



Food Safety and Standards Authority of India
MINISTRY OF HEALTH AND FAMILY WELFARE
3RD FLOOR, FDA BHAWAN, KOTLA ROAD, NEW DELHI-110002



File No. IT-11023/1/2017-IT-FSSAI

Dated, the 09th November, 2020

TENDER NOTICE

**Online Examination (Computer Based Test): Conduct and Processing for
Online Food Analyst/Junior Analyst Examination of the Food Safety and
Standard Authority of India (FSSAI)**

Food Safety and Standards Authority of India (FSSAI) invites sealed Tenders from the reputed & experienced contractors for carrying out Online Examination (Computer Based Test): Conduct and Processing for Online Food Analyst/Junior Analyst Examination of the Food Safety and Standard Authority of India in compliance of terms and conditions stipulated in the tender document.

The tender document is available on the FSSAI website <https://fssai.gov.in>. The duly filled in Tender Document with relevant supporting documents may be submitted on or before **1st December, 2020 by 1500 Hrs.** addressed to Head IT / CITO, FSSAI, 4th Floor, FDA Bhawan, Kotla Road, New Delhi 110002 along with Rs.50,000/- (Rupees Fifty Thousand Only) (Non-bearing interest) as Earnest Money Deposit (EMD). The Demand Draft / Pay order towards EMD should be in favour of Senior Accounts Officer, FSSAI payable at New Delhi.

The tender document can be downloaded from FSSAI **website: <https://www.fssai.gov.in> or through CPP Portal <https://www.eprocure.gov.in/epublish/app>** with the payment towards cost of the submission of bid as mentioned above.

Address for Communication: Head IT / CITO, Food Safety and Standards Authority of India (FSSAI), Room No. 417, 4th Floor, FDA Bhawan, Kotla Road, New Delhi. -110002.

CITO / Head IT

**FOOD SAFETY AND STANDARDS
AUTHORITY OF INDIA**



**Food Safety and Standards Authority
of India**



Tender Document

for

**Online Examination (Computer Based Test):
Conduct and Processing for Online
Food Analyst / Junior Analyst Examination**

for

Food Safety and Standards Authority of India (FSSAI)

www.fssai.gov.in

DISCLAIMER

THIS REQUEST FOR PROPOSAL IS BEING ISSUED WITH NO FINANCIAL COMMITMENT AND IS NOT AN OFFER BY THE FSSAI, BUT AN INVITATION TO RECEIVE RESPONSE FROM ELIGIBLE INTEESTED BIDDERS FOR SELECTION OF AN AGENCY. NO CONTRACTUAL OBLIGATION WHATSOEVER SHALL ARISE FROM THE TENDER PROCESS UNLESS AND UNTIL A FORMAL CONTRACT IS SIGNED AND EXECUTED BY THE FSSAI WITH THE BIDDER. THIS DOCUMENT SHOULD BE READ IN ITS ENTIRETY. FSSAI ALSO RESERVES THE RIGHT TO WITHDRAW THE TENDER DOCUMENT, SHOULD IT BECOME NECESSARY OR CONSIDERED APPROPRIATE AT ANY STAGE WITHOUT ASSIGNING ANY REASON WHATSOEVER.

Tender Reference

Tender Date	09-11-2020 (Monday)
Tender Reference Number	File No. IT-11023/1/2017-IT-FSSAI
Title	Online Examination (Computer Based Test): Conduct and Processing for Online Food Analyst / Junior Analyst Examination.
Issuing Office - FSSAI	Food Safety and Standards Authority of India FDA Bhawan, Kotla Road, New Delhi - 110002
Contact Person Details	Head IT /CITO; IT Division Room No. 417, Food Safety and Standards Authority of India, FDA Bhawan, Kotla Road, New Delhi - 110002
Email Address of the Contact Person	cito@fssai.gov.in
Address of website where tender and all associated information would be published	https://fssai.gov.in
Brief Description of Tender	Online Examination for Food Analyst/Junior Analyst to certify the qualified candidates as Food Analysts.

Bid Process Schedule

#	Event	Date & Time(Tentative)	Venue
1.	Pre-Bid Meeting	Wednesday, the 18-11-2020 11:30 AM	FSSAI, FDA Bhawan, (Near Bal Bhawan) Committee Room, New Delhi - 110002
2.	Issue of pre-bid meeting clarifications And corrigendum regarding Tender Document	Friday, the 20-11-2020	
3.	Deadline for submission of Bid Document	Tuesday, the 01-12-2020; 3:00 PM	
4.	Opening of Technical Bids	Wednesday, the 02-12-2020	
5.	Technical presentations by Bidders	To be Intimated later	
6.	Opening of Financial Bids of technically qualified bidders	To be Intimated later	

Bid Cost

1.	Earnest Money Deposit (also referred as bid security amount)	Rs.50,000/- (Fifty Thousand only)	Payable at the time of submission of bid document
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Document Structure

This document is divided into four parts as described below

- Part I: Bid Overview
- Part II: Instructions to Bidders
- Part III: General Clauses
- Part IV: Formats for Submission of Proposal

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Part I: Bid Overview

1.1 About FSSAI

The Food Safety and Standards Authority of India (FSSAI), headquartered at Delhi, under the Ministry of Health and Family Welfare, has been established under Food Safety and Standards Act, 2006 which consolidates various Acts & Orders that have hitherto handled food related issues in various Ministries and Departments. The FSSAI has been created for laying down science based standards for articles of food products and to regulate their manufacturing, storage, distribution, sale and import to ensure the availability of safe and wholesome food for human consumption and ensuring that Indian consumers have access to safe, nutritious and hygienic food. One of the mandates of FSSAI is to promote general awareness about food safety and food standards. FSSAI has been mandated to perform following functions:

