

# CHANAKYA NATIONAL LAW UNIVERSITY, PATNA

(Accredited with 'A' Grade by NAAC)

Nyaya Nagar, Mithapur, Patna -1, Ph. No. – 0612-2352300, Website: <http://cnlu.ac.in>

NIQ No. - 08/2016-17

Date: 12/10/2016

## **INVITATION TO SERVICE PROVIDERS FOR ONLINE CONDUCT OF CLAT -2017**

### **1. ABOUT CLAT 2017**

The Common Law Admission Test (CLAT) is an all India entrance examination conducted annually for admission to eighteen (18) National Law Universities for their under-graduate and post-graduate degree programmes. The CLAT scores are also used by other educational institutions for admission to their respective institutions and for recruitment by certain organizations. The 18 participating NLUs in the year 2017, in the order of their establishment, are:

- 1) National Law School of India University, Bangalore (NLSIU)
- 2) National Academy of Legal Study & Research University of Law, Hyderabad (NALSAR)
- 3) National Law Institute University, Bhopal (NLIU)
- 4) The West Bengal National University of Juridical Sciences, Kolkata (WBNUJS)
- 5) National Law University, Jodhpur (NLUJ)
- 6) Hidayatullah National Law University, Raipur (HNLU)
- 7) Gujarat National Law University, Gandhinagar (GNLU)
- 8) Dr. Ram Manohar Lohiya National Law University, Lucknow (RMLNLU)
- 9) Rajiv Gandhi National Law University, Patiala (RGNUL)
- 10) Chanakya National Law University, Patna (CNLU)
- 11) National University of Advanced Legal Studies, Kochi (NUALS)
- 12) National Law University Odisha, Cuttack (NLUO)
- 13) National University of Study & Research in Law, Ranchi (NUSRL)
- 14) National Law University & Judicial Academy, Assam, Guwahati (NLUJAA)
- 15) Damodaram Sanjivayya National Law University, Visakhapatnam (DSNLU)
- 16) Tamil Nadu National Law School, Tiruchirappalli (TNNLS)
- 17) Maharashtra National Law University, Mumbai (MNLU)
- 18) Maharashtra National Law University, Nagpur (MNLU)

The Common Law Admission Test-2017 (CLAT) will be conducted by the Chanakya National Law University, Patna, BIHAR on 14<sup>th</sup> May 2017 at the test Centers set up in different cities at the national level.

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## 2. OBJECTIVE OF THE INVITATION TO SERVICE PROVIDER

This invitation is to Service Providers to participate in the selection process to be held on 26<sup>th</sup> October 2016 at 09:00 am in the Chamber of Hon'ble Vice-Chancellor and Convener Core Committee CLAT-2017, Chanakya National Law University, Nyaya Nagar, Mithapur, Patna-800001, BIHAR.

## 3. TECHNICAL BID, PRESENTATION AND FINANCIAL BID

### A. SCHEDULE

Cost of Document	:	Rs. 10,000/-in form of DD. DD should be in favour of Registrar, Chanakya National Law University, Nyaya Nagar, Mithapur, Patna – 800001
Earnest Money	:	Rs. 40,000/-in form of DD. DD should be in favour of Registrar, Chanakya National Law University, Nyaya Nagar, Mithapur, Patna – 800001
Date & Time of receipt of bid	:	24/10/2016 at 03:30 pm
Date & Time of opening of Technical Bid	:	24/10/2016 at 05:00 pm
Date & Time of Presentation	:	26/10/2016 at 09:00 am
Date & Time of opening of Financial Bid	:	Likely to be on 26/10/2016 after selection of shortlisted SP.
Place of all the meeting	:	Vice Chancellor`s Chamber

**Note** : For any clarifications / doubts, e-mail be sent to the Registrar, CNLU, Patna up to 20<sup>th</sup> October 2016 at [registrarcnlu@gmail.com](mailto:registrarcnlu@gmail.com) .

### B. GENERAL INFORMATION AND INSTRUCTION TO THE SERVICE PROVIDERS

#### a) Submission of offers

- i. The Service Providers (hereinafter referred as SP) shall submit their proposals in two parts (i) Technical Quotation and (ii) Financial Bid.
- ii. The technical quotation should contain all the relevant information and desired enclosures in the prescribed format. The financial bid should contain only price Bid in prescribed format. The financial bid of only those bidders whose technical bid including presentation is found responsive and selection committee gets satisfied with their presentation will only be opened. Award of work in general will be made in favour of first lowest evaluated bidder.
- iii. All information called for in the enclosed forms should be furnished properly. If information is furnished in a separate document, reference to the same should be given.

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- iv.SP must keep their offer open for a minimum period of 180 days from the date of opening of technical quotation, within which the SP cannot withdraw their offer. However, offer will remain valid subject to the period being extended further, if required, by mutual agreement from time to time.
- v.Reference, information and certificates from the respective clients certifying technical, delivery and execution capability of the SP should be signed and the contact numbers of all such clients should be mentioned. The Convener, Implementation Committee, CLAT-2017 may also independently seek information regarding the performance from the clients.
- vi.The SP is advised to attach any additional information, which he thinks is necessary in regard to his capabilities to establish that the SP is capable in all respects to successfully complete the envisaged work. He is however, advised not to attach superfluous information. No further information will be entertained after document are submitted, unless the CLAT -2017 office calls for it.
- vii.Incorrect or misleading information: If the SP deliberately gives incorrect or misleading information in their documents or wrongfully creates circumstances for the acceptance of the offer, The Convener, Implementation Committee, CLAT-2017 reserves the right to reject such proposal at any stage without assigning any reason, whatsoever.
- viii.All explanatory remarks and clarifications, which the SP may desire to make, must be, incorporated in the documents, failing which the remarks / clarifications shall be ignored and the proposal shall be dealt with as it stands.
- ix.Even though the SP may satisfy the qualifying criteria, it is liable to rejection if performance is not up to the mark.
- x.Prospective SP may seek clarification regarding the project and/ or the requirements for pre-qualification, in writing through fax – 0612-2352314 or through email - [registrarcnlu@gmail.com](mailto:registrarcnlu@gmail.com), within a reasonable time till 20/10/2016.
- xi.The Selection Committee constituted by Convener, Core Committee, CLAT-2017 shall shortlist the SP based on Technical capabilities, past performance, experience and technical presentation.

