

REQUEST FOR PROPOSAL (RFP)

For

Selection of Service Provider to Conduct End-to-End Computer Based Test
and Engineering Drawing Examination for various schemes of
Directorate General of Training



Directorate General of Training

This is limited RFP only for the Bidders shortlisted through EOI Process

Issued By

Directorate General of Training
Ministry of Skill Development & Entrepreneurship
Government of India
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Submission of proposal under RFP mode doesn't guarantee evaluation or allocation of work. Under no circumstances will the DGT be held responsible or liable in any way for any claims, damages, losses, expenses, costs or liabilities whatsoever (including, without limitation, any direct or indirect damages for loss of profits, business interruption or loss of information) resulting or arising directly or indirectly by application or non – application to this RFP.

Abbreviations

Sl. No.	Abbreviation	Full Form
1	ATS	Apprenticeship Training Scheme
2	CAC	Central Apprenticeship Council
3	CBT	Computer Based Test
4	Centre	Centre of Examination
5	CITS	Craft Instructor Training Scheme
6	CTS	Craftsmen Training Scheme
7	DGT	Directorate General of Training
8	EOI	Expression of Interest
9	GOI	Government of India
10	ITP	Industrial Training Partner
11	MSDE	Ministry of Skill Development & Entrepreneurship
12	NDA	Non-Disclosure Agreement
13	NTC	National Trade Certificate
14	RFP	Request for Proposal
15	SLA	Service Level Agreement
16	SP	Service Provider
17	SPOC	Single Point of Contact
18	T.T. Cell	Trade Testing Cell
19	TOR	Terms of Reference
20	NCIC	National Craft Instructor Certificate
21	NAC	National Apprenticeship Certificate
22	ITI	Industrial Training Institute
23	Flexi-MoU	Flexible Memorandum of Understanding
24	RPL	Recognition of Prior Learning
25	ECA	Exam Conducting Agency
26	DG(T)	Director General (Training)

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1. Request for Proposal Letter (RFPL)

1.1 Request for Proposal Letter (RFPL)

The Directorate General of Training (DGT) invites proposals exclusively from the Service Providers shortlisted in the preceding EOI process (please see Tender Information Summary (TIS), Appendix VI), for

entering into a contract for the delivery of Services of Conduct End-to-End Compute Based Test and Engineering Drawing Examination for various schemes of Directorate General of Training.

1.2 Availability of the RFP Document

The RFP Document shall be published on the GeM for download after the date and time of the start of availability until the deadline for availability. Unless otherwise stipulated, the downloaded RFP Document is free of cost. If the DGT happens to be closed on the deadline for the availability of the RFP Document, the deadline shall not be extended. Any query/ clarification regarding downloading RFP Documents and uploading Proposals on the e-Procurement portal may be addressed to the Help Desk in the eProcurement Portal).

1.3 Eligibility and Qualification Criteria for Participation in this RFP

The shortlisted Service Provider must continue to meet the eligibility and qualification criteria prescribed in the preceding EOI document (based on which they were shortlisted) as of the date of his Proposal submission. To this extent, the relevant portions of the EOI Document and the Service Provider's submissions thereto shall be deemed part of this RFP process.

1.4 Proposal Opening

Proposals received shall be opened online on or after the specified date and time. If the office is closed on the specified date of opening of the Proposals, the opening shall be done on the next working day.

2. Introduction

The Directorate General of Training (DGT) under the aegis of Ministry of Skill Development and Entrepreneurship (MSDE) is the apex body for development and coordination of programmes related to long-term Vocational Training in India. Ministry of Skill Development and Entrepreneurship (MSDE) is the administrative ministry for vocational training in India. MSDE is supported by Directorate General of Training (DGT), National Skill Development Corporation (NSDC), National Council of Vocation Education and Training (NCVET), and Sector Skill Councils (SSCs). DGT administers three major training schemes, the Craftsmen Training Scheme (CTS), Craft Instructor Training Scheme (CITS) and Apprenticeship Training Scheme (ATS). Advanced Diploma Scheme (ADS), Advanced Vocational Training Scheme (AVTS) and Short-Term Training are also conducted by DGT.

3. Objective

The Directorate General of Training (DGT) in the Ministry of Skill Development and Entrepreneurship (MSDE) is the apex organisation for development and coordination at National level for the programmes relating to vocational training. Industrial Training Institutes (ITIs) are under the administrative and financial control of State Governments or Union Territory Administrations. DGT also operates Vocational Training Schemes in some of the specialized areas through field institutes under its direct control. Development of these programmes at national level, particularly in the area concerning common policies, common standards and procedures, training of instructors and trade testing (**assessments and certification**) are the responsibility of the DGT. But, day-to-day administration of Industrial Training Institutes rests with the State Governments/ Union Territories Administrations.

Craftsmen Training Scheme (CTS), Craft Instructor Training Scheme (CITS), Apprenticeship Training Scheme (ATS) and Flexi MoU are major schemes implemented by the DGT in Government and Private Industrial Training Institutes (ITIs), National Skill Training Institute (NSTIs), Institute of Training of Trainers (ITOTs) and Govt and Private Establishments.

Craftsmen Training Scheme (CTS): The Craftsmen Training Scheme (CTS) for training of skilled craftsmen is implemented through Govt. and Pvt. Industrial Training Institutes (ITIs) which are under the administrative and financial control of State Governments or Union Territory Administrations. Duration of these training courses varies from 6 Months -2 Years duration, NSQF compliant courses in 169 Trades which includes 86 Engineering trades, 78 Trades in the Non-Engineering Sector and 05 courses for Persons with Disabilities (PwD)/ Divyangjan.

Apprenticeship Training Scheme (ATS): A provision for supplementing the skills learnt during the ITI training is also available in the form of workplace training through the Apprenticeship Training Scheme (ATS). Also, one of the prime objectives of this scheme is optimal utilization of the infrastructural facilities available in the industry, where the apprenticeship training actually takes place, hence meeting the requirement of skilled manpower for industry.

Craft Instructor Training Scheme (CITS): A comprehensive training, both in skills and training methodology is imparted to those interested in becoming Instructors/ trainers in vocational training institutes, under the Craft Instructor Training Scheme (CITS). The idea is to develop their skills and competencies and make them conversant with the techniques of transferring hands-on skills to their students. This scheme is implemented through the National Skill Training Institutes (NSTIs) located in 33 locations across the country and in 120 Government and Private ITOTs (Institute for Training of Trainers).

Flexible Memorandum of Understanding Scheme: The scheme is designed to cater to the needs of both industry as well as trainees. The scheme allows industries to train candidates as per their skill set requirements and provides trainees with an industry environment aligned with the market demand and latest technology to undergo training. DGT has also signed MoUs with Indian Armed Forces (Army, Navy and Airforce) under Flexi-MoU scheme for awarding National Trade Certificate (NTC) to the Agniveers by recognizing their training and experiential learning during their services.

DGT conducts assessment and certification for all these schemes. The assessment comprises both theory and practical assessments. The theory examinations are held in Computer Based Test (CBT) mode.