- a. Framing of Regulations to lay down the Standards and guidelines in relation to articles of food and specifying appropriate system of enforcing various standards thus notified.
- b. Laying down mechanisms and guidelines for accreditation of certification bodies engaged in certification of food safety management system for food businesses.
- c. Laying down procedure and guidelines for accreditation of laboratories and notification of the accredited laboratories.
- d. To provide scientific advice and technical support to Central Government and State Governments in the matters of framing the policy and rules in areas which have a direct or indirect bearing of food safety and nutrition.
- e. Collect and collate data regarding food consumption, incidence and prevalence of biological risk, contaminants in food, residues of various, contaminants in foods products, identification of emerging risks and introduction of rapid alert system.
- f. Creating an information network across the country so that the public, consumers, Panchayats etc. receive rapid, reliable and objective information about food safety and issues of concern.
- g. Provide training programs for persons who are involved or intend to get involved in food businesses.
- h. Contribute to the development of international technical standards for food, sanitary and phyto-sanitary standards and Promote awareness about food safety and food standards.

1.1a Definitions

“Applicable Law” means all relevant laws in force and effect as of the date hereof and which may be promulgated or brought into force and effect hereinafter in India, including judgment, decrees, injunctions, Writs or orders of court, as may be in force and effect during the subsistence of this Tender Document.

“Bid Document” shall mean the document submitted by the bidder, pursuant to understanding and agreeing with the terms and conditions set out in this Tender Document.

“Contract” shall mean the agreement to be entered into between FSSAI and the successful Bidder.

“Evaluation Committee” shall mean the committee constituted by FSSAI

“FSSAI” - Food Safety and Standards Authority of India

1.2 Purpose of the Tender Document

This Tender establishes the fundamental requirements for Online Examination (Computer Based Test) Conduct and Processing for Food Analyst/Junior Analyst Examinations of the Food Safety and Standards Authority of India (FSSAI), New Delhi to certify the qualified candidates as Food Analysts. The System shall mainly comprise the following activities:

- i. Application Designing, Collection of Fees, To Furnish database of applicants (Expected candidates 1,500-2,000)
- ii. Generation / Download of Admit Cards
- iii. Preparation of Centres /Venues for Computer Based Examinations.
- iv. Preparation of question bank or adequate number of Question Paper Sets of appropriate standards as per the guidelines and requirement of FSSAI
- v. Verification of documents of qualified/short-listed candidates
- vi. Conduct Computer-based Examinations.
- vi. Preparation/Evaluation/Compilation of result/Printing of Certificates with QR codes, Graphic Holomark, etc.
- vii. MIS/Customized Report Generation as per requirement and analysis of data.

1.3 Amendment of BID Document

At any time, prior to the date of submission of Bids, FSSAI may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify bid documents by amendments.

The amendments shall be notified in FSSAI website and these amendments will be binding on them. The bidder is not supposed to change any clause in tender document downloaded from website. However, the printed version of Tender Document available along with amendments (if any) issued by FSSAI will be applicable to all bidders in case of any discrepancies. In order to afford prospective bidders reasonable time to take the amendment into account in preparing their bids, FSSAI may, at its discretion, extend the deadline for the submission of bids suitably.

1.4 Scope of Work

Scope of work is related to Conduct and Processing of Online Examinations of FSSAI, New Delhi

1.4.1 **Scheme of Examination:** (Although changes are unlikely, changes if any, are subject to approval of the competent authorities.)

1.4.2 **Details of Examinations:**

- a) Computer Based Test (CBT) using Intranet/(LAN) – in Cities- Delhi (NCR), Kolkata, Mumbai, Chennai, Bangalore, Pune, Cochin and any other City that may be added. The number of centres may be curtailed or increased as per requirement.

- b) Questions will be of MCQ type.
- c) The examination comprises of two papers (Paper I & Paper II) of 100 questions each. The duration for each paper is two hours. Number of sessions/shifts will be subjected to the number of candidates and number of centres.
- d) Medium of examination will be English.

1.4.3 Schedule of Examinations

S.No.	Examination Name	Tentative Month of Examination
1	Food Analyst Examination	December, 2020 or Once in a year
2	Junior Analyst Examination	December, 2020 or Once in a Year)

1.5 Deliverables

The deliverable of the project is the successful Conduct and processing of examination in online mode (Computer Based Test).

The bidder will be responsible for setup and maintenance of Examination Centre, with adequate and technically qualified manpower to successfully execute and monitor the following main categories of deliverables as given below:

PRE EXAMINATION WORK
CONDUCT OF ONLINE EXAMINATION
POST EXAMINATION WORK

1.5.1 PRE EXAMINATION WORK

- i) The Service Provider should design the application for candidates to register themselves for the online examination after payment of requisite fees online. The software system/web portal so designed for registration/filling of application forms should have necessary checks as per the conditions may be specified by FSSAI.
- ii) The candidate should be able to download and take the print of successfully filled applications.
- iii) The Service Provider should make the provision for downloading of Admit Card.
- iv) Designing the online examination plan and examination process under consultation with Examination Team of FSSAI:
 - a. Selection and booking of online Examination Centres / Venues.
 - b. Complete Security Management Processes (Physical and Technical for all online examination centres, servers, Desktops, LAN infrastructure etc.)
 - c. Candidate handling & identification process at Examination Centre.
 - d. Other related processes involved with conduct of Food/Junior Analyst online exam as required by FSSAI.

