

HIGH COURT OF MADHYA PRADESH, JABALPUR

No. Reg(IT)(SA)/2023/06

Dated: 03-01-2023



Bid Document for

**For Online Examination (Computer Based Test): Conduct and Processing
of Examinations of High Court of Madhya Pradesh, Jabalpur (M.P.)**

High Court of Madhya Pradesh, Jabalpur-482001

Telephone : 0761-2623358

Website : www.mphc.gov.in

e-mail : mphc@nic.in

1. Fact Sheet

S. No.	Particulars	Details
1	Tender ID	No. Reg (IT) (SA)/2023/06
2	Tender date	03-01-2023
3	Selection Method	Tender will be awarded to the Bidder with the highest score based on the Quality and Cost Based Selection (QCBS) Evaluation Method.
4	Request for Proposal (RFP) issued by	High Court of Madhya Pradesh, Jabalpur.
5	Availability of RFP	RFP can be downloaded from www.mphc.gov.in www.mptenders.gov.in
6	Online EMD & online tender fees	The proposal should be submitted along with online application fee of Rs.10,000/- (Rupees Ten Thousand only) and online Earnest Money Deposit (EMD) of Rs.10,00,000/- (Rupees Ten Lakh only) in the form of online mode through e-procurement tender portal www.mptenders.gov.in in favour of "Registrar General, High Court of Madhya Pradesh, Jabalpur" valid for the period of 6 months. The Bid submitted without EMD and/or the application fee/tender fees shall be summarily rejected.
7	Performance Bank Guarantee (PBG)	Bank Guarantee as per the standard format valid for at least 36 months.
8	Nodal Officer for correspondence and Clarification.	Principal Registrar (Exam), High Court of Madhya Pradesh, Jabalpur.
9	Date of Pre-Bid meeting	13 th January, 2023 at 11:30 A.M. in the Conference Hall, South Block of the High Court of Madhya Pradesh, Jabalpur. Note:- The bidders are requested to send their suggestions / queries on following e-mail id:- regithcjbpm@mp.gov.in with a copy to mphc@nic.in by 12 th January, 2023.

10	Last date and time of online submission of proposal (mandatory).	06 th February, 2023 before 06:00 P.M.
11	Last date and time of submission of hardcopy of proposal (mandatory).	07 th February, 2023 before 05:00 P.M. at Inward Section/Receipt Section, High Court of Madhya Pradesh, Jabalpur.
12	Date and time of opening of technical Bids.	8 th February, 2023 before 11:00 A.M.
13	Date & Time of opening of the online price bid at the High Court of Madhya Pradesh, Jabalpur.	Intimate Date and Time to the shortlisted Bidders, after Technical evaluation.

TERMS AND CONDITIONS FOR E-TENDERING

- 1.1 For participation in e-tendering module, it is mandatory for prospective bidders to get registration on website www.mptenders.gov.in. Therefore, it is advised to all prospective bidders to get registration by making on line registration fees payment at the earliest.
- 1.2 Tender documents can be purchased *only online* on payment of tender fees and downloaded from website www.mptenders.gov.in by making online payment for the tender document fee.
- 1.3 Service and gateway charges shall be borne by the bidders.
- 1.4 Since the bidders are required to sign their bids online using class-III Digital Signature Certificate, they are advised to obtain the same at the earliest.
- 1.5 For further information regarding issue of Digital Signature Certificate, the bidders are requested to visit website www.mptenders.gov.in. Please note that it may take upto 7 to 10 working days for issue of Digital Signature Certificate. Department will not be responsible for delay in issue of Digital Signature Certificate.
- 1.6 If bidder is going first time for e-tendering, then it is obligatory on the part of bidder to fulfill all formalities such as registration, obtaining Digital Signature Certificate etc. well in advance.
- 1.7 Bidders are requested to visit our e-tendering website regularly for any clarification and / or due date extension.
- 1.8 Bidder must positively complete online e-tendering procedure at www.mptenders.gov.in
- 1.9 Department shall not be responsible in any way for delay /difficulties /inaccessibility of the downloading facility from the website for any reason whatever.
- 1.10 For any type of clarification bidders can / visit www.mptenders.gov.in. For any technical related queries please call at 24 x 7 Help Desk Number 0120-4001 002 ; 0120-4200 462 ; 0120-4001 005 ; 0120-6277 787 ; Technical - support-eproc@nic.in. Support timings: Monday to Saturday from 10:00 AM to 7:00 PM.
- 1.11 Interested bidders may attend the free training programme in Bhopal at their own cost. For further query please contact help desk.
- 1.12 The bidder who so ever is submitting the tender by his Digital Signature Certificate shall invariably upload the scanned copy of the authority letter as well as submit the copy of same in physical form with the offer of particular tender.
- 1.13 **The firms registered under NSIC and MSME (The vendor to be registered with both NSIC and MSME for claiming exemption of tender fees) are exempted for submission of tender fees only. But they have to submit valid EMD as per the tender requirement.**

2. Request for Proposal

Tenders are invited from eligible, reputed and qualified IT Firms with sound technical and financial capabilities for implementation and maintenance of Computer Based System for Examination Process for **High Court of Madhya Pradesh, Jabalpur- 482001** as detailed out in the Scope of Work of this Request for Proposal (RFP) Document. This invitation to bid is open to all Bidders meeting the pre-qualification criteria as mentioned in this RFP Document.

Background Information

Basic Information

- a) **High Court of Madhya Pradesh, Jabalpur- 482001** invites responses ("Proposals") to this Request for Proposals ("RFP") from Companies / Agencies ("Bidders") for selection of "Service Provider".
- b) Proposals must be received not later than the time, date at the venue mentioned in the Fact Sheet. Proposals received after the deadline will not be considered in this procurement process.
- c) Interested bidders are advised to study the RFP document carefully. Submission of response shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

Project Background

High Court of Madhya Pradesh, Jabalpur- 482001 intends to implement a system that will manage the online examination process for candidates in major cities of Madhya Pradesh (M.P). The examination shall held on in all major cities (7 to 15) with two/one sessions each day requiring a total number of at least 25,000 nodes at each session.

The system shall mainly comprise the following activities:-

- Application designing.
- Preparation and maintenance of a robust website for on-line submission of applications, documents and fees.
- Arranging a gateway for the submission of fees on-line.
- Generation / Download of Admit cards.
- Preparation of centers for Computer based exam.
- Creation of Question Paper.
- Conduct of Computer Based Examination.

- Setting-up of Help desk.
- Preparation/compilation of Result.
- Generation of Merit List.
- MIS/customized report generation.

Key Information

About High Court of Madhya Pradesh, Jabalpur.

