



Bihar School Examination Board

Sinha Library Road, Patna-800017

NOTICE INVITIG SHORT TERM e-TENDER

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

Tender Notice No- PR- /2019

Bihar School Examination Board, Patna invites e-tenders under two bid systems from the reputed, experienced & technologically sound Firms /Companies/ Agencies/ Societies having adequate infrastructure and Experience of handling the works of “**Mobile & Web Based Application for Examination Centre Absentee, Exam Material Dispatch, Distribution & Reporting with Image.**”

Sl No.	Scope of work	Cost of tender document (In Rupees)	Tender processing Fee (Non-Refundable)	Earnest Money (In Rupees)
		(inclusive of GST @18.00%) to be paid through e-payment mode (i.e. NEFT/ RTGS/ Credit Card/ Debit card) (in Rupees)		
1	2	3	4	5
1.	Mobile & Web Based Application for Examination Centre Absentee, Exam Material Dispatch, Distribution & Reporting with Image	2,360/- (Two Thousand Three Hundred Sixty Rupees only)	1,180/- (One Thousand One Hundred Rupees only)	1,00,000/- (One Lakh rupees only)

Tender Schedule/ Programme:

Sl. No.	Date and Time for Activity	Date/Time: Duration
1.	Online Sale/Download date of Tender documents	From: 17/12/2019 (11:00 Hrs.) to 03/01/2020 (13:00 Hrs.) (https://www.eproc.bihar.gov.in)
2.	Pre-bid meeting	21/12/2019 at 11:30 Hrs. (Bihar School Examination Board, Sinha Library Road, Patna-800017)
3.	Last Date/ Time for submission/ uploading of offer/ Bid	03/01/2020 up to 14:00 Hrs. (https://www.eproc.bihar.gov.in)
4.	Submission of form fee & EMD in Hard copy/ Original	03/01/2020 up to 14:15 Hrs. (Bihar School Examination Board, Sinha Library Road, Patna-800017)
5.	Date & time for opening of Technical Bid	03/01/2020 up to 14:30 Hrs (https://www.eproc.bihar.gov.in) (Bihar School Examination Board, Sinha Library Road, Patna-800017)

6.	Financial Bid Opening Date and Time	Date to be announced later by competent authority.
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- Detailed descriptions of the items and instructions for submitting your offer can be downloaded from e-tender website (<https://www.eproc.bihar.gov.in>).
- For support related to e-tendering process, Bidders may contact at “e- Procurement HELP DESK First Floor, M/22, Bank of India Building, Road No-25, Sri Krishna Nagar, and Patna-800001 Ph. No: 0612-2523006, Mob- 7542028164” or may visit the link “Vendor Info” at (<https://www.eproc.bihar.gov.in>).
- Corrigendum / Addendum, if any, will be published on e-Procurement Portal , Bihar <https://www.eproc.bihar.gov.in> itself.
- **Contact Details:** Sh. Jai Kishore Singh, Nodal officer - +91 6299923095, E-Mail ID – eproc.bseb@gmail.com
- **Note:** - Bihar school Examination Board reserves the right to accept/reject/reschedule any or all tenders without assigning any reasons.

SECTION-I

REQUEST FOR PROPOSAL

This tender is floated for Design, Development & Maintenance of “**Mobile and Web-based Application for Examination Centre Absentee, Exam Material Dispatch, Distribution & Reporting with Image**” of Matric, Intermediate and other examinations held by BSEB. The Project involves design, development and maintenance of Android based application and online Web based Monitoring and Management Software for tablet/smart phone for data and image capture, associated software documentations, user training and operational helpdesk support to the users of BSEB and deputed personals as per BSEB specifications and requirements. The scope of work shall include providing primary web-based solution for the purpose of data collection (approx. 1400 Examination centers of BSEB daily data entered by Centers level BSEB's person) and reporting of Center’s data across the State.

The approved agency will be required to carry out the work without any error to provide error-free Mobile and Web-based Application besides bringing in efficiency and effectiveness in record keeping through greater transparency, accountability, responsiveness and accessibility.

SECTION-II
INSTRUCTIONS TO BIDDERS

1. Details of Works:

Details of works are given in **Scope of Work**.

Standing instructions for bidders for e-tendering submission on <https://www.eproc.bihar.gov>

- i. The bidder shall submit his bid/tender on e-Procurement platform at www.eproc.bihar.gov.in
- ii. All the required documents should be attached at the proper place as mentioned in the e-forms otherwise the tender of the bidder will be rejected.
- iii. Tender Processing Fee (TPF) amount of Rs 1180/- to be paid through e-Payment mode (i.e. NEFT / RTGS, Credit / Debit Card) only.
- iv. For participation in this tender, prospective bidders are required to register themselves on the portal. Bidders will require valid Class-III digital signature certificates for submitting their bids. Bidders may avail training for online tendering as per instructions available on the website.
- v. Bidders shall submit their bids online through the portal.
- vi. Bids will not be accepted by any other mode (post/ by hand/ email/ fax etc) except otherwise explicitly specified. Documents uploaded on the portal will only be considered for evaluation.
- vii. Bidders must ensure that PDF files uploaded on the portal are not corrupted. Bidders must open all PDF documents and ascertain that these are not corrupted. Corrupted documents will be treated as documents not available.
- viii. For support related to e-tendering process, bidders may contact at following address “e-Procurement HELP DESK First Floor, M/22, Bank of India Building, Road No-25, Sri Krishna Nagar, and Patna- 800001 Ph. No: 0612-2523006, Mob- 7542028164” or may visit the <https://www.eproc.bihar.gov.in>

2. Eligibility Conditions (Qualification Criteria)

Documents required to be submitted for establishing Bidders Eligibility and Qualifications

- I. The bidder should be registered in India as per the company registration Act 1956 and should be in operation for at least 03 years in IT/ IT services from the date of publication of the bid. Notarized copy of certificate of incorporation should be enclosed along with the offer and having the capacity to provide services under the scope of RFP. All supporting document submitted along with PAN, GST, and experience etc. must be in name of registered Company.