## **b) Price Quotation for Financial Bid**

- i.The financial bid should be submitted in a separate sealed cover along with the technical quotation. Both technical & financial bid (kept in separate envelope) be placed in bigger sealed envelope and posted to **The Registrar cum Convener, Implementation Committee, CLAT-2017, Chanakya National Law University, Nyaya Nagar, Mithapur, Patna-800001**, so as to reach by due date and time. Belated Bids are liable for rejection. No responsibility will be taken for postal delay or non-delivery/non-receipt of Bids document.
- ii.The SP should quote their most competitive prices/rates and it should be noted that their quotations would not ordinarily be subject to further negotiations. Negotiations may however, be carried out as

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per rules and instructions on the subject at the discretion of the Convener, Core Committee, CLAT-2017.

iii. All prices/rates should be specifically written both in figures and in words. SPs should avoid alterations/corrections in the prices/rates submitted by them.

However, if alterations/corrections in prices/rates are inescapable each alteration/correction should be indicated both in figures and words and duly attested under the full signature of the quotationer or their Authorized Signatory.

iv. In case of a discrepancy between the prices/rates in figures and words, the prices/rates in words will be considered correct.

v. The prices/rates quoted shall be firm throughout the period of the validity of the offer and subsequently during the currency of the contract and shall not be subject to any variation/revision on any account whatsoever.

**vi. Amendment of Bid Document:**

a) At any time prior to the last date for receipt of Bids, the client may for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Bid Document by an amendment / corrigendum.

b) The amendment will be notified only through official website of Chanakya National Law University for all the prospective Bidders.

c) In order to afford prospective bidder reasonable time to take the amendment into account in preparing their Bids, the Client may, at its discretion, extend the last date for the receipt of the Bids.

**vii. Amendment or delete or add any condition / conditions and / or any eligibility criteria without assigning any reason at any time before award of contract.**

**c) Acceptance of offer**

The Convener, Implementation Committee, CLAT-2017 reserves the right to accept any proposal in full or in part, or to reject any proposal or all proposals without assigning any reason.

**d) Evaluation Process**

i. Detailed evaluation of technical proposal shall be carried out by the Committee constituted by the Convener, Implementation Committee, CLAT-2017 to determine the substantial responsiveness of each proposal. For this clause, the substantially responsive proposal is one that conforms to all the eligibility terms and condition of the scope of work (SOW) without any material deviation.

ii. Such committee may call the responsive SP for discussion and or presentation to facilitate and assess their understanding of the scope of work and its execution.

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## Broad Criteria for evaluation of proposals:

1	Standing of the bidder and Financial Position including turn over
2	Technical competency
3	Similar Work Experience
4	Software/ Solution
5	Proven Test Capability (Including manpower and machine) to handle large volume (at least 20000 examinees in a single shift in India)
6	Security and Software Quality Certification
7	Technical Demonstration

## General Technical Criteria:

<u>Sl. No.</u>	<u>Criteria</u>
<b>I.</b>	<b>Company Credentials</b>
<b>A.</b>	<b>Certifications</b>
(i)	ISO 27001
(ii)	CMMI Level 3 or above (For the software to be used for conducting examination)
<b>B.</b>	<b>Annual Turnover of the Company in last 5 Financial Years</b>
(i)	Above Rs. 100 crores
(ii)	Rs. 50 to 100 crores
(iii)	Less than 50 crores
<b>C.</b>	<b>Average Annual turnover from conducting online/computer based exams in the last 5 Financial Years (Turnover in Rs. Crores)</b>
(i)	Rs. 20 to 15 crores
(ii)	Rs. 15 to 10 crores
(iii)	Less than 10 crores
<b>D.</b>	<b>Legal Structure</b>
(i)	Public Limited
(ii)	Private Limited/LLP/OPC
(iii)	Partnership/Proprietary
<b>E.</b>	<b>Operational Office with number of full time employees in India (Proof with employee details e.g. employee ID and official email ID.</b>
<b>F.</b>	<b>Primary Data Centre with Secondary DC site to be owned by the Service Provider for data Security</b>
<b>G.</b>	<b>Minimum number of software development and support personnel experienced in developing and supporting software to manage integrated examination management system (Proof of employees to be submitted)</b>
(i)	More than 50