- v) To prepare and provide documentary manuals of all processes, for safe and secure Conduct of examination, to be followed along with rules for contingency and exception handling/ emergency procedures.
- vi) To identify and book the required number of secured Test Centres in various cities as per requirement of FSSAI after receiving intimation regarding city locations and approximate number of candidates and provide details of the venue viz. consent of the Venue in-charge, capacity per shift, details of the contact person etc.
- vii) The location of examination centres/venues should be easily accessible to the candidates and well connected to public transport. As far as possible it should be in a centrally located within the City limits. Centres must be accessible by differently-abled candidates.
- viii) Each Examination Center should be of minimum capacity of systems required.
- ix) At each Examination Center, there should be sufficient no. of additional switches that can be used at the time of emergency.
- x) To ensure that Test Centre has the required suitable Hardware, Software, Internet and LAN connectivity for Conduct of Food Analyst online exam.
- xi) To ensure that proper ventilation should be available in the examination hall and ACs/fans should be working properly during the examination.
- xii) To ensure suitable drinking water and separate toilet facilities for both Boys and Girls, at each floor of examination center.
- xiii) To ensure availability of proper security, frisking at the examination centers.
- xiv) The backup server should be properly configured to ensure the redundancy in case the primary server fails.
- xv) Any other work decided by the Examination Section on the basis of requirement of the individual examination.
- xvi) The Examination Centre must have facilities for installing security and access control systems. It would be desirable to have facilities for keeping belongings of candidates in Examination Centre.
- xvii) To prepare the content for the examination based on the syllabus and scheme of examination shared by FSSAI.
- xviii) The bidder should have sufficient number of Subject Matter Experts for content creation. If required, the bidder should identify the required SMEs prior to the contract signing.
- xix) To ensure complete security of the content created by the bidder.

1.5.2 CONDUCT OF ONLINE EXAMINATION

- i The service provider shall deploy Minimum manpower deployment at each Examination Center.
- ii The service provider shall host the exam and manage the test delivery process through intranet based solution at Examination Centers, the computer systems and servers shall be of latest configuration and LAN must be scaled enough to handle the traffic in real time with proper backup and redundancy at each level.
- iii The service provider shall arrange frisking of candidates at Examination Center, to disallow any electronic gadgets, paper (other than admit card), bag, purse (Except wallet), any ornaments etc. as per the guidelines of the FSSAI.
- iv The service provider shall provide blank paper sheet/s for rough work and ball point pen to the candidates as per requirement.
- v The service provider shall provide softcopy of candidates response sheets at the end of the test as per requirement of FSSAI.
- vi The service provider shall send post examination confidential data of examination as per instruction of FSSAI.
- vii The Service provider shall have the Contingency Plan for Student Management / Shifting in case of emergency.

1.5.2.1 FUNCTIONALITY/FEATURE OF ONLINE

EXAM Name of Exam on Main Screen

This is the standard name field. This name shall appear on the home page of the screen, which provide link to this exam.

Introduction of Exam

There shall be introduction for each online exam. A student will see the introduction immediately after clicking on the exam name. The student will see this description before they click on the "Attempt exam" link and thus before the exam timer is started. This place is to include any special instructions for taking the exam like time limit or scoring rules.

Opening and closing of the exam

There shall be a functionality to specify times when the exam is accessible for people to make attempts. Before the opening time the exam will be unavailable to students. They will be able to view the exam introduction but will not be able to view the questions.

After the closing time, the students shall not be able to start new attempts. Answers that the student submits after the exam closing date will be saved.

Time limit

There shall be a functionality to specify a time limit, ensure that exam is completed within that time.

Navigation block showing exam timer

1. A countdown timer is shown in the exam navigation block.
2. When the timer has run out, the exam is submitted automatically with whatever answers have been filled in so far.
3. If a student manages to cheat and goes over the allotted time, no marks are awarded for any answers entered after the time ran out.

Layout

Question Bank: Prepare a database of 2000 questions from which the random questions should be imported at the time of exam.

Question and Answers order: There shall be a functionality that the questions as well as the answers should be 'Shuffled randomly', then the order of questions and answers in the exam will be randomly shuffled for every student at the exam. The intention is to make it a little harder for students to copy from each other.

New page: For longer exams it makes sense to stretch the exam over several pages by limiting the number of questions per page. It should not block free navigation from one page to another.

Question behaviour

How questions behave: The student must have the liberty of attempting or pass any of the questions in the exam with the option of deselecting any of the attempt.

Marking: The mechanism shall be made for awarding 4 marks for each correct answer and deduct one mark for each incorrect answer. Any attempted or unanswered question will attract '0' marks.

Review of Answers: This section shall have a functionality to review the attempts before the final clicking on "submit all and finish".

1.5.3 POST EXAMINATION WORK

- i) To compile marks obtained by each candidate as per requirement of FSSAI
- ii) To provide Post Examination Analytics Report in the following manner:

- a. Item analysis of MCQ responses of the candidates (difficulty index and discrimination index etc.)
 - b. Student Performance Analysis.
- ii) To provide documented inputs and support for handling - Students queries and review of objections raised by students regarding questions and answer key.
 - iii) To carry out other works related to post processing of responses & other confidential data and providing data as required by FSSAI, such as:
 - i) Press interaction
 - ii) RTI queries
 - iii) Court Cases

Note: The agency shall have to carry/ demonstrate complete System Test Run (STR) with test data to FSSAI before implementation. The agency should also be able to demonstrate click by click audit trail for any type of enquiry.

1.6 Responsibility of FSSAI

- a. User Acceptance Test of the Portal.
- b. Timely payment for services availed.