- II. The Bidder should have Average annual turnover of 03 (three) Crore for any 3 financial years out of last four years i.e. 2015-16, 2016-17, 2017-18 and 2018-19.
- III. The Bidders shall not have been blacklisted/debarred/prohibited by Government of India / Government of Bihar or by any other state Government or Board/University.
- IV. The Bidders shall not undertake or continue any kind of work/contract with any of the school / institute affiliated to BSEB during the current year of their work.
- V. The bidder should have an experience of successfully developing, implementing & supporting at least one (01) project in Android based application development.
- VI. The bidder should have an experience of successfully implementation of minimum three (03) web-based applications as on bid calling date in design, development and maintenance of dynamic portal/web application in any Examination Board (Central/State) or any Public Service Commission or any Government department of (Central/State)/ Universities.
- VII. No Consortium will be allowed. The bidder must meet all the eligibility criteria by itself.
- VIII. Must have PF/NPS/ESI registration for minimum one year.
- IX. The bidder should have valid Capability Maturity Model Integration level 3 (CMMI 3) Certification for services and delivery. The certificate should clearly mention date of issuance, expiry date and issuing agency name.
- X. Tender Document fee and Bid security (EMD) for the amount as prescribed for various work.

As per Bihar Financial Rules 131(O) Bid Security (EMD) , Bid Security (EMD) may be accepted in the form of account payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the commercial banks in an acceptable form, safeguarding the purchaser's interest in all respects. The bid security is normally to remain valid for a period of forty-five days beyond the final bid validity period. And Bid Security (EMD) of Rs 1,00,000/- in favor of "Secretary, Bihar School Examination Board, Patna" must reach to BSEB office on or before the due date or in E-payment mode.

3. Cost of Bidding

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

4. Documents required for establishing Bidders Eligibility and Qualifications.

The technical bid should consist of the following Documents: -

- (i) Tender Document fee and Earnest Money Deposit (EMD) for the amount in the form of Demand Draft in favour of – Secretary, Bihar School Examination Board, Patna.
- (ii) Self-attested one recent passport size photograph (s) of the Bidder or the Authorized person or person (s) of the firm/Company/Agency with Name, Designation, Office/Residential address and office Telephone Number, whether the bidder is a sole proprietor/ Partnership Firm and if Partnership firm, Name, Addresses and Telephone Number of Directors/Partners must be furnished and enclosed.
- (iii) Partnership Deed in case of Partnership firm. The bidder must enclose the Articles of Association (In case of Company), by laws and Certificate of Registration (In case of Registered Co-operative Society).
- (iv) An undertaking on as Stamp Paper of Rs. (as applicable)- as per the given format in **Annexure-3**.
- (v) Self-Attested copy of PAN Card, GST Registration.
- (vi) Self-Attested copy of ISO Certification.
- (vii) Self-Attested copies of Annual Income Tax Returns of Previous any 03 years out of last four financial years (2015-16, 2016-2017, 2017-2018 and 2018-19) financial years.
- (viii) Proof of Satisfactorily Performance execution of similar works as specified in the eligibility criteria.
- (ix) An Affidavit that the Firm/Company/Agency/Society has not been debarred and/or Blacklisted in the last five years.

5. Amendment to Bid Document

- a. At any time, prior to the date of submission of bid, The Board may, for any reason whether at its own initiative or in response to a clarification required by a prospective bidder, modify the bid documents by amendments.
- b. Any amendment/addendum in the website (<https://www.eproc.bihar.gov.in>) only and this amendment /correction will be binding.

6. Undertaking (Bid Form)

The bidder shall complete the undertaking (Bid Form) and the appropriate price schedule furnished in the bid document covering the services to be rendered and price schedule Technical and Financial Bid.

7. **Bid Price.**

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

8. **Clause by clause compliance.**

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

9. **EMD**

EMD may be accepted in the form of account payee Demand Draft or Bank Guarantee from any of the nationalized banks in an acceptable form, safeguarding the purchaser's interest in all respects. The bid security is normally to remain valid for a period of forty-five days beyond the final bid validity period. And Bid Security (EMD) of Rs 1,00,000/- in favour of "Secretary, Bihar School Examination Board, Patna" must reach to BSEB office on or before the due date or in E-payment mode.

- i) The successful bidder's security will be discharged upon the bidder's acceptance of the award of contract satisfactorily and furnishing the performance security along with agreement (non-judicial stamp paper of Rs-as applicable), within 7 days from the date of award.

10. **The Bid Security may be forfeited:**

- a) If bidder withdraws his bid during the period of bid validity specified by the bidder in the bid form.
- b) If the successful bidder fails
 - i) To sign contract in accordance with **SECTION-II & V**.
 - ii) To furnish performance security in accordance with clause-2 of **SECTION-III**.
 - iii) A bid not secured in accordance with para 10 shall be rejected by the BOARD as non-responsive at the bid opening stage and returned to the bidder unopened.
 - iv) The bid security of unsuccessful bidder will be discharged / returned as early as possible as but not later than 30 days after the expiry of the period of bid validity.

11. **Format and Signing of Bid.**

The bidder shall prepare one complete set of Bid and **each page should be Stamped and signed.**

- i) The original copy of the bid shall be typed or printed and all pages numbered Consecutively and shall be signed by the bidder or by a person duly authorized to

sign the contract.

- ii) The over writing / erasures in the bid made by the bidder shall be attested by the person signing the bid.

12. **Submission of Bid.**

The bid should be submitted online mode through e-tendering (<https://www.eproc.bihar.gov.in>) only before due date and time.

14. **Bid Opening**

Bihar School Examination Board, Patna shall open bids through online e-Tendering (<https://www.eproc.bihar.gov.in>) platform.

15. **Evaluation**

15.1 Bihar School Examination Board, Patna shall evaluate the bids to determine whether they are complete, whether any computational errors have been made, whether documents have been properly signed and whether bids are generally in order.

15.2 If there is a discrepancy between words and figures the amount in words shall prevail prior to detail evaluation. Bihar School Examination Board, Patna will determine the substantial responsiveness of each bid to the bid document. A substantially responsive bid is one, which conforms to all the terms and conditions of bid document without material deviation. A bid determined as substantially nonresponsive will be rejected by Board.