The present State of Madhya Pradesh, as is well known, was originally created as Central Province on 02/11/1861, as Judicial Commission's territory and was administered by the Judicial Commissioner. The Judicial Commissioner's court at Nagpur was, at that time, the highest Court of the territory. It was converted into a Governor's province in 1921, when it became entitled to a full-fledged High Court for administration of Justice. Financial & administrative difficulties however, resulted in denial of a High Court, for about 15 years, to the Central Provinces. Meanwhile Berar, a part of Nizam's State of Hyderabad, was transferred in 1933 to the Central Province, for administration. This gave the state its new name "Central Provinces & Berar". Thereafter, by virtue of Letters Patent dated 2nd of January 1936, issued under Section 108 of the Government of India Act, 1915, by King Emperor, George the Fifth, Nagpur High Court was established for Central Provinces & Berar. This Letters Patent where under the Nagpur High Court was constituted and invested with jurisdiction, continued in force even after the adoption of the constitution of India on 26th of January 1950 by virtue of Articles 225 & 372 thereof.

On 1st of November 1956 the States Reorganization Act was enacted. The new state of Madhya Pradesh was constituted under S.9 thereof. Subsection (1) of Section 49 of the States Re-organization Act ordained that from the appointed day i.e., 1st of November 1956, the High Court exercising jurisdiction, in relation to the existing state of Madhya Pradesh, i.e. Nagpur High Court, shall be deemed to be the High Court for the present state of Madhya Pradesh.

Thus Nagpur High Court was not abolished but by a legal fiction it became High Court for the new state of Madhya Pradesh with its seat at Jabalpur. Hon'ble the Chief Justice, vide order dated 1st of November, 1956 constituted temporary benches of the High Court of Madhya Pradesh at Indore and Gwalior. Later, by a Presidential Notification Dt. 28th November 1968, issued in the exercise of the powers conferred by the Subsection (2) of section 51 of the States Reorganization Act, 1956, permanent benches of the High Court of Madhya

Pradesh at Indore and Gwalior were established. This state of affairs continued till 1st of November 2000, when the state of Chhattisgarh was carved out of the existing state of Madhya Pradesh by virtue of the provisions of the Madhya Pradesh Reorganization Act, 2000 and the High Court of Chhattisgarh was established for that state with its seat at Bilaspur. The High Court of Madhya Pradesh at Jabalpur then became High Court for the successor state of Madhya Pradesh.

3. Scope of Work

This Scope of Work has been divided into following three broad phases

- Pre- Examination Phase
- Examination Phase
- Post -Examination Phase

Note - Following shall be made available by the High Court of Madhya Pradesh, Jabalpur.

- Rules for merit list generation
- Question Paper for the examination

Note- Following shall be made available by the Selected Bidder

- Soft copy of Candidates' Application Master Database having Name, Gender, Date of Birth, Roll No, Centre No., Shift, Photographs, Signature and address.
- Soft Copy of Centre Master having Centre No. and Centre Details.
- Complete candidates' response during the examination and audit trail.
- Raw Scores and Merit List.

Pre- Examination Phase

- The selected Bidder should design the application for candidates to register themselves for the Computer Based Examination.
- The selected Bidder should make provisions for admit card download. The candidate should be able to download and take a printout of the successfully filled applications.
- The selected bidder should prepare and maintain the website for the submission of online application, documents, fees and portal charges from the respective candidates.

- The selected bidder is expected to arrange for a gateway for the online submission of fees and portal charges.
- The selected bidder is expected to arrange for Jammer facility at all online Examination Centre as required by the High Court and for this bidder may take help of the High Court. The jammer shall be arranged by the High Court in coordination with the respective / selected vendor and Government Agency.
- The selected bidder shall make payment for the expenditure incurred on Jammers facility out of money received from candidates through payment Gateway.
- The selected bidder will keep amount of portal charges with itself after making payment towards Jammer facility and rest of the amount received as examination fee through payment Gateway shall be deposited in Government account. The cost of jammer facility is not to be added in the commercial / price value. Since, it is the fixed charges that are to be paid to the respective agency for availing the facility of jammer during the conduct of examination.
- The selected Bidder is expected to draw the examination plan and design the examination processes as follows:-
 - Complete Security management processes:-
 - Physical Security
 - Information Security
 - Server Security
 - Network Security
 - Candidate handling process:-
 - Mapping of candidates' details with Exam Centers
 - Validation and verification of identity
 - Attendance and biometric (photograph and thumb impression) handling
 - Machine/seat allocation and handling of security parameters
 - Bulk/individualized SMS
 - Bulk/individualized emails
 - Customer care number for responding to queries
 - Any other processes related to conduct of Examination.

- The selected Bidder shall prepare and provide Standard Operating Procedure (SOP) for all processes for safe and secure conduct of examination along with rules for contingency and exception handling/ emergency procedures.
- The selected Bidder shall provide specifications for Hardware and Software required at all stages of the examination.
 - Application management and generation of Admit cards
 - Exam Centers
 - Devices and systems to be used for authentication and audit trail mechanisms required for Exam.
- The selected Bidder shall provide consulting, training and manpower support to handle the entire Examination. The required Hardware, Software, networking including Internet (leased line) shall be installed by the Bidder on lease/rent basis, whose cost would be covered under the commercial bid.
- The selected bidder shall ensure maximum security of processes, infrastructure, servers, networks etc. as per the plan drawn in consultation with the **High Court of Madhya Pradesh, Jabalpur.**
- The selected Bidder shall identify required Exam Centers in each of the 07-15 major cities of Madhya Pradesh ensuring that 10% of the systems are available as backup per shift i.e. if 100 systems are going to be used, the center shall have at least 110 systems available per shift.
- The selected Bidder shall ensure that all Exam Centers have the prescribed Hardware, Software, Internet and LAN connectivity for conducting Examination.
- The selected Bidder shall ensure that UPS facilities and Generator facility are available at each Exam Centre for uninterrupted power.
- The selected Bidder shall carry periodic audit at Exam Centers for:
 - Hardware, Operating System, Processor Speed, RAM, Network and internet connectivity, Key Boards etc.
 - Software - Screen resolution, bandwidth for internet and LAN connectivity, Browser.
 - Working condition of UPS and Generator.
- The selected Bidder shall ensure suitable drinking water and separate toilet facilities for both Boys and Girls at each centre of the examination.
- The selected Bidder shall provide a facility to candidates for static mock link for mock test within a fortnight of signing the contract. The same facility

should also be available online to be run through web server. The mock test should be a replica of the examination.