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(ii)	25-50
(iii)	Less than 25
<b>H (i)</b>	<b>No. of litigations:</b> if yes, what is the outcome of the cases?
(ii)	Was there any re-examinations required to be conducted: If yes how many times.
(iii)	Performance certificate from the respective institutions/organizations.
<b>II.</b>	<b>Technical and Operational Capability</b>
<b>A.</b>	<b>Conducted online/Computer based exams in last one year (Since 1st April, 2015): number of candidates</b>
(i)	More than 1,00,000
(ii)	50,000-1,00,000
(iii)	Less than 50,000
<b>B.</b>	<b>Experience {number of Online (Computer based) Examinations} of the Service Provider in conducting Online examination in last 1 year (as on 15<sup>th</sup> October, 2016)</b>
(i)	> 10 assignments
(ii)	5-10 assignments
(iii)	< 5 assignments
<b>C.</b>	<b>Infrastructure Capability (Submit proof of contracted/own centres)</b>
(i)	More than 1,00,000 computers
(ii)	50,000-1,00,000 computers
(iii)	Less than 50,000 computers
	Infrastructure Capability (Access to Cities)
(i)	More than 100 Cities
(ii)	50-100 Cities
(iii)	Less than 50 Cities
<b>D.</b>	<b>Number of Single shift Exam (more than 20,000 candidates per shift) in last one year</b>
(i)	More than 5
(ii)	Between 3-5
(iii)	Less than 3
<b>E.</b>	<b>Ownership of Source code of the software for customization</b>
<b>III.</b>	<b>Presentation and Demo</b>
<b>A.</b>	<b>Presentation</b>
<b>B.</b>	<b>Demo</b>

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## 4. SCOPE OF WORK

Scope of work incorporates enabling CLAT -2017 aspirants in submitting their online applications, processing of their applications, issue of hall tickets, conducting computer based online test at different cities in India, uploading answer keys (change in answer keys after reconsideration, if required), preparation of merit lists (category-wise) and allotment of seats among participating Universities based on merit and choice of the candidates. Process of allotment /re-allotment of seats by shifting of candidates to other universities based on subsequent vacancies. Therefore, service provider may be required to prepare the seat allotment list in 3-4 successive stages.

### A. Scheme of Examination:

#### For UG & PG Programme:

- a. Computer Based Test (CBT) using Intranet (LAN) - in about 50-60 cities\* across the country.
- b. 200 Questions of Multiple Choice Questions type will be asked for admission test for UG and 150 Questions for PG Programme.
- c. Duration of examination will be of two hours.
- d. Medium of examination shall be English.

\*The number of cities may be increased/decreased at the discretion of the Convener, Implementation Committee, CLAT-2017. If at any identified test centre number of candidates is found less than 100 that test centre shall stand abolished and the candidates opting such test centre shall be shifted to nearest test centre.

### B. Schedule of Examination:

Examination shall be conducted in one session of two hours. The scheduled date for examination is 14<sup>th</sup> of May, 2017 during 03.00 pm to 05.00 pm Additional time shall be given to especially abled persons (Divyang) as per norms.

### C. Examination Centers:

Examination is contemplated to be held in different cities in India. As per the available information there were around 45,000 applications in the CLAT-2016 and the examination was conducted at 158 Centers in 60 cities. Total 42,217 examinees appeared in CLAT-2016 Examination.

### D. Deliverables:

The deliverables of the project is the successful conduct and processing for the online Computer Based Test for CLAT-2017. The deliverables have been divided into three main categories as given below:

- a) PRE EXAMINATION WORK
- b) CONDUCT OF ONLINE EXAMINATION
- c) POST EXAMINATION WORK

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## a) PRE EXAMINATION WORK

- i. Designing the online application form to enable CLAT -2017 applicants to apply online for CLAT - 2017 examination and plan for the following processes under consultation with the office of the Convener, Implementation Committee, CLAT-2017.
  - Selection of online Examination Centers /Venues
  - Complete Security Management Processes (Physical and Technical for all online examination Centers, Servers, Desktops, LAN etc.)
  - Student handling process at examination centre.
  - Detailed Audit of Server/Desktop/LAN etc.
  - To establish helpline and address candidates queries/ concerns regarding their application status etc.
  - Other related planning/processes involved for conducting CLAT-2017 examination.
- ii. To prepare and provide documentary manuals for all processes for safe and secure conduct of examination to be followed along with rules for contingency and exception handling/emergency procedures.
- iii. To provide specifications for Hardware and Software required at all stages of the CLAT-2017 online examination, at online Examination Centers and for devices and systems to be used for authentication and audit trail mechanisms required for CLAT-2017 online examination.
- iv. To provide consultancy, training and manpower support to handle the entire CLAT-2017 online examination project to the office of the Convener, Implementation Committee, CLAT-2017 located at CNLU, Patna. The required Hardware, Software, networking shall be installed by agency.
- v. To provide and setup secured software at the site of CNLU, Patna, for Authorising and Complete Examination Management Process.
- vi. Application for CLAT-2017 should be submitted online. Candidates should submit all details along with recent photograph and scan copy of thumb impression in required format online.
- vii. To provide training/manpower for generation of encrypted confidential data that will be used for test delivery across various centers.
- viii. To provide customize Online Examination (CBT) delivery software for conducting CLAT-2017 online examination.
- ix. To identify required secure Test Centers in identified cities as per requirement of the CLAT-2017. At each test centre 20% additional systems as buffer shall be provided.
- x. To ensure that Test Centre has the required suitable Hardware, Software, Internet and LAN connectivity for conducting CLAT-2017 online examination. It is to be ensured that no other examination will be held on the day of CLAT-2017 examination at allotted Test Centres. Test Centre authority will forward the duly signed declaration that **No other examination of any duration will be taken by them at**

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their Centre on the day of CLAT-2017 examination.