15.3 Technical bids will be evaluated by a committee. Financial bids of only those bidders will be opened who are found suitable and eligible as per technical bids and inspection and who participate in the demonstration of the capabilities.

15.4 Board shall evaluate in detail and compare the substantially responsive bids and comparison of bids shall be on the price of the services offered as indicated in the Financial Bid in **SECTION VII** of the bid document.

15.5 Premises of bidder/agencies may be visited/inspected by the Board officers to ensure competency and capability of the agency without disclosing the date of visit.

15.6 Before finalizing the Quoted Rates in the Financial Bids of the qualified Bidders in terms of their Technical Bids, the rates will be reviewed and finalized.

16. **Award of Contract**

Bihar School Examination Board, Patna shall consider placement of letter of intent to those bidders whose offers have been found technically, commercially and financially acceptable. The bidder shall give his acceptance along with performance security in conformity within 7 (Seven) days of issue of letter of intent along with copy of agreement on non-judicial stamp paper of RS (as applicable) In case of delay, **Rs 5000/- per day**

may be imposed as penalty which will be deducted from the first bill of the agency.

17. **Right to vary quantities**

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

18. **Signing of Contract**

18.1 Signing of Agreement shall constitute the award of hiring contract on the bidder.

18.2 Upon the successful bidder furnishing the Performance Security the Board shall discharge its bid security

19. **Annulment of Award**

Failure of the successful bidder to comply with the requirement of **SECTION-III, IV & V** shall constitute sufficient ground for the annulment of the award and forfeiture of the bid security in which event Board may make the award to any other bidder at the discretion of Board or call for new bids.

20. **Period of validity of bids**

20.1. The bid (Technical & Financial) shall remain valid for 90 days after the date of opening of financial bids. A bid valid for a shorter period may be rejected by Board as non-responsive.

20.2. A bidder accepting the request of Board for an extension to the period of bid validity, in exceptional circumstances, will not be permitted to modify his bid.

20.3. Validity of the bid (Financial bid) may extend by mutual consent of both the parties.

21. **Allotment Criteria:**

a. Before allotment of work order, the Board will evaluate the Bids.

The Board may in its discretion redistribute allotment to eligible Bidder/s keeping in view the capacity /prior performance of the Bidder/s, provided the Bidder/s are agreed to match the lowest evaluated substantial responsive Bid.

22. **Corrupt or Fraudulent Practices :**

a. The Board requires the Bidders to strictly observe the laws against fraud and corruption, as in force in India, namely, Prevention of Corruption Act, 1988.

b. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in agreement execution.

- c. "Fraudulent practice" means misrepresentation of facts in order to influence a procurement process or the execution of an agreement which is detrimental to the Board and include collusion practice among Bidders (prior to or after Bid submission) designed to establish Bid price at artificial, noncompetitive levels and to deprive the Board of the benefits of free and fair competition.
- d. If at any stage, it is found that a particular firm has misrepresented/ concealed the facts or the contents of the documents and such documents submitted by the firm are found to be wrong or false, such conduct of the firm shall also be dealt with under fraudulent practices. (v) Any firm found involved in above cases may be blacklisted by the Board.

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

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

SECTION-III

GENERAL (COMMERCIAL) CONDITIONS OF CONTRACT

1. Application

Submission of bid against this offer shall bind the bidder for the acceptance of all the conditions specified herein by the BOARD.

2. Performance Security

Performance Security may be furnished in the form of an Account Payee Demand Draft or Bank Guarantee from a Nationalized bank in an acceptable form safeguarding the purchase interest in all respects.

2.1 The successful bidder shall be required to deposit an amount equal to 10% of the tendered value of the assigned work within 7 days of conveying BOARD for accepting the bid as Performance Security.

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

3 EXECUTION TIME LIMITS

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

4. PAYMENT TERMS

- i) No advance payment will be made under any circumstances.
- ii) Payment may be made by the board to the successful Bidder for Design, development and commissioning of **Automated System integrated with Examination record and Database Re-structuring**. The bidder has to provide 2(two) copy of Security audited latest source code with database in Hard Drive to BSEB along with Security audited certificate, certified by Cert-in empaneled agency at the time “Go Live”.

SL No	Activity	Payment terms
1.	Mobile and Web-based Application for Examination Centre Absentee, Exam Material Dispatch, Distribution & Reporting with Image, “Go Live”	80% after successful completion of Annual Examination
		20% after successful completion of Compartmental Examination
2.	Operational Cost/support and Maintenance after one cycle for next 2 years	To be paid annually

5. Termination of Contract

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

i) If the contractor fails, to execute the job within stipulated time frame or to provide Data/reports accuracy as desired or to the entire satisfaction of BOARD.

ii) If the contractor fails to perform any other obligation (s) under the contract.

5.2 BOARD may without prejudice, to other rights under law or the contract provided get the services of other agencies at the risk and cost of the contractor, in above circumstances. And the contractor shall be liable for any loss or damages which the BOARD may sustain by reason of such failure on the part of the contractor.

6 Penalty Terms:

The maximum penalty that can be levied on the Bidder for design, development, implementation and support of System (SYSTEM) solution in BSEB will not exceed 20% of the annual contractual value.

S No.	Item	Development (Delay Per day) in Rupees	Implementation (Delay Per day) in Rupees	Maintenance (Bug fixing and Error removing) (Delay Per day) in Rupees
1	Mobile and Web-based Application for Examination Centre Absentee, Exam Material Dispatch, Distribution & Reporting with Image	5000	5000	5000
2	Delay in Bugs fixation	5000	5000	5000
3.	Database error/ unaccusable	5000	5000	5000
4.	Delay in Delivery for whole/ part of project	1 st month 10%, 2 nd month 20%, 3 rd Month 30% and after three-month Bidder has to pay entire Cost of Project.		

7 Termination for insolvency

BOARD may also by giving written notice of 7 days and without compensation to the contractor terminate the contract if the contractor becomes unwilling, bankrupt or otherwise insolvent without affecting its right of action or remedy as hirer.

8 Jurisdiction

In case of any dispute, Jurisdiction for filing any suit shall be the Court at Patna.

