**REQUEST FOR PROPOSAL / EOI FOR Online Assessment Software (Software as Service (SaaS) Basis)**

On behalf of the Executive Director, NHSRC, the indenter, tenders are invited for hiring in a two bid from reputed, experienced professional service providers for Hiring of Online Assessment Software (Software as Service (SaaS) Basis), subject to terms and conditions of the contract notified in the tender document available on the official NHSRC website www.nhsrcindia.org for use in the NHSRC NIHFW Campus, Baba Gang Nath Marg, Munirka, New Delhi-110067.

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| --- | --- | --- | --- |
| 1. | EOI/Tender document download Sale date/time | : | 11:00 hrs 16 January 2021 |
| 2. | Pre bid Meeting | : | 11:00 hrs. On 25 January 2021 |
| 3. | EOI/ Tender document download/sale end date/time | : | 14:00 hrs. On 02 February 2021 |
| 4. | Date and time for opening of Prequalification-cum-technical bid (**Financial bid will be open on the same date)** |  | 15:00 hrs. On 2 February 2021 |
| 6. | Service to be provided | : | **Online Assessment Software (Software as Service (SaaS) Basis)** |
| 7. | Validity of tender offers | : | 180 days from date of opening of prequalification-cum-technical bid. |
| 9. | Performance Security total cost of Bid (for Finalised Bidder only) | : | 3% of total amount of bid on each award of work to finalised bidder. |

# Instructions for Submitting Proposal

Proposals are required to be submitted in two parts:

* Part A: Technical Proposal
* Part B: Commercial Proposal

Part A (Technical Proposal) and Part B (Commercial Proposal) must be submitted in separate documents in PDF file format. **Please do not include any price information in Part A**.

Each file has to be password protected and the password for opening the files shall be shared in the email.

These file names should be clearly named as **NHSRC\_TECHNICAL\_PROPOSAL.PDF** and **NHSRC\_COMMERCIAL**\_**PROPOSAL.PDF**. **If Technical Proposal and Commercial Proposal are not submitted as separate password protected PDF file formats, the proposal will be rejected.**

National Health Systems and Resource Centre is not bound to accept the lowest bidder or any proposal. We also reserve the right to request any, or all, of the Bidders to meet with us to clarify their proposal.

Both Technical and Commercial proposals shall include a self-declaration as specified under section, “Bidder Declaration”

# Pre-Qualification Criteria

The bidders who meet the pre-qualification criteria as mentioned below would be considered for the next stage of evaluations. This is a mandatory requirement and bidders who fail to quality the pre-qualification criteria shall not be considered for the evaluation of the technical proposal. The bidders shall furnish the following documents:

| **SL.NO.** | **PRE-QUALIFICATION (PQ)/ELIGIBILITY CRITERIA** | **DOCUMENTS REQUIRED** |
| --- | --- | --- |
|  | The Bidder must have an average annual turnover of not less than Rs.1 Crore in last three financial years from software development related activities, as evidenced by the audited accounts of the organization.  ***If bidding is done by a collaboration, the turnover of the partners can only be considered for the amount and transaction shown in the ITR filed in India for the last 3 years.*** | * Extracts from the audited/provisional Balance Sheet and Profit & Loss Account for last three years (for turn over) * Last three years income tax return certificate |
|  | Bidder must be a registered organisation with a minimum of 5 years’ experience of working in software projects | Copies of:   * Certificate of Incorporation/Registration * PAN card * GST Registration Certificate |
|  | The bidder should have core staff members consisting of IT and Software development and operationalization and maintenance Consultants with requisite training and experience on their regular payroll | CVs (with undertaking that they are a part of the proposed team) |
|  | The bidder must have industry recognised standards certification for quality management and information security management. | Copies of certification |
|  | The Agency should not be blacklisted by Central/ State Government departments / Undertakings of Govt. of India | Bidders are required to sign and return a self-declaration for this disclosure. |