- xi.** To ensure that Uninterrupted Power Supply (UPS) facility and Generator facility are available at each Test Centre.
- xii.** To carry periodic audit at Test 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 conditions of UPS and Generator
- xiii.** To ensure suitable drinking water and separate toilet facilities both for Boys and Girls.
- xiv.** To ensure availability of proper security, frisking at the examination centers.
- xv.** To provide facility to candidates for mock test- through website and support system.
- xvi.** Establishing the facility of helpline by providing Toll free number for handling queries of the applicants/aspirants.
- xvii.** To ensure the functioning of Online Test delivery system by conducting adequate mock drills of actual test delivery system at all examination centers before a fortnight from the date of actual examination and a Final mock drill be conducted before a day of examination on all centers at the same time just like simulating the examination day.
- xviii.** All desktops including buffer computers to be used on examination day shall be logged-in through dummy roll numbers and report to this effect be submitted to the office of the Convener, Implementation Committee, CLAT-2017 in respect of all examination centers.

## **b) CONDUCT OF ONLINE EXAMINATION**

- i.** Minimum manpower deployment at each examination centre must be as per following requirement:- Each Exam Centre of capacity of 250 + 10% buffer should have the minimum following personnel's to be deployed by the agency

Test City Administrator	01 for each city
Test Centre Administrator	01 for each centre
IT Manager	01 for each 250 candidates
Invigilators	01 per 20 systems
Support Staff	03 per 100 candidates
Security Guards	02 per 100 students
Peons/Waterman	02 per 100 students

- ii.** Above staff should be increased proportionately on the basis of candidates allotted to that centre.

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- iii. The examination conducted would be multidisciplinary/multiple subject as per scheme of examination. Henceforth the test delivery system should handle this aspect of multidisciplinary/multiple subject as well.
- iv. To host the test and manage the test delivery process through INTRANET based solution at Examination Centers. The computer systems and servers shall be of latest configuration and LAN must be scaled enough to handle the traffic in real time with proper backup and redundancy at each level.
- v. To securely transmit, download, install and implement confidential data received from the office of the Convener, Implementation Committee, CLAT-2017. The Question Papers installation and implementation shall be as per requirement of the office of the Convener, Implementation Committee, CLAT-2017 and instruction from his office at the execution time in real time situation.
- vi. To arrange frisking of candidates at all examination centres to disallow any electronic gadgets, pen, paper (other than admit card), bag, purse (Except wallet) etc. as per the guidelines of the CLAT-2017.
- vii. To complete registration process of the candidates before start of examination (digital photo, biometric finger print etc) and allow only genuine candidates to appear for test at Test Centre.
- viii. To arrange/provide adequate displays and provide required instructions/information to the candidates appearing for test at online examination Centers.
- ix. To maintain complete log of all activities of candidate during the course of examination to enable complete audit ability of the assessment process.
- x. To obtain feedback from candidates after examination is over through online Feed Back Form.
- xi. To devise system for monitoring and supervision of Test Centre activities (Centre level/Candidate's level) at designated office from local server to Central server and vice versa at the instruction of the Convener, Implementation Committee, CLAT-2017.
- xii. To provide working sheet to the candidate for rough work.
- xiii. To provide confidential data of examination of CLAT-2017 online examination as per instruction of the office of the Convener, Implementation Committee, CLAT-2017.
- xiv. Any other related or incidental task.

## **c) POST EXAMINATION WORK**

- (i) To display model answer key and changes thereof if required. To calculate marks obtained by each candidate as per requirement of the office of the Convener, Implementation Committee, CLAT-2017.
- (ii) To carry out other works related to post processing of response & other confidential data and providing data as required by the CLAT-2017 office.
- (iii) To provide University-wise seat allotment lists based on the students rank and preference. Process of preparation of list shall be repeated at least three consequential intervals to ensure that all the seats in the participating Universities are filled.

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(iv) While preparing University-wise seat allotment lists, the SP shall ensure that rules relating to reservations of respective Universities are applied carefully and accurately. Office of the Convener, Implementation Committee, CLAT-2017 shall provide necessary inputs in this regard.

(v) To provide documented inputs and support for handling:-

- Students Queries
- Press Interaction
- RTI Queries Court Cases

**Note:** The SP shall have to carry/demonstrate complete System Test Run (STR) with test data to the office of the Convener, Implementation Committee, CLAT-2017 before implementation. The agency should also be able to demonstrate click by click audit trail for any type of enquiry.

## 5. ELIGIBILITY CRITERIA / PRE-REQUISITE:

- (1) The SP should be a business enterprise which should fulfill all authorization or registration requirements, under different Acts like Income Tax, Companies Act, Partnership Act, Service Tax etc. whichever applicable. Firm should have an office in India. The SP should have proper experience to organize online examination in India with an objective of offering relevant IT Solutions and Services that are the subject matter of the proposal i.e. conduct of entrance/recruitment Computer Based Examination.
- (2) The preference may be given to the SP who are certified by leading accreditation agencies i.e., CMMI and institutions.
- (3) The SP shall be single point of contact with the office of the Convener, Implementation Committee, CLAT-2017 and shall be responsible to it for the execution and delivery of the work.
- (4) The SP must have successfully executed in the past years similar project(s) on all India basis, out of which at least one should be of conducting of Computer Based Admission Test in 15 cities or more and should have proven minimum capacity of conducting Computer Based Testing (online mode) of 20,000 candidates in single shift. The documentary evidence in form of work/contract and client report must be enclosed. (SP's past achievement in this regard shall be considered for technical evaluation).

**Note:** Similar nature of work means design/ development of Computer Based Test for examination, application processing, test delivery, evaluation and result processing.