9 Force Majeure

If any time, during the continuance of this contract, the performance in whole or in part by

either party of any obligation under this contract is prevented or delayed by reason of any war, or hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts or act of God (Hereinafter referred to as events) provided notice of happenings, of any such eventuality is given by either party to the other within 15 days from the date of occurrence thereof, neither party shall by reason of such events be entitled to terminate this contract nor shall either party have any claim for damages against the other in respect of such on performance or delay in performance under the contract shall be resumed as soon as practicable after such an event may come to an end or cease to exist.

10 Arbitration:

In the event of any question, dispute or difference arising under the agreement or in connection there with (except as to matter the decision to which is specifically provided under this agreement), the same shall be referred to sole arbitration of the Chairperson, Bihar School Examination Board, Patna; In case his designation is changed or his office is abolished then in such case to the sole arbitration of the officer for the time being entrusted whether in addition to the function of the Chairperson, Bihar School Examination Board, Patna, or by whatever designation such officers may be called (hereinafter referred to as the said officer) and if the Chairperson, Bihar School Examination Board, Patna, or the said officer is unable or unwilling to act as such, then to the sole arbitration of some other person appointed by the Bihar School Examination Board, Patna, or the said officer. The agreement to appoint an arbitrator will be in accordance with the Arbitration and Conciliation Act, 1996.

- i) The arbitrator may from time to time with the consent of both the parties set the time frame for bar coding system for answer sheets. Subject to aforesaid arbitration and conciliation Act, 1996 and the rules made there under, any modification thereof for the time being in force shall be deemed to apply to the arbitration proceeding under this clause.
- ii) The venue of the arbitration proceeding shall be Office of the Bihar School Examination Board, Patna, or such other place as the arbitrator may decide.
- iii) Jurisdiction for all the matters related shall be district court Patna, Bihar.

11 Set Off

Any sum of money due and payable to the contractor (including security deposit refundable to him) under this contract may be appropriated by BOARD and set off the same against any claim of BOARD for payment of a sum of money arising out of this contract or under any other contract made by contractor with BOARD

12 MSL Agreement:

MSL agreement should be signed by service provider with BSEB for defining the service condition.

SECTION-IV
SPECIAL CONDITIONS OF CONTRACT

1. The special conditions of contract shall supplement the Instruction to Bidders as contained in **SECTION-II** and General (Commercial) Conditions of the contract as contained in **SECTION-III** and wherever there is a conflict, the provisions herein shall prevail over those in **SECTION-II** and **SECTION-III**.
2. In case the date fixed for opening of bids is subsequently declared as holiday by the Government of Bihar, the revised schedule will be notified. However, in absence of such notification, the bids will be opened on next working day, time and venue remaining unaltered.
3. BOARD reserves the right to disqualify such bidders who have a record of not meeting contractual obligations against earlier contract entered into with BOARD.
4. BOARD reserves the right to blacklist a bidder for a suitable period in case he fails to honour his bid without sufficient ground.
5. The units registered under Single Point Registration Scheme of NSIC are eligible to get the benefits under Public Procurement Policy for Micro & Small Enterprises (MSEs) Order 2012 as notified by the Government of India, Ministry of Micro Small & Medium Enterprises, New Delhi vide Gazette Notification dated 23.03.2012 and amendment vide order no. S.O. 5670(E) dated 9th November 2018. The benefit includes waiver of Earnest Money Deposit (EMD) as required by tender document.
6. No Sub-Contracting by the Contractor is permissible by BOARD. However, the prospective bidders may be allowed to sublet certain identified ancillary activities (as deemed appropriate, proper and exigency of the situation/circumstances) of the major works with the prior permission of the Competent Authority of the Board.
7. The near relatives of all BOARD employees either directly recruited or on deputation are prohibited from participation in this tender. The near relatives for this purpose are defined as:
 - (a) Members of a Hindu Undivided Family,
 - (b) They are husband and wife,
 - (c) The one is related to the other in the manner as father, mother son(s), and son's Wife (daughter-in-law), Daughter(s) & daughter's husband (son-in-law) Brother (s) & brother's wife, sister(s) & sister's husband (brother-in-law).
7. The Tenderer (s) should give a certificate (**Annexure-2**) to the effect that none of his/her such relative is working in BOARD as defined above. In case of proprietorship firm, the certificate will be given by the proprietor, for partnership firm certificate will be given by all the partners and in case of Limited company by all Directors of the Company. Any breach of these conditions by the company or firm or any other person, the tender/work will be cancelled and earnest money/security deposit will be forfeited at any stage whenever it is noticed. The BOARD will not pay any damages to the company or firm or concerned person. The company or firm or the person will also be debarred for further participation in the concerned unit.

8. Board reserves right to counter offer price against price quoted by the bidder. Board reserves the right to divide the work among more than one bidder depending on the capability of bidder.
9. The details of the system designing and programs will have to be provided to the Board. All Application software modules will be the property of Bihar School Examination Board, Patna and agency will provide a working copy of all software Module (Source Code) with training to at least two employees of the Board, if required by the Board.
10. The time schedule may be altered / changed as per requirements of the BOARD from time to time as the work of processing of results is very crucial and is highly time bound. In case of any delay in supplying the desired report or services on the part of the computing agency, it shall be liable to pay charges of **Rs. 10000/- per day** to the BOARD. The **Secretary of the Board is empowered** to penalize the agency. If any cost is incurred by the Board in the form of Over-Time or any other means because of any delay on part of the Contractor, the same may also be recovered from the Contractor either fully or partially.
11. The allotment of works will be for the Academic Year 2019-2020. In case of exceptionally good performance of the party as evaluated by the Board, the work may be further extended for three years on each year basis. The Board may allot the work for all examination or may divide the work between two agencies as per decision of the **Board**. Board may rotate the activities among the agencies in any session in view of performance and capabilities.
12. The computing agency shall be required to undertake full responsibility of the safe custody and to maintain secrecy of documents supplied by the Board. Each document and data given by the Board shall be kept strictly confidential and no part of it shall be divulged to any person at any time without written authorization from the Board. In case of lapse, the computing agency will be fully responsible for the consequence.
13. The payment will be made by the board to the firm/agency only after successful completion of work concerned (as the case may be).
14. Data / Reports delivery to the Board and receipt of Data from Board, as per schedule, will be the responsibility of the agency. Labour charges in any case shall be borne by the agency.
15. The data prepared will be the property of the Board and the computing agency will have to supply all copy of the updated data file on portable hard disk as and when required by the Board. Data will not be erased without written permission of the Board at least for two years from the date of completion of work as a precautionary measure.
16. The agency will be required to supply a number of edit/check lists and updates in pre and post examinations processing till all mistakes are removed to the entire satisfaction of the Board.
17. All type of data validation will be the responsibility of the computing agency.
18. The agency will have to ensure 100% accuracy of the inputs and outputs.
19. The errors other than input documents errors (i.e. all type of documents/information, poor quality of photo / sign or any kind of stationery supplied by the Board) shall be the responsibility of the computing agency. For a mistake observed after completion of work, the agency will have to pay charges as under: -