# Deliverables

**Online Assessment Software (Software as Service (SaaS) Basis) with following features.**

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| --- |
| 1. **Prevent Cheating:**   AI-powered Remote Proctoring, Cognitive and behavioural assessment, Video Recording and photo Frame Capturing for latter investigation, Live Streaming, Screen Lock, Secure Browser, Remote Candidate Authentication, Timer for each question, onscreen annotation for answers, etc. |
| 1. **Resumption of Session/Exam should be allowed** |
| 1. **Capacity**-   Minimum- 1000-2000 Candidates per exam (concurrent session) |
| 1. **Questionnaire Supported**:   Multiple type i.e. objective, subjective, multiple choice, fill in the blank, Image, audio/video based question, Bulk import question |
| 1. **Dashboard:**   For all exams hosted |
| 1. **Software should Support in Evaluation Process**   Auto evaluate candidate responses (if model Answer provided), rapidly process responses and results |
| 1. **Create and organize content**   Add content online, upload pre-defined templates and analyze content repository, Bulk import question, provision of self-designing of exam or max time required for preparation of exam (5 day) |
| 1. **Design and define assessments**   Create assessment for exams, design question papers, and choose test rules like Exam Timer for Each Question, allow candidate to move back and forth with status of the question (answered/not answered/review required) |
| 1. **Create exam schedule and deliver question papers**   Generate exam schedule, define candidate list, and deliver question papers to exam centres, Mock test before exam |
| 1. **Analyze and generate reports**   Logs of network/system’s for individual candidates, various type of report as an individual and consolidated both, negative marking (if required), Support in evaluation process |
| 1. **Training Should be provided for working on software (if required)** |
| 1. **Multi Platform**   Supports Windows and Linux platforms for safe and secure exam browsing |
| 1. **Mobile Ready**   Delivers exams on any web-enabled smartphone also |

# Schedule/Timeline

The tentative schedule for the project is provided below:

|  |  |  |
| --- | --- | --- |
| Sl | Key Milestone | Tentative Timeline (form date of signing of contract) |
| 1 | System Study and functional requirements finalisation |  |
| 2 | System Development |  |
| 3 | System Deployment for User Acceptance Testing |  |
| 4 | Master data populated and system available on production server |  |
| 5 | User training completed and go -live |  |

The estimated timeframe is 3 months from the issue of contract however it can be extended maximum upto further 3 months without any additional financial liabilities and also by mutual consent of both the parties. There will not be any penalty for the extended period if the consent is mutual. The actual item wise timelines will be finalised in the pre-bid meeting. The timelines can also be extended in instances of unforeseen conditions (developed subsequent to award of contract) based on mutual agreement between NHSRC and the bidder.

# Commercial Proposal Instructions

The commercial proposal should be structured in the following sections:

1. Confirmation of acceptance of NHSRC Conditions of Contract
2. Under the financial proposal only the unit price will be considered for financial bid. Bidder should give activity wise breakup.

Please note the following points to be considered before submission of commercial proposal:

* An inadequate and conditional financial proposal would not be considered for evaluation and award of work. The decision of NHSRC in this regard will be final.
* Bidder shall not include any technical information regarding the services in the Commercial Proposal.
* The Commercial Proposal must include the total price for all software, services, and additional costs to provide all software and services scoped in the Proposal.
* Bidders are suggested not to use ― ‘To be determined’ or similar annotations in the cells for cost estimates. It is suggested that the bidders need to specify prices for all categories.
* All applicable taxes should be included in the unit price, however its breakup needs to be indicated under activity wise breakup.
* Some of the associated cost like travel, accommodation may not be included in the unit cost of financial proposal since if NHSRC would hold any such meeting where physical presence is required then the travel cost as per the entitlements of senior consultant of NHSRC shall be paid separately.
* The cost also should not include any post monitoring/hosting/maintenance cost in the unit price however these costs can be indicated separately so that there is clarity if any such activity needs to be supported once the developed software is satisfactorily handed over to NHSRC.
* Any proprietary application, where license fee is applicable is to be paid by the vendor
* There should not be licensing related cost in the proposal which NHSRC has to bear after the software is handed over to NHSRC.
* Deviations- It would be Proposal Evaluation Committee who would evaluate each of the deviations proposed by the bidder and classify them as “Material Deviation” or “Non-Material Deviation”. In case of Material Deviations, the Committee may decide to monetize their value, which has to be added to the price bid submitted by the bidder or reject the bid.