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- (5) SP must have authorization over the complete source code of the software being used for conducting the exam. They must have the copyright or license to use the source code and its components. Preference may be given to the SP which has authorized and globally accepted software certification, CMMI Level 3 or above.
- (6) SP should have all the necessary components and dependency of source code of online examination system in place and any change required in any of the components of the software, in-house technical skill should be available to make necessary changes. The major/minor changes in software requested by the office of the Convener, Implementation Committee, CLAT-2017 must be met immediately.
- (7) Different version Software code should be managed appropriately in a standard version control system within the organization.
- (8) Software code should have multiple backup systems in place so that anytime source code can be recovered in case of any disaster.
- (9) SP should own the test cases and regression testing code to produce that they have done necessary testing for 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.
- (10) The agency should have a highly secure system and capacity to 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.
- (11) The SP should be able to ensure the following minimum requirements for the candidate system:-

Screen resolution	1024 X 768
Operating System	Windows 10/Windows 8.1/Windows 8
Browser	Internet Explorer 10 .0 or above as supported by above Operating systems
Other software	Net 2.0 Framework or above Microsoft Office Suit 2010 or above Anti-virus with Internet Security Software

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Browser Settings	Internet Explorer (IE) Java Script enabled Pop-up blocker disabled Paste operations via script enabled Proxy disabled USB disabled
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(12) The SP should be able to ensure the following minimum requirements for Examination Centre Server:-

Processor	1.6 GHz or more
RAM	4 Gb or more
Screen Resolution	1024 X 768
Operating System	Windows 10/ Windows 8.1/Windows 8 Microsoft Windows Server 2003 Enterprise Edition Service Pack 2 or above
Browser	Internet Explorer (IE) 10.0 or above as supported by above Operating systems
Browser Settings	IE Java Script enabled Pop-up blocker disabled Paste operations via script enabled Proxy disabled USB disabled
Other software	Net 2.0 Framework or above Microsoft Office Suit 2010 or above Anti-virus with Internet security Software

(13) Features to be provided in Online Examination Test Software The SP shall be required to ensure that the following minimum features are provided in online Computer Based Test:-

- (a) Verification of Photograph & thumb impression from applicant before start of examination.
- (b) Keyboard should be disabled
- (c) Login using a virtual keypad
- (d) Display of details of candidate (including a photograph & thumb impression) upon login for verification by the candidate.
- (e) Display of instructions to candidates upon login and before start of examination. The candidate must be able to retrieve instructions at any time during the examination as well. **The software must obtain concurrence of the candidate having read the instructions before start of examination.**

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- (f) Start and closure of the examination at scheduled time (candidates must not be able to start their examination even if they login before the scheduled time).
  - (g) Display of remaining time available.
  - (h) Display of candidate details on the screen (including a photograph if available) during the examination.
  - (i) Viewing the complete question paper or a section in the case of sectional papers.
  - (j) Display of a selected question with choices of answers for multiple choice type questions.
  - (k) Display of a selected question and a virtual numeric keypad for numerical answer type questions.
  - (l) Marking/unmarking a question (answered or unanswered) for review.
  - (m) Display of status of questions using different colours and symbols for all questions of the paper.
  - (n) Switching between sections in the question paper.
  - (o) Disabling of exit from test software for the period of examination, i.e., the candidate cannot exit at any point of time during the entire duration of the test.
- (14) The SP should have in-house quality assurance group and a strong quality management system to do quality check of the software.
- (15) The SP should have proper security provision for source codes to be maintained.
- (16) The SP should submit certified copies of their company Balance Sheet and Profit and Loss Account duly audited for the last three financial years i.e. 2012-2013, 2013-2014 and 2014-2015.
- (17) The SP should be registered with appropriate tax authorities such as Income Tax, Service Tax etc., and should submit valid certificates of registration with these authorities.
- (18) The SP should submit the documents related to its annual turnover for last five years.
- (19) The SP should have contracted/owned test center network across India in minimum of 15 cities. Infrastructure in all these cities should have validated nodes/computers, appropriate technology, hardware and software, dedicated connectivity, trained proctoring staff etc.
- (20) The SP should have the latest '**Candidate Identity Management**' technologies like image capture, biometrics in place to mitigate the risk of 'impersonation' with a demonstrated success rate of capturing storing and sharing the information.
- (21) The SP should exhibit the facilities and accommodation for '**Especially Abled Persons**'
- (22) The contract shall be on “End to End outsource basis” and the SP should have all relevant facilities and logistics available to execute the work.

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- (23) Even though SP may satisfy the above requirements, they may be disqualified if they have:
- (a) 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.
  - (b) If confidential inquiry reveals facts contrary to the information provided by the SP.
  - (c) If confidential inquiry reveals unsatisfactory performance in any of the selection criteria.
  - (d) If SP is engaged in any activity which can influence the conduct of professional exam such as conducting of coaching classes, conducting mock tests or any type of activity related to CLAT, engaged in corrupt or fraudulent practices in competing for the contract etc. It will be consider as criminal offence.
  - (e) Any effort on the part of the SP to influence the employer`s bid evaluation, bid comparison or contract award decisions may result in the rejection of the bidders` offer.
- (24) The SP must show and submit suitable emergency management plan during any crisis situation/redundancy of servers, nodes additional center locations, students` data.
- (25) The SP should be able to support the entire solution (across India) on a 24 x 7 basis with a maximum response time of one hour. The helpdesk should have support of toll free and tolled numbers. The helpdesk should have minimum of ten seats preferably in Patna to support entire process.
- (26) At any time before the submission of proposal, the Convener, Implementation Committee, CLAT-2017 may issue a corrigendum in writing or by standard electronic means. The SP may request to provide additional time for meeting the requirement of corrigendum, if required.
- (27) The agency should have sufficient numbers of technical employees employed in-house in India for conduct of exam, development of software, maintenance of software, networking and data security. The proof of ESI/PF registration etc. shall be submitted.
- (28) The proposal shall consist of:–
- a. Technical information as desired as per above information.
  - b. The Price/Financial proposal shall be sealed separately in envelope and shall be in accordance with offer document.
  - c. The details of physical infrastructure such as availability of test centers, technology, hardware, software etc. as specified in the offer document.
  - d. Duly signed copies of Quality and Security certification.
  - e. Non-refundable cost quotation of Rs. 10,000/-.