- i) Any mistake in particulars. (Name of candidate, DOB, Father's Name, Mother's name,

School Name, subjects, marks etc) @ Rs.1500/- per candidate.

- ii) For change in photo /sign on certificates @ Rs. 2000/- per candidate.
- iii) For wrong declaration of result @ Rs. 5000/- per Candidate.
- iv) Web page for Form fill-up must open within 6 Seconds.

- 20. System will be property of BSEB. Hence there should be no right to use System Software anywhere else and/ or any other firm/ Organization. If found, a heavy penalty will be imposed.
- 21. Activity Logs of all kind of activity of System software should be maintained.
- 22. Security Audit and GIGW compliance.
- 23. The reports will have to be prepared as per instructions of the Board in the formats given/approved by the Board after getting clearance in writing from the Board and will have to ensure 100% accuracy.
- 24. The agency will have to develop and execute each report as intimated by the Board.
- 25. The Scope of work of Section-III may be awarded/allotted to two different firms by nearly dividing the volume of work into two equal parts preferably District wise (The decision of Secretary/Chairman for division of data will be final and binding to the bidder).
- 26. If a firm fail to meet the satisfactory level of work and unable to meet the time line fixed by the office, in that case the Secretary is empowered to shift the allotted work to the Second firm and the payment of the first firm will be forfeited.
- 27. For the work, the selected firm will share the data with each other as per structure (File Description) provided by the Board, to generate the various reports at state level.
- 28. For the work the selected firm will prepare the backend coding / programing for Software / Web Portal for the users as per guideline given by the Board. Prospective agency may have to co-ordinate & develop user interfaces in tandem with other involved parties /stakeholders / agencies as per desired application requirement.
- 29. It is the responsibility of bidder to restructure and tune the servers as well as database. BSEB will provide the platform (no of machines and database installed) / Cloud Computing Environment in Indian-pacific zone to meet the satisfactory level even in the peak stage of data insertion by the users.

SECTION-V

Scope of Work

Mobile and Web-based Application for Examination Centre Absentee, Exam Material Dispatch, Distribution & Reporting with Image.

Objectives: -

- i) The Objective of this Android and Web application is to reduce time, bring in efficiency in the existing system by capturing of images and online data entry of following records:
- ii) Items received to Examination Centre- Instruction sheet, No of Answer books (variable and non-variable), theory OMR, two type of Attendance sheets, Absentee sheet, Expulsion sheet, dispatch memo, Roll Sheet, packing materials- Envelops, Poly Bag, Plastic bag, corrugated box, etc.
- iii) Items dispatched from Examination Centre- No of bag which contains Answer books and OMR with count, Attendance sheets, Absentee sheet, Expulsion sheet, etc.
- iv) Candidates attendance- Present or Absent or Expelled at different examination centers.
- v) Items Dispatched from Chief secrecy officer (CSO)/ District Education Officer (DEO)- Fly sheet, theory OMR.

This application shall also incorporate feature to assess the performance of logistic services. An MIS of item received or dispatched to / from BSEB, Examination center, Chief secrecy officer/ District Education Officer.

The board desires a user friendly and platform independent application which can be used on mobiles as well as desktops by the end users. The application should meet the standard of Mobile responsive website which may be used seamlessly as Mobile App (as mentioned in the scope of work)

Proposed System: -

- i) The Bidder shall be responsible for design, development and maintenance of Android based application and online Web based Monitoring and Management Software for tablet/smart phone for data and image capture.
- ii) Associated software documentations, user training and operational helpdesk support should be facilitated to the users of BSEB and deputed personals as per BSEB requirements. The scope of work shall include providing primary web-based solution for the purpose of data collection (approx. 1400 Examination centers of BSEB daily data entered by Centers level BSEB's person) and reporting of Center's data across the State.
- iii) Examination center wise login feature to validate the user.
- iv) Proposed app reporting module should map with BSEB proposed exam schedule and roll sheet generated henceforth. There should be provision to capture the image pasted on

bags/ boxes and data entry field to enter the relevant data, all the images and data captured have to be stored at centralized server in cloud/Data Centre provided by BSEB.

- v) Web based dashboard for real time validation of student's absentee with image captured via app with corresponding data.
- vi) App should have feature to send different types of reports like OMR / Theory answer book (Variable/Non-Variable used) supplied, used and rest, its packaging advice with packet/cartoon count etc.
- vii) App should send the report of other packaging items used by the Examination centre
- viii) There should be a provision to sync absentee data with Barcoding Application to freeze the target of barcoding to be done for a particular subject.
- ix) Master data of all centers/location would be provided by BSEB and the system have to display comparison report of data and items' image captured at respective centers/ location. The centers/ location could be Examination centers, barcoding centers, Evaluation Centers & regional offices of BSEB.

1. Candidate attendance status compilation (Present/Absent): –

- a. After validation of examination center, user app should provide a feature to catch the absentees' detail
- b. The proposed system should have attendance screen in which users can enter Roll No and Roll Code of respective candidate. Relevant data displayed by system along with image of candidate' attendance sheet should be sent to central repository in BSEB proposed server.
- c. System should generate a report of all subject absentee and partial absentee.