# Technical Proposal Instructions

The technical proposal should be structured in following sections:

1. Pre-Qualification Criteria Proof of Qualification
2. Required certificates and undertakings mentioned in pre-qualification criteria
3. Understanding of scope of work
4. Project Plan, Approach & Methodology
5. Architecture of the proposed solution
6. Project administrative structure describing the project management process, risk management
7. Resource Deployment Plan as per the specified timeline.
8. Delivery Plan
9. Quality Assurance process/ procedures to be adopted in different phases of execution
10. Security measures to be deployed in the proposed solution covering authentication, authorization, audit trail, and intrusion prevention with alignment to industry standard security policies and best practices
11. Backup / Restoration Plan for the proposed solution
12. Scalability and Interoperability of the proposed solution
13. Previous experience of the firm in similar types of assignments completed during last 3 years (please indicate name of assignment, name/address of employer, date of award of assignment, date of completion of assignment, value of the assignment and role of your firm viz. prime consultant, sub-consultant, consortium member etc.). While evaluating the turnover of the Consortium, turnover of the primary bidder will be considered.
14. Other material not reflected in above sections

# Bid submission opening and evaluation process

* Bidders will first be evaluated for Technical Proposal. Then Commercial Proposal will only be opened for bidders selected through evaluation of all previous envelopes.
* Late bids will be summarily rejected and only those offers which are submitted within the date and time of submission as mentioned in document will be evaluated.
* Any deviation by bidders in organizing the documents as mentioned above will lead to immediate cancellation of such bids.
* NHSRC does not own any liability if the response is submitted somewhere else and not reached to the following addressee within due date and time.
* In case the date of submission is public holiday, the next working day will be considered as date of submission.
* Any delay arising from communication channel failure will not be the responsibility of NHSRC.
* NHSRC reserves the right to waive any irregularities; accept or reject the whole; accept or reject part of any or all responses at its sole discretion without assigning any reason whatsoever.
* NHSRC reserves the right to call for fresh tender at any stage and /or time.
* NHSRC reserves the right to modify, expand, restrict, scrap, refloat the tender /or float a new and/or separate tender without assigning any reason for the same.

# Payment Terms:

* Payment will be made on successfully completion of each exam after submitting the invoice for the same
* Invoice should be in Indian currency only and statutory deductions will be applicable.

# Termination of Contract

If the client for any reasons what so ever decides to terminate the contract, a written notice of termination to the firm shall be given with a notice period of 30 days. Fees for the work done approved till the time of termination shall be made as mutually decided between client and the firm. If the contract is terminated due to non-compliance of deliverables within prescribed time schedule, inferior quality of training and survey , non-observance to instructions, violation of any condition of tender, then a penalty of 10% of the total project cost shall be levied.

# Obligation of Agency

The Agency shall perform the Services and carry out their obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods. The Agency shall always act, in respect of any matter relating to this Contract or to the Services, as faithful advisers to NHSRC, and shall at all times support and safeguard the NHSRC legitimate interests in any dealings with third Parties.

Except with the prior written consent of the NHSRC, the Agency and its Personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the Services, nor shall the Agency and its Personnel make public the recommendations formulated in the course of, or as a result of, the Services.

# Settlement of Disputes

Any dispute arising in the matter shall be settled amicably and subject to Indian laws & jurisdiction of the court located at New Delhi.

# Exit clause

Before signing the contract the parties will prepare an Exit Management Schedule which would be in operation in case the contract get terminated before actual end of contract period.

# Annexure A: General Details to be provided by the Bidder

The bidder should provide the following details, along with relevant supporting documentation, in the order stated below:

* Full name of the bidder
* Mailing address in India
* Telephone and fax number
* Email address
* Name and designation of the person authorized to make commitments
* Name and designation of the person responsible to coordinate with NHSRC team
* Description of business and business background
* Does the firm or company have any widely accepted certifications? If yes, furnish details.
* Details of offices in India and number of technical manpower related with information technology or Information Technology Enabled Services.
* Details of projects undertaken in a similar capacity.
  + Name of project Client name and nature of business.
  + The role performed by the bidder:
  + Tasks performed Period of project (date started or signed – current status)

# Bidder Declaration (printed on bidder official stationery letter pad)

We confirm that we will abide by all the terms and conditions contained in this document. All the details mentioned above are true and correct and if NHSRC observes any misrepresentation of facts on any matter at any stage, NHSRC the right to reject the proposal and disqualify us from the process.

We also confirm that we have noted the contents required, including various supporting documents and have ensured that there is no deviation in filing our offer in response to this document.

Place:

Date:

Seal and Signature of the Bidder