Request for Expression of Interest (EOI) for Empanelment of Agencies for conducting various competitive Online Examinations for different departments of Brihanmumbai Municipal Corporation

EOI No. : MPR/377   dated : 06.10.2022

Issued by:

General Administration Department

Brihanmumbai Municipal Corporation (BMC)

Table of Contents

Invitation for EOI for Empanelment of Agencies for conducting various competitive Online Examinations for different departments of BMC

This EOI is being published by the BMC. Interested agencies are advised to study this EOI document carefully before submitting their suggestion & technical proposal in response to EOI. The Submission of a response to this EOI shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications. This EOI document is not transferable.

<div style="border:2px solid red;">

<u>EOI Notice</u>

Brihanmumbai Municipal Corporation (BMC)

Brihanmumbai Municipal Corporation(BMC)invites **Expression of Interest (EOI) for Empanelment of Agencies for conducting various competitive Online Examinations for different departments of BMC.** The detailed invitation for EOI is available on website: https://portal.mcgm.gov.in./for parteners/Tenders view/Chief Personnel Officer. The last date of submission of response to EOI is 04.11.2022 upto 16:00 hrs.

Sd/- 06.10.2022

For **Chief Personal Officer**

Dated : 06.10.2022

</div>

Instructions to Service Providers

1.1 EOI DataSheet

#	Information	Details
1.	Name of the Contract	Expression of Interest (EOI) for Empanelment of Agencies for conducting various competitive Online Examinations for different departments of Brihanmumbai Municipal Corporation (BMC)
2.	EOI No and Date	EOI No.: MPR/377 and Date: 06.10.2022
3.	Availability of EOI Document	from 08.10.2022 (11:00 Hrs.) up to 04.11.2022 (16:00 Hrs.)
4.	Last date of submission of all queries through email	19.10.2022 (16:00 Hrs.) Queries should reach to Chief Personnel Officer through email : chpo@mcgm.gov.in Kindly refer to section 1.4 OF EOI document
5.	Date, Time and location details of Pre-EOI meeting	21.10.2022 (15:00 Hrs.) AMC(City)'s office, Municipal Head Office Annex. Bldg., 2nd floor, Mahapalika Marg, Mumbai - 400001
6.	Response to all queries by BMC through email / Portal	27.10.2022 (16:00 Hrs.)
7.	Last date for submission of response to Questionnaire &Proposed Technical solution for scope of work of EOI etc. by E-mail:	04.11.2022 (16:00 Hrs.) Details should reach to Chief Personnel Officer through email : chpo@mcgm.gov.in
8.	Submission Type	Email (Mandatory)

1.2 Purpose of EOI Document

1. The purpose of this EOI is to seek services from prospective Agencies for conducting various competitive Online MCQ Examinations for the various Direct Selection/ Internal Selection/ Promotional Posts from different departments of BMC.

2. Service Providers are advised to study all the instructions and other information in the EOI document carefully. Submission of EOI response shall be deemed to have been done after careful study and examination of the EOI document with full understanding of its implications. The response to this EOI should be full and complete in all respects. Failure to furnish all information required by the EOI document or submission of a EOI not substantially responsive to the EOI document in every respect will be at the Service provider's risk and may result in rejection of its EOI response.

1.3 Service provider Registration Instructions

1. The EOI document is available on https://portal.BMC.gov.in.

2. Interested service providers (agencies) can submit their Response to EOI, Questionnaire & Technical Solution in prescribed format and submit all documents on 04.11.2022 upto 16.00 Hrs.

3. BMC reserves the right to reject any incomplete application. The application must be dully completed as per the format given in Annexure section without attributing any reason.

4. Consortium and Joint venture bid won't be allowed and, would be liable for rejection out rightly.

1.4 Pre-EOI Meeting

1. BMC will host a Pre-EOI for queries (if any) by the prospective service providers. Details regarding the date& time of the meeting are provided in the EOI Data Sheet. The representatives of the service providers may attend the pre-EOI meeting at their own cost. The purpose of the pre-EOI meeting is to provide a forum to the service providers to clarify their doubts / seek clarification or additional information, necessary for them to submit their response to EOI.

2. All enquiries from the service providers relating to this EOI must be submitted to the designated contact person as mentioned in EOI Data Sheet of this EOI document. The queries should necessarily be submitted in the following format as an editable Spreadsheet document :

#	Section No	Page No	EOI section	Clarification Sought

3. Queries submitted post the specified deadline, or which do not adhere to the specified format, or scanned copies of the queries may not be responded to. All the responses to the queries (clarifications / corrigendum) shall be made available on the website mentioned in the EOI Data Sheet.

4. Bidders requiring any clarification on this document should submit their written queries to email id **chpo@mcgm.gov.in** any suggestions/feedback may also be sent to the above email id.

1.5 Validity of the Empanelment and Termination

The validity of the empanelment will be for 24 months and further 12 Months if extended from the date of award of the Letter of Intent. The validity of empanelment may be extended for a suitable period at the behest of the BMC. Irrespective of the period, the empanelment will be deemed operative until the completion of the assigned projects and hence the empanelled firm should ensure resource availability until completion of the work at hand.

Termination: The Authority may, by not less than 90 (Ninety) days written notice of termination to the selected bidder, such notice to be given after the occurrence of any of the events specified in this clause, terminate this Agreement if:

i. The selected bidder fails to remedy any breach hereof or any failure in the performance of its obligations hereunder, as specified in a notice of suspension, within 90 days of receipt of such notice of suspension or within such further period as the Authority may have subsequently granted in writing;

ii. The selected bidder becomes insolvent or bankrupt or enters into any agreement with its creditors for relief of debt or take advantage of any law for the benefit of debtors or goes into liquidation or receivership whether compulsory or voluntary;

iii. The selected bidder fails to comply with any final decision reached as a result of arbitration proceedings; The selected bidder submits to the Authority a statement which has a material effect on the rights, obligations or interests of the Authority and which the selected bidder knows to be false;

iv. Any document, information, data or statement submitted by the selected bidder in its Proposals, based on which the selected bidder was considered eligible or successful, is found to be false, incorrect or misleading;

v. As the result of Force Majeure, the selected bidder is unable to perform a material portion of the Services for a period of more than 60 days; or The Authority, in its sole discretion and for any reason whatsoever, decides to terminate this Agreement.

vi. Any new guidelines released by the Government of Maharashtra or BMC decided to terminate the empanelment.

Note: This EOI is not exhaustive in describing the functions, activities, responsibilities and services for which Bidder will be responsible. The Bidder, by participation in this EOI, implicitly confirm that if any functions, activities, responsibilities or services which are either not

specifically described in this EOI or specifically described but has to undergo suitable changes/modifications due to regulatory/statutory changes and are termed necessary or appropriate by BMC for the proper performance of the contract, such functions, activities, responsibilities or services (with applicable changes, if any) will be deemed to be implied by and included within the scope of services under this EOI and Bidder's response to the same extent and in the same manner as if specifically described in this EOI and Bidder's response.

1.6 Security Deposit

The Security Deposit of 2% of Contract Value will be taken from Service Provider at the time of implemention of Services.

1.7 Brief Description of Selection Process:

- The Authority has adopted the following process for selection agencies to be empanelled for providing services for examination services to BMC.