2. Itemized data and image capturing-

- a. Center/ Location based user login. After login a screen with name of that center and menu will be displayed.
- b. The proposed system should have menu of Item list, for each item app should feature to capture image of packets level based on count.
- c. System should generate a report of all Item matched or mismatched from master data.

3. Web based Monitoring and Management Software also covers information related to real time report of Student attendance, absentee, expulsion, item received and dispatched at examination centers.

4. Hand holding / capacity building to end-users.

5. Development of new forms & reports of various modules as needed from time to time as required by BSEB.

6. Tuning and change in application codes for optimal performance.

7. Module Version Control of both Web Application Software and Android based application.

8. Debugging & fixing of operational problems & error handling during the course of application roll-out and real time usage.

9. The collected data will be also uploaded on Central Server (cloud / DC), BSEB, on daily basis will be available online as Reports through interface software.
10. Generate additional reports and modify existing reports & queries, as per user's requirement.
11. The Bidder shall provide hands-on assistance to the users to resolve any operational doubts as and when needed while the Application is in operation.
12. The bidder will be responsible for data integrity. The bidder will also identify the type & nature of data error and reports will be handed over to concerned users for correction and resubmission. Data to be corrected upon final confirmation / validation from the users.
13. The service provider shall document all the changes incorporated in the Application software and also improves the documentation of existing user / system reference manuals of different modules wherever it is necessary and Possible.
14. The software engineers must have knowledge and working experience of .NET and J2EE technology.
15. The service provider shall warrant absolute satisfactory performance of the System component developed and delivered in terms of contract during the Validity period of contract. The service provider shall extend full operational Support in respect of such system component during period and shall undertake to remove all bugs that may be noticed during this period.
16. At the deployment and end of the contract period, the service provider shall provide the soft copy of updated running source code and the details of new program developed within the scope of work / changes in the existing program, their function, flow charts and operational procedure.
17. The service provider will enhance/ modify the existing code as per changes in requirements/ change in rules as and when required by BSEB
18. Optimization: - The bidder will review the existing code and modify so as to increase the efficiency of the application. A detailed report of proposed changes and risks involved along with the implications will be handed over to the department and approval will be sought before making necessary changes.
19. Data validation/ correction: During the tenure of the contract, as and when required, the bidder would perform data validation/ correction to enable smooth operations.
20. Documentation: The bidder would prepare a detailed user document, administration document for the software and also incorporate any changes made during the tenure of the contract in the documents.
21. Reports & MIS: The bidder would generate reports based on user requirements from the data available in the database.
22. Training: The bidder would train the users in the newly developed modules as and when required/released. The successful bidder shall provide hands-on assistance to the users to resolve any operational doubts as and when needed while the Application is in operation.

23. Bidder should maintain the application software by versioning and maintaining tracks of all the changes made to the software. At the end of the contract period, the bidder would hand over the code along with all the versions to BSEB.
24. It is the responsibility of the vender to ensure that the web portal hosting is taken care of and that any problems are quickly resolved.
25. Selected service provider / agency will have to assimilate & restore all previous database backup starting from school level till last month in new web based application.
26. The bidder shall deploy at least one application developer as representatives of company to deploy/deliver the above android and web application and Implementation of new changes in the application software as and when any new component/ rules comes into effect as per department specifications and requirements.

Indicative functionalities and features: -

1. Display of bilingual information in English and Hindi.
2. MIS web portal should be based on interactive multimedia-oriented design. It should also support multiple banner for respective pages.
3. MIS web portal compatible to all the browser like Chrome, Mozilla, Firefox, Internet Explorer safari, opera etc.
4. MIS Web portal should be Responsive i.e. compatible to Mobile, Tabs, i-Pad.
5. MIS should have drill down facilities to ensure analysis
6. MIS should be available at various levels starting from individual Examination center and going up to state level
7. The MIS access should be secure with visibility of data as per the roles and level of authority
8. Bidders are free to suggest any other MIS or type of MIS which may be useful for the operations & required deliverables.
9. Capability to provide role-based access
10. Capability to set the profile of each system user with hard coding
11. Capability to enforce the limits on the wrong passwords attempts by any user; which thereby can be removed by the administrator.
12. Capability to enforce the complex alphanumeric, case sensitive passwords
13. Capabilities to enforce re-login in to the applications after expiry of pre specified idle time for the application.
14. Capability to facilitate adhoc back-ups creation, scheduling back-ups & recovery of databases and application.

15. Capability to support the archiving of data back-ups by date. 3.16. Capability to support operational security to restrict access through passwords
16. District / Exam center / state / admin level User role maintenance time to time different level User creation
17. Module wise access rights and authentication for functions as: Publish, Add, delete, edit view and archival
18. System / transaction monitoring
 - a. Tracking of data flow
 - b. weekly Data back-up
 - c. System / application upgrades
 - d. Capability to create a hierarchy of schools by district, block etc. so that all data can be tracked accordingly.
 - e. Creation and management of menu, link in client side.
 - f. Content management editor to attach the information as per the department requirement and should support content in multiple formats including PDF, DOCX, TXT, JPEG, JPG, PPT, XML, EXCEL, XPS etc.
 - g. System should have the option to display in the dashboard all the feedback date wise.
 - h. MIS portal should free from vulnerabilities.
 - i. creation of new module as per BSEB requirement.

Project Solution Deliverables: -

1. This will be in conformity with the terms specified in the RFP document and shall include the submissions made by the bidder in their proposal and work plans, further refined during the negotiations. Deliverables and milestones shall be established with a process of formal acceptance or such measurable criteria.
2. The Bidder is required to deliver the products and services at the destination as informed in the letter of acceptance for execution. Transportation and insurance of products and services shall be arranged by the bidder and all such expenses will be borne by the Bidder.
3. Weekly/monthly progress reports with regard to the project progress and status of the project from time to time to be presented to BSEB. The bidder must provide these reports w.e.f. the date of signing the contract.
4. All database, website and Application Software shall be installed on only dedicated Server to optimize load time and hosting platform shall have a guaranteed uptime of 99.9%.
5. At the end of the project the bidder must provide complete back-up of the data with source code of web application and Android application.
6. Complete documentation such as SRS, SDD, Training manuals, maintenance manual, user manuals and any another deliverable required by BSEB.
7. In case, the bidder makes a request to BSEB for using other database or operating system, the cost of such changes including licenses, patches, updates, AMC etc. has to be borne by the bidder. The bidder has to ensure that OS software and database is fully patched and hardened on regular basis.