Part II: Instruction to Bidders

2.1 Bid Processing

2.1.1 Submission of offers

The Vender shall submit their proposal in two parts:

- a. Technical Proposal
 - b. Financial Proposal
- a. The tender is a “Two Bid” document. The technical proposal should contain all the relevant information and desired enclosures in the prescribed format along with Earnest Money Deposit (EMD). The financial proposal should contain only price Bid Form - VIII. In case, any bidder encloses the financial bid within technical bid, the same shall be rejected summarily.
 - b. All information called for in the enclosed forms should be furnished against the respective columns in the forms. If information is furnished in a separate document, reference to the same should be given against respective columns in such cases. If any particular query is not applicable, it should be stated as “Not Applicable”. However, the bidders are cautioned that not giving complete information called for in the tender forms or not giving it in clear terms or making any change in the prescribed forms or deliberately suppressing the information may result in the bidder being summarily disqualified.
 - c. The name and signature of bidder’s authorized person should be recorded on each page of the application. All pages of the tender document shall be numbered and submitted as a package along with forwarding letter on agency’s letter head.
 - d. The validity of bid submitted should be for 180 days from the last date of bid submission. Bidders must keep their offer open for a minimum period of 180 days from the date of opening of the tender, within which the bidders cannot withdraw their offer. However, subject to the period being extended further, if required, by mutual agreement from time to time.
 - e. Reference, information and certificates from the respective clients certifying technical, delivery and execution capability of the bidder should be signed and the contact numbers of all such clients should be mentioned. The FSSAI may also independently seek information regarding the performance from the clients.
 - f. The bidder is advised to attach any additional information, which he thinks is necessary in regard of his capabilities to establish that the bidder is capable in all respects to successfully complete the envisaged work. He is however, advised not to attach superfluous information. No further information will be entertained after tender document is submitted, unless the Institute calls for it.

- g. Incorrect or misleading information: If the bidder deliberately gives incorrect or misleading information in their tender or wrongfully creates circumstances for the acceptance of the tender, FSSAI reserves the right to reject such a tender at any stage.
- h. All explanatory remarks and clarifications, which the Bidder may desire to make, must be, incorporated in the offer form, failing which the remarks / clarifications shall be ignored and the tender dealt with as it stands.
- i. Even though agency may satisfy the qualifying criteria, it is liable to disqualify if it has record of poor performance or not able to understand the scope of work etc.
- j. The tender document has to be downloaded from FSSAI website (www.fssai.gov.in). The technical and financial documents should be kept separately in sealed envelopes super scribing Technical Document or Financial Document. These both envelopes should be kept further in one envelope super-scribing “Tender for Online Examination (Computer Based Test): Conduct and Processing” so as to reach CITO, Food Safety and Standards Authority of India, New Delhi. Late submission of tenders shall not be accepted. The technical bid shall be opened as per schedule in presence of bidders who may like to be present.
- k. The sealed bid shall be submitted at Room No.417, Chamber of the CITO, FSSAI, Kotla Road, Delhi – 110002.
- l. Apart from the original quotation to be submitted in the manner detailed above, no copies should be sent. Such offers will not be valid quotations. Offers sent through telegram/telex, and offers not submitted in the standard formats given in the tender document will be summarily rejected.
- m. The payment shall be in Indian Rupees and shall be paid only after successful completion of work without errors and delays. No advance payment shall be made and the successful bidder has to sign an agreement on non-judicial stamp paper which shall contain clauses related to liquidated damages on account of delays, errors, cost and time over-run etc. In case the bidder fails to execute the contract, The FSSAI shall have liberty to get it done through any other agency with full cost recoverable from the bidder in addition to damages and penalty.
- n. Bidders are neither allowed to join hands to participate in the tender nor allowed to submit multiple bids. In case of detection of any such instance, their bid (s) is/are liable to be rejected. Bidding through consortium is not allowed.
- o. FSSAI reserves right to award the work/cancel the award without assigning any reason. In case of differences, if any, the decision of the Competent Authority, FSSAI shall be final. The work can be awarded to one or more agencies if need arises.
- p. Two (2) copies of technical documents sealed in separate envelopes needs to be submitted.

- q. Each envelope should be super scribed on the left hand side top corner as “**Original Copy**” and “**Duplicate Copy**” along with the name of the project.
- r. Electronic copies of Technical Proposal should be submitted in Pen-drive and all documents should be in PDF Format.
- s. Proposals should be comprehensive where necessary and unwanted material, including repetition of the bid document contents should be strictly avoided.

2.1.2 Price Quotation

- a. The bidder shall indicate the prices/rates as specified in the quotation format.
- b. The bidders should quote their most competitive prices/rates and it should be noted that their quotations would not ordinarily be subject to further negotiations. Negotiations may however, be carried out as per rules and instructions on the subject at the discretion of the FSSAI.
- c. All prices/rates should be clearly written both in figures and in words. Failure to write prices/rates both in figures and in words shall render the tender liable for rejection. Bidders should avoid alterations / corrections in the prices/rates submitted by them. However, if alterations / corrections in prices/rates are inescapable each alteration / correction should be indicated both in figures and words and duly attested under the full signature of the Bidder/Authorized Signatory.
- d. In case of a discrepancy between the prices/rates in figures and words, the prices/rates in words will be considered correct.
- e. The prices/rates quoted shall be firm throughout the period of the validity of the offer and subsequently during the currency of the contract and shall not be subject to any variation/revision.

2.1.3 Bid Opening

- The bids that have been received within the specified deadline would be opened at the specified date and time as indicated.
- Bidder's representatives are free to be present at the time of bid opening.
- The bidder representatives who are present shall sign a register evidencing their attendance.
- The bidders' names and the presence or absence of requisite bid security and such other details considered appropriate, will be announced at the time of bid opening.
- Bids that do not contain necessary security amount or which has substantive material deficiencies shall be rejected upon opening.
- Bids received after the deadline (i.e. late bids) shall be returned unopened to the respective bidder.