- First, the interested Applicants shall submit their Applications against this Request for Expression of Interest in accordance with the instructions given in this EOI Document. The Authority shall evaluate Applications received up to due date and time and shortlist all eligible and qualified Service Providers.

- Subsequently, the Service Providers, evaluated as eligible and qualified, shall be invited to for the singing of Agreement.

1.8 Eligibility & Qualification of Applicants:

Table: 1

S.No	Criteria	Supporting Document Requirement
PQ 1	The Bidder must be Company registered under Companies Act, 1956 /2013 or a partnership firm registered under LLP Act, 2008 and should be operational at least for last 5 years. (2017-18 to 2021-22)	-Certificate of Incorporation / Registration under companies Act, 1956 / 2013 or under LLP Act 2008
PQ 2	The bidder should have been engaged in conducting competitive examination in minimum two states in India including Maharashtra and central government for the post in government and Semi-government in last five years. (2017-18 to 2021-22)	Copies of work order or Agreement from the respective client or client certificate (Duly signed by the competitive authority)
PQ 3	The Bidder should have Positive net worth (31 March 2022)	CA Certificate with CA"s Registration Number/ Seal & Duly signed by CA clearly mentioned the positive Net Worth
PQ 4	The bidder should have an experience of conducting competitive examination for minimum 5 lakh or more applicants.	Copies of work order or Agreement from the respective client or -Client Certificate Mentioning the number of Applicant (The letter should have been signed by the competitive Authority)

PQ 5	The Bidder should not have been blacklisted by Central Government (in India / Any State) in last five years. (2017-18 to 2021-22)	Self-declaration by the Bidder
PQ 6	The bidder should demonstrate the capabilities for conducting competitive examination in six administrative District division cities of Maharashtra i.e. MUMBAI, PUNE, NAGPUR, NASHIK, AMARAVATI & AURANGABAD	Supporting document for claiming of capabilities in the form of self-declaration
PQ 7	Bidder should have the working experience of •at-least 2 different states in India •One (1) work order of 1 Lac candidates in single shift and One core business value in the last five years. For the provision of below mentioned scope of work 1- Provision of Live CCTV Surveillance of candidates in Examination based project 2- Provision of IRIS capture-verification and Photo capturing service in Examination based projects 3- Provision of Impersonation control and candidate authentication into Examination based projects 4- Provision of Frisking of candidates through Hand Held Metal Dictator (HHMD) devices into Examination based projects	Copies of word order or Agreement from the respective client or client certificate (Duly signed by the competitive authority)
PQ8	Quality Certification : the agency should have at least one of the following certificates : Latest and valid ISO 9001/ISO 27001/ CMMI Level 3 or above/ STQC certification of the Exam Test Engine	Copy of Latest & valid Certificate to be attached
PQ9	The Agency should be capable of conducting competitive examination effectively, faithfully, transparently, confidentially, securely & accessibly	Self-declaration by the Bidder

Note: Competitive Examination – Recruitment / Selection

1.9 Amendment of EOI:

- At any time prior to the deadline for submission of Application, the Authority may, for any reason, whether at its own initiative or in response to clarifications requested by an Applicant, modify the EOI by the issuance of addendum. It is further clarified that the configuration and the responsibilities, terms and condition of the scheme may be changed by the Authority and it shall be binding on the Applicants.

- Any Addendum / clarifications thus issued will be made available and can be downloaded from the website of the Authority.

- In order to provide the Applicants a reasonable time for taking an Addendum into account, or for any other reason, the Authority may, in its sole discretion, extend the Application Due Date.

1.10 Submission of Application:

- The Applicant shall provide all the information sought under this EOI. The Authority will evaluate only those Applications that are received in the required formats and complete in all respects. Incomplete and /or conditional Applications shall be liable to rejection.

- The Application shall consist of the following documents:
  - Annexure 1- Letter of Application in the prescribed format;
  - Annexure 2- Profile giving information about the Applicant service provider;
  - Annexure 3- Notarized affidavit
  - Annexure 4- Format for submission of previous projects undertaken

- The Application should be sent on email ID latest chpo@mcgm.gov.in on 04.11.2022 before 16.00 Hrs. The submission is strictly to be carried out by email only. The agencies need to submit the application to chpo@mcgm.gov.in The Authority, at its sole discretion, may extend the due date & time for submission of Application.

- Late Applications received after the date and time mentioned in this document shall not be accepted.

1.11 Opening and Evaluation of Applications:

- The Authority or its authorized personnel shall download all the EOI Applications received up to due date and time for submission of Applications

- The Authority or its authorized personnel will subsequently examine and evaluate Applications in accordance with the provisions set out in the Eligibility Criteria

- The Authority reserves the right not to proceed with the selection process at any time without notice or liability and to reject any or all Application(s) without assigning any reasons.

1.12 Short listing of Applications and Notification:

After the evaluation of Applications, the Authority would announce a list of shortlisted agencies. At the same time, the Authority would notify the other Applicants that they have not been shortlisted. The Authority will not entertain any query or clarification from Applicants who fail to qualify

2. Scope of Work

1. The bidder will have to provide the Recruitment services consisting of Computer based online MCQ examinations for Brihanmumbai Municipal Corporation within period of 24 months from the date of Work Order/acceptance letter, for the all the post of BMC.

2. The Scope of work for the Service Provider for recruitment services for the above mentioned position includes, but not limited to :
    i.   Online Receipt of applications
    ii.   Scrutiny and Verification of applications
    iii.   Collection of application/ Examination fees will be collected by the bidders by online payment gateway. The application/examination fees collected by bidder should be remitted in "BMC" account on day to day basis and daily report of the application and fees collected should be submitted to concern authority.
    iv.   Generation of Roll numbers
    v.   Issue of admit cards to candidates
    vi.   Preparation of Question Bank software for reshuffling and making question sets,
    vii.   Conducting of Online Computer Based Examination
    viii.   Providing the result of online computer-based examination
    ix.   Adherence and meeting of all the existing rules, regulations, safety standards and protocols and Government guidelines for COVID that are to be followed while conducting examinations by the Service Provider
    x.   Postponement of Examination/re-schedule should also be taken into account by the Service Provider
    xi.   Assistance to BMC regarding Communications on exam dates/admit cards to candidates
    xii.   The selected agency must provide the necessary SOP, student guidelines, process, flow chart and other user manual needed for the online Examination system.
    xiii.   Hosting of application

3. In addition to the Generic Scope of Work mentioned above :

    a.   The Online Test Centers (OTCs) have to be arranged and managed end to end
            by the selected agency and should have all the necessary and requisite
            Infrastructure in order to seamlessly conduct the examination without any
            Network failure/technical glitches.

b. The Selected Agency is responsible for providing the necessary manpower resources, Provision of infrastructure (Man-Machine) etc., IT and other hardware, support staff etc.

c. The Online Test Centers (OTCs) must be equipped with the necessary Hardware, for conducting the test that include scanners; necessary Software; Networking power Backup and uninterrupted connectivity, Biometric scanners etc. Refer Detailed Scope of Work. The application should be free of any IT security glitches.

d. The Online Test Centers (OTCs) must be equipped and adhere to all the safety guidelines for COVID that are to be followed while conducting examinations by the Service Provider

2.1   Detailed Scope of Work

Development of web- application for user registration, validation, payment , issuance of admit card etc.