8. The bidder should also be able to integrate and incorporate any new network. The connectivity and integration with different systems would be done by the bidder to the satisfaction of the BSEB. The changes / additions / deletions during the contract period would be done by the bidder with no additional cost.

Support

Operational and Maintenance support shall be provided by the bidder for the solution for the entire duration of the project. In addition:

1. The bidder will deploy one experienced qualified Technical Project Manager locally available at Patna, who will interact with the department for all regular day to day activities. He will be a single point of contact for BSEB regarding any problem related to services procured/MIS report generation or customization.
2. The bidder is required to keep necessary backup infrastructure to deal with any component failure. Manpower and components required are left to the discretion of the bidder.
3. For non-availability of the services / MIS report generation / system failure the department reserves the right to deduct payments.

Quantum of records

- a. No. of students: - approx. 30 lacs
- b. No. of answer sheets: - approx. 1 Cr 78 lacs
- c. Expected no. of teachers/evaluators: - approx. 1 lac
- d. Types/Templates of question paper: - approx. 300 subjects

Responsibilities of Agency: -

- a. To develop such a mechanism which provides end to end solution (development, maintenance of such an application) of entering absentee and item delivery status through a reliable, robust and efficient multiuser and platform independent software.
- b. Generation of various MIS reports to monitor the progress of evaluation process at different evaluation centers as well as of different evaluators at any given point of time.
- c. To provide secure application as marks of students is considered the most sensitive data by the board.

SLA for Bug Fixing: -

Defect Assignment	Definition	Incident Management	Defect Management
Severity 1: Critical	<p>The system is out of service or unavailable for all users</p> <p>Or</p> <p>The performance of the system is unacceptable for all users</p>	<p>Response Time: 30 minutes during working hours</p> <p>Recovery: 2 working hours</p> <p>Updates: Every 1 hour</p>	<p>Workaround / Patch: 5 working days</p> <p>Permanent Fix: Next software release</p> <p>Updates: Estimated time of workaround provided within 1 working day</p>
Severity 2: Major	<p>Major components or core functionality of the system are unavailable or not usable for some users</p> <p>Or</p> <p>The system is unavailable for one or more users</p> <p>Or</p> <p>The performance of the system is unacceptable for one or more users</p>	<p>Response Time: 1 hour during working hours</p> <p>Recovery: 4 working hours</p> <p>Updates: Every 4 hours</p>	<p>Workaround / Patch: 5 working days</p> <p>Permanent Fix: Next software release</p> <p>Updates: Estimated time of workaround provided within 1 working day</p>
Severity 3: Normal	<p>Major components or core functionality of the system are working imperfectly in one or more of its commonly used scenario(s)</p> <p>Or</p> <p>A non-core function or feature is not usable or does not work in one or more of its commonly used scenario(s)</p> <p>Or</p> <p>A majority of users complain about a defect that would otherwise be classified as</p>	<p>Response Time: 1 working day</p> <p>Recovery: 2 working days (if feasible)</p> <p>Updates: N/A</p>	<p>Workaround / Patch: N/A</p> <p>Permanent Fix: Next software release</p> <p>Updates: Defect report upon request</p>

Defect Assignment	Definition	Incident Management	Defect Management
	Minor or Trivial		
Severity 4: Minor	<p>A core function or feature is failing in rare or difficult to reproduce scenarios Or</p> <p>A non-core function or feature is working imperfectly in one of its commonly used scenarios</p>	<p>Response Time: 5 working days</p> <p>Recovery: N/A</p> <p>Updates: N/A</p>	<p>Workaround / Patch: N/A</p> <p>Permanent Fix: May be resolved in next software release</p> <p>Updates: Defect report upon request</p>
Severity 5: Trivial	A feature is working, but not as preferred or expected and with no real detriment to system functionality	<p>Response Time: 5 working days</p> <p>Recovery: N/A</p> <p>Updates: N/A</p>	<p>Workaround / Patch: N/A</p> <p>Permanent Fix: May not be resolved</p> <p>Updates: Defect report upon request</p>

SECTION VI
Technical Bid

Name of company/Firm		
Year of Establishment		Attachment
Address		
Phone with STD code		
Mobile		
Email id		
PAN No		Attachment
GST NO		Attachment
Type of company prop. /partners/ private limited.		Attachment
The bidder should have an experience of successfully implementation of at least One (01) projects of Android based application development.		(Copy of work order) Attachment
The bidder should have an experience of successfully implementation of minimum three (03) web-based applications software as on bid calling date in design, development and maintenance of dynamic portal/web application in any Examination Board (Central/State) or any Public Service Commission or any Government department of (Central/State)/ Universities.		
Average Annual Turnover (AAT) during for any last three financial years out of four financial year (2015-16, 2016-2017, 2017-2018 and 2018-19) should be at least Rs. 03 (three) Crores or more.		Attachment Audited Profit and loss statement and ITR
2015-2016		
2016-2017		
2017-2018		

2018-2019		
Blacklisted / debarred?		(Self-certified letter) Attachment
BID Form (Section VIII)		Attachment
Declaration about relationship with BSEB Employee in affidavit		Attachment
About company premises (Owned/rented Area)		Attachment

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

Dated Signature of the Owner with rubber seal of the firm

SECTION-VII

Financial Bid

Rates for “**Mobile and Web-based Application for Examination Centre Absentee, Exam Material Dispatch, Distribution & Reporting with Image**”.