2.1.4 Bid Clarifications & Presentations

During evaluation of the bids, the bidder may be requested for clarification on their bid. The bidder is advised to study this document carefully before submitting their proposal. Submission of response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications for the time-bound design, development and roll-out of application.

2.1.5 Confidentiality

Information relating to the examination, clarification and comparison of the bids and recommendations for the award of the project shall not be disclosed to bidders or any other persons not officially concerned with such process until the award to the successful bidder has been announced.

2.1.6 Security Deposit/EMD

- a. Bid security has to be obtained from the bidders except Micro & Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small & Medium Enterprises (MSME) or are registered with the Central Purchase Organization or the concerned Ministry or Department”. *The bidder shall be required to submit the Earnest Money Deposit (EMD), for an amount of Rs.50,000/- (Rupees Fifty-thousand only in the form of Account Payee Demand Draft, Fixed Deposit Receipt, Banker’s Cheque, Bank Guarantee from any of the Commercial Banks or online payment. The demand drafts shall be drawn in favour of “Senior Accounts Officer, Food Safety and Standards authority of India” payable at New Delhi. The demand draft for earnest money deposit must be enclosed in the envelope containing the technical bid. The EMD of the successful bidder shall be returned after the successful submission of Security Deposit and for unsuccessful bidder(s) it would be returned after award of the contract. Bid(s) received without EMD will be rejected.*
- b. The tenders without EMD except certificate for those having exemption from depositing EMD shall be summarily rejected.
- c. Earnest money will be returned to unsuccessful bidders without interest after expiry of the final bid validity and latest on or before 30th day after the award of the contract.
- e. Non acceptance of an award resulting from this bid process would entail forfeiture of the Earnest Money deposit.
- f. Earnest money will be forfeited if the bidder unilaterally withdraws the offer, or unilaterally amends, impairs or rescinds the offer within the period of its validity.

2.1.7 Acceptance of offer

FSSAI reserves the right to accept any bid under this tender in full or in part, or to reject any bid or all bids without assigning any reason.

2.1.8 Evaluation Process

Scoring pattern

Criteria	Basis	Marks
Turnover Requirements	Companies with turnover upto Rs.2 crores would be given one mark; for each Rs 1 crore additional turnover above Rs. 2 crores with a cap of 5 marks for turnover of Rs 12 crores and above.	10
Project Experience	Experience relevant to this engagement as evidenced in a maximum of 3 Computer based examinations each during last 3 years. The nature of the project, relevance to current functional needs, project value and client will determine the extent of marks that will be awarded. (Details to be provided as part of technical Bid).	10
Certification	Scoring based on (ISO 9001, ISO 20000, ISO 27001) & CMMI; 5 marks each for ISO Certification and CMMI certification	10
Content Development	The marks in this segment will be awarded based on the below mentioned criteria: a) Profile of Subject Matter Expert's b) Quality of Sample Question Bank (Details to be provided as part of technical bid).	30
Infrastructure	Location of Examination Centres as well as security and IT parameters are the multiple aspects of this evaluation. (Details to be provided as part of technical Bid).	25
Presentation	The demonstration of application and Clarity in understanding of requirements as evidenced in proposal or during the presentation and merit of the solution proposed.	15

Evaluation of Technical Bid

- a. Criteria for evaluation of technical bids have been specified above in this document.
- b. It may be observed that parameters used for evaluation of technical bids will inter alia be based on the nature and relevance of past experience, project approach, work plan and the professional/expert team deployed in relation to the requirements of this engagement.
- c. All the bidders who secure a Technical Score of 65% or more will be declared as technically qualified.
- d. The commercial bids of only the technically qualified bidders will be opened for further processing.

Evaluation of Financial Bid

- a. The Financial Bids of the technically qualified bidders will be opened on the prescribed date in the presence of bidder representatives
- b. The bidder with lowest financial bid (L1) will be awarded 100% score.
- c. Financial Scores for other than L1 bidders will be evaluated using the following formula:
Financial Score of a Bidder =
$$\left\{ \frac{\text{Financial Bid of L1}}{\text{Financial Bid of the Bidder}} \times 100 \right\} \%$$

(Adjusted to two decimal places)
- d. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- e. The bid price will include all taxes and levies and shall be in Indian Rupees.
- f. Errors & Rectification: Arithmetical errors will be rectified on the following basis: “If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail”.

Combined Evaluation of Technical & Financial Bids

- a. The technical and financial scores secured by each bidder will be added using weightage of 60% and 40% respectively to compute a Composite Bid Score.
- b. The bidder securing the highest Composite Bid Score will be adjudicated as the Best Value Bidder for award of the Project.
- c. In the event the bid composite bid scores are ‘tied’, the bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the Project.

The agencies shall submit their financial bid in a sealed envelope separately.

2.2 Eligibility Criteria / Pre-requisite

- The bidder should be a company/ firm registered under Companies Act in India and the registered agency should be operating in India with an objective of offering relevant IT Solutions and Services that are the subject matter of this tender.
- The Bidder should have a minimum average annual turnover of at least Rs.1 Crore during the last three years’ operation from conduct of computer based examinations. The balance sheet/audited report for the **consecutive three financial years** should be submitted among (2016-17, 2017-18, 2018-19, 2019-20).