The web-application should be thoroughly tested and validated (i.e. GIGW, STQC Certification, security audit) before going online and should facilitate the following (but not limited to) :

1. Facility for user registration
2. Automated e-mails/SMS to every registered applicant on successful registration, receipt of application fee (online) and uploading of Admit cards.
3. Online payment of application fees to the designated "BMC" Account.
4. Facility for applicants to download and print (online) the form filled in by the applicant in standard formats.
5. Registration process involving uploading of photographs and scanned signatures.
6. Dimension/Size of the photo and signature of candidate for uploading should be defined
7. Response time for and application should not be more than 10 ms.
8. Provision of an administrative login to be provided to "BMC" authority for checking and authentication of successfully registered applicants.
9. Rejection of invalid applications.
10. Maintaining a master data base of all applicants registered for use at any time during the examination process.
11. Transfer of the entire data (soft copy) to "BMC" authority after the whole process is completed.
12. Facility for user to login and check details
13. User Login Validation
14. Facility for user to save application and complete it at a later time
15. The Application page should be active for a defined period of time, and in case of inactivity for a defined period of time, it should send message to user regarding the same, and automatically log-out in case of continued inactivity
16. Status of application accepted/ rejected to be visible to users in case the Application scrutiny process led to ineligible candidature.

Designing and development of a suitable IT platform for enabling a computer-based examination (with multiple choice questions) and online skill tests as required in district division cities i.e. Mumbai, Pune, Nagpur, Nashik, Amaravati & Aurangabad (questions and answer key to be provided by "Service Provider"):

1. Designing and developing online computer-based test tools. Test tools are to be developed in consultation with "BMC" representatives and finalizing the same once approved by the authority.
2. Fixing the Test centers with sufficient computers and relevant software with necessary security systems.
3. Provision for conducting Computer based Test-3 mock tests by the registered applicant.
4. Evaluation of the answers as per the pre-set criteria prescribed by "BMC".
5. Developing the Exam Result, Passed list, Failed List and Merit List of the candidates on the basis of the evaluation.
6. Developing Select List as per Social and Horizontal Reservation.
7. Providing the data base of the candidates, applied/attended/their scores.
8. Providing the soft copy of the answers of the candidates in the form CD/pen-drive.
9. Bidder has to ensure that the examination is not "online only" and conducted in Computer Based Test mode so that it is not affected by internet issues.

Prerequisites: Procedural and Legal requirements:

1. Agency/bidder should have their own or tie up with a third-party data centre in India for hosting the application and is responsible for the security of BMC's data. The bidder should obtain a safe to host Certificate from the Cert-In empanelled auditor.
2. Agency should have a defined and documented process for obtaining and controlling access to Data Centre.
3. Agency should have a comprehensive Business Continuity Plan/Disaster Recovery Plan and practice in place which should be specified in the proposal.
4. The Agency should ensure that there is no data loss and data is backed up regularly.

Location Requirements:

1. The institution/Exam centre should be well connected with public transport and located at feasible distance from the nearest bus stand/railway station/metro station.
2. Seating capacity of computer lab in a centre should be made available depending on the number of candidates in the centre.
3. The agencies should have at least 2 Servers in each examination centre.
4. The agencies should have sufficient (10% buffer i.e. 10 per 100 systems as buffer per shift) standby machines to take care in case break down of PCs. The agencies should have printing facilities for taking print outs
5. All workstations and servers should be on LAN supporting IPv4 with necessary connectivity to download question paper and upload marks
6. Exam delivery workstation should be "locked down" and the candidate should not have access to the local file system or the internet during examination.

7. The testing engine should be capable of supporting randomization of test items for additional security.
8. Agency should own the complete source code of the software application to be used for conducting the exam and in-house technical skills should be available to make any changes, if required.
9. Minimum Server Configuration (for Exam Centre) but not limited to;

    i. Processor: Dual Core, CPU Speed: 1.5 GHz or above. RAM: 4 GB or above.

    ii. Screen Resolution: 1024 X 768.

    iii. Operating system: Microsoft Windows Server 2003 Enterprise, Edition Service Pack 2, Windows 7 or above

    iv. Browser: Internet Explorer 7.0 or above as supported by above Operating systems.

    v. Browser setting: Pop-up blocker disabled, Paste operations via script enabled ,Under 'Settings' of ' Temporary Internet , Files', set 'Check for newer versions of stored pages' to 'Every visit to the page'

    vi. Proxy disabled (Direct Internet).

    vii. Other software: .Net 2.0 Framework, Microsoft Office Excel 2003 or above OR Open Office Calc 2.4 or above.

    viii. To host the test and manage the test delivery process, 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.

Other General requirements:

1. The LAN set up shall be virus free and fire-walled. The terminals and the servers including the backups shall also be virus free.
2. Agency should ensure actual software testing before the exam conducted live at each site.
3. Biometric Support for candidate Authentication and Authorization.
4. Webcam
5. Printer
6. Power Backup for servers and each candidate - UPS and Generator Set.
7. Firewalls/UTM.
8. Antivirus Solutions.
9. Facility for having suitable drinking water and separate toilet facilities both for Boys and Girls.
10. Facility to ensure foolproof data security, data transfer and physical security inside.
11. Ample parking space.
12. Centers should follow all the COVID-19 safety regulations and standards as directed by the Government time and again.

Manpower Requirements:

Qualification/Selection criteria of Manpower deployed at examination center should be defined.

Selected bidder should impart training to administrative department, Invigilator before the Examination. Minimum manpower deployment at each examination centre must as per following requirement:

    i. Each Exam centre of capacity of 100+10 buffer should have the minimum following personnel's to be deployed by the agency:

    ii. Test Centre Administrator- 1(one for each centre).

    iii. IT Manager-1 for each 200 candidates.

    iv. Invigilators- 2 per 20 systems or per lab.

    v. Support staff including Technical staff-2 per 100 candidate.

    vi. Peons- 2 per 100 students.

Above staff should be increased proportionately on the basis of candidates allotted to a particular centre.

Online Test Centre criteria:

Pre-Examination Phase : Examination Centre set-up and deployment of staff for the examination:

1. Test Centre Administrator shall act as Examination Superintendent (ES). The ES shall depute the examination staff based on the guidelines provided by "BMC" for online exams. The Lab where the Examination Centre is established shall be sealed in front of the Examination Superintendent (ES), once the examination data is deployed in the computer lab. The lab shall remain under the charge of ES till the Examination cycle including submission of answer files to "BMC", is complete.

2. The Agency will get the UAT (User Acceptance Test) of the Examination Software functionalities like Proper login by Candidate, Mock Question paper checking (question as per syllabus or not), Total questions, marks to be given to each question, No. of options given, submission of answer etc. from the concerned department of BMC.

3. Third party security audit should be done for all the examination application and web application for online registration by candidate.

4. The Examination Centre is required to set up by the Agency one day prior to the date of examination.

5. Shortcomings, if any in arrangements, will be intimated by the BMC to the Agency/Test Centre Administrator for due corrective steps.