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- f. A copy of offer document with all pages signed and stamped at the bottom by the authorized signatory.
- g. Envelopes must be sealed and superscripted as required.
- h. Certificates/capability proofs/experience letter/work orders as detailed in eligibility criteria must be enclosed in technical proposal.
- i. The annexed forms should be duly filled in along with relevant documents / certificates in proof thereof.

## 6. GENERAL CLAUSES

### (1) Standard of performance:

The SP shall provide the services and carry out its other obligations under the agreement with due diligence, efficiency, economy, confidentiality, promptness and techniques. The SP shall adhere to professional, engineering and consulting standards recognized by international professional bodies while observing sound management, technical and engineering practices. It shall apply appropriate advanced technology and safe and effective methods during execution of this Project and shall always act in respect of any matter relating to this agreement, as faithful advisors to the Convener, Implementation Committee, CLAT-2017. The SP shall always support and safeguard the legitimate interests of the Convener, Implementation Committee, CLAT-2017 in any dealings with the third party.

The selected SP shall abide by the provisions of the legislation(s), related to the Information Technology, prevalent in this country.

The Hardware, Software and other services shall conform to the standards laid down in the Scope of Work and Technical Specifications and Requirements. The Online Examination Application Software before installation will be subjected to '**Quality Assurance Test**'.

The security of the system should be fool proof and shall be treated "**not fool proof**", where unauthorized persons being able to access/infiltrate in to the system. The system may be the application software or a process adopted by SP.

The selected SP shall be liable to the Convener, Implementation Committee, CLAT-2017 for financial losses by way of some of system and process failure.

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## **(2) Intellectual Property Rights:**

The SP shall warrant that there is no infringement of any patent or intellectual proprietary rights caused by the supply of IT Infrastructure and Software and the documents, which are subject matter of this project.

## **(3) Performance Security:**

Within 10 days of the issue of letter of intent in favour of SP, the SP shall furnish performance security money equivalent to 10% of the total order value of the contract. The performance security money shall be accepted in form of bank guarantee or fixed deposit receipt duly pledged in favour of the Registrar, Chanakya National Law University, Patna which should be valid for 90 days after the date of completion of the contract. The proceeds of the performance security shall be payable to the Registrar, Chanakya National Law University, Patna as compensation for any losses resulting from the failure of the selected SP to meet out its obligations. This shall be in addition to any other action/penalty taken by the office of the Convener, Implementation Committee, CLAT-2017 for failure of the SP. The Performance Security will be discharged by the Convener, Implementation Committee, CLAT-2017 and returned to the SP not later than 90 days following the date of completion of the SP's performance obligations.

## **(4) Consortium:**

Consortium shall not be permitted.

## **(5) Agreement**

After successful deposit of Performance Security Agreement will be enforced into on Form F2 of PWD, Bihar.

## **(6) Penalty Clause/Liquidated Damage:**

If any of the stages specified, either not completed or not completed satisfactorily as per the approved time schedule, forming part of the contract agreement due to reasons solely and entirely attributable to the SP and not in any way attributable to the delay on the part of the Convener, Implementation Committee, CLAT-2017, a penalty @ 0.5% of the agreement value per day (subjected to maximum 10%) may be imposed be reduced by the Convener, Implementation Committee, CLAT-2017, to account for the delay.

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If the delay adversely affects conduct of examination the performance security will be forfeited and other legal action would be initiated against SP as per terms and conditions decided mutually.

## **(7) Prices:**

The price will remain firm and fixed during the pendency of contract. The prices quoted for the items/services shall under no condition change during the period of agreement as also the time extension granted to SP.

## **(8) Subcontracts:**

The subcontract will not be permitted.

**(9) Delays in the SP's Performance** Conduct of the examination as per timeline is the main aspect of the work and performance of the Services shall be made by SP in accordance with the approved time schedule as notified from time to time by the Convener, Implementation Committee, CLAT-2017 to the SP and will become the forming part of the Contract Agreement. The activities involved are time bound and it is expected that no extension of time for performance of any activity/ activities will either be sought or given in this project. However, if at any time during the course of the contract, the SP encounters conditions impeding the timely delivery of the items and the performance of the service, the SP shall promptly bring to the notice of the Convener, Implementation Committee, CLAT-2017 in writing the fact of the delay, its likely duration and its cause(s).

The Convener, Implementation Committee, CLAT-2017 will evaluate the situation and in the exceptional circumstances and in the interest of work may extend the SP's time for execution of said item of work, But in no case extension shall be granted having adverse effect on scheduled conduct of examination. The dates declared for examinations are absolute unless changed by the Convener, Implementation Committee, CLAT-2017 on his own. Delay on part of the SP in the performance of its delivery obligations shall render the SP liable to the imposition of penalty unless an extension of time is agreed upon.

## **(10) Termination for Default:**

Either Party may, without prejudice to any other course of action for breach of contract, by written notice of 30 days to the other party, terminate the agreement in whole or in part, if:

- a. The defaulting party fails to perform any or all of the obligations within the time period(s) specified in the agreement or any extension thereof granted, by the other party.