- The bidder must submit recent Solvency Certificate of Rs.50 Lakh or more during 2019-20.
- The bidder should have regular technical employees employed in-house in India for Conduct of exam, development of software, maintenance of software, networking and data security. The proof of ESI/PF registration etc. shall be submitted.
- The bidder must have valid ISO 9001 and/or ISO 27001 or ISO 20000 Certification. Additional advantage to an Agency having CMMI Certification.
- The bidder shall be single point of contact with FSSAI and shall be solely responsible for the execution and delivery of the work. No Consortium of companies is allowed. The Service Provider will provide examination delivery software.
- The bidder should have conducted at least 3 computer based examinations each during the last 3 years for Central Government Departments or their Autonomous bodies or PSUs/ Exam conducting authority.
- The documentary evidence confirming satisfactory performance along with number of candidates examined, must be enclosed on the Client's letterhead.
- The bidder should have successfully developed and administered Question papers for Govt. Departments/PSUs/Autonomous Bodies/Exam. Conducting bodies. The bidder must provide self-certificate in this regard.
- The bidder must have experience in developing question banks for Computer Based Examinations held in multiple shifts.
- The bidder must have at least 4-5 subject Experts on their panel to develop Multiple Choice Questions. The bidder must provide self-certificate in this respect.
- The bidder must not have been blacklisted by any Govt. Departments/ PSU/Autonomous bodies/Exam board. The bidder must provide self declaration on company letter head duly signed by the authorized signatory to the effect that the company is not disqualified as per this requirement.
- The Service Provider shall ensure the maximum security of processes, infrastructure, servers, networks etc. as per the plan drawn in consultation with FSSAI.
- The bidder must have own source code or copyright/license of application software for deployment and commercial use for other organizations.
- The bidder firm would be summarily rejected in case of any conditional bid offering. Self-certification mentioning that the system is full proof and there has been no infiltration in the system in last one year.
- The application security audit of the examination software should be certified from 'Cert-In' empanelled vendor in the last six months with validity of one year.

2.3 The Technical Bid

- Technical information as desired in prescribed format under Form – I to Form VIII.
- The Price/Financial bid as per Form – VIII shall be sealed separately in an envelope
- as shall be in accordance with terms in tender document. Physical Infrastructure such as availability of test centres, technology, hardware, software etc. as desired under clause 1.5.
- Duly signed copies of Quality and Security certifications.
- EMD/Security deposit. A copy of bid document with all pages signed and stamped at the bottom by the bidder's authorised signatory.
- Envelopes must be sealed and super-scribed as required.

Note: Must see Form–II Checklist.

PART-III - GENERAL CLAUSES

3.1 Performance Security

- Within 15 days of the Bidder's receipt of notification of award, the Bidder shall furnish performance security of 10% of the total order value as demanded by FSSAI, valid up to 60 days after the date of completion of the contract.
- The proceeds of the performance security shall be payable to the FSSAI as compensation for any loss(es) resulting from the failure of the Bidder to meet out its obligations under the Contract. This shall be in addition to any other action/penalty as may be taken by FSSAI for failure to fulfil the terms and conditions of contract.
- The Bidder has to deposit Performance Security in the form of an Account Payee Demand Draft, FDR or Bank Guarantee of a Commercial Bank or Online Payment mode. It may also be mentioned that the performance security should be in favour of “Senior Accounts Officer, FSSAI” payable at New Delhi.
- The Performance Security will be discharged by the FSSAI and returned to the Bidder not later than 60 days following the date of completion of the Bidder's performance obligations.
- In the event of any contract amendment, the Bidder shall, within 7 days of receipt of such an amendment furnish the amendment to performance security, rendering the same valid for duration of the contract as amended for further period of 90 days thereafter.
- No interest will be paid to the successful bidder on EMD and Security deposit.

3.2 Proposed Technology

- The Bidder shall provide the services and carry out its other obligations under the agreement with due diligence, efficiency, economy, confidentiality, promptness and techniques. The Bidder shall adhere to professional, engineering and consulting standards recognized by international professional bodies while observing sound management, technical and engineering practices. It shall apply appropriate advanced technology and safe and effective methods during execution of this Project and shall always act in respect of any matter relating to this agreement, as faithful advisors to FSSAI. The Bidder shall always support and safeguard the legitimate interests of FSSAI, in any dealings with the third party.
- The Bidder shall abide by the provisions of the legislation(s), related to the Information Technology, prevalent in this country.
- The application security audit of the examination software should be certified from ‘Cert-In’ empanelled vendor.
- The vender/bidder shall be liable to pay to the FSSAI for any financial losses by way of some of system and process failure.

PART- IV Formats for Submission of Proposal

The following forms are required to be used for submission of bid –

Form I	:	Bid Form
Form II	:	Checklist
Form III	:	Particulars and qualifications of the bidders.
Form IV	:	Details of Similar completed works during last 3 years.
Form V	:	Details of work under execution or awarded.
Form VI	:	List of Satisfactory Performance report from clients
Form VII	:	Undertaking (on Rs.10 Non Judicial stamp duly notarized)
Form VIII	:	Price Bid (in separate sealed envelope)

Form I: Bid Form

Reference No.:

The CITO/Head IT,
Food Safety and Standards Authority of India

Sir,

I/ We hereby submit our tender for Online Examination (Computer Based Test): Conduct and Processing for Various Examinations of FSSAI.

I / We have enclosed the earnest money deposit in the shape of demand draft of

Rs. _____ /-

(Rupees _____ only) (Refundable) in the name of....., payable at.....,

Demand Draft .No. _____ Issued from Bank _____

_____.

We hereby agree to all the terms and conditions, stipulated by the FSSAI, in this connection including delivery, penalty etc. quotations for each group are being submitted under separate covers and sheets and shall be considered on their face value.

I/ We have noted that overwritten entries shall be deleted unless duly struck out & re-written and initialled. Tenders are duly signed (No thumb impression should be affixed).

I / We undertake to sign the contract / agreement within 15 (fifteen days) from the issue of the letter of acceptance and start the work as per instruction immediately, failing which our / my earnest money deposit may be forfeited and our / my name may be removed from the list of service providers / suppliers at the FSSAI.

I/We agree to abide by this bid for a period of 180 (Number) days after the date fixed for bid opening or for any further period for which bid validity is extended and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

I / We agree that until a formal contract is prepared and executed, this bid together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

I / We understand that you are not bound to accept the lowest or any bid you may receive.

I / We have gone through all terms & conditions of the tender documents before submitting the same and accept the same.

NOTE: ALL TERMS & CONDITIONS SUCH AS TAXES ETC. HAVE BEEN INDICATED IN THE QUOTATION FAILING WHICH IT WILL BE PRESUMED THAT THE PRICES/RATES ARE INCLUSIVE OF ALL TAXES AND OTHER TERMS & CONDITIONS ARE ALSO AS PER YOUR REQUIREMENTS.

Yours faithfully

Signature of the Authorised Signatory
of the bidder
Full Address

Witness (i) _____

Witness (ii) _____

Form II: Checklist

Please ensure that your offer contains the following documents:

EMD	:	Rs.50,000/- (Rs. Fifty Thousand only)
Form I	:	Bid Form
Form II	:	Checklist
Form III	:	Particulars and qualifications of the bidders.
Form IV	:	Details of Similar completed works during last 3 years.
Form V	:	Details of work under execution or awarded.
Form VI	:	List of Satisfactory Performance report from clients
Form VII	:	Undertaking (on Rs.10 Non Judicial stamp duly notarized)
Form VIII	:	Price Bid (in separate sealed envelope)
Document 1	:	Solvency Certificate of Rs.50 Lakh or more during 2019-20
Document 2	:	Details of subject matter expert & sample question bank.
Document 3	:	Details of infrastructure.
Document 4	:	Copy of ISO 9001, ISO 20000, ISO 270001, CMMI Certification, if any

A copy of the bid document with all pages signed and stamped at the bottom by the bidder's authorized representative

Covering envelope sealed with superscription in prescribed format.

Memorandum and article of association and copy of latest resolution in case of company, and partnership deed and power of attorney in case of firm, if required. All such documents should be duly attested by notary public.

Form III: Particulars and qualifications of the bidders

AGENCY/ORGANIZATION PROFILE

1.	Name of the Bidder / Agency / Company/Organization Name :	
	Year of Operation/ Registration in India; Year of Start of Operation in India	
	Number of Technical Manpower	
	Address of Registered Office	
	Telephone No. Office & Mobile of Registered Office:	
2.	Correspondence Address	
3.	Telephone: Office / Residence	
	Mobile No.	Mobile:
4.	E-mail Address	(i) (ii)
	Website Address	
5.	<u>Registrations Detail:</u> GST/GSTIN No.	
	Service Tax Registration No.	
	PAN Number	
	CIN/UAM No.	
6.	Company based in (City/State)	
7.	Whether blacklisted by any Central Government/State agencies?	

8. Legal status of firm Company / Firm / Proprietorship/ Others (_____)

(Attach proof MOA, AOA/ Partnership Deed along with registration of partnership detail/ Affidavit by proprietor with registration detail as the case may be)

9. Ownership

S. No.	Name of persons owning stake in the organization (In case of company incorporated in India List of Director shall be provided)	Nationality of the stakeholders	Details of restrictions, if any on transfer of stake

In case the organization is a public sector undertaking, indicate the percentage share of Govt. holding.

4. Annual Turnover for the any **3 consecutive financial years** from (2016-17, 2017-2018, 2018-2019, 2019-2020), if 2019-2020 not available:

Sr. No.	Financial Year	Total Annual Turnover (Rs.)	Sector wise Annual Turnover		
			Online Examination	Software Development & other IT related services	Other areas of Operations (Specify)
1.	2016-17				
2.	2017-18				
3.	2018-19				
4.	2019-20				

Please attach Balance-Sheet or Income-Expenditure and Assets-Liabilities status position during these 3 years, duly audited by Chartered Accountant/ Statutory Auditors.

6. Particulars of the Center/Unit associated with this project

Name & Address of the Center/Unit:

Associated with this project:

7. Address of the important offices

Address 1	Address 2	Address 3
.....
.....
.....
.....
Tel No (s) :	Tel No (s) :	Tel No (s) :
Fax No (O) :	Fax No (O) :	Fax No (O) :
No. Technical Employee:	No. Technical Employee:	No. Technical Employee:
Total No. of Administrative Employee:	Total No. of Administrative Employee:	Total No. of Administrative Employee :
:	:	

8. Examination Detail (Attach proof)

S. No.	Particular	Description/Nos.
1	Name of Examination	
2	Maximum No. Of Candidates handled in Single Shift in a Day	
3	No. of cities covered in said Examination	
4	No. of States covered in said Examination	

Note: For more than one entries create multiple rows in similar format in continuation.

9. Do you Own the complete source code of Application software used for complete online examination process (including test delivery system)

(If yes provide the language/platform used and No. of releases and latest release no.)

.....

10. Quality & Security Certification Detail (Attach Proof)

.....

11. Have your organization occurred loss during last three years: YES/NO

.....

12. Are you able to support entire solution 24x7 across India: YES/NO?

13. Names, Designations, Addresses, Telephone & Fax No. of offices, as well as residences of important persons dealing with the project

Sr. No.	Name & Address	Designation	Telephone & Fax No.		Extent of Involvement in the project
			Office	Residence	

14. Last 3 years' Annual Turnover of the Center/unit associated with the Project

Sr. No.	Financial Year	Annual Turnover	Financial value of the largest project handled during the year

15. Particulars of EMD

a)	Name of the Bank	:
b)	Address of Bank branch, issuing the draft	:
c)	Code No. of Bank Branch	:
d)	Amount of Draft	:
e)	Bank Draft No. & Date	:
f)	Valid up to (Give Date)	:

Particulars of Authorization of the person signing these documents on behalf of the bidder.

Name, Designation & Address of the authorized person.

.....

Name, Designation & Address of the person authorizing for signing the document.

.....

Type/form of the issued authority (whether power of attorney/Authorization letter etc.

.....

(Please refer to the enclose original authorization document)

I / We hereby declare that the information furnished above is true and correct.

Place:

Date:

Signature of Agency / Authorized signatory

Name of the Agency

(Seal of the Agency)

Form IV: Details of Similar completed works during last 3 years.

Performa for Performance Statement

(Summary profiles of projects completed during last three years related to online examination (CBT) conduct & processing)

S. No.	Name, Address, Tele No. and Fax No. of the Organization for which online Examination (CBT) work has been executed (also mention Name, Designation and contact No. of the contact person of the organization	Description Value & Name of the contract examination(in lakhs	Period of execution	Delay if any from scheduled time (give Reasons)	Litigation / Arbitration in Pending in progress - With Details	Remarks

The bidder will have to attach full details & relevant documents of similar projects, involving application software development work, conduct and processing of Online (CBT) Examination in India or abroad, as Annexure to this list.

Date.....

(Signature).....

Place

(in the capacity of):

Duly authorized to sign Bid for and on
Behalf of

.....

Form V: Details of work under execution or awarded

Performa for performance statement

(Summary profiles of project under execution / awarded related to Online Examination (CBT) conduct & processing)

Sr. No.	Name, address, Tele No and Fax no. of Organization for which online Examination (CBT) work has been executed (also mention Name Designation and Contact Person of contact No. of contact Person)	Description & Name of the Exam	Value of Contract (in lakhs)	Period of Execution	Delay if any from scheduled time (give reasons)	Litigation / Arbitration Pending in progress – With detail	Remarks

The bidder will have to attach full details & relevant documents of similar projects involving application software development work, conduct and processing of Online (CBT) Examination in India or abroad, as Annexure to this list.

Date.....

(Signature).....

Place
.....

(in the capacity of):

Duly authorized to sign Bid for and on
Behalf
of.....

Form VI: List of Satisfactory Performance report from clients

Performa for Performance Statement

(List of Satisfactory Performance Certificate from Clients related to Online Examination (CBT) conduct & processing)

Sr. No.	Name, address, Tele No and Fax no. of Organization for which online Examination (CBT) work has been executed (also mention Name Designation and Contact Person of contact No. of contact Person)	Description & Name of the Exam	Value of Contract (in lakhs)	Period of Execution	Remarks

Note: Attach the Satisfactory Service Certificate from the organizations for whom similar projects executed successfully as Annexure to this list.

Form VII: Undertaking (on Rs.10 Non Judicial stamp duly notarized)

Undertaking

I/We hereby undertakes that: -

I/ We hereby submitted our tender for Online Examination (Computer Based Test) Conduct and Processing for Various Examination of FSSAI

I / We have enclosed the EMD in the shape of demand draft of Rs _____ /-
(Refundable) in the name of the _____, payable at _____ Demand
 Draft.No. _____ dated. _____ Issued from
 Bank _____

_____ dated

I / We hereby agree to all the terms and conditions, mutually agreed between the parties, in this connection including delivery, penalty etc. quotations for each group are being submitted under separate covers and sheets and shall be considered on their face value.

I/ We have noted that overwritten entries shall be deleted unless duly out & re-written and initialled. Tenders are duly signed (No thumb impression should be affixed).

I / We undertake to sign the contract / agreement if required within 15 (fifteen days) from the issue of the letter of acceptance and start the work as per the mutually terms and conditions of the agreement, failing which our / my security money deposited may be forfeited and our / my name may be removed from the list of suppliers at the FSSAI.

I / We agree to abide by this bid for a period of 180 (Number) days after the date fixed for bid opening or for any further period for which bid validity is extended and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

I / We agree that until a formal contract is prepared and executed, this bid together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

I / We understand that you are not bound to accept the lowest or any bid you may receive.

I / We have gone through all terms & conditions of the tender documents before submitting the same and accept the same.

NOTE: ALL TERMS & CONDITIONS SUCH AS TAXES ETC. HAS BEEN INDICATED IN THE

QUOTATION FAILING WHICH IT WILL BE PRESUMED THAT THE PRICES/RATES ARE INCLUSIVE OF ALL TAXES AND OTHER TERMS & CONDITIONS ARE ALSO AS PER YOUR REQUIREMENTS.

Yours faithfully.

Signature of the Authorized Signatory of Bidder

Full Address

WITNESS
WITNESS

Form VIII: FINANCIAL BID

[On the Letter head of Bidder and should be separately sealed as per instruction]

Date:

Tender Reference No. :

The Designated, FSSAI

Sir,

I/ We hereby submit our price bid for Online Examination (Computer Based Test) Conduct and Processing for Examination FSSAI

1. Conduct and Processing of Online Examination (Computer Based Test) for Various Examinations:

Rate in INR Per Candidate (in figures)	Rate in INR per Candidate (in words)

Designated Point of Contact

FSSAI's official single point of contact and the delivery point for responses and correspondence is:

Chief Information and Technology Officer (CITO)
Food Safety and Standards Authority of India
Room No. 417, FDA Bhawan, Kotla Road,
New Delhi-110002. Telephone No.- 011 23236975

Note: -

1. FSSAI reserves the right to accept any bid under this tender in full or in part, or to reject any bid or all bids without assigning any reason at any point of time.
2. The selected agencies /firm have to enter into an agreement with FSSAI incorporating deliverable, service level. Payment terms etc.