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

Sl.No.	Activity	Rate in Figure in Rs (Exclusive of GST)	
1	Mobile and Web-based Application for Examination Centre Absentee, Exam Material Dispatch, Distribution & Reporting with Image.	F1	
2	Support and maintenance (rate per year for 2 Years)	F2	
3.	Rate for Customisation (rate per week Manpower)		
3.1	Project manager	F3	
3.2	Database Administrator	F4	
3.3	Senior Programmer	F5	
TOTAL Financial Bid			

For the purpose of selection, financial bid with lowest total financial value (L1) as per following formula shall be qualified for awarding the tender: -

$$\text{Total Financial value(F)} \\ = F1+F2+F3+F4+F5$$

Rates must be exclusive of GST. Service tax is not applicable as The Board is exempted from service tax. **The Financial bid is to be submitted through e-Tender mode only.**

For the purpose of selection, financial bid with lowest total cost shall be qualified for awarding the tender.

Authorized Signatory _____ (with name and seal)

Firm: _____ Phone: _____

Address: _____

Fax _____ Email: _____

BANK GUARANTEE FORMAT FOR SECURITY DEPOSIT

Guarantee No.....
Amount of Guarantee Rs.....
Guarantee cover from Dated:.....
To Dated:
Last date for Lodgment of claim:

In consideration of (hereinafter called “Beneficiary”) having agreed to exempt Ltd., having its Registered Office situated at(hereinafter called “the service provider”) from the demand of Security Deposit of Rs. (Rupees.....only) under the terms and conditions of Tender Notice No.....dated(Hereinafter called the “said Tender”) for the due fulfilment by the said service provider of the terms and conditions contained in the said Tender, on production of the Bank Guarantee for Rs.....(Rupees..... only), at the request of the Service provider.....(Name of Bank issuing Guarantee), a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertakings) Act ,1970 having its Head Office amongst others a branch at (hereinafter referred to as “the Bank”) has agreed to give following guarantee in favour of the beneficiary for an amount not exceeding Rs..... (Rupees..... Only) against any loss or damage caused to or suffered or would be caused to or suffered by reason of any breach by the said the service provider of any of the terms and conditions contained in the said Tender and agreement for a period of 5 years from the date of completion of work.

1. We,office at..... (the Bank) do hereby undertake to pay the amount payable under this guarantee without any demur merely on a demand from the beneficiary stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by reason or any breach of the terms and conditions contained in the said Tender or by reasons of the obligator’s failure to perform the said Tender. Any such demand in writing made on the Bank shall be conclusive as regards the amount due and payable by the Bank under the guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs.....

2. We,.....(the Bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Tender and that it shall continue to be enforceable till all the dues of the beneficiary under or by virtue of the said Tender have been fully paid and its claims satisfied or discharged or till the beneficiary certifies that the terms and conditions of the said have been fully discharged this guarantee. Unless a demand for claim under this guarantee is made on us in writing on or before 13.04.2025...we shall be discharged from all liabilities under this guarantee thereafter.

3. We, the Bank further agree that the beneficiary shall have the fullest liberty, without consent and without effecting in any manner or obligations hereunder, to extend time of performance by the said Supplier(s) from time to time or to postpone for any time any of the powers exercisable by the beneficiary against the said the service provider and to forbear or enforce any of the terms and conditions relating to the said Tender and we shall not be relieved of our liability by reason of any extension being granted to the said the service provider for any forbearance, act or omission on the part of the beneficiary or any indulgence by the beneficiary to the said the service provider or by any such matter or thing whatsoever which under the law relating to sureties would not for this provision have effect of so relieving us.

4. We, the Bank lastly undertake not to revoke this guarantee during its currency except with the previous consent of the beneficiary in writing.

5. Notwithstanding anything herein contained, the Bank's liability under this guarantee shall be limited to Rs..... (Rupees only) and stand completely discharged and all your rights under this guarantee shall stand extinguished if no claim or demand is made upon the Bank in writing on or before ...13/04/2025... (date) and all your rights under the said guarantee shall be forfeited and the Bank shall be deemed to be relieved and discharged from all liabilities there under.

PLACE:

DATE

SIGNATURE

Declaration regarding near Relationship with BOARD Employee

I _____ S/o _____

R/o _____

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

Signature:

Name:

Signed in capacity of:

Date:

(ON A STAMP PAPER OF Rs..... (As applicable))
UNDERTAKING

Tender No.: PR -

Dated:

To

The Secretary
Bihar School Examination Board,
Patna-800017

Sub: Mobile and Web-based Application for Examination Centre Absentee, Exam Material Dispatch, Distribution & Reporting with Image.

Dear Sir,

1. Having read the conditions of contract and services to be provided, the receipt of which is hereby duly acknowledged, we, undersigned, offer to provide the required Services for the work with the conditions of contract and specifications for the sum shown in the schedule of prices attached herewith and made part of this Bid.
2. We undertake, to enter into agreement as early as possible of being called upon to do so and bear all expenses including charges for stamps etc and agreement will be binding on us.
3. If our Bid is accepted, we will obtain the guarantees of a Nationalized/Scheduled Bank for a sum not exceeding 10% of the contract sum for the due performance of the Contract.
4. We agree to abide by this Bid for a period of 90 days from the date fixed for Bid opening and it shall remain binding upon us and may be accepted of any time before the expiration of that period.
5. Until an agreement is signed and executed, this Bid together with your written acceptance thereof in your notification of award shall constitute a binding contract between us.
6. Bid submitted by us is properly sealed and prepared so as to prevent any subsequent Replacement.
7. We understand that you are not bound to accept the lowest or any bid, you may receive.

Dated this Day of20.....

Signature of incapacity of

Duly authorized to sign the bid for and on behalf of

Witness

Address

Signature

Signature of the Bidder with seal

Declaration Letter of Maintaining Confidentially, Privacy and Security of Data

Ref. No.: Date:

To,

The Secretary

Bihar School Examination Board,
Patna-800017

Subject: Declaration letter for maintaining confidentiality, privacy and security of BSEB data and information.

Reference: [Tender Ref. No.: PR-_____]

Dear Sir,

With respect to the above tender, I/We hereby affirm that our organization and our personnel will maintain the confidentiality of data, information supplied, method of operation, procedures, etc. of the Board. I/we will take appropriate actions in respect to its personnel to ensure the obligations of nonuse and non-disclosure of confidential information.

Thanking you,

Your sincerely,

(Signature with Date and Stamp)

Name

Designation

Company Name