiii) For all intents and purpose the service providing agency shall be the "Employer" within the meaning of different labour legislations in respect of Data Entry Operators so employed and deployed for the said data entry work for the BSEB. The person deployed by the agency shall not claim to Master and Servant relationship nor have any principal and agent relationship with or against the Law.
- (xiv) The service providing agency shall be solely responsible for redressal of grievances/resolution of disputes relating to persons deployed. The BSEB shall, in no way be responsible for settlement of such issues whatsoever.
- (xv) The BSEB shall not be responsible for any damages, losses, claims-financial or otherwise, injury to any person deployed by the service providing agency in the course of their performing the functions/duties, or for payment towards any compensation.
- (xvi) The person deployed by the service providing agency shall not have any claim or be entitled to pay, perks and other facilities admissible to casual, ad-hoc, regular/confirmed employees of this department during the currency or after expiry of the contract.
- (xvii) The Agency shall depute a co-ordinator who shall be contactable at all the times as messages sent by phone/email/fax etc from the board shall be acknowledged immediately.

SECTION-VI
Bihar School Examination Board, Patna
Technical Performa

Name of company/Firm				
Year of Establishment				
Address				
Phone with std code				
Mobile				
Email id				
PAN No				
Type of company prop. /partners/ private limited.				Attachment
Experience of data entry work to Central/State Government/PSUs or any organization which is under Central/State Govt. during Any last 3 Years (Of 2013-2017)				(Copy of Work order) Attachment
Turn Over of any last 3 year in Crores (2013-14,2014-15,2015-16 , 2016-17)	2013-14	2014-15	2015-16	Attachment
			2016-17	
Blacklisted / debarred ?				(Self certified letter) Attachment
GST No.				Attachment
BID Form (Section VIII)				Attachment
Declaration about relationship with BSEB Employee (Section X)				Attachment
About company premises (Owned/rented Area				Attachment

3. Details of Employee/Manpower:

Item Name	Nos.
Total No of Employees on Roll	
Total No of Supervisors	
Total No. of highly skilled data entry operator for the said work	

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

Dated

Signature of the Owner with rubber seal of the firm

SECTION-VII
Bihar School Examination Board, Patna.
Financial Performance Performa

Rates for providing Data entry service for online student exam form fill-up process

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

Sl No.	Name of Item (As per scope of work & responsibility of the selected party)	Rate in figures (Rs) (exclusive of GST)									Rates in words in Rupees Weightage (Wi)		
		NAME OF DIVISION (COMMISSIONERY)											
		(Fi)	Patna	Magadh	Tirhut	Saran	Darbhanga	Purnia	Bhagalpur	Munger			
1	Rate per examination form fillup (Regular Students)	F1										W1	23.73
2	Rate per examination form fillup (Ex Students)	F2										W2	6.52
3	Rate per page printing (A4 size) B/W	F3										W3	23.73

All applicable government taxes shall be paid extra by Bihar school Examination Board.

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

$$W1 \cdot F1 + W2 \cdot F2 + W3 \cdot F3$$

Weighted Average Rate (R) = $\frac{\quad}{W1+W2+W3}$

Authorized Signatory
(with name and seal)

Firm/Company Name _____

Phone: _____

Address: _____

Fax _____

Email: _____

SECTION VIII

BID FORM

Tender No.....

Dated at.....

A: (Name & Address of the Purchaser)

Dear Sir,

1. Having read the conditions of contract and services to be provided the receipt of which is hereby duly acknowledged, we undersigned, offer to provide Data entry service of online form fill-up process (along with data entry operators, helping hands, desktop/laptop internet connectivity, scanners, printers UPS with power backup, printing stationery etc & office setup) with the conditions of contract and specifications for the sum shown in the schedule of prices attached herewith and made part of this Bid.
2. We undertake, to enter agreement within **7 (Seven) days** of being called upon to do so and bear all expenses including charges for stamps etc. and agreement will be binding on us.
3. If our Bid is accepted, we will obtain the guarantees of a Scheduled Bank for a sum not exceeding 10% of the contract sum for the due performance of the Contract.
4. We agree to abide by this Bid for a period of **180 days** from the date fixed for Bid opening and it shall remain binding upon us and may be accepted of any time before the expiration of that period.
5. Until an agreement is signed and executed, this Bid together with written acceptance thereof in your notification of award shall constitute a binding contract between us.
6. Bid submitted by us is properly sealed and prepared to prevent any subsequent replacement.
7. We understand that you are not bound to accept the lowest or any bid, you may receive.