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- b. The quality of the delivery of various tasks is not up to the satisfaction of the Convener, Implementation Committee, CLAT-2017.
- c. The defaulting party fails to perform any other obligations under the agreement.

In the event of the Convener, Implementation Committee, CLAT-2017 terminating the contract in whole or in part, the Convener, Implementation Committee, CLAT-2017 may procure, upon such terms and in such a manner as it deems appropriate, items or services similar to those undelivered, and the SP shall be liable to the Convener, Implementation Committee, CLAT-2017 for any excess costs for such similar items or services. However, the SP shall continue with the performance of the contract to the extent not terminated.

The SP shall stop the performance of the contract from the effective date of termination and hand over all the documents, data, equipment etc. to the Convener, Implementation Committee, CLAT-2017 for which payment has been made. The SP may withdraw items, for which payment has not been made. No consequential damages shall be payable to the SP in the event of termination of contract.

In case of termination of contract, EMD / Performance security money deposited by the SP with the CLAT-2017 office shall stand forfeited.

In case of suspension/termination, the SP shall be liable to pay compensation for any direct loss or additional liability, if incurred due to completion of work by another agency.

## **(11) Termination for convenience:**

The Convener, Implementation Committee, CLAT-2017 by written notice of at least 30 days sent to the SP, may terminate the contract, in whole or in part thereof, at any time as per convenience. The notice of termination shall specify that termination is for the convenience of Convener, Implementation Committee, CLAT-2017. It should also mention the extent to which performance of the SP under the contract is terminated, and the date from which such termination becomes effective.

## **(12) Suspension:**

The Convener, Implementation Committee, CLAT-2017 may, after giving a written notice of suspension to the selected SP, and considering the representation, if any, submitted to him within a period of 15 days from receipt of such notice, suspend all payments to the SP, if the SP fails to perform any of its obligations (including the carrying out of the services) provided that such notice of suspension:

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- a. Shall specify the nature of the failure and
- b. Shall direct the SP to remedy such failure within a specified period from the date of receipt of such notice of suspension by the SP.

## **(13) Confidentiality:**

The SP and their personnel shall not, either during implementation or after completion of the project, disclose any proprietary or confidential information relating to the services, agreement or the business of CLAT-2017 or operations without the prior consent of the Convener, Implementation Committee, CLAT-2017.

The Convener, Implementation Committee, CLAT-2017 also reciprocally agrees with the selected SP that all information concerning trade secrets, know-how, technical data, research, products, development, inventions, processes, engineering techniques, strategies, internal procedures belonging to the SP and which may come into the possession or custody of the Convener, Implementation Committee, CLAT-2017 in the course of providing services by the SP hereunder shall not be disclosed or divulged to any third parties or make use or allow others to make use thereof.

## **(14) Legal Jurisdiction:**

All legal disputes between the parties shall be subject to the jurisdiction of the courts situated in Patna. Any suit/legal action filed by any third party on account of the supply made by the SP against any item related/pertaining to this project shall be settled by the SP at his own cost. The Convener, Implementation Committee, CLAT-2017 will NOT be a party to the same.

## **(15) Local Conditions:**

The SP shall inspect the cities/sites of operation and shall satisfy himself of the cities/site conditions and availability of required resources and shall apprise himself of the procedure for engagement of agencies and shall collect any other information that may be required before submitting the proposal. Claims and objections due to ignorance about site conditions shall not be considered after the submission of proposal.

### **Note:**

- i. The interested Service Provider are advised to visit the CNLU website <http://cnlu.ac.in> on a regular basis, for any updated information.
- ii. The participating SP shall bear their own expenses for boarding, lodging and travelling etc.

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## Annexure – I

### PARTICULARS AND QUALIFICATIONS OF THE QUOTATIONERS.

#### 1. Organization: -

Name :

Year of Incorporation / Registration in India :

Year of Start of Operation in India :

TIN No. :

PAN No. :

SERVICE TAX REGISTRATION NO. :

Total No. Technical Manpower :

Total No. Administrative Manpower :

#### 2. Registered Office Address :

Telephone No. (s) :

Mobile Nos. :

Fax No. (s) :

Email :

3. Legal status of firm Company / Firm / Proprietorship/ Others (\_\_\_\_\_ ) (attach proof MOA, AOA/ Partnership Deed along with registration of partnership detail/ Affidavit by proprietor with registration detail as the case may be)

#### 4. Ownership

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

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In case the organization is a public sector undertaking :

Indicate the percentage share of Govt. holding. :

## 5. Annual Turnover for the last 5 years (2011-12 to 2015-16)

Please attach Balance-Sheet and Profit & Loss A/c during these 5 years, duly audited by Chartered Accountant/ Statutory Auditors.

<u>SL. No.</u>	<u>Financial Year</u>	<u>Total Annual Turnover</u>	<u>Sector wise Annual Turnover</u>		
			Online Examination	Software Development & Other IT related services	Other areas of Operation (specify)

## 6. Particulars of the Center/unit associated with this project

Name & Address of the Center/Unit:

Associated with this project:

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## 7. Address of the important offices

Address 1 Details:	Address 2 Details:	Address 3 Details:
<p>Tel No (s) :</p> <p>Fax No (O) :</p> <p>No. Technical Employee:</p> <p>Total No. Administrative Employee :</p>	<p>Tel No (s) :</p> <p>Fax No (O) :</p> <p>No. Technical Employee:</p> <p>Total No. Administrative Employee :</p>	<p>Tel No (s) :</p> <p>Fax No (O) :</p> <p>No. Technical Employee:</p> <p>Total No. Administrative Employee :</p>

## 8. Details of Online Examinations Conducted with proof.

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

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

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

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

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10. Quality & Security Certification Detail (ISO 27001) (attach proof).