- The helpdesk duration is for all working days and holidays from 8.00 AM to 8.00 PM.
- The selected Bidder shall host and manage the examination process through intranet based solution at Exam Centers.
- The selected Bidder shall securely transmit, download, install and implement Question Papers.
- The selected Bidder shall ensure checking of original documents and admit card of the candidates at the examination gate. Individual password shall be given to each candidate by the Bidder at the examination center after verification of the documents.
- The selected Bidder shall ensure that the Signature of the candidate is taken on the attendance sheet and Verification of the signature on attendance sheet is done vis-a-vis the signature on the admit card.
- The selected Bidder shall ensure complete registration process of the candidates (digital photo, finger print etc.) and allow candidates to appear for exam at Exam Centre through pre-allotted seat/machine. The biometrics taken at this stage shall be used later on for authentication purposes. It is expected from the bidder that proper biometrics attendance of the candidates are to be recorded so that the selected candidates can be verified at the time of final examination / interview.
- The selected Bidder shall arrange/provide adequate displays and provide required instructions/ information to the candidates appearing for exam at Exam Centers.
- All pre-examination phase processes shall be carried out by the selected Bidder in consultation with the **High Court of Madhya Pradesh, Jabalpur-482001**

Examination Phase

- The selected Bidder shall provide adequately trained manpower as per the ratio mentioned below (the man power is not required fulltime and the requisite manpower can be made available during process of conducting of examination):-

Each Exam Centre should have adequate capacity with 10 % buffer and should have minimum number of personnel, as described below, deployed by the Bidder;

- i. Exam Centre Administrator - 1 (regular employee of the Bidder)
- ii. IT Manager - 1 (regular employee of the Bidder)
- iii. Invigilators - 1 per 20 systems with a minimum of 2 in a room
- iv. Support Staff - Minimum 1 per 100 students (Suitability need to be justified with centers) and locations
- v. Security Guards - Minimum 1 per 100 students (Suitability need to be justified with centers)
- vi. Peons - Minimum 2 per 100 students

The above staff should be increased proportionately on the basis of size of the center in terms of nodes for exam.

- The Examination shall be computer based with questions being provided onscreen on a random basis, without any manual intervention.
- Sufficient time of 15-20 minutes shall be allotted before the exam for providing orientation to the candidates on the structure of the exam, time limits and guidelines for answering the question papers.
- Computer based exam software should support standard features such as automatic calculation of test score, negative marking, time left, flag questions for review, navigation to unanswered questions and prompt for submission.

Minimum Candidate System Pre-requisites:-

Screen Resolution	1024X768
Operating System	Latest Windows Professional / Ubuntu Operating System
Browser	Internet Explorer or above as supported by the Operating Systems/ Chrome / Fire Fox
Browser settings	Java Script enabled Pop-up blocker disabled Under 'Settings' of 'Temporary Internet Files', set 'Check for newer versions of stored pages' to 'Every visit to the page' Proxy disabled (Direct Internet) USB disabled, Keyboard disabled during exam after login

Minimum Exam Centre Server Prerequisites:-

Processor	Intel Core i5 with latest generation processor.
RAM	8GB or higher
Screen resolution	1024 X 768 or above
Operating system	Compatible for candidates systems as clients, must meet the performance criteria.
Performance Criteria	Must support at least 100 clients without any perceivable degradation in performance. All mouse/key clicks are to be recorded for each client with time stamp for audit purposes. Response time for question/page loading must be less than one second. All responses to be acted upon in real time in the same environment.

Required number of servers for a center must be provided by the Bidder for assured performance. Additional equivalent and suitable servers for backup and mirror services will need to be provided by the Bidder.

- The Bidder shall complete registration process of the candidates before start of examination (digital photo, bio-metric finger print etc.) and after that allow candidates to appear for test at Examination Centers.
- The Bidder shall arrange/provide adequate displays and required instructions/ information to the candidates appearing for test at Examination Centers.
- While exam may be conducted on local LAN, data of test progress should be transferred to central server on **real time basis** (or as specified by **High Court of Madhya Pradesh, Jabalpur**) for monitoring purposes. Bidder should provide reports to **High Court of Madhya Pradesh, Jabalpur** to view the test progress.
- The Bidder shall maintain audit trails of all activities of the candidate (click by click) during the course of the examination.
- The Bidder shall obtain candidate's feedback through online Feed Back Form, after the examination is over.
- The Bidder shall provide blank paper sheet/s to the candidates as per requirement.
- The Bidder shall have a contingency plan for Student management/Shifting in case of any emergency.
- The Bidder shall monitor and supervise Exam Centre activities on monitoring console to be installed by the Bidder in **High Court of Madhya**

Pradesh, Jabalpur -482001. The data should be real time data generated from each Exam Centre during the examination. The monitoring console is to be provided by the bidder in order to monitor and supervise Exam Centre activities on monitoring console and that is to be installed by the Bidder at High Court of Madhya Pradesh, Jabalpur with adequate manpower. The data should be real time data generated from each Exam Centre during the examination process.

- At the end of the exam, transfer/export of candidate response and audit trails shall be done by the Bidder on secured channel from local server to Central server of the Bidder within 1 Hour from each exam center. Other data such as attendance sheet, finger print, photograph, seating plan etc. (if any) should be sent to **High Court of Madhya Pradesh, Jabalpur - 482001** within 7 days of conclusion of each exam shift.

Post-Examination Phase

- The selected Bidder shall provide required software to calculate marks obtained by each candidate as per requirement of the **High Court of Madhya Pradesh, Jabalpur.**
- The selected candidate's responses, biometric, photograph, audit trails should be uploaded automatically from the local server to Bidder's data center in a secured manner. There should not be any traces of any data pertaining to candidate whatsoever post uploads left on the exam server.
- The selected Bidder should be able to hand over the raw responses/data to **High Court of Madhya Pradesh, Jabalpur** immediately (same day) after the candidate's response upload from local exam server. The software should have capability to take the answer key post examination.
- The selected Bidder should be able to send to each of the candidates its own response after the examinations.
- The selected Bidder shall ensure Generation of Merit list based on the rules/validation shared by **High Court of Madhya Pradesh.**
- The selected Bidder shall provide documented inputs and support for handling:-
 - Candidates queries
 - RTI queries
 - Court Cases, if any

Note:-

1. The selected Bidder will have to carry/ demonstrate complete System Test Run (STR) with test data to the **High Court of Madhya Pradesh, Jabalpur** before implementation of the software. The Bidder should also be able to demonstrate **click by click audit trail for any type of enquiry**.
 2. The selected Bidder should also be able to demonstrate Application server logs to capture all errors, warnings and exceptions that are generated in applications along with the time at which they occurred.
- **Test Data Archiving:** The selected Bidder shall archive the result and other examination data for future references after specified time, as per requirement of the **High Court of Madhya Pradesh, Jabalpur**.
 - **MIS generation/ customized reports:** The selected Bidder shall provide adequate information to the Examination Wing as per the requirement of the **High Court of Madhya Pradesh, Jabalpur**. All type of reports which are required by the examination cell shall be required to be prepared by the bidder. The MIS report / customize report shall be developed in order to meet the requirement of Examination Cell of the High Court.