Date

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

Signature

SECTION-IX

LETTER OF AUTHORISATION FOR ATTENDING BID OPENING

To

Secretary,
Bihar School Examination Board, Patna, Bihar

Subject-

Authorization for attending bid opening in the Tender for for providing Data entry service for online student registration/exam form fill-up process (along with data entry operators, helping hands, desktop/laptop internet connectivity, scanners, printers UPS with power backup, printing stationery etc & office setup) for Bihar School Examination Board, Patna

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

Order of preference	Name	Specimen Signature
1		
2		

Alternate Representative

Signature of bidder

Or

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

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

SECTION X
Declaration regarding near relationship with BSEB Employee

S/o

R/o

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

Signature:

Name:

Signed in capacity of:

Date:

SECTION-XI

DECLARATION

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

Signature of M.D.
(or)
Authorized person

Sample online Registration Form

Registration Form - Year 2016

(*) Compulsory

Personal Details

Student Name	* PUJA KUMARI		
Father Name	* DULARCHAND PRASAD	Mother Name	* MEE DE
Gender	* FEMALE	Caste Category	* BC2
Handicapped	* None	Nationality	* Indian
Date Of Birth	* 11/01/2002	RELIGION	* HINDUISM
Area	* RURAL	Mobile Numer	9861 150
Email Id	P A 19@GMAIL.COM	Aadhar No	

EDUCATIONAL DETAILS

Student Category	* Regular		
Medium	* HINDI	Previous School Code	SELECT

DOCUMENTS ATTACHED

Sr. No.	Document Title	Action
1	AFIDEVIT FOR DATE OF BIRTH	<input checked="" type="checkbox"/>
2	DOMICLE CERTIFICATE	<input checked="" type="checkbox"/>

Next

Cancel

Sample Registration form (Paper form)

BIHAR SCHOOL EXAMINATION BOARD

Session — 2 0 1 - 2 0 1

Photograph

Please fill in English & CAPITAL letters only

School Code

Name of School

1. Student's Name:

2. Father's Name:

3. Mother's Name:

4. Gender:

Male Female

5. Caste Category:

General BC-1 BC-2 SC ST

6. Is Handicapped:

No Yes 7. Nationality: Indian Others

8. Date of Birth:

9. Religion:

Hindu Muslim Sikh Christian Jain Boddh Others

10. Area:

Rural Urban

11. Mobile No:

12. Email-ID:

13. Mobile Number:

14. Subjects

(Please select one subject from each section)

MIL

Hindi	<input type="checkbox"/>
Bangla	<input type="checkbox"/>
Urdu	<input type="checkbox"/>
Maithili	<input type="checkbox"/>

SIL

Sanskrit	<input type="checkbox"/>
Hindi	<input type="checkbox"/>
Arabic	<input type="checkbox"/>
Persian	<input type="checkbox"/>
Bhojpur	<input type="checkbox"/>

OPT

Adv. Math	<input type="checkbox"/>	Home Sci.	<input type="checkbox"/>
Arabic	<input type="checkbox"/>	Maithili	<input type="checkbox"/>
Commerce	<input type="checkbox"/>	Music	<input type="checkbox"/>
Dance	<input type="checkbox"/>	Persian	<input type="checkbox"/>
Economics	<input type="checkbox"/>	Sanskrit	<input type="checkbox"/>
Fine Arts	<input type="checkbox"/>		

15. Residential Add.

Signature & Seal of HM

Signature of Guardian

Signature of Student