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

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

SL. No.	Name, Designation and Address	Telephone & Fax No.		Extent of Involvement in this Examination
		Office	Residence	

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### 13. Last 5 years' Annual Turnover of the Centre/unit associated with the Online Examination:

<u>SL. No.</u>	<u>Financial Year</u>	<u>Annual Turnover</u>	<u>Financial value of the largest Online Examination handled during the year</u>

### 14. Particulars of EMD

- a) Name of the Bank
- b) Address of Bank branch, issuing the draft
- c) Amount of Draft
- d) Bank Draft No. & Date

### 15. Particulars of Software capabilities of organization and the centre/unit dealing with this Online:

SL. No.	Names & Addresses of Centers/Units , independently engaged in Software Development work	Level of Certification of Software Capability Maturity Model(SWCMM level)	Level of Certification of other equivalent systems of assessing software capabilities	
			Name of Certifying organisations	Level to which certified.

**Note:** Please attach duly authenticated copies of certification claimed regarding the center/unit dealing with this project.

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## 16. Particulars of Authorization of the person signing these documents on behalf of the quotationer:

Name, Designation & Address of the authorized person.

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

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

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**(The letter of authority should be on Non-Judicial Stamp of Rs. 100/-)**

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## 17. Details of Similar completed works during last 5 years.

{Summary profiles of projects completed during last three years related to Online Examination (Computer Based) conduct & processing}

<u>SL. No.</u>	<u>Name, address, Tele no. and fax no. of organisation for which Online Examination (CBT) work has been executed (also mention Name, Designation and Contact No. of contact Person of the organisation)</u>	<u>Description &amp; Name of the of Examination</u>	<u>Value of Contract (in lakhs)</u>	<u>Period of Execution</u>	<u>Delay if any from scheduled time (give reasons)</u>	<u>Litigation/Arbitration Pending in progress With detail</u>	<u>Remarks</u>

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## 18. Performa for performance statement

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

<u>SL. No.</u>	<u>Name , address, Tele no. and fax no. of organization for which Online Examination(CBT ) work has been executed (also mention Name, Designation and Contact No. of contact Person of the organization)</u>	<u>Description &amp; Name of the of Examination</u>	<u>Value of Contract (in lakhs)</u>	<u>Period of Execution</u>	<u>Slow progress if any and reasons thereof)</u>	<u>Litigation /Arbitration Pending in progress With detail</u>	<u>Remarks</u>

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The quotationer shall have to attach full details of similar projects of value more than 5 Lakhs each, involving application software development work, conduct and processing of Online (CBT) Examination in India or abroad, as Annexure to this list.

## 19. List of Satisfactory Performance report from clients

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

<u>SL. No.</u>	<u>Name, address, Tele no. and fax no. of organization for which Online Examination(CBT) work has been executed and satisfactory Service certificate has been enclosed</u>	<u>Description &amp; Name of the of Examination</u>	<u>Value of Contract (in lakhs)</u>	<u>Period of Execution</u>	<u>Remarks</u>

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

Date \_\_\_\_\_ (Signature).....

Place \_\_\_\_\_ (in the capacity of): .....

Duly authorised to sign offer for and on behalf of.....

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## Annexure – II

### UNDERTAKING (ON Rs.100 NON JUDICIAL STAMP DULY NOTARIZED)

#### Undertaking

I/We hereby undertakes that:-

I/ We hereby submitted our quotation for CLAT-2017, being conducted by Chanakya National Law University, Nyaya Nagar, Mithapur, Patna-800001, Bihar.

I / We have enclosed the EMD in the shape of demand draft of Rs 40,000/- (Refundable) in the name of the Registrar, Chanakya National Law University, Patna, Payable at Patna Demand Draft No. \_\_\_\_\_ dated. \_\_\_\_\_ Issued from Bank \_\_\_\_\_ dated and **for cost of tender document** demand draft of Rs. 10,000/- **(Non Refundable)** in the name of the Registrar, Chanakya National Law University, Patna, Payable at Patna, Demand Draft No. \_\_\_\_\_ dated. \_\_\_\_\_ issued from Bank \_\_\_\_\_ dated.

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

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

I / We undertake to sign the contract / agreement if required within 10 (ten days) from the issue of the letter of Intent (LOI) and start the work as per instruction immediately, failing which our / my earnest money deposited may be forfeited and our / my name may be removed from the list of SP at the CNLU, Patna.

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

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

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

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

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

Yours faithfully.

Signature of the Authorised Signatory of Quotationer

Full Address

WITNESS .....

WITNESS .....

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## Annexure – III

### FINANCIAL BID

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

Reference: NIQ No. - 08/2016-17 dated 12/10/2016

To,  
The Convener, Implementation Committee  
CLAT-2017, Chanakya National Law University,  
Nyaya Nagar, Mithapur, Patna-800001

Dear Sir,

I/ We hereby submit our price bid for CLAT-2017 Online Examination (Computer Based Test) Conduct and Processing as mentioned hereunder:

<u>Sl. No.</u>	<u>Rate in INR Per Candidate (in figure)</u>	<u>Rate in INR Per Candidate (in words)</u>

#### Note:

- The rates shall be inclusive of **Video Surveillance with video recording during Online Examination (Computer Based Test) at all Examination Centers, desired under Scope of work.**
- The rates shall be inclusive of all cost as well as duties and taxes paid or payable.

Date (Signature).....

Place (in the capacity of): .....

Duly authorised to sign bid for and on behalf of.....