4. Essential Technical Pre-requisites

- 1) The bidder should be a company/ firm registered (minimum 5 years old) in India. The registered bidder should be operating in India for a minimum of three years with an objective of offering relevant IT Solutions and Services that are the subject matter of this tender.
- 2) The bidder shall be single point of contact with the **High Court** and shall be solely responsible for the execution and delivery of the work. The selected Bidder will provide examination delivery software.
- 3) The average annual turnover of the bidder should be at least Rs. 25 crores during last 3 financial years. The turnover should be of the bidder and not of the group companies. The turnover refers to a company turnover and not the composite turnover of its subsidiaries/sister concerns etc. for 2019-20, 2020-21 and 2021-22.
- 4) The bidders Average Annual Turnover during last three years should be Rs. 15 Crores or more in India from computer based examinations and other

related examination process. (Attached documentary evidence such as audited Balance sheet etc).

- 5) The bidder should not have incurred any loss during last three years up to financial year ending 31st March, 2022. The bidder should submit certified copies of their company Balance Sheet and Profit and Loss Account duly audited for the last three financial years.
- 6) The Bidder should be registered with appropriate tax authorities such as GST etc. and should submit self-certified copies of valid certificates of registration with these authorities.
- 7) The bidder must have ongoing / successfully executed 5 similar project(s) in all India basis, out of which at least one project should be Conduct of Computer based Examination in 15 or more cities with capability of 20,000 or more candidates in single shift. The documentary evidence in form of work Order / contract and performance report/ must be enclosed on the client's letter head/ Company secretary Certificate. (Bidder's past achievement in this regard shall be considered for technical evaluation).
- 8) The bidder must own the complete source code of the software being used for conducting the Computer based exam. They must have the copyright of the source code and all its components.
 - a) The bidder should have all the necessary components and dependency of source code of computer based examination system in place so that any change required in any of the components of the software can be undertaken by their in-house technical team. Required skills should be made available to make necessary configuration changes. The major/minor configuration changes in software requested by the **High Court of Madhya Pradesh, Jabalpur** must be met immediately. The bidder should have at least regular 100 or more technical employees employed in-house in India for Conduct of exam, development of software, maintenance of software, networking and data security. The proof of ESI/PF registration or self-declaration shall be submitted.
 - b) Different versions of Software code should be managed appropriately in a standard version control system within the organization.
 - c) Software code should have multiple backup systems in place so that anytime source code can be recovered in case of any disaster.
 - d) The bidder should own the test cases and regression testing code to produce, to prove that they have done necessary testing of the software

to scale up to conduct large scale assessments. Testing should not be limited to system features and functionality. The system used to conduct the exam must be tested for Performance, Security, Usability, High-Availability, Business Continuity, and Disaster-Recovery.

- e) The bidder should design a highly secured system and conduct security tests to verify that there are no vulnerabilities that can make the system susceptible to attacks. Comprehensive testing of source code, software binaries and the infrastructure must be carried out. Results of such security tests should be made available for each major release of the system used to conduct the exam.
 - f) The bidder should have in-house quality assurance group and a strong quality management system to do quality check of the software.
 - g) Proper security provision for source codes shall be maintained.
- 9) The bidder must have primary data center with DR site infrastructure for data Security. Both the Data Centers should be located in India in different seismic zones. The data center must be Tier III and ISO certified. Data Centre should be certified as per the Government of India Guidelines. The infrastructure of the bidder must be Cert - in certified as per Govt. of India guidelines.
 - 10) The bidder must use 256 bit encryption for Question paper transfer.
 - 11) The bidder must be able to conduct computer based examination in multidisciplinary / multiple subjects as well.
 - 12) The bidder must have authorized quality and security software certifications i.e. **ISO-27001 , ISO 20000 and ISO 9001.**
 - 13) The Bidder should have infrastructure in about 04-05 major cities/towns of Madhya Pradesh (M.P.) with validated nodes/computers, appropriate technology, hardware and software, dedicated connectivity, trained proctoring staff, adequate security measures and due diligence etc.
 - 14) The contract shall be on "End to End outsource basis" and the bidder should have all relevant facilities and logistics available to execute the work.
 - 15) The bidder must show and submit suitable emergency management plan during any crisis situations/ redundancy of servers, switches, nodes additional center locations, students' data.
 - 16) The bidder should not have been blacklisted by central / state government departments / undertakings. The bidder should not be blacklisted by the Central Government / State Government and other Semi Government

Department and undertaking of the same is provided by the vendor as on the date / day of bidding (date of online submission).

- 17) The bidder should be able to support the entire solution (across MP) on a **24 x 7** basis with a maximum response time of three hour.
- 18) At any time before the submission of bids, **High Court of Madhya Pradesh, Jabalpur** may amend the tender by issuing an addendum in writing or by standard electronic means. If the amendment is substantial, Bidder(s) shall be given reasonable time to make amendment or to submit revised bid and the deadline for submission of bids will be extended if required by the Examination Section, **High Court of Madhya Pradesh, Jabalpur. The High Court of Madhya Pradesh, Jabalpur has the right to cancel or modify the tender.**
- 19) Even though bidders may satisfy the above requirements, they may be disqualified in the following circumstances:-
- If the bidder has made misleading or false representation or facts or deliberately suppressed the information to be provided in the forms, statements and enclosures of this document. Record of poor performance such as abandoning work, not properly completing the contract or financial failures/weaknesses.
 - If confidential inquiry reveals facts contrary to the information provided by the bidder.
 - If confidential inquiry reveals unsatisfactory performance in any of the selection criteria.
 - If bidder is engaged in any activity such as conducting of coaching classes etc. which can influence conduct of professional exam.