DGT is, moreover, planning to introduce Engineering Drawing examinations in pen and paper mode for CTS, CITS and Flexi MoU schemes with scanning of answer sheets at examination venues, and evaluation of answer sheets by examiners on a digital evaluation platform.

Through this EOI, DGT intends to seek interested probable 'Service Provider' for conducting End- to-End Computer Based Examination and Pen and Paper Examination with digital evaluation for Engineering Drawing (ED) for candidate enrolled under CTS, CITS, ATS, Flexi MoU (including for Agniveers) and any other schemes on pan India basis.

DGT will invite limited RFP with the selected service provider through this EOI.

4. Definition of Terms

- 4.1 **“Agreement”** means the Agreement to be signed between the successful bidder and DGT including all attachments, appendices, all documents incorporated by reference thereto together with any subsequent modifications, the RFP, the bid offer, the acceptance and all related correspondences, clarifications, presentations.
- 4.2 **“Bidder”** means any firm offering the solution(s), service(s) and /or materials required in the RFP. The word Bidder when used in the pre-award period shall be synonymous with Bidder, and when used after award of the Contract shall mean the Service Provider (SP) with whom DGT signs the agreement for providing its services “.
- 4.3 **“Contract”** is used synonymously with Agreement
- 4.4 **“Contract Value”** means, the aggregate amount quoted by the SP in its commercial bid. If the Contract Value is increased due to change request, increase in tax rates/tax laws etc. in accordance with the terms of this Agreement, then the Authority shall have the right to seek additional Performance Guarantee to such increased extent of Contract Value and the penalties/liquidated damages etc. getting affected by such increase would be calculated based on such increase from the effective date of such increase in the Contract Value.
- 4.5 **“Document”** means any embodiment of any text or image however recorded and includes any data, text, images, sound, voice, codes, databases or any other electronic documents as per IT Act 2000.
- 4.6 **“Effective Date”** means the date on which this contract is signed
- 4.7 **“Intellectual Property Rights”** means any patent, copyright, trademark, trade name, service marks, brands, proprietary information whether arising before or after the execution of this contract and the right to ownership and registration of these rights.
- 4.8 **“DGT”** refers to Directorate General of Training
- 4.9 **“DGT's Representative / Project Coordinator”** means the person or the persons appointed by the designated authority from time to time to act on its behalf for overall coordination, supervision and project management.
- 4.10 **“SP”** means Service Provider which has to provide services to DGT as per the scope of work of in this RFP.
- 4.11 **“Scope of Work”** means all Goods and Services, and any other deliverables as required to be provided by the SP under this RFP.
- 4.12 **“SP's Team”** means Examination Agency's team, who has to provide Goods & Services to the designated authority under the scope of this RFP. This definition shall also include any and/or all of the employees/ individuals engaged either directly or indirectly by SP.
- 4.13 **“Service Specifications”** means and includes detailed description, statements of technical data, performance characteristics, and standards (Indian as well as International) as applicable and as specified in the RFP and the Contract, as well as those specifications relating to industry standards and codes applicable to the performance of work, work performance quality and specifications affecting the work or any additional specifications required to be produced by the SP.
- 4.14 **“Sub-Contractor”** shall mean the entity named in the contract for any part of the work or any person to whom any part of the contract has been sublet with the consent in writing of the designated authority and the heirs, legal representatives, successors and assignees of such person.

- 4.15 **“Services”** means the work to be performed by the agency pursuant to the RFP and to the contract to be signed by the parties in pursuance of any specific assignment awarded by the designated authority. In addition to this, the definition would also include other related / ancillary services that may be required to execute the Scope of Work under the RFP.
- 4.16 **“Timelines”** means the project milestones for performance of the Scope of Work and delivery of the Services as described in the RFP;
- 4.17 **“Evaluation Committee”** means a committee constituted internally by DGT for the purpose of evaluating the bids.
- 4.18 **“QCBS”** refers to selection methodology of selecting of Bidder based on highest Composite Score (CS) calculated based on evaluation of Technical Proposal and Commercial Bid as per predefined weightages. This is subject to Bidder achieving the minimum qualifying score in quality of Technical Proposal.
- 4.19 **“Technically Qualified/ Technical Qualification”** is synonymous to bidders who have obtained the minimum Technical Score defined in this RFP and qualified for evaluation of commercial bid based on QCBS Methodology

5. Bidding Data Sheet

S. No	Particulars	Details
1	Tender ID	DGT-18024/2/2026-O/o DIR (TT)
2	Tender date	25 September 2026
3	Selection Method	Tender will be awarded to the Bidder with the highest score based on the QCBS Evaluation Method (80:20) , subject to Bidder meeting the Pre-Qualification Criteria and Minimum Technical Qualification
4	Name of the Tender Inviting Authority	Director (TTC), Room no. 726, 7 th Floor, Kaushal Bhawan, New Moti Bagh, New Delhi 110023
5	RFP issued by	Directorate General of Training (DGT)
6	Availability of RFP	RFP can be downloaded from: i. DGT website https://www.dgt.gov.in/en/tender-notices ii. GeM Portal https://gem.gov.in

7	EMD	Earnest Money Deposit of Rs 1,00,00,000/- (Rupees One Crore) shall be applicable. Demand Draft shall be submitted in favour of PAO, DGT, MSDE payable at New Delhi from any of the nationalized scheduled commercial bank valid for a period of forty-five days beyond the final bid validity period.
8	Performance Bank Guarantee (PBG)	The successful bidder will be required to deposit a performance security in the form of a bank guarantee, valid for a period of sixty days beyond the date of completion of all contractual obligations and equal to Rs 2,50,00,000 (Rupees Two Crore Fifty Lakh) within 15 days from the date of the award.
10	Nodal Officer for correspondence and Clarification	Director (TTC), Room no. 726, 7 th Floor, Kaushal Bhawan, New Moti Bagh, New Delhi 110023
11	Bid Validity Period	180 days from the date of opening of the Technical bid
12	Commencement of the Assignment	As per the letter of Award/Letter of Intent

6. Instruction to Bidders

This section specifies the procedures to be followed by bidders for the preparation and submission of their Bids. It is important that the Bidder carefully reads and examines all the terms and condition of this RFP.

6.1 General Instructions

- 6.1.1 From the time of bid advertisement to the time of Contract award, if any Bidder wishes to contact the DGT (or designated officer) on any matter related to the bid, it should do so in writing at the address mentioned in bidding data sheet.
- 6.1.2 The bidder shall bear all costs associated with the preparation and submission of its Bid, and the DGT shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- 6.1.3 Bidders shall submit only one Bid including the Technical and Commercial bids. The Technical and commercial bid shall be submitted on the GeM portal only.
- 6.1.4 The bids shall remain valid for the period of 180 days from the date of opening of the Technical bid.
- 6.1.5 In exceptional circumstances, prior to the expiration of the bid validity period, DGT may request bidders to extend the period of validity of their bids. In case of bidder extending the bid, the Bidder

granting the request shall also extend the bid security/EMD adequately beyond the deadline of the extended validity period.

- 6.1.6 Any bid NOT accompanied by an enforceable and compliant bid security (EMD) shall be rejected by the DGT as non-responsive.
- 6.1.7 The EMD of the unsuccessful Bidder shall be returned as promptly as possible once the successful Bidder has signed the Contract and furnished the required performance security. No interest will be payable by DGT on the amount of the EMD.
- 6.1.8 The EMD will be forfeited by DGT on account of one or more of the following reasons:
- If a bidder withdraws its bid during the period of bid validity
 - If the successful bidder fails to sign the contract in accordance with terms and conditions
- 6.1.9 Consortium /Joint Venture (JV) / Association: Consortium/ Joint Venture and Associations are not allowed as a part of this RFP
- 6.1.10 Sub-contracting: Subcontracting is not permitted

6.2 DGT - Rights and Disclaimers

6.2.1 Right to Intellectual Property and confidentiality:

- 6.2.1.1 The RFP Document and associated correspondence are subject to copyright and shall always remain the property of the DGT and must not be shared with third parties or reproduced, whether in whole or part, without the DGT's prior written consent.
- 6.2.1.2 This condition shall also apply to Service Providers who do not submit a Proposal after downloading it or are not awarded a contract.
- 6.2.1.3 The obligation of the Service Providers under sub-clauses above, however, shall not apply to information that:
- a. now or hereafter is or enters the public domain through no fault of Service Provider;
 - b. is legally possessed by Service Provider at the relevant time and was not previously obtained, directly or indirectly, from the DGT; or
 - c. otherwise lawfully becomes available to Service Provider from a third party with no obligation of confidentiality.
- 6.2.1.4 The provisions of this clause shall survive completion or termination for whatever reason of the Procurement Process or the contract.

6.2.2 Right to reject any or all Proposals

The DGT reserves its right to accept or reject any or all Proposals, abandon/ cancel the Procurement Process, and issue another EOI/ RFP for the same or similar Services before the award of the contract. It would have no liability to the affected Service Provider(s) or any obligation to inform them of the grounds for such action(s).

7. Disclaimers

7.1 Regarding the Purpose of the RFP Document

The RFP Document is neither an agreement nor an offer to the prospective Service Provider(s) or any other party. The purpose of the RFP Document is to provide the Service Provider(s) with information to assist them in participation in this Procurement Process.

7.2 Regarding Documents/ guidelines

The RFP Document, ensuing communications, and Contracts shall determine the legal and commercial relationship between the Service Providers and the DGT. No other Government or DGT's document/ guidelines/ Manuals, including its Procurement Manual (for internal and official use of its officers), notwithstanding any mention thereof in the RFP Document, shall have any locus-standi in such a relationship. Therefore, such documents/ guidelines/ Manuals shall not be admissible in legal or dispute resolution or grievance redressal proceedings.

7.3 Regarding Information Provided

Information contained in the RFP Document or subsequently provided to the Service provider(s) is on the terms and conditions set out in the RFP Document or subject to which that was provided. Similar terms apply to information provided verbally, in the documentary, or any other form, directly or indirectly, by the DGT, its employees, or associated agencies.

7.4 Regarding RFP Document:

- 7.4.1 The RFP Document does not purport to contain all the information Service provider(s) may require. It may not address the needs of all Service providers. They should conduct due diligence, investigation, and analysis, check the information's accuracy, reliability, and completeness, and obtain independent advice from appropriate sources. Information provided in the RFP Document to the Service provider(s) is on various matters, some of which may depend upon interpreting the law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The DGT, its employees and other associated agencies accept no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.
- 7.4.2 The DGT, its employees and other associated agencies make no representation or warranty for the accuracy, adequacy, correctness, completeness or reliability of any assessment, assumption, statement, or information in the RFP Document. They have no legal liability, whether resulting from negligence or otherwise, for any loss, damages, cost, or expense arising from/ incurred/ suffered, howsoever caused, to any person, including any Service provider, on such account.

8. Service Provider – Participation in this RFP process

8.1 Eligibility to Participate

As the RFP following the earlier EOI shortlisting process, this invitation is open only to service provider who have been shortlisted therein. It is not permissible for the shortlisted service provider to transfer this RFP to any other firm without the permission of the DGT. Proposals from service provider who have not been shortlisted shall not be entertained.

8.2 Continued Eligibility

The shortlisted Service Provider must continue to meet the eligibility criteria prescribed in the EOI document (based inter-alia on which they were shortlisted), as of the date of his Proposal submission and should continue to meet these till the award of the contract. Service provider shall be required to maintain continued fulfilment of Eligibility Criteria. Service provider must provide evidence of their continued eligibility to the DGT if requested.

8.3 Change in Structure or Associations

- **Changes in Structure:** Any change in the structure, formation, eligibility, or qualifications of a shortlisted Service provider after being shortlisted/ invited to bid before submitting Proposals, shall be subject to the written approval of the DGT.
- Any such changes shall be submitted for approval to the DGT no later than 14 days after publishing the RFP document. Such approval shall be denied if (i) a shortlisted Service provider proposes to associate with an ineligible Service provider or, in case of an ineligible joint venture, any of its members (ii) because of the change, the service provider no longer substantially meets the qualification criteria outlined in REOI document, or (iii) if, in the opinion of the DGT, a substantial reduction in competition may result.

8.4 Participation in only one Proposal

The shortlisted Service provider shall not participate in more than one Proposal in this RFP Process. Participation in any capacity by a Service provider (including the participation of a Service provider as a Sub-service provider or as a member of a JV/C or vice-versa) in more than one Proposal shall result in the disqualification of all Proposals in which he is a party. Unless otherwise stipulated, this does not preclude a Sub-service provider or a Service provider's staff (if they are not submitting a proposal in their own name) from participating as Sub-service provider/ Key Experts/ Non-Key Experts in more than one Proposal. A shortlisted Service provider shall not be allowed to participate both as an individual Service provider and as a part of the joint venture or as a Sub-service provider.

8.5 Conflict of Interest

The Service provider must hold the Procuring Organisation's interests paramount at all times, and shall not try to get benefits beyond the legitimate payments and credentials in the contract. He should strictly avoid conflicts with other assignments or their corporate interests. Service providers must disclose to the DGT, in case any actual or potential conflict that impacts its capacity to serve the best interest of the Procuring Organisation. Proposals found to have a conflict of interest shall be rejected as nonresponsive. Without limitation on the generality of the preceding, a Service provider in this Procurement Process shall be considered to have a conflict of interest if the Service provider:

8.5.1 Conflicting Associations:

- a. directly or indirectly controls, is controlled by or is under common control with another Service provider; or
- b. receives or has received any direct or indirect subsidy/ financial stake from another Service provider; or
- c. has the same correspondence address or same legal representative/ agent as another service provider for purposes of this proposal; or

- d. has a relationship with another Service provider, directly or through common third parties, that puts it in a position to have access to information about or influence the Proposal of another Service provider or influence the decisions of the DGT regarding this Procurement Process; or
- 8.5.2 **Unfair Competitive Advantage and Conflicting Activities:** had (or any of its Affiliates) been engaged by the DGT to provide goods, works, or services for a project, shall be disqualified from providing consulting services resulting from or directly related to those goods, works, or services. Conversely, a firm (or any of its Affiliates) hired to provide consulting services for the preparation or implementation of a project shall be disqualified from subsequently providing goods or works or services resulting from or directly related to the consulting services for such preparation or implementation.
- 8.5.3 **Conflicting Assignments:** would (including its Experts and Sub-service providers) or any of its Affiliates) be or are providing consultancy services in another assignment for the same or another DGT that, by its nature, may conflict with this assignment.
- 8.5.4 **Commissions and Gratuities:** The Service provider shall disclose any commissions or fees that may have been paid or are to be paid to agents, representatives, or commission agents concerning the selection process or execution and performance of the resulting Contract. The information disclosed must include the name and address of the agent, representative, or commission agent, the amount and currency, and the purpose of the commission or fee.
- 8.5.5 **Conflicting Relationships:** has close business/ family relationship with a staff of the Procuring Organisation who are/ would be directly/ indirectly involved in any of the following activities:
 - 8.5.5.1 preparation of the RFP document or TOR of the Procurement Process
 - 8.5.5.2 evaluation of Proposals or award of Contract, or
 - 8.5.5.3 implementation/ supervision of the resulting Contract

9. Pre-bid Meeting and Clarifications

9.1 Pre-bid Meeting

- 9.1.1 DGT shall schedule a Pre-Bid meeting with the prospective bidders as per the timelines mentioned in the Bidding Data Sheet. Participation in the pre-bid conference is not mandatory.
- 9.1.2 The interested bidders need to ensure that they have submitted their queries in writing as per the date mentioned in the Bidding Data Sheet.
- 9.1.3 Only bidders who have been shortlisted in the REoI preceding this RFP can only participate in the Pre-bid meeting or send pre-bid queries to DGT.
- 9.1.4 Delegates participating in the Pre-Bid meeting must email their name, designation, mobile number and an authorization letter to exam.controller-dgt@dgt.gov.in one day before the pre-bid meeting, else, they shall not be allowed to participate. The Pre-Bid meeting may also be held online at the discretion of the DGT.
- 9.1.5 Queries submitted by the Bidders should be as per the format provided in under section 9.1 of this document.
- 9.1.6 Response to the queries and clarification shall be uploaded by the DGT on their website (<https://dgt.gov.in/en/tender-notice>).

9.2 Corrigenda/ Addenda to RFP Document

- 9.2.1 Before the deadline for submitting Proposals, the DGT may update, amend, modify, or supplement the information, assessment or assumptions contained in the RFP Document by issuing corrigenda and addenda. The corrigenda and addenda shall be published in the same manner as the original RFP Document.
- 9.2.2 Without any liability or obligation, the Portal may send intimation of such corrigenda/ addenda to Service providers who have downloaded the document under their login. However, the Service providers must check the DGT website also for any corrigenda/addenda. Any corrigendum or addendum thus issued shall be considered a part of the RFP Document.
- 9.2.3 To give reasonable time to the prospective Service providers to take such corrigendum/ addendum into account in preparing their Proposals, the DGT may suitably extend the deadline for the Proposal submission as necessary. After the DGT makes such modifications, any Service provider who has submitted his Proposal in response to the original invitation shall have the opportunity to either withdraw his Proposal or re-submit his Proposal superseding the original Proposal within the extended time of submission.
- 9.2.4 The DGT may extend the deadline for the RFP submission by issuing an amendment. In this case, all rights and obligations of the DGT and the service providers previously subject to the original deadline shall then be subject to the new deadline for the RFP submission.

9.3 Submission and Opening of Bid

- 9.3.1 Bidders who wish to participate in this selection process will have to register on GeM
- 9.3.2 Further, participating Bidders will have to procure Digital Signature Certificate (DSC) as per Information Technology Act 2000 using which they can sign their electronic commercial proposals. Bidders can procure the same from any agency licensed by Controller of Certifying Authority, Government of India. Bidders who already have a DSC need not procure a new one. However, the bidder must ensure that the DSC to be used for signing their electronic commercial proposals must be in the name of authorized employee of the bidder's firm.
- 9.3.3 The commercials of the bid should NOT be indicated in the Technical Proposal. The failure to comply shall lead to rejection of bids.
- 9.3.4 Conditional bids are liable to be rejected.
- 9.3.5 The Technical and Commercial Bid shall be uploaded on GeM Portal.
- 9.3.6 In case the bidder faces technical issues in uploading the bid, the same submitted by physical submission/fax/email only, shall not be entertained unless prior approval is obtained from the DGT.
- 9.3.7 In case bidder fail to upload the bid documents on due date, they are not allowed for submitting the physical copy of the bid documents.
- 9.3.8 DGT shall not be responsible for delay or non-receipt of the documents/bids.
- 9.3.9 To assist in the examination, evaluation, and comparison of the bids, and qualification of the Bidders, the DGT may, at its discretion, seek any clarification from bidders.
- 9.3.10 If the Bidder does not provide clarifications about its bid by the date and time set in the DGT's request for clarification, the bids shall be evaluated on the basis information available with the DGT.
- 9.3.11 DGT reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to bidders.

9.4 Selection Process

9.4.1 Opening of Bids

- 9.4.1.1 The bids shall be opened online on or after the date & time of the opening stipulated in the

bidding data sheet. If the specified date of Proposal opening falls on or is subsequently declared a holiday or closed day for the DGT, the bids shall be opened online on the next working day.

9.4.1.2 There will be three bid-opening events

Set 1 (EMD)

Set 2 (Technical bid)

Set 3 (Commercial bid)

9.4.1.3 Bids that fail to provide 'EMD' shall be rejected by DGT as non-responsive

9.4.1.4 The Technical bids of only those bidders will be opened who are selected in the Expression of Interest (EOI) stage.

9.4.2 Preliminary Examination of Bids

Evaluation Committee shall examine the bids to determine whether they are complete, documents have been properly signed and bids are generally in order. Any bid found to be non-responsive for any reason or not meeting any criteria specified in the RFP, shall be rejected by Evaluation Committee and shall not be included for further consideration. Initial Bid scrutiny shall be held and bids will be treated as non-responsive, if bids are:

9.4.2.1 Not submitted in format as specified in the RFP document

9.4.2.2 Received without the Letter of Authorization (Power of Attorney)

9.4.2.3 Found with suppression of details

9.4.2.4 With incomplete information, subjective, conditional offers and partial offers submitted

9.4.2.5 Submitted without the documents requested

9.4.2.6 Non-compliant to any of the clauses mentioned in the RFP

9.4.3 Clarification on Bids

During the bid evaluation, DGT may, at its discretion, ask the Bidder for any clarification(s) regarding the bid submitted. The request for clarification and the response shall be given in writing. However, no change in the price or substance of the bid shall be sought, offered or permitted.

10. Qualification and Evaluation Methodology

The Evaluation Committee shall evaluate the responses to the RFP and all supporting documents/documentary evidences. Inability to submit requisite supporting documents/documentary evidence by bidders may lead to rejection of their bids.

10.1 Commercial bids of only those bidders will be opened whose score in Technical Evaluation Criteria is at least 70 % or more.

10.2 Contract will be awarded to the bidder who qualifies the technical eligibility criteria and whose Composite Score (CS) calculated based on QCBS Methodology is highest.

10.3 Evaluation will be done on Quality and Cost selection (QCBS) method with the following weightage:

- Technical: 80%
- Commercial: 20%

10.4 The decision of the Evaluation Committee in the evaluation of bids shall be final and binding on the bidders. No correspondence will be entertained outside the process of evaluation with the Committee. The Evaluation Committee may ask for meetings or presentation with the Bidders to seek clarifications or confirmations on their bids.

10.5 The Evaluation Committee reserves the right to reject any or all bids. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP. The steps for evaluation are discussed in the following sub-sections.

11. Technical Scoring Criteria

Technical Proposal for only those Bidders will be opened who have been shortlisted after EoI evaluation. Conditional bids are liable to be rejected. The committee shall check Technical eligibility of the bidder based on criteria given in table below.

Sr. No.	Criteria	Score	Supporting Document	Mark Evaluated by Bidder	Mark Evaluated by the Technical Evaluation Committee
1	Bidder's Profile	10			
1.1	Legal Structure	5			
	Private Limited	3	Certificate of incorporation showing the status of company.		
	Public Limited Company	5			
1.2	Overall IT staff strength (Project Management/ Development/ Quality Assurance /Implementation/ Operations) as on the date of submission of RFP	5			
	>=200- 300	3	EPFO document mentioning total subscribers and Self Declaration from the Authorized Signatory/ HR Head.		
	>300 – 400	4			
	>400	5			
2	Bidder's certification	10			
2.1	CMMI level (Service)	5			
	CMMI Level 3 Service	3	Copy of certificate clearly indicating validity. CMMI certificate should reflect at cmmiinstitute.com/pars . Certificates should be valid on date of submission of proposal.		
	CMMI Level 4 Service	4			
	CMMI Level 5 Service	5			

2.2	CMMI level (Development)/ISO 20000-1	5			
	ISO 20000-1	2	Copy of certificate clearly indicating validity. CMMI certificate should reflect at cmminstitute.com/pars . Certificates should be valid on date of submission of proposal.		
	CMMI Level 3 Development	3			
	CMMI Level 4 Service	4			
	CMMI Level 5 Development	5			
3	Bidder's Financial Capability	5			
3.1	Annual average turnover from online examination/ assessment business for the last three financial years (i.e. 2023-24, 2024-25 and 2025-26)				
	>=70crore - < 200 Crore	3	Copy of Complete Audited Financials along with certificate from CA clearly mentioning turnover from online examination/ assessment business.		
	>=200 Crore and < 500 Crore	4			
	>= 500 Crore	5			
4	Bidder's experience in Examination	35			
4.1	Maximum number of candidates' CBT examination conducted in any single day in each of the preceding three calendar years (year ended on December 2025)	5			
	>50,000- < 1 Lakh in each of the preceding three year	1	Client testimonial/completion/ acknowledgement letter on client letterhead along with current contact details of the client.		
	At least 1 lakh in any one of the preceding three years and >50,000- < 1 Lakh in the remaining two years	2			
	At least 1 lakh in any two of the preceding three years and >50,000- < 1 Lakh in the remaining one year	3			
	>= 1 Lakh in each of the preceding three year	5			
4.2	The bidder should have executed CBT Examination with minimum of 1,00,000 (cumulative of all shifts/ subjects) candidates in a single	5			

	examination assignment in preceding three calendar years (year ended on December 2025)				
	>=5- < 10 assignments >=10- < 20 assignments >= 20 assignments	2 3 5	Client testimonial/completion/ acknowledgement letter along with current contact details of the client.		
4.3	The bidder must have conducted CBT examinations at exam centers throughout the country on PAN India basis in 150 or more districts in a single exam cycle in preceding three calendar years (year ended on December 2025).	5			
	No. of districts >=150 - 350 districts 351-550 districts >=551 districts	2 3 5	Client testimonial/completion/ acknowledgement letter stating the number of districts covered in a single CBT examination cycle and current contact details of the client.		
4.4	Maximum number of unique subjects/trades in any single examination cycle in which CBT exam was conducted in last three calendar years (year ended on December 2025)	5			
	>= 30-50 unique subjects/trades >= 51-75 unique subjects/trades >=76 unique subjects/trades	3 4 5	Client testimonial/completion/ acknowledgement letter stating the unique number of subjects/trades in which CBT exams were conducted in single exam cycle and current contact details of the client.		
4.5	The bidder should have experience of hosting/ conducting CBT Exam /	2			

	Question Papers in different Indian Languages				
	Number of languages 2-7 >7	1 2	client testimonial/completion/ acknowledgement letter showing the number of languages in which CBT examination were conducted and current contact details of the client.		
4.6	The bidder should have experience of conducting online – examination / CBT assessments in consecutive preceding years (year ended on December 2025).	5			
	>= 3 years and <= 5 years > 5 years and <=10 years > 10 years	2 3 5	Work orders showing the date of award and period of contract along with current contact details of the client.		
4.7	The bidder should have experience in conducting CBT Exam on request/On Demand CBT Examination (daily/weekly) round the year with candidate self-scheduling on a platform, including end to end examination management services.	2			
	1-3 clients above 3 clients	1 2	client testimonial/completion/ acknowledgement letter or work order showing the date of award along with current contact details of the client.		
4.8	The bidder should have successfully implemented an AI/ML based face authentication solution for candidate identity verification and impersonation prevention.	2			

	1-3 clients above 3 clients	1 2	client testimonial/completion/ acknowledgement letter or work order showing the date of award along with current contact details of the client.		
4.9	Bidder experience in Scanning of examination subjective answer sheets, executed between preceding five calendar years 2020-25.	2			
		1 Mark for each completed examination, maximum upto 2 marks	client testimonial/completion/ acknowledgement letter or work order showing the date of award along with current contact details of the client.		
4.10	Bidder experience in providing online platform for Digital Evaluation/On Screen Marking of subjective answer sheets, executed between preceding five calendar years 2020-25.	2			
		1 Mark for each completed project maximum upto 2 marks	client testimonial/completion/ acknowledgement letter or work order showing the date of award along with current contact details of the client.		
5	Bidder's Infrastructure Capability	20			
5.1	The bidder should have registered company offices in at least 5 states/UTs across India	10			
	>=5-10 States/UTs >=11-15 States/UTs	2 3	Registered office registration certificate from relevant Govt authorities/GST certificates		

	>=16-20 States/UTs	4			
	>=21 States/UTs	5			
5.2	The bidder should have company owned CBT examination centres	5			
	100- 200 200-400 >400	1 3 5	Self-declaration with Authorized signatory on bidder's letter head		
5.3	Owned / Hired Certified Nodes (available 24x7) in India	5			
	>=20,000-50,000 nodes >=50,000-1,00,000 nodes >=1,00,000 nodes	1 3 5	Self-declaration with Authorized signatory on bidder's letter head		
5.4	Primary Data Centre with Secondary Data Centre site to be managed by the bidder for data security.	5			
	Minimum Tier III Primary DC infrastructure with Secondary DC outsourced by the bidder with CERT-in Certified infrastructure & MeitY empaneled cloud service provider. Minimum Tier III Primary DC infrastructure with Secondary DC owned by the bidder with CERT-in Certified infrastructure & MeitY empaneled cloud service provider.	2 5	Self-declaration on bidder's letter head along with valid CERT-In certificate and MEITY empanelment certificate.		

6	Approach and Methodology	20			
6.1	The marks for Approach and Methodology will be given by the Committee based on the Presentation & Demonstration made by the bidder. Presentation should focus on following points: 1. Demonstration of capability to conduct CBT Examinations. 2. Major clients for whom the CBT Examinations were conducted. 3. Functioning and stability of the CBT Software 4. Security features involved in the process for data privacy and CBT system security. 5. Face Authentication Demonstration/Approach Methodology of conducting it in ITIs Pan India. 6. Scanning of engineering drawing and OSM Demonstration/ Approach Methodology of conducting it in PAN India 7. Post examination analytical capability.	20			

- Total Award Point = 100
- Minimum Marks to be obtained for Technical Qualification and Opening of Commercial Bid =70% of 100 = 70
- Ts= Technical Score of the bidder on a scale of 100

Note: At any point DGT may ask for additional supporting documents for verification of the claims.

11.1 Evaluation Process

Stage 1. Technical Evaluation

- Technical proposal of the bidders will be opened and bidders may also be invited for any clarifications, if required.
- Evaluation Committee will review the technical proposals of the short-listed bidders to determine whether the technical proposals are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at DGT's discretion.
- Each Technical proposal will be assigned a Technical Score (Ts) out of 100, as per scoring criteria outlined in section 5.1.
- The Evaluation Committee/ DGT will invite the technically qualified bidders for Technical Presentation and Demonstration.

Stage 2. Commercial Evaluation

- All the Technically Qualified bidders i.e. bidders who obtain Technical Score of 70% or more, will be notified to participate in Commercial Bid opening process.
- The Commercial bids for the qualified bidders shall then be opened on the notified date and time and reviewed to determine whether the Commercial bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at DGT's discretion.
- Commercial Bids that are not as per prescribed format shall be liable for rejection.
- The amount quoted in section 9.4-Set 4– Commercial Bid Format will be used to evaluate the financial bid. The cumulative financial quote for a technically eligible bidder will be derived as a weighted sum (as per formula below):

$$\text{Fsum} = \text{Rate at A} + 0.9 \text{ of Rate at B} + \text{Rate at C}$$

(Rounded off to 2 decimals)

- The Normalized Financial score (Fn) of the technically qualified bidders will be calculated, while considering the cost given by each of the Bidders in the Commercial Bid as follows:

$$\text{Fn} = \{100 * \text{Lowest Fsum among all bidders} / \text{Bidder's Fsum}\}$$

(Rounded off to 2 decimals)

- The bid price (i.e. per student per exam) will be exclusive of all taxes and levies and shall be in Indian Rupees.
- Any conditional bid would be rejected.
- Only Examination charges per student per exam paper (inclusive of all services provided under the scope of the project will be taken under consideration for evaluation of commercial score.

Stage 3. Final Score Calculation through QCBS

- The individual Bidder's composite scores (CS) are calculated as per the formula below:

$$\text{Composite Score (CS)} = \text{Ts} * 0.80 + \text{Fn} * 0.20$$

(Rounded off to 2 decimals)

Where,

Fn= Normalized Financial Score for the Bidder under consideration

Ts= Technical Score of the bidder on a scale of 100

11.2 Award Criteria

- 11.2.1 The bidder with the highest Composite Score (CS) shall be treated as the successful bidder (H1) for award of the contract.
- 11.2.2 In case of failure of the agency at H1 to provide the services as per the contract, the contract shall be awarded to the next agency which is having the next highest Composite Score (CS).
- 11.2.3 In the event the final 'Composite Scores' are 'tied' for two or more bidders, the bidder securing highest financial score (Fn) (among all the tied bidders) will be adjudicated as the Best Value Bidder for award of the contract.

11.3 Contract Signing

- 11.3.1 After opening commercial bid, Letter of Intent (LOI) will be issued to the selected bidder (SP) at the earliest.
- 11.3.2 In case the bidder does not acknowledge the receipt of LOI within 7 days, DGT will have all rights to select another bidder who has second lowest commercial bid.
- 11.3.3 After receipt of LOI, the selected bidder has to provide Performance Bank Guarantee within 15 working days.
- 11.3.4 Within a week from receiving of Performance Bank Guarantee, contract agreement will be signed between DGT and selected bidder.

12. Scope of Work

12.1 Craftsmen Training Scheme (CTS)

The Craftsmen Training Scheme (CTS) is implemented through 14,000+ Government and Private ITIs throughout the country, enrolling approximately 14 lakh candidates annually. The assessments for candidates enrolled into the ITIs is mandated to be done twice annually in theoretical and practical subjects. The mains examinations are conducted for approximately 14 lakhs (first year) + 8 lakhs (second year) trainees. Further, another about 3.5 lakh candidates participate in supplementary examination. From year 2022, each candidate appears in one theory paper of two-hour duration in Computer Based Tests (CBT) mode. Please refer to Annexure-I for indicative number of candidates enrolled in 2023- two-year trades and 2024- all duration trades.

Frequency of Examination:

The SP shall conduct multiple examinations for each academic year during the duration of the contract. Each academic year shall have an examination for candidates enrolled in 6-month, 12 month and 24-month programmers. The annual exam shall be followed by another half-yearly examination for next cycle of candidates enrolled under 6-month programme and supplementary examinations for candidates who have failed/ or did not appear in annual exams. However, the examination plan may be changed as per requirements of DGT.

Indicative Year-wise plan for examinations:

Below table indicates exam plan for next 3 years, please note that the same is subject to change as per requirements of DGT.

Year 1	[Annual Exam of all candidates enrolled under CTS schemes during the current academic year (1year programs, 2year programs, 6 months programs – cycle 1)] +[Candidates enrolled under 24 month programme during previous academic year]+ [Supplementary Exams from pervious academic year]	Month of July/August
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	Re-examinations (if required)/ Supplementary Examination	Within 2 weeks of annual exam; Sept/Oct
	Supplementary Exams and Exams for students enrolled under 6-month courses (cycle 2)	Month of January/February
Year 2	[Annual Exam of all candidates enrolled under CTS schemes during the current academic year (1year programs, 2year programs, 6 months programs – cycle 1)]+[Candidates enrolled under 24 month programme during previous academic year]+ [Supplementary Exams from pervious academic year]	Month of July/August
	Re-examinations (if required)	Within 2 weeks of annual exam
	Supplementary Exams and Exams for students enrolled under 6-month courses (cycle 2)	Month of December /January
Year 3	[Annual Exam of all candidates enrolled under CTS schemes during the current academic year (1year programmes, 2year programmes, 6 months programmes – cycle 1)]+[Candidates enrolled under 24 month programme during previous academic year]+ [Supplementary Exams from pervious academic year]	Month of July/ August
	Re-examinations (if required)	Within 2 weeks of annual exam
	Supplementary Exams and Exams for students enrolled under 6-month courses (cycle 2)	Month of December /January

Please note that the examination plan is indicative in nature and the actual date of exam/ or exam schedule may vary.

12.2 Craft Instructor Training Scheme (CITS)

- The CITS currently enrolls approximately 13,000 candidates across 41 one-year trades in 33 Central Government National Skill Training Institutes (NSTI) and 120 Government and Private Institute of Training of Trainers (ITOTs) across the country. Each enrolled candidate under CITS appears in two papers. Please refer to **Annexure-II** for indicative number of candidates enrolled in current academic year i.e. 2025-26 under the CITS.
- Entrance exam for admission in CITS one-year trades is conducted for approximately 45,000 candidates across about 41 trades for admission in around 33 Central Government National Skill Training Institutes (NSTI) and 120 Government and Private Institute of Training of Trainers (ITOT) across the country.

Frequency of Examination:

The SP shall conduct multiple examinations for each academic year during the duration of the contract. Each academic year shall have an examination for candidates enrolled in 01-year programmes. The annual exam shall be followed by supplementary examinations for candidates who have failed/ or did not appear in annual exams. However, the same may be changed as per requirements of DGT.

Indicative Year-wise plan for examinations:

Below table indicates exam plan for next 3 years, please note that the same is subject to change as per requirements of DGT.

Year 1	Annual Exam of all candidates enrolled under CITS schemes during the current academic year including supplementary examination (cycle 1)	Month of June
	Re-examinations (if required)	Within 2 weeks of annual exam
	Supplementary Exams (cycle 2)	Month of December /January
	Entrance Examination CITS	May
Year 2	Annual Exam of all candidates enrolled under CITS schemes during the current academic year including supplementary examination (cycle 1)	Month of June
	Re-examinations (if required)	Within 2 weeks of annual exam
	Supplementary Exams (cycle 2)	Month of December /January
	Entrance Examination CITS	May
Year 3	Annual Exam of all candidates enrolled under CITS schemes during the current academic year including supplementary examination (cycle 1)	Month of June
	Re-examinations (if required)	Within 2 weeks of annual exam
	Supplementary Exams (cycle 2)	Month of December /January
	Entrance Examination CITS	May

Please note that the examination plan is indicative in nature and the actual date of exam/ or exam schedule may vary.

12.3 Apprenticeship Training Scheme (ATS)

The examination under ATS are conducted for approximately 10,000 apprentices annually enrolled in designated trades as fresher candidates. The examinations are conducted quarterly (~2,500 per quarter).

12.4 Flexi MoU Scheme

- a. Under Flexi MoU scheme, examinations for approximately 6,000 candidates, trained under Flexi-MoU with five Industrial Training Partners (ITPs), are conducted annually. Each candidate appears for two theory papers during the mains examination.
- b. DGT has also signed MoUs with Indian Armed Forces (Army, Navy and Airforce) under Flexi-MoU scheme for awarding National Trade Certificate (NTC) to the Agniveers by recognizing their training and experiential learning during their services. For award of NTC, DGT will conduct assessment of all Agniveers. Approximately 50,000 Agniveers are expected to appear for assessment to be conducted for the first time by DGT in year 2026.

12.5 Digital Evaluation for Engineering Drawing Examination held in Pen and Paper Mode

DGT is, moreover, planning to conduct Engineering Drawing (ED) examinations in pen and paper mode for CTS, CITS and Flexi MoU with scanning of answer sheets, and evaluation of answer sheets by examiners on a digital evaluation platform.

The Engineering Drawing (ED) examination shall be conducted physically at the respective Institutes/Practical Examination Centres as notified by DGT. The conduct of the examination, including preparation and distribution of question paper, deployment of invigilators, supervision of candidates, and other examination-related activities at the examination centres, shall not form part of the scope of work under this RFP.

The selected Service Provider shall be responsible for providing following services for the Engineering Drawing examination:

12.5.1 Supply of Blank Answer Sheets

- i Print and supply standardized blank A4 Engineering Drawing answer sheets, in adequate quantity for all registered candidates. The Engineering Drawing answer booklet may comprise of 3–4 sheets of A4 size, printed and used in single-side mode. Each sheet of the booklet shall be affixed with a unique QR code or barcode, ensuring page-wise traceability with the booklet and candidate during digitization.
- ii Ensure timely delivery of the answer sheets to the designated NSTIs/Nodal ITIs of the respective districts across the country (approximately 700+ Nodal ITIs, generally one in each district), within the timelines communicated by DGT.

12.5.2 Collection and Transportation of Answer Sheets

- i Collect the completed answer sheets from all Institutes/Practical Examination Centres (approximately 14,000 ITIs throughout the country) after completion of the examination.
- ii Transport the collected answer sheets securely to the designated NSTIs/Nodal ITIs.

12.5.3 Scanning and Anonymization

- i Scan all answer sheets in high resolution (minimum 300 dpi) at the premises of NSTIs/Nodal ITIs and perform quality checks to ensure complete, clear, and legible digital images.
- ii The spine of the booklet may be cut to facilitate scanning, wherever required. However, service providers must ensure that post-scanning, all pages are re-assembled and stapled in their original sequence to maintain the physical record.
- iii Service providers shall ensure that all pages are correctly indexed against the candidate's unique identifiers. A robust quality-check mechanism must be in place.
- iv Anonymize/mask all candidate-identifiable information before evaluation so that evaluators have no access to candidate identity during assessment.

12.5.4 On-Screen Evaluation Platform

- i Provide a secure, web-based digital evaluation platform for on-screen marking of anonymized answer sheets by evaluators nominated by DGT.
- ii The platform shall support allocation of answer sheets, role-based access control, audit logs, marking workflow, moderation (where applicable), and secure storage of evaluation records.

12.5.5 Re-scanning Facility

- i Re-scan poor quality or illegible answer sheets promptly.

12.5.6 Submission of Evaluation Results

- i After completion of evaluation, transmit the candidate-wise marks to DGT's Skill India Digital Hub (SIDH) through a secure API interface and data formats.

12.5.7 The Service Provider shall be responsible for maintaining confidentiality, security, and integrity of all physical and digital answer sheets throughout the collection, transportation, scanning, evaluation, storage, and data transmission process. All activities shall be carried out in accordance with the timelines, technical specifications, and standard operating procedures prescribed by DGT.

12.6 Exam on Request:

DGT may at its discretion introduce the facility of 'Exam on-Request' for mains/supplementary examinations for ED and/ or CBT, allowing candidates to appear for examinations at any time by paying requisite fee, selecting available center/ location and scheduling the exam. The SP shall provide online platform for candidates to complete these activities. The SP shall be responsible for end-to-end conduct of the examination at the selected centres on the scheduled date and time. The SP shall also ensure availability of sufficient exam slots, operational readiness of centres, timely processing of examination data, etc.

12.7 Language of Examination:

The question paper during CBT needs to be provided in English (default language) **and** Hindi/Regional

Languages as applicable for the trainees of concerned state as per **Annexure III**. The question paper is to be given in default language English and a second language chosen by candidate at the time of registration/fee payment on SIDH Portal.

12.8 Any Other Examination:

Any other examination introduced by the DGT in future will also be covered under this scope of work.

The SP shall conduct exams for trainees undergoing training as well as candidates appearing for supplementary examinations from previous sessions.

12.9 Procurement of only Selected Services

The scope of work broadly consists of the following three independent service components:

- (i) End-to-end conduct of Computer Based Test (CBT) examination;
- (ii) Services of Engineering Drawing (ED) examination, including provision of a platform for on-screen evaluation, as specified in 12.5 above; and
- (iii) Application for facial recognition and geofenced attendance verification of candidates.

These three service components are modular in nature. As specifically provided in the Commercial Bid Format (Section 9.4, Set-4) of the draft RFP, DGT may procure only one service, any two of the services, or all three services, depending upon its actual requirement. Accordingly, payment shall be made only for the service(s) actually availed by DGT.

12.10 APIs to be Developed by Service Provider:

For flow of information to and fro between DGT's Portals and SP's system, SP has to develop APIs as per requirement, inter alia the following:

- i. API to receive candidate's data from DGT's portals for whom CBT examination scheduling has to be done by SP
- ii. API to send candidate's CBT examination mapping data to DGT's portals for hall ticket generation
- iii. API to send candidate's marks data to DGT's portals for result declaration
API to send outcome of the face recognition verification to DGT's Portal

The Scope of Work has been divided into following three broad phases:

- 1 Pre- Examination / Preparatory Phase
- 2 Examination Phase
- 3 Post Examination Phase

12.11 Pre-examination /Preparatory Phase

The selected bidder is expected to draw the examination plan and implement the design of the examination processes as required by DGT. The plan shall be presented to the DGT for approval before each examination. Moreover, examination agency has to deploy at least two manpower at DGT office at New Delhi during the entire currency of the contract for direct liaison for the examination planning.

Broadly, the requirements will be as follows:

12.12 Examination Planning and Scheduling

The selected bidder shall develop a comprehensive examination schedule / plan considering the total number of trades, subjects, locations and candidates enrolled. The bidder must ensure that each candidate get sufficient time between two examinations. The candidate appearing in two papers must be scheduled on the same day in different shifts.

Complete Security management processes

Physical Security

Information Security

Server Security

Network Security

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 successful bidder shall comply with the following requirements:

1. Pre-Examination Mock Drill:

The bidder shall conduct a comprehensive mock drill at each examination centre sufficiently in advance of the examination. The mock drill shall simulate the complete examination process, including candidate entry and verification, seat allocation, system readiness, examination login, network connectivity, power backup, server/system response, load test, incident reporting, and contingency procedures. A centre-wise mock drill report, including identified deficiencies and corrective actions taken, shall be submitted to DGT before the examination.

2. Randomised Seat Allocation:

Candidate seat/workstation allocation shall be performed randomly through the examination system at the time of candidate entry into the CBT examination centre. The allocation shall not be manually predetermined or disclosed in advance. The system shall maintain an auditable record of the candidate-to-workstation allocation.

3. Physical Security:

Access to examination areas, servers, networking equipment, examination systems, and other critical infrastructure shall be restricted to authorised personnel only. The bidder shall maintain appropriate visitor and personnel access logs and ensure that unauthorised devices, storage media, communication equipment, or other prohibited items are not introduced into the examination area.

The Examination Centre shall be sealed at least 24 hours prior to the scheduled commencement of the examination. The sealed premises shall remain secured and shall be opened only on the day of the examination by the authorised person(s).

4. **Network and System Security:**

The bidder shall ensure secure configuration and isolation of examination systems and networks from unauthorised external access. Appropriate firewall/network security controls, endpoint protection, secure authentication, system hardening, logging, monitoring, and malware protection shall be implemented. Examination systems shall be configured so as to prevent unauthorised access to examination content, candidate data, or examination applications.

5. **Incident Management and Escalation:**

The bidder shall establish a documented incident-management and escalation mechanism covering security breaches, suspected malpractice, system failures, data loss, connectivity issues, and other examination-related incidents. All material incidents shall be immediately reported to the designated DGT authority and appropriately recorded, investigated, and closed with corrective and preventive actions.

6. **Monitoring, Logging and Audit Trail:**

The bidder shall maintain appropriate logs and audit trails for critical examination activities, including system access, candidate login, seat allocation, system events, administrative activities, and security incidents. Such records shall be protected against unauthorised alteration or deletion and shall be made available to DGT for audit or investigation whenever required.

7. **Data and Examination Content Security:**

The bidder shall ensure confidentiality and integrity of examination content and candidate data throughout the examination lifecycle. Examination content shall be accessed only by authorised systems/personnel and shall not be copied, extracted, transmitted, or stored except as expressly authorised. Appropriate encryption and secure data-transfer mechanisms shall be used wherever applicable.

8. **Post-Examination Security Review:**

Following each examination, the bidder shall conduct a post-examination security and operational review covering incidents, system logs, deviations from SOPs, connectivity/system failures, security events, and corrective actions. A centre-wise or consolidated report, as specified by DGT, shall be submitted.

12.13 Capacity Planning, Infrastructure Specifications and Readiness

- 12.13.1 The selected bidder shall provide consulting, training and manpower support to handle the entire Examination. The required Hardware, Software, networking shall be installed by the Bidder on lease/rent basis, whose cost would be covered under the commercial bid.
- 12.13.2 The selected bidder, as per the requirements and directives from DGT, shall ensure availability of systems at the required Exam Centers across India ensuring that at least 10% of the systems are available as backup per shift, for example, if 100 systems are going to be used, the center shall have at least 110 systems available per shift.
- 12.13.3 **User System:** Every candidate shall be provisioned with one individual computer node for appearing in the examination. The detailed specifications of user computer node is provided in table below:

Processor	CPU Speed should be 1.5 GHz or above
RAM	4 GB or higher
Screen Resolution	1024X768 or better
Screen Size	At least 15-inch monitor

Operating System	Windows/ Linux version with security support from OEM. (The bidder shall ensure that Operating System version is currently supported and receives security updates)
Browser and Browser Setting	A browser version with security support from OEM. (The bidder shall ensure that browser version is currently supported and receives security updates) Pop-up blocker enabled Proxy disabled (Direct Internet) USB disabled, remote desktop disabled during exam after exam login Firewall and authorized