6. The Agency has to arrange for the amenities essential to conduct the Examination at its Premises, which is based on the allocation of the number of candidates at a particular Centre. These basic amenities are, drinking water, seating arrangement, parking, washrooms etc.

7. The Examination Centre and its staff is expected to not only act in a cordial manner with all the candidates as well as personnel deputed by the "BMC" but also to provide all possible support and cooperation for effective and efficient conduct of Examination.

8. Each candidate appearing for the examination is required to sign the reporting sheet.

9. Display the batch schedule and instructions on the notice board of the institution at the reception area as well as outside the examination center.

DURING THE EXAMINATION CYCLE:

1. All the candidates must be thoroughly frisked before they are allowed to enter the examination hall.
2. Hall Discipline:

    a. Candidates shall be admitted to the Examination hall only 30 minutes before the commencement of Examination and shall leave latest by 10 minutes after the Examination is over.

    b. No candidate will be permitted to enter the Examination hall after 15 minutes of the commencement of the Examination and be allowed to leave the hall for before 30 minutes after the commencement of Examination.

    c. Before the commencement of the Examination, it is essential and mandatory for all candidates to give the Bio-metric attendance.

3. The Bio-metric attendance is mandatory and to be marked in respect of all the candidates present. The number of present candidates must reconcile with the candidates who have taken examination.
4. Unfair means: The Examination Superintendent has to ensure that the unfair means detected during the course of examination are properly recorded and the report sent to "BMC" as per procedure laid down by "BMC".
5. Miscellaneous/general arrangements:
    a. Examination Superintendent should be careful about making arrangements for toilets for the   use of candidates.

    b. Allow the Members of Surprise Visit Team appointed by "BMC" to inspect the records and the examination halls/rooms, after ensuring that the visiting team is having proper authority letter from the competent authority.

    c. Answer file upload and backup: The uploading of answer file and backup procedure as laid out by "BMC" must be followed. Any problems/errors should be reported to "BMC" control centre.

POST EXAMINATION PHASE:

1. After conducting the exam and uploading the candidate responses successfully from all the examination centers, in encrypted manner and hash value of the response of each candidate is stored in safe repository located in Data Center, safely. Apart from this, the Agency will also ensure that the necessary audit trail and logs are properly maintained at different levels. The Agency will be required to submit a certificate in this regard to "BMC" within 24 hours of exam completion. Following are the post exam activities after providing certificate to "BMC":
2. If exams are conducted on fixed question pattern, Agency will be decrypting the Answer key (as uploaded on Examination Server along with question paper) using private key of appropriate authority of "BMC".
3. Agency will submit Candidate's Biometric Details and CCTV Camera recordings to "BMC" and obtain written receipt of same.
4. After obtaining written approval along with minimum qualifying marks in respect of all categories from "BMC", Agency will prepare the merit list and submit to "BMC".
5. Marks obtained by the candidates, in PDF format will be required to be sent to candidates on their registered email address, if so directed by "BMC".
6. SMS alerts on marks obtained will also be sent to candidate's mobile number.

Accreditation of exam centers:

1. Ownership of application and the infrastructure (hardware, servers etc.) used will rest with selected bidder.
2. Agency will identify exam centre infrastructure before bidding and accredit the same after ensuring necessary arrangement that exists as per standards defined in the tender. It must be clearly defined and ensure availability of exam center on all the dates as per schedule for full day and comply with all the standards set for Exam Centres in the tender. Agency will also visit each of such accredited centers and plan to ensure necessary updation to meet defined standards.

Web Portal Services:

1. Web application for online registration should be responsive, mobile friendly so that candidate can also apply through Mobile.
2. A comprehensive Application Receiving web portal will be developed to connect Exam candidate with "BMC" for all the services. The portal will allow all candidates to register, apply, make payment, download test admit cards, etc. Thus, the quality and a comprehensive set of features will facilitate the candidates substantially. Agency will be required to consolidate all the expectations of stakeholders and develop a robust framework Application Receiving portal. This framework will first be approved by "BMC" and then the portal designing, development, content aggregation, etc. activities will be performed by Agency. The data of the applicants should be secured and same should be transferred to BMC, when the client demands the same. The vendor should not store/sale/misuse any data of the candidates.
3. The Portal should be developed on a robust content management framework having comprehensive set of security, compatibility and scalability features. Following are the key components (but not limited to) of the Application receiving portal:
4. Web portal will provide detailed information of "BMC" Exams. This will include Computer Based Exam framework, Syllabus, References, exam manual, eligibility, procedures, etc. These static pages should be designed beautifully and user friendly manner.
5. "BMC" will provide all the detail of up-coming exams, schedules, rules, eligibility clauses, procedures, etc. Agency will be required to publish same on the web-portal in user friendly and structured manner. Eligibility criteria for all the exams should be recorded in structured format, so that the candidates can browse through various exams as per their qualification or eligibility credentials.
6. Candidate Registration and Online Payment

    ✓ In order to appear in Exam, candidates will be required to register themselves on the portal. Hence, the Portal should provide a dedicated section for candidate registration. System should provide necessary integration interface for payment gateway service. Selection of Payment Gateway service provider will be done by Agency in consultation of "BMC". All fee collected from students online will be deposited in the designated bank account of "BMC". Agency will be responsible to integrate selected payment gateway with the portal. "BMC" will publish exam notices online on the web portal, where candidates will be able to obtain all the exam details, submit their application online along with electronic payment. In order to achieve this ability, system should have following modules and features:

i. Candidate Registration:

- There should be one candidate one registration validation i.e. one candidate should be able to register only once.(Using Aadhar Card No., Pan Card No.)

- Candidates will provide their basic detail like personal detail, educational qualification, experience, area of interest, etc. to register themselves get regular updates and apply online for exams. Candidate registration will also create profile of candidate on the portal, so that for next exam if any, candidates do not have to upload their credential and detail again. During registration, the system should also verify mobile number by sending one time password. Login detail should only be provided on e-mail to the candidates. Only registered candidates will be able to apply for "BMC" Exams after making online payment. After registration, candidates will be able to log-in into the portal and apply for scheduled exams, see the status of their applications, get notices and intimations from the Agency and respond, update their profile contents, etc.

ii. Application Receiving:

Applications will be received online from the candidates. Only registered candidates will be able to apply for exams. Following are requirements for Application Receiving module:

a. The system should have provision for designing online application submission form by adding or removing form fields along with necessary validations.

b. The system should have provision for defining field sets for various kind of exams. The system should also have predefined web form templates that can be applied on web forms.

c. Once the form fields are defined and web form template selected, the system should render web based application form for testing.

d. The system should have provision for automated publication of web form on the Web Portal after successful testing.

e. Web form designing process should be menu driven, so that "BMC" employees having technical abilities, can also design it on the basis of rules sets defined for the exam.

f. In case of some specific requirement that cannot be configured through menus and field properties, the system should also have provision for bespoke development.

g. Online Application form fields should be linked with candidate profiles, so that the fields can be auto-filled for registered candidates.

h. System should provide necessary integration interface for payment gateway service. Agency will be responsible to integrate selected payment gateway with the portal. Application submission process will be completed only after making the exam fee payment successfully.

i. Once, the online application form filled and submitted by the candidate, the system should generate a PDF document of the form. Candidates may be required to print this form for ready reference.

j. Immediately after application submission, the system should automatically create hash value of application form content and store it in secured repository with time stamping.

k. System should also maintain logs for each alteration after first submission of application.

iii. Concurrent Updates

a. System should provide concurrent updates to all the registered candidates with respect to various exams, notices, publications, test admit card generation, result declaration, etc.

b. These updates will be provided on email and SMS after necessary consultation/approval from "BMC". SMS Gateway services will be arranged by Agency at its own cost.

iv. Grievance Handling

a. The portal should have a provision of grievance handling mechanism. The Agency should address all the queries or complaints regarding online examination received from the registered candidates during pre-examination phase in a time bound manner. Further, all the complaints received during post-examination phase would be handled by "BMC" and the Agency should assist "BMC" in this regard. Grievance handling system should work on ticketing mechanism, where for each valid query or complaint, a ticket will be raised and reference number will be given to the candidates.

b. There should be fixed time and escalation mechanism for different categories of complaints and queries. All the tickets should be recorded as closed in time limit fixed for same. The grievance handling system should work in closed integration with help desk support system and same system should be used for handling complaints and queries recorded from help desk call centre.

c. The helpdesk call centre needs to be set up in the vendor's premises. The vendor needs to submit periodic reports on the total issues received, total issues resolved and total issues pending. The vendor should also submit plan to close the pending issues and submit compliance reports to the closure of the same.

v. Mock Test

a. The portal should provide three Mock Test facility for the registered candidates, so that they can understand Computer Based Exam pattern, exam screen interfaces, typing test interface and dictation test interface, etc. This will also enable them to prepare strategy for taking computer based exam. Mock Test interface should be exactly same as the candidates would see in exam centers.

b. Before beginning the mock test, the candidates should be provided dummy Hall Ticket Number to log in the mock test interface. This will allow them to have end to end feeling of taking Computer Based Exam. There should be no limit on the number of attempt for the mock test i.e. a candidate may appear in mock test as many as number of time he/she wants to. Thus, the purpose of mock test is to make the candidates familiar with actual exam interface that they are going to see in exam centres and remove fear of unknown which new candidates might have before taking Computer Based Exam.

Computer Based Exam Software

1. Exam software will be at core of Computer Based Exam System, which will be working on distributed architecture. Exam software will be loaded on central server and will get connected with Exam Center Servers (Laptop Servers) before at least 1 or 2 hours of exams to download all the detail required to conduct exam in exam center offline. Once the details are downloaded, Exam Center Server will conduct exam on Local Area Network of exam center.

2. Exam Centre Software

   i. Exam Centre software should have capability for conducting exam without having real time connectivity with central server.

   ii. Exam Centre Software should have seamless integration with central server.

   iii. The examination software should provide real time audit report of candidates while taking the examination. This is mandatory to tackle candidate complaint, if any, during the course of examination.

3. The examination software should be capable of generating attendance (present & absent).

   i. The software should be capable of providing detailed analysis for various examination activities.

   ii. The examination software should have the capability of real time syncing the candidate response with the local examination server. During the examination, the candidate's response data should be shown on the candidate screen for his update.

   iii. The software should be able to create various reports without manual intervention, which may be required by "BMC". The module should have report formats like Score report, Section-wise score report, Data Report, Response Report, Absentees Report, Feedback Report, Attendance Report, Question Paper Report, RTI Report, Drive Summary Report, Incident Register, Drive Manager Audit Report, Candidate Question Paper PDF, Group-wise score report, Result Validation Report.

   iv. The examination software should have the capability of transferring the encrypted question bank from "BMC" to the exam center via Data Center.

   v. The examination software should support various Question types e.g. Multiple Choice.

   vi. The examination software should have the candidates marks uploaded to Data Center in encrypted format.

vii. The examination software should have the provision to close the response window for the candidates after the scheduled examination time is over and the responded answers will be automatically submitted for evaluation.

4. Candidate Interface

i. The software should be capable of hard closing the running applications and disabling all the USB ports on the candidate machine.

ii. The examination software should be capable of supporting question papers in

   Marathi / English

iii. The examination software should be designed, keeping the color blind candidates

   in mind.

iv. The candidate should be able to view Instruction Sheet and Profile Information at any given point during the course of examination.

v. The candidate should be able to view Question Paper summary during the course of examination
   e.g. answered and un-answered questions and time left of exam duration. vi.The examination software should ask for candidate's concurrence on hardware provided to him/her before the start of exam. Without this, the exam should not start.

vii. The examination software should have Zoom capability. The software should be capable of providing zoom to specific screen/content, if required.

viii. The candidate's photo, provided by the candidate during online registration, should appear on the examination console throughout the examination for invigilators to verify.

ix. The candidate's roll no and photograph should be displayed on every system even before the candidate enters the examination room. This would help candidates in locating their seats. Also, it would ensure that no two candidates exchange seats.

x. Calculator feature should be available for the candidates with provision disabling same from central server.

xi. The candidate should be given time to go through the instructions before the start of exam. During this time, the software should strictly restrict candidates from starting the exam.

xii. The examination software must provide the option of capturing detailed feedback by candidates, if they desire so. This would help in identifying the pros and cons of computer based examination.

5. Exam Monitoring Tool: Agency should provide a monitoring tool which should provide update on pre, during and post examination activities:

i. This monitoring tool should be in sync with almost real time examination process happening at the test centers.

ii. The monitoring tool should display the number of mapped candidates, present / absent candidates at every test center.

iii. The monitoring tool should provide a track of candidate registration at every test center.

iv. The monitoring tool should clearly indicate that for how many candidates, login screen (displaying Roll No. and Candidate photograph) has already been opened by the invigilator.

v. The monitoring tool must indicate the number of candidate for whom the examination has got delayed.

vi. The monitoring tool must keep a track on the number of candidates who have submitted their feedback on the end to end computer based examination process. vii.The monitoring tool should be capable of proving a complete dashboard. All the reports should be downloadable in prescribed format i.e Excel / PDF formats.

6. Question Paper Uploading For Fixed Question Exam : the scope of work for the vendor involves end-end recruitment services. BMC will only provide syllabus based on qualifications of the concerned post for the preparation of question paper bank. The format of Question Bank would be in Word/Excel Format only. Accordingly, the agency should make its software/server compatible to the aforesaid Format. Following will be the activities of Agency in this regard:

i. Agency will provide Question Authoring Tool (QAT) that can be shared online using secured channel and MCQs can be authorized remotely or locally.

ii. QAT should have provision to export PKI (Public Key Infrastructure) encrypted question set to be uploaded in Exam Application.

iii. Exam Software should have provision for decrypting PKI encrypted question sets 1 hour before the exam using digital signatures of "BMC".

iv. Exam Software should also have provision for integration with question bank. Agency will provide necessary support for importing the question bank in the exam software.

v. On receipt of the questions from the Question Bank, the Exam Software should prepare four (4) different sets by using the same questions by way of randomized shuffling of the questions.

Operational Acceptance Test:

1. Functionality: Test that the functional requirements specified for the system are actually met. All functions must be tested when user provides inputs with correct and incorrect inputs and testing of formats.
2. Unit Test: Each module or component should be fully tested independently before integration.
3. System Test: All specified functionality should be tested. This testing verifies the program's functionality and performance with respect to the requirements for the software.
4. All system functions, including those that are accessed through menus, should be tested. Security Attempt to break the password, Time-out facility on dormant menu/screen etc. shall be tested.

5. Stress Test: Finding errors that will show themselves under certain combinations of events or data values. Heavy repeating of certain actions or inputs.
6. Reliability Testing: Testing the system for prolonged use at varying levels, or, possibly, constant value at peak level.
7. Performance Testing: Testing to probe the system against prescribed timing should be tested.
8. Audit Trail: Tracking critical transactions and Logging all critical errors should be tested.
9. Multi-User Capability: Test that the application system can support several users, sessions and prescribed load.
10. Volume Test: Test to submit the system to large volumes of data
11. System Integration Test: System would be tested with respect to integration, testing all the integration requirements between various modules and sub-modules
12. Graphical User Interface (GUI) Test: The system will be tested for GUI which will include, but will not be limited to, Menus, Message Boxes, Keyboard Interface, Cursor Management, Visual Design, etc.
13. User Acceptance Tests (UAT): "BMC" will form different user groups. These user groups would test the application for the functionality, reliability and all other related tests prior to the actual conduction of the examination. Once the user groups are completely satisfied with the application, Agency should take a formal sign off from the concerned department of BMC. "BMC" for acceptance of each module. Based on the sign off and user group feedback, "BMC" would issue UAT certification to the Agency for that particular module/ sub-module.

Other Requirements

1. The requirement mentioned in the aforementioned paragraph is not comprehensive and bidder can propose over and above;
2. The bidder should possess the registration/ certificate/license/permit as required under relevant statutes.
3. Bidder shall remain open for acceptance subject to the provisions of Clause above for a period of 180 days from the date of opening of the tender and during this period, no bidder shall be allowed to withdraw his tender.
4. In case of any dispute regarding interpretation of terms and conditions, the decision of the Municipal Commissioner shall be final and binding to the contractor.
5. The Municipal Commissioner reserves the right to reject or discontinue the services without any notice at any time during the contractual period at the risk and cost of agency, if the performance of the persons provided is found unsatisfactory
6. The bidder shall not sub-let this contract.
7. The bidder should enter into an agreement with BMC separately covering the conditions mentioned in bidder documents.
8. The terms and conditions stated above are not exhaustive. All the terms and conditions stipulated in the standard terms and conditions for works also form part of the bidder conditions and the bidder are bound to accept the same. If any condition appearing above contradicts the standard terms and conditions for works, the above said conditions will supersede the standard conditions.
9. The staff deployed will be issued identity card by the service provider which will be required to be displayed at the time of duty. In case of pilferage, theft, breakage, the

agency will be responsible. The agency shall keep the BMC indemnified against all claims arising out of his agreement including any loss, theft or damage.

10. The Municipal Commissioner will be at liberty to deduct the amount of such loss from agency after holding an enquiry. The decision of the Municipal Commissioner to this effect shall be final and binding upon the parties. In case of unsatisfactory performance and violation of any condition of the contract / service agreement, the contract shall be liable to be cancelled and security deposit will be forfeited. The personnel so deployed on the job for the various activities will be changed by the agency only with the approval of the BMC.

11. In case, the contractor discontinues the contract before the expiry of the periods his Security deposit shall be forfeited

The broad scope of work to be carried out for the agency providing security and frisking services is mentioned below but not limited to;

(A) SOW – Impersonation Control Through Biometric Authentication And Attendance Marking Service (Category-A)

BMC is keen to implement Biometric authentication system to make the examination process robust by implementing one of the mechanisms from below such as

A.1 Touch less double IRIS capturing and Facial recognition of candidate by verifying Candidate's identity on real-time basis **OR,**

A.2 Digital Finger-print capturing and Facial recognition of candidate by verifying Candidate's identity on real-time basis to monitor various activities of the candidates at the sub-centers spread all over the Maharashtra. Examination date and list of examination centers will be provided to the successful Bidder by the BMC at-least 2 weeks before the date of commencement of examination.

i. BMC will provide centre-wise data (Roll numbers, Photos, Name, Exam date/shift etc.) of all registered candidates to the Bidder. Bidder will then use this data for Face recognition device & IRIS/ Finger-print capturing, and shall enable respective mechanism and candidate verification during the subsequent stages of the process.

ii. Bidder will have to install QR code scanner integrated hand-held device of Touch less IRIS / Fingerprint scanner & Face recognition, along with manpower at each & every Examination centre at the time of examination.

iii. Solution should have provision of real-time attendance monitoring system through secured web server.

iv. Bidder has to maintain the entire database and application server at two different seismic zones within India, making one site as DC (Data centre) and other site as DR (Disaster recovery)

v. QR code / Bar code containing roll number on the Admit card of the candidate should be scanned/read to auto-fetch the candidate details from Application Database (provided by BMC) and incase, QR/Bar code is missing on admit card, then manual entry of roll number with candidate information has to be made. Thereafter, Fingerprint/IRIS capturing of candidate's and Face recognition by the Hand-held device shall be done at the Security gate before the beginning of examination. All activities should be completed before conclusion of examination.

vi.   Bidder should deploy de-duplication algorithm across the database to avoid the duplicity of enrollment records.

vii. Bidder should deploy IRIS scanners having functionality of On-Device encryption of data.

viii. The facial recognition should be performed in a completely stateless transaction of two images (one image provided during the online registration and the other capture on the day of the exam).

ix.   CPU configuration for running facial recognition: Sky Lake generation or later.

x.   Image requirements for facial recognition
   a. GIF, PNG, JPEG, TIFF RGB24 bpp
   b. Face size: at least 60 pixels between eyes and a sharp image.

xi.   The Bidder has to perform physical verification of Candidate photo with application database (provided by BMC) at the time of security gate entry.

xii. Biometric activity shall not be stopped on any ground and data capturing /identification work must be completed during the stipulated time period of the examination.

xiii. After the completion of activity as per scope, the Bidder will hand-over the entire captured data in HDD in a sealed manner with super scribing Exam Name along with report and forwarding letter duly signed by the Bidder to the BMC, on the day of examination.

xiv. The Bidder shall not be allowed to take away any data either in hard copy or soft copy and the work is to be carried out in the designated exam centers.

xv.   The Bidder must verify identity of the candidates from the captured data taken during the examination at the time of verification process as scheduled by BMC.

xvi. The Bidder will depute at least One Hand-held Fingerprint scanner / touch less IRIS / Face recognition device per manpower on every 100 candidates during different Examination stages as & when scheduled by BMC. Additional Hand-held devices should be made available as per normal practice in case of emergency.

xvii. The Bidder will have to ensure that the all the devices must be functional and has captured Fingerprint/IRIS & Photographs of each and every candidate who have appeared in the examination at each centre.

xviii. If the examination is conducted in two or more shifts in a day at a centre, the activity should be performed separately in all the shifts during the duration of examination.

xix. After completion of work, the Bidder has to submit self-attested centre-wise work completion certificate to the BMC.

xx.   Solution should not be Laptop/PC based. It should be Hand-held device integrated with STQC approved Hand-held touch less scanner only. Weight of the machine should not be more than 1 kg.

(B) SOW – CCTV Surveillance Service (Category-B)

BMC, is keen to implement recording and /or CCTV surveillance system to monitor various activities of the candidates and other persons deployed to conduct examinations at the sub-centers spread all over the State. Examination date and list of examination centers will be provided to the successful Bidder by the BMC, at least 2 weeks before the date of commencement of examination.

i.   Installation of CCTV Color cameras should be made at least one day in advance from the scheduled date of examination and/or in such a way that the CCTV are required to be functional for one hour before the scheduled time of commencement of the examination and 0.5 hour after the completion of the examination.

ii. To organize and provide required manpower to install the CCTV devices at the Centers.
iii. To control the redundancy, bidder has to maintain the entire database and application server at two different seismic zones within India, making one site as DC (Data centre-Cloud based) and other site as DR (Disaster recovery- Cloud based). Bidder should follow the Meity Guidelines on cloud hosting.
iv. CCTV feed data should travel through secured VPN Tunnel and one copy should be maintained at Cloud based storage.
v. In case of Live CCTV surveillance, Cameras should be connected to Internet and Control room need to be setup at BMC Headquarter. Bidder has to ensure that atleast 90% live camera feed is made available at HQ control room at all times during the entire duration of examination.
vi. For multiple streaming/viewing of live CCTV Feed in HQ control room, the LED screens set up by the bidder should be able to identify state, city, exam centre and exam room.
vii. Bidder has to make available 10x12 feet video wall at HQ Control room with adequate manpower and laptops.
viii. During the period of examination, CCTV facility shall not be interrupted due to any technical fault, etc., and the Bidder shall take due care of functioning of CCTV with adequate backup of CCTV during the conduct of examination and as per the time period mentioned in the Work Order of respective assignments.
ix. The Bidder is required to submit complete recording of the entire examination duration within 10 days of successful completion of the examination.
x. Power arrangement would come under the scope the BMC. In addition to this, Bidder has to arrange 15 minutes backup at each exam centre for their CCTV infrastructure.
xi. The hardware required for the job shall be procured and maintained by the Bidder and Training/ sensitization of staff deployed at the examination Centres shall be imparted by the Bidder.
xii. The liability of the BMC will only be limited up to payment of the rental/Lease value of the cameras/ hardware provided and which includes connected service of the job.
xiii. Computer/ Laptop and manpower will be provided by Bidder in HQ Control Room.
xiv. Internet and other arrangements on every Exam center would be in the scope of Bidder.
xv. Bidder should have adequate number of Color CCTV cameras available (as backup) in case of emergency.
xvi. Installation and commissioning of CCTV at every Examination center at the time of examination or the venue of interviews or physical Test conducted by BMC, as per requirement on turnkey basis for close observation of activities of the candidates.
xvii. Bidder has to install 1 CCTV camera in every Class room, 2 on Entry/Exit Gate and 1 in Control Room of every Examination center.

SOW – FRISKING OF CANDIDATES THROUGH HHMD (Category-C)

i. To Frisk the Candidates/ staff at the entry point of the examination center by employing trained manpower for male and female candidate along with HHMD by having separate enclosure for women candidates from the start of entry of staff to end of examination.
ii. No person to be allowed entry without identifications including candidates, staff or flying Squad' inspection.
iii. The Bidder should have adequate infrastructure for providing services for metal detector and manpower to make available at all the Examination venues.

iv. The Bidder shall be responsible to take all clearances, certificates, licenses and should comply with all statutory obligations required for undertaking/providing services.
v. Bidder shall maintain strict secrecy and confidentiality and will not divulge any information relating to assignment or examination to any third party, person, individual or boy corporate.
vi. The Bidder shall be informed atleast a week in advance about exam centre venues by the concerned authorities of BMC.
vii. No advance payment shall be made to the Bidder, however, whole payment shall be released after submission of satisfactory completion report by the Bidder.
viii. The Bidder is advised to visit all the centers well in advance of the examination date to get acquainted with the available facilities at the center.
ix. The Bidder will check all admit cards and then only allow entry to candidates.
x. Separate frisking for female candidates. Only female staff will frisk the female candidates in enclosures.
xi. The Metal Detector provided for Frisking should be able to detect any prohibited metallic ornaments/electronic devices at examination centers on the day of examination except (pen & admit card).
xii. At every center, minimum, one frisking enclosure, 1 female & 1 male staff with metal detector has to be deployed.

| Male Frisking Personnel | One per 100 Male Candidates (Minimum 1 per Centre) |
| Female Frisking Personnel | One per 100 Female Candidates (Minimum 1 per Centre) |

xiii. Installation of HHMD, Frisking Enclosure at each & every Examination center at the time of examination conducted by BMC.

The Bidder has to submit work completion certificate along with the center details to BMC

2.2 Penalty Term

i. In case of CCTV Camera(s) not being deployed by bidder at required examination centres, Bidder would be penalized by Department authorities as per below:
   - amount of leftover Exam centre would not be paid
   - 100% amount would be penalized as of leftover (number of candidates*per candidate rate)
ii. In case of any candidate being leftover (5% exempted per particular exam), intentionally or unintentionally, during Live CCTV Surveillance stage at the time of examination, Bidder would be penalized by Department as per below
   - amount of leftover Exam centre would not be paid
   - 100% amount would be penalized as of leftover (number of candidates*per candidate rate)
iii. In case of any candidate being leftover, intentionally or unintentionally, during Biometric capturing or authentication stage at the time of Examination, Bidder would be penalized by Department as per below
   - amount of leftover candidates would not be paid
   - 100% amount would be penalized as of leftover (number of candidates*per candidate rate)

iv. In case of bidder's staff not being present at Exam venue for Frisking stage at the time of Examination, Bidder would be penalized by Department as per below

- amount of leftover candidates would not be paid

100% amount would be penalized as of leftover (number of candidates*per candidate rate)

Original Equipment Manufacturing (OEM)

Compliance Criteria

S.N	Compliance Criteria	Supporting Document
1.	The Facial recognition software should be owned by the OEM of the software and the IP should not be from China.	Self-Declaration and country of registration of OEM.
2.	The OEM of the facial recognition software should also have ownership or Intellectual Property rights for the Iris and Fingerprint algorithms that are evaluated by NIST(National Institute of Standards and Technology).	Self-Declaration on OEM letter head along with MAF issued on the name of bidder for this bid
3.	The Facial Recognition algorithm should have been implemented for at least one project in the past with a minimum of 10 Cr population anywhere in the world.	Letter of reference from customer
4.	The facial recognition algorithm must have mandatorily participated in NIST FRVT 1:1 evaluation at least once in 2019 or beyond with an accuracy of not more than 1% of FRR @ FAR of 10-6 on Visa dataset.	(National Institute of Standards and Technology)reports to be submitted
5.	IRIS scanners should have provision of On-Device encryption of real-time data for highest security standards.	Self-Declaration on OEM letter head along with MAF issued on the name of bidder for this bid

3. Terms and Conditions

i. Submission of an EOI is evidence of a Bidder's consent to comply with the terms and conditions of the Request for EOI process and subsequent bidding process. If a Bidder fails to comply with any of the terms, its bid may be summarily rejected.

ii. The willful misrepresentation of any fact in the EOI will lead to the disqualification of the Bidder without prejudice to other actions that BMC may take.

iii. The EOI and the accompanying documents will become the property of BMC. The Bidders shall be deemed to license, and grant all rights to BMC, to reproduce the whole or any portion of their product/ solution for the purpose of evaluation, to disclose the contents of submission to other Bidders and to disclose and/ or use the contents of submission as the basis for EOI process.

iv. BMC reserves the right to accept or reject any or all responses received against the EOI received without assigning any reason therefore whatsoever and MCs decision in this regard will be final.

v. BMC reserves the right to inspect the facilities of the bidder at any time during the evaluation stage to verify the genuineness and to ensure conformity with the proposal submitted.

vi. The bidder is required to submit its full profile giving details about the organization, experience, technical personnel in the organization, competence, and adequate evidence of its financial standing etc. in the enclosed form which will be kept confidential.

vii. No contractual obligation whatsoever shall arise from the EOI process.

viii. Any effort on the part of Bidder to influence the evaluation process may result in the rejection of the EOI.

ix. BMC reserves the right to verify the validity of the information provided in the EOIs and to reject any bid where the contents appear to be incorrect, inaccurate or inappropriate at any time during the process of EOI.

x. Bidders shall be deemed to have:

   a. Examined the Request for EOI document and its subsequent changes, if any for the purpose of responding to it.

   b. Examined all circumstances and contingencies, having an effect on their EOI application and which is obtainable by the making of reasonable enquiries.

   c. Satisfied themselves as to the correctness and sufficiency of their EOI applications and if any discrepancy, error or omission is noticed in the EOI, the Bidder shall notify BMC in writing on or before the end date/time.

xi. The bidder shall bear all costs associated with submission of EOI, presentation/ POC/prototype desired by BMC. BMC will not be responsible or liable for any cost thereof, regardless of the conduct or outcome of the process.

xii. Bidders must advise BMC immediately in writing of any material change to the information contained in the EOI application, including any substantial change in their ownership or their financial or technical capacity. Copies of relevant documents must be submitted with their advice.

xiii. Shortlisted Bidders must not advertise/publicize in any form (without prior written permission from BMC) about their unit having been shortlisted by BMC.

xxi. Conflict of Interest: An Agency shall not have a conflict of interest that may affect the Selection Process or the Project. Any Agency found to have a Conflict of Interest shall be disqualified.

xxii. The empanelled agency is solely responsible for providing the essential resources, such as workstations, laptops, and appropriate licensed tools/software, to the deployed Manpower to perform their tasks and duties efficiently as per the scope of work.

xiv. BMC shall have the right to change the terms & conditions/ cancel the tendering process at any time, without thereby incurring any liabilities to the affected Bidders. Reasons for changing the terms & conditions/cancellation, as determined by BMC in its sole discretion include but are not limited to, the following:

    a. Services contemplated are no longer required

    b. Scope of work not adequately or clearly defined due to unforeseen circumstance and/or factors and/or new developments

    c. The project is not in the best interest of BMC

    d. Any other reason

<p style="text-align:center;color:red">Annexure–1</p>
<p style="text-align:center;color:red">Covering Letter</p>

To,

Smt.Apurva S.More,
Chief Personal Officer (BMC)
Brihanmumbai Municipal Corporation
Mumbai , Maharashtra

Dear Madam,

Subject: Submission of the Expression of Interest (EOI) for *"Empanelment of Agencies for conducting various competitive Online Examinations for different departments of BMC"*

We, the undersigned, offer to provide services in accordance with your Expressionof Interest (EOI)for Empanelment of Agencies for conducting various competitive Online Examinations for different departments of BMC dated_____. We are hereby submitting our Expression of Interest (EOI).We hereby declare that all the information and statements made in this Expression of Interest (EOI) are true and accept that any misinterpretation contained in it may lead to our disqualification.

We agree to abide by all the terms and conditions of the EOI document. We understand BMC is not bound to accept any proposal you receive.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Bidder:

Address:

Location:

Date:

Bidder's Information Details

Sr. No.	Items	Bidder's Response
1	Basic Information	
a	Name of the organization & contact person	
b	Registered office Address	
c	Phone no. of the contact person	
d	Email address of the contact person	
e	Web site if any, of the organization	
f	Year of commencement of business	
g	PAN no.	
h	GST no.	

Notarized Affidavit

(Notarized Affidavit) (**On Rs.500/-stamp paper**)

Affidavit

1. I /We hereby confirm that I/we am/are interested in signing agreement with BMC for as an empanelled *Empanelment of Agencies for conducting various competitive Online Examinations for different departments of BMC* which has been called by BMC and have uploaded our EOI along with the relevant essential documents.

2. Further, I / We confirm that

    i.   All the statements, documents, testimonials, certificates, etc. uploaded are genuine and the contents thereof are true.

    ii.   Any of our personnel, representatives, sub-consultants, sub-contractors, service providers, suppliers, partner and / or the employee will not directly or indirectly, engage in any activity that may intervene, interfere and/ or influence the selection process at any stage.

    iii.   Any of our personnel, representatives, sub-consultants, sub-contractors, service providers, suppliers, partner and / or the employee will Indemnify and compensate the BMC from any penalties and costs that may be incurred due to lapse/ s on our part including incorrect/ misrepresented / forged document or statements.

    iv.   If our institute is found contravening this undertaking even after award of contract in our favor, we accept disciplinary action by BMC including rejection of our EOI, annulment of contract.

Date: / /   Authorized Person's Signature

                                         Name & Designation with Seal

Annexure – 3

Non Blacklisting Undertaking

(Non-Blacklisting Letter on Companies Letter Head)

To,

Smt.Apurva S.More,
Chief Personal Officer (BMC)
Brihanmumbai Municipal Corporation
Mumbai , Maharashtra

Dear Madam,

Subject: Non-Blacklisting Undertaking

In response to the EOI document subjected above, I/ We hereby declare that presently our Company/ firm _____ is having an unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central Government/ PSU/Autonomous Body.

We further declare that our Company/ firm _____ is not blacklisted / debarred and not declared ineligible for reasons other than corrupt & fraudulent practices by any State/ Central Government/ PSU/ Autonomous Body in the last five years. If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Thanking you,

Yours faithfully,

Name of the Authorized Signatory

Signature

Seal of the organization

Date_____

Place _____

Annexure – 4

Format for submission of previous projects undertaken

Details of the project undertaken (Attach Copy of Purchase orders/ any documentary evidence) (One sheet for each Project should be submitted) **Project no. 1 ….**

Sr. No	Items	Mandatory (Y/N)	Bidder's Response	Supporting document name and page no.
1	Client name	Y		
2	Location of the client along with contact person, contact no and email id	Y		
3	Date of Purchase Order/Work Order/Contract/Any relevant document indicating work allocation for the project	Y		
4	Nature of project for the Clients (Please list the activities handled by the bidder)	Y		
5	Scope of Work	Y		
6	Number of Applicant participated	Y		

Note: The bidder should give the above information in this format only.

Authorized Signatory:

Name of the Authorized Signatory:

Date:

Place:

Seal :

(Bidders are required to furnish details for each project they have undertaken as per the Eligibility Criteria – Bidder Experience)

--x--