5. Scoring Model

Sr. No.	Criteria	Score
1.1	Technical Capability	25 (maximum score)
1.1.1	Legal Structure	
	Partnership/Proprietary	1
	Private Limited	3
	Public Limited	5
1.1.2	CMMi level	
	ISO 27001/ISO20000/ISO9001	5
	CMMi level 3 with ISO 27001	10
	CMMi level 5 with ISO 27001	15
1.1.3	Overall IT staff strength (Project Management/	

	Development/ Operations)	Quality Assurance	/Implementation/	
	>=100-250			2
	>250-500			3
	>500			5
1.2	Financial Capability			15 (maximum score)
1.2.1	Annual Turnover of Company for the period of 2019-2020, 2020-2021, 2021-2022.			
	<100 Crore INR			1
	>100 to 250 Crore INR			3
	>250 Crore INR			5
1.2.2	Average annual turnover from examination service for the period 2019-2020, 2020-2021, 2021-2022.			
	<50 Crore INR			2
	>50 - 70 Crore INR			5
	>75 Crore INR			10
1.3	Specific Capability / Experience of the Bidder relevant to the assignment (SC)			50 (maximum score)
1.3.1	No of Assignments in computer based examination (with more than 25,000 candidates) completed in India in last three year (as on date of bid submission)			
	< 5 assignments			2
	5 - 10 assignments			5
	> 10 assignments			10
1.3.2	No of cities covered in a single project in India in last three year (as on date of bid submission)			
	< 15 cities			2
	15 - 30 cities			5
	> 30 cities			10
1.3.3	Infrastructure Capability in India (Proof to be submitted)			
	<=10,000			2
	10,001 - 20,000			5
	>20,000			10
1.3.4	Primary Data Center with Secondary DC site to be managed by the bidder for data Security			
	Tier III DC infrastructure with Secondary DC Outsourced by the bidder			5
	'Tier III DC infrastructure with Secondary DC owned by the bidder			10
	'Tier III DC infrastructure with Secondary DC owned by the bidder with Cert-in Certified infrastructure or ISO 27000 certification.			20
2	Approach and Methodology			10 (maximum score)
2.1	Details of Methodology and Approach			
	The marks for Approach and Methodology will be given by the Committee based on detailed methodology submitted by the bidders. There will be no presentation by the bidders on			10

	the same and the marks shall be in the range of zero to 100% depending on the extent of meeting the corresponding requirements.	
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6. Evaluation of Bids

Technical Evaluation

- 1 Detailed technical evaluation shall be carried out along with other conditions in the tender document to determine the substantial responsiveness of each tender. For this clause, the substantially responsive bid is one that conforms to all the eligibility and terms and condition of the tender without any material deviation. The bidder may submit their deviation sheet if any along with the tender document.
- 2 The evaluation committee may call the responsive bidder(s) who comply with all terms and conditions of the tender for discussion and presentation to facilitate and assess their understanding of the scope of work and its execution. The bidder should give a detailed presentation on how their technology is best suited for the **High Court of Madhya Pradesh, Jabalpur**. However, the committee shall have sole discretion to call for discussion/presentation.
- 3 The bidder should propose a solution for the optional items shown in the financial bid of the Tender Documents as per suitable process. The solution quality of the optional items would also be considered for evaluating the technical bid.

Financial Evaluation

The Financial Bid of those Bidders who have been found to be technically eligible will be opened. The Financial bids of ineligible bidders will not be opened.

The online Financial Bids shall be opened in the presence of representatives of technically eligible Bidders, who may like to be present. **High Court of Madhya Pradesh, Jabalpur** shall inform the date, place and time for opening of the online Financial Bid.

The financial bids are to be submitted online and no hard sheet/ copy is to be submitted along with the bid.

Evaluation and Comparison of Bids (QCBS)

80 % weight-age will be awarded for Technical Evaluation and 20 % weight-age will be awarded for Financial Evaluation.

Technical Bid will be assigned a Technical score (Ts) out of a maximum of 100 points, as per the Scoring Model provided in the previous section.

The commercial scores would be normalized on a scale of 100, with lowest score being normalized to 100 and the rest being awarded on a pro-rata basis. Such normalized scores would be considered for the purpose of QCBS based evaluation, explained in section below.

Final Evaluation Criteria - Quality and Cost based selection (QCBS)

The individual Bidder's commercial scores (CS) are normalized as per the formula below:

$F_n = F_{min}/F_b * 100$ (rounded off to 2 decimal places) Where,

F_n = Normalized commercial score for the Bidder under consideration

F_b = Absolute financial quote for the Bidder under consideration

F_{min} = Minimum absolute financial quote

Composite Score (S) = Ts * 0.8 + Fn * 0.2

The Bidder with the highest Composite Score(S) would be awarded the contract.

7. Important Instructions

1. The Bidder should follow defined Software Change Management processes to manage changes in the software. Such a process would include Change Request Management, Impact Analysis, Change Approval, Change Implementation, Version Control, Version labelling, Testing, OA Certification and Deployment into production.
2. The Bidder must employ multiple backup systems including offline backups to securely maintain the software and its corresponding source code.
3. The Bidder should have an in-house quality assurance and product testing team with a robust quality management process that are followed to test and certify the system used to conduct the exam. The bidder should maintain documented test cases and maintain evidence of successful test execution covering all test cases. Rigorous testing must be done for major as well as minor and patch releases.
4. Testing should not be limited to system features and functionality. The system used to conduct the exam must be tested for Performance, Security, Usability, High-Availability, Business Continuity, and Disaster-Recovery.
5. The Bidder should design a high-performance system and conduct performance tests to verify successful achievement of high concurrency, fast response time, and long-stress duration required of the system used to conduct the exam. Results of such performance tests should be made available for each major release of the system used to conduct the exam.
6. The Bidder should design a highly secured system and conduct security tests to verify that there are no vulnerabilities that can make the system susceptible to attacks. Comprehensive testing of source code, software binaries, and the infrastructure must be carried out. Results of such security tests should be made available for each major release of the system used to conduct the exam.
7. Suitable emergency management plans towards any crisis situations/redundancy of servers, nodes additional center locations, students' data etc. should be maintained by the Bidder.
8. The Bidder should be able to support the entire solution (across MP) on a **24 x 7 basis** with a maximum response time of 3 hours.

9. At any time before the submission of bids, **High Court of Madhya Pradesh, Jabalpur** may amend the tender by issuing an addendum in writing or by standard electronic means. The addendum shall be sent to all bidders and will be binding on them. Bidders shall acknowledge receipt of all amendments.

10. If the amendment is substantial, Bidder(s) shall be given reasonable time to make amendment or to submit revised bid and the deadline for submission of bids will be extended by the **High Court of Madhya Pradesh, Jabalpur**.

11. **The contract shall be initially for the period of 03 years and shall be extended further for a period of one year depending upon the satisfactory performance of the vendor.**

8. General Information

The tender is a "Two Bid" document. The technical bid should contain all the relevant information and desired enclosures in the prescribed format along with Earnest Money Deposit (EMD). The online financial bid should contain only commercials. **In case, any bidder encloses the financial bid within the technical bid, the same shall be rejected summarily. The financial bids are to be submitted online and no hard sheet/ copy is to be submitted along with the bid.**

All information called for in the enclosed forms should be furnished against the respective columns in the forms. If information is furnished in a separate document, reference to the same should be given against respective columns in such cases. If any particular query is not applicable, it should be stated as "Not Applicable". However the bidders are cautioned that not giving complete information called for in the tender forms or not giving it in clear terms or making any change in the prescribed forms or deliberately suppressing the information may result in the bidder being summarily disqualified. Tenders made by fax and those received late will not be entertained.

The Responses should be typewritten or handwritten but there should not be any overwriting or cutting. Correction, if any, shall be made by neatly crossing out, initialing, dating and rewriting. The name and signature of bidder's authorized person should appear on each page of the application. All pages of the tender document shall be numbered and submitted as a package along with forwarding letter on bidder's letter head.

The bidder should enclose online bid security (EMD) of Rs.10 Lakhs of the **High Court of Madhya Pradesh, Jabalpur** in the form of online mode through e-procurement tender portal www.mptenders.gov.in in favour of “Registrar General, High Court of Madhya Pradesh, Jabalpur” valid for the period of 6 months. The Bid submitted without EMD and/or the application fee/tender fees shall be summarily rejected. No exemption for EMD will be entertained. The successful bidder shall be required to deposit performance security in form of bank guarantee valid for 36 months, equal to 3 percent (3%) of contract value within 15 days from the date of the award of the work. The EMD of the unsuccessful bidders shall be returned without interest after award of work to the successful bidder. The EMD of the successful bidder shall be returned only after the signing of the contract along with performance security deposit. The EMD stands forfeited in case the bidder withdraws or amends his bid after submission of tender document.

Reference, information and certificates from the respective clients certifying technical, delivery and execution capability of the bidder should be signed and the contact numbers of all such clients should be mentioned. The **High Court of Madhya Pradesh, Jabalpur** may also independently seek information regarding the performance from the clients.

The Bidder is advised to attach any additional information, which they think is necessary in regard to their capabilities to establish that the bidder is capable in all respects to successfully complete the envisaged work. They are however, advised not to attach superfluous information. No further information will be entertained after tender document is submitted, unless the **High Court of Madhya Pradesh, Jabalpur** calls it for.

Even though bidder may satisfy the qualifying criteria, they are liable for disqualification if they have a record of poor performance or not able to understand the scope of work etc.

Prospective bidders may seek clarification regarding the project and/ or the requirements for prequalification, in writing through mail within a reasonable time.

The tender document can be downloaded from the **High Court of Madhya Pradesh** web site www.mphc.gov.in and/or from Government tender portal www.mptenders.gov.in. The technical documents should be kept in sealed envelopes super scribing "**Tender for Computer Based Exam Delivery**" for Examination in **High Court** so as to reach **Inward / Receipt Section, High**

Court of M.P. Jabalpur before 05:00 P.M on 07th February, 2023. Late tenders shall not be accepted. The technical bids shall be opened in the office of Registrar General on 11:00 A.M. on 08th February, 2023 in the presence of bidders who may like to be present.

All disputes arising shall be subject to the jurisdiction of appropriate court of Jabalpur, Madhya Pradesh, India alone and shall be governed by the law of India.

In case of any dispute following arbitration clause will apply:-

Any question, dispute or difference arising under the contract, shall be referred to the sole arbitrator appointed by Hon'ble the Chief Justice of High Court of M.P., Jabalpur. The award of the arbitrator shall be final and binding on both the parties to the contract. The place of arbitration shall be at Jabalpur only.

The expense of arbitration will be incurred by the parties asked and subject to final award. The Arbitration & Reconciliation Act 1996 and the rules there under, any statutory modification thereof for the time being in force shall be deemed to apply to the arbitration proceedings under this contract.

The **High Court of Madhya Pradesh, Jabalpur** reserves right to award the work/cancel the award without assigning any reason. In case of differences, if any, the decision of the **High Court of Madhya Pradesh, Jabalpur** shall be final. The work can be awarded to one or more agencies, if need arises.

The payment shall be in Indian Rupees and shall be paid only after successful completion of work without error and delays. The successful bidder has to sign an agreement on non-judicial stamp paper which shall contain clauses related to liquidated damages on account of delays, errors, cost and time over runs etc. In case the bidder fails to execute the contract, the **High Court of Madhya Pradesh, Jabalpur** shall have liberty to get it done through any other agency with full cost recoverable from the bidder in addition to damages and penalty.

Bidders are neither allowed to join hands to participate in the tender nor allowed to submit multiple bids. Any such act will make the bid liable for rejection.

Any disputes arising out of this tender will be subject to the Courts of Jabalpur M.P only.

Even though bidders may satisfy the above requirements, they may be disqualified in the following circumstances:-

- If misleading or false representation of facts are made or deliberately suppressed in the information provided in the forms, statements and enclosures of this document.
- If they have a record of poor performance such as abandoning work, not properly completing the contract or financial failures/weaknesses.
- If confidential inquiry reveals facts contrary to the information provided by the bidder.
- If confidential inquiry reveals unsatisfactory performance in any of the selection criteria.
- If bidder is engaged in any activity which can influence the conduct of exam such as conducting of coaching classes etc.

In such cases, **High Court of Madhya Pradesh, Jabalpur** has the right to cancel or modify the tender. The technical bid shall consist of -

- Technical information as desired in prescribed format.
- The **online financial** information as per Annexure -I
- The details of experience of similar works as per Annexure - II
- Organizational Structure and information as per Annexure III
- Technical and Administrative manpower available for this work as per Annexure IV
- Physical Infrastructure such as availability of Exam Centers, technology, hardware, software etc. as desired and scope of work as per tender document.
- Online EMD and online tender fees.

9. Appointment of Successful Bidder

Award Criteria

The High Court of Madhya Pradesh, Jabalpur will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bid as per the process outlined above.

Right to Accept Any Proposal and To Reject Any or All Proposal(s)

High Court of Madhya Pradesh, Jabalpur reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals at any time prior to award of contract without thereby incurring any liability to the affected bidder or bidders or any obligation to inform

the affected bidder or bidders of the grounds for **High Court of Madhya Pradesh, Jabalpur** action.

Notification of Award

Prior to the expiration of the validity period, **High Court of Madhya Pradesh, Jabalpur** will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, **High Court of Madhya Pradesh, Jabalpur** may request the bidders to extend the validity period of the bid. The notification of award will constitute the formation of the contract. Upon the successful bidders furnishing of Performance Bank Guarantee, **High Court of Madhya Pradesh, Jabalpur** will notify each unsuccessful bidder and return their EMD. The EMD of successful bidder shall be returned only after furnishing of Performance Bank Guarantee and signing of Contract.

Performance Guarantee

The High Court of Madhya Pradesh, Jabalpur will require the selected bidder to provide an irrevocable, unconditional Performance Bank Guarantee within 15 days from the Notification of award, for a value equivalent to 3% of the total cost. The Performance Guarantee should be valid for a period of 36 months. The Performance Guarantee shall be kept valid till completion of the project and Warranty period. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, **High Court of Madhya Pradesh, Jabalpur** at its discretion may cancel the order placed on the selected bidder without giving any notice. **The High Court of Madhya Pradesh, Jabalpur** shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or **High Court of Madhya Pradesh, Jabalpur** incurs any loss due to Vendors negligence in carrying out the project implementation as per the agreed terms & conditions.

Signing of Contract

After **High Court of Madhya Pradesh, Jabalpur** notifies the successful bidder that its proposal has been accepted, **High Court of Madhya Pradesh,**

Jabalpur shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the bidder between the **High Court of Madhya Pradesh, Jabalpur** and the successful bidder with mutually agreed terms and conditions.

Time Frame

The successful bidder would be required to make the system up and operational within a period of 10 days from the date of signing of Contract.

Information security and data privacy

The successful bidder will be responsible for providing secure systems. The successful bidder is expected to adhere to Information Security Management procedures as per acceptable standards with best practices.

The vendor shall be responsible for guarding the Systems against virus, malware, spyware and spam infections using the latest Antivirus corporate/Enterprise edition suites which include anti-malware, anti-spyware and anti-spam solution for the entire system. The vendor shall have to maintain strict privacy and confidentiality of all the data it gets access to.

Payment Schedules

Total payment will be done immediately after sharing the reports. This has to be done as per the amount quoted by the bidder in online financial bid.

Fraudulent and Corrupt Practices

The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, **High Court of Madhya Pradesh, Jabalpur** shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in the Selection Process. In such an event, **High Court of Madhya Pradesh, Jabalpur** shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for, inter alia, time, cost and effort of the Authority, in regard to the RFP, including consideration and evaluation of such Bidder's Proposal.

For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:-

_ "corrupt practice" means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of **High Court of Madhya Pradesh, Jabalpur** who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOI or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of **High Court of Madhya Pradesh, Jabalpur** shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical consultant/ adviser of **High Court of Madhya Pradesh, Jabalpur** in relation to any matter concerning the Project;

_ "fraudulent practice" means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;

_ "coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person's participation or action in the Selection Process;

_ "undesirable practice" means (i) establishing contact with any person connected with or employed or engaged by **High Court of Madhya Pradesh, Jabalpur** with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and

_ "restrictive practice" means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

Force Majeure

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or **High Court of Madhya Pradesh, Jabalpur** as the case may

be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:

- Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics.
- Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos
- Terrorist attack, public unrest in work area provided either party shall within 10 days from occurrence of such a cause, notifies the other in writing of such causes.

The bidder or **High Court of Madhya Pradesh, Jabalpur** shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity, confidentiality survive termination of the contract.

Limitation of Liability

Neither party shall be liable to the other party for any special, indirect, incidental, exemplary, punitive or consequential losses or damages or loss of profit, loss of goodwill, loss of revenue or operational losses whether in contract, tort or other theories of law, even if such party has been advised of the possibility of such damages. The total cumulative liability of either party under this Agreement shall not exceed in aggregate the amount paid to bidder by the **High Court of Madhya Pradesh, Jabalpur** for the Service that gives rise to such liability during the twelve month period immediately preceding such claim. The limitation on any Party's liability herein shall not apply to liability for damages, resulting from the willful misconduct. Bidder shall not be held liable for any delay or failure in its obligations, if and to the extent such delay or failure has resulted from a delay or failure by or on behalf of **High Court of Madhya Pradesh, Jabalpur** to perform any of Customer's obligations. In such event, Bidder shall be (a) allowed additional time as may be required to perform its obligations, and (b) entitled to charge the **High Court of Madhya Pradesh, Jabalpur** for additional costs incurred, if any, as may be mutually agreed upon between the Parties.

ANNEXURE- I

FINANCIAL INFORMATION

Financial Analysis: Details to be furnished duly supported by figures in audited Balance Sheet/ Profit & Loss Account for the last 3 (three) years and certified by the Chartered Accountant (copies to be attached).

S. No.	Details	2019-20	2020-21	2021-22
(i)	Gross annual turnover from similar works.			
(ii)	Profit/Loss			
(iii)	Financial Position: <ul style="list-style-type: none">• Cash• Current Assets, (b)• Current Liabilities, (c)• Working Capital (b-c)• Current Ratio: Current Assets/Current Liabilities (b/c)			

- Financial arrangements for carrying out the proposed work.

Note:- Attach additional sheets, if necessary.

(Seal and Signature of Bidder)

ANNEXURE- II

DETAILS OF SIMILAR WORKS EXECUTED

Sr. No.	Name of Work/ Project & Location	Owner and name of sponsoring organization	Cost of Work (in lakh/ crore)	Date of commencement as per contract	Stipulated date of completion	Actual date of completion	Litigation/ Arbitration pending in progress with details	Name, Designation and Address/telephone number of officer to whom reference may be made	Remarks
1	2	3	4	5	6	7	8	9	10

(Seal and Signature of Bidder)

ANNEXURE - III

STRUCTURE OF THE ORGANIZATION

1. Name and address of Bidder:
2. Telephone No. / Fax No./Email address:
3. Legal status (Attach copies of original document defining the legal statues).
 - a) An Individual/ Consortium :
 - b) A Proprietary/Partnership bidder :
 - c) A Trust :
 - d) A Limited Company or Corporation :
4. Particulars of Registration with various Government bodies & Statutory Tax Authorities (attach attested photocopy)
 1. Registration Number :
 2. Organization/Place of registration :
 3. Date of validity :
5. Name and titles of Directors & Officers with designation to be concerned with this work with designation of individuals authorized to act for the organization.
6. Were you or your company ever required to suspend the work for a period of more than six months continuously after you commenced the works? If so, give the name of the project and reasons for not completing the work.
7. Have you or your constituent partner(s) ever left the work awarded to you incomplete? If so, give name of the project and reasons for not completing the work.
8. Have you or your constituent partner(s) been debarred/ black listed for tendering in any organization at any time? If so, give details.
9. Area of specialization and Interest
10. Any other information considered necessary but not included above.

ANNEXURE - IV

DETAILS OF TECHNICAL AND ADMINISTRATIVE PERSONNEL TO BE EMPLOYED FOR THE WORK

Sr No.	Designation	Total number of employees in that category	Number available for this work	Name	Qualification	Professional experience and details of work carried out	In what capacity these would be involved in this work	Remarks
1	2	3	4	5	6	7	8	9

(Seal and Signature of Bidder)

FINANCIAL BID

Sr. No.	Candidates Strength Range	Per Candidate (in figure)	GST	Any Other Tax/ Service Change	Total Amount in Rupees (all inclusive)
1	2	3	4	5	6=(3+4+5)
1.	Conduct of end to end computer based examination				

- **The financial bids are to be submitted only online and no hard copy to be submitted along with the bid.**

(Seal and Signature of Bidder)

ANNEXURE - VI

Proposed system to have following security features as mentioned below:-

A. Central Examination Server:-

- (1) Should be physically secure. No unauthorized and unauthenticated access should be given.
- (2) Biometric technology alongside with traditional password based technology should be used for securing server.
- (3) A replica of the same server should be available with geographically changed location.
- (4) Communication between the server should be encrypted with best possible technique like RES/MD5 etc.
- (5) The owner which has access to each server should be different. Owner of one server should not be able to access the second replica server.
- (6) A Monitor server should also be configured in same manner as of examination server but to store monitoring data such as audio/video/images/biometric data collected from each examination centre.

B. Examination server at each examination centre:-

- (1) Each Examination centre should have fingerprint reader at main gate so that only those examinees are allowed whose fingerprint is stored on Examination server in Examination centre. User biometric information (Finger print / fact recognition) may be, registered at the time of enrollment/form filling through authorized centre or kiosk only.
- (2) Each examinee should be validated by his/her own credential (id and password) through the server.
- (3) Exam Hall must have auto generated encrypted code for paper. Thus auto generated code (id) must be distributed randomly. The first candidate who comes in exam room shall have first code, second shall get second code and likewise.
- (4) The password of each user stored in the database should be in encrypted form.
- (5) As soon as the exam gets over and data is submitted to database on Examination server at each examination centre, immediately the DML. (Data Manipulation Language) get locked for the database so-that the data could not be changed at any situation. (Database access time must be limited upto exam period only, whatever it may be 2 hrs or 3 hrs and after

examination it must be blocked immediately and no command or deletion, addition, alteration shall be allowed. It is to ensure that the test is taken in a certain amount of time. Some automated testing programs allow this feature). The auto generated id is for the internal use only and not be opened to anyone except Examination In-charge having exclusive password.

- (6) Each examination hall should have at least two CCTV cameras with audio recording facility to the monitoring server not less than 5 Mhz frequency. The camera must have sufficient electricity back up through UPS, so that the movement and activity of Examinee can be recorded in case of power failure. This data should be uploaded to monitoring server on real time basis.
- (7) The recording of desktop of each Examinee computer should also be uploaded to monitoring server on real time basis which in turn to be secured at the monitoring server contemporaneously.
- (8) The local server installed at Examination Centre should be connected through VPN to the master server. The internet connectivity on the local server to be disconnected. No possibility of hacking is possible in this configuration.
- (9) The Examination Centre must have ISO 27001 certification or must be AICTE or NAAC accredited.
- (10) The tentative answer keys for the objective type examinations should be posted on the website of MP High Court at earliest after the examination is over and candidates will be given 7 days time to file suggestions and objections, if any to the examination authority.
- (11) The same will be placed before the Experts Committee of which Database Administrator is also a member for scrutiny and the corrected final answers be published on the website again.

C. Measures to be taken at Examination Centre:-

- (1) A firewall like software should be installed to each examinee computer. The task of this software is to remove vulnerabilities present in examination computer. The tasks are listed as below:-
 - (i) Sync Examinee computer time with server time for effective log maintaining.
 - (ii) All ports except those required for the online exam are disabled and the ports used can be chosen randomly for each examinee; the ports to be

used have only to be sent to the examination server at examination centre with the IP of the exam client. Therefore, manipulation through a fixed port can be avoided.

- (iii) All other programs except the online exam client are deactivated by controlling the inputs of the examinees. By cutting off electronic communications and disabling other computer programs or inputs (including USB ports) on the examinees computers, the examinees can be prohibited from manipulating their local computer or the internet. Only mouse should be enabled. The proprietary application software should be used and not to be used the open source software. (It must be ensured that use of Google Docs, screen share and opening new window in a separate tab to excess Google must be made impossible. The student cannot use offline material during online examination.)
- (iv) Online exam access should use **Respondus Lockdown Browser** or its equivalent. The proposed browser module presents to the user at startup a full-screen application window that encases a browser window. However, no address bar is provided, nor are there any menus, toolbars, buttons, or other controls that would be seen on a generic browser. The application window is locked in full-screen mode and cannot be resized or minimized until the application is terminated, Third party software like VNC viewer must be, completely prohibited. Student Id (specific auto generated id link) can work only one question at a time and cannot access completed questions.
- (v) An exam should randomize (scramble) question sequence and answer choices for every id link differently.
- (vi) One (students) auto generated id link can access the online exam only one time.
- (vii) The exam should close when the allotted time period for work expires. It is suggested that the exam end should be triggered by Examination server to all of the examinee computers at once and not the local time of Examinee computer / browser script should be used.

D. Network used for communication with each other:-

- (i) Communication between the server and examinee computer should be encrypted with best possible technique like RES/MD5 etc.
- (ii) Communication between the Central server and Examination Hall server should be encrypted.

- (iii) The server at examination centre should send the exam data to both of Central Servers on real time basis. (This step is required to prevent fraud at Central Server end or any other Source.)
- (iv) Every log (Both Database and access log with client unique ID/Timestamp) of each communication between server and Examinee computer should be stored on real time basis for future reference.

(Database log is a log which is created every time when the data (Answer in this case) is inserted into the database with timestamp. Access log is a log which is created every time when the examinee computers access any page of Web server).

CERTIFICATES

WE CERTIFY THAT:

1. We will not LEAK / DISCLOSE any information of High Court of Madhya Pradesh to any other institutions/organizations, bodies and also in the market on the rates less than the prices quoted by us to the High Court.
2. The rate of TAXES / DUTIES mentioned in the tender is in accordance with the provisions of the rules in all respects and the same is payable to the Authorities.
3. The services offered shall be of the best quality strictly in accordance with the particulars as detailed in the tender.
4. The information furnished by us in the tender are true and correct to the best of our knowledge and belief.
5. We have read and understood the rules, regulations, terms and conditions of tender as applicable from time to time and agree to abide by them.

Authorized Signatory

(Seal of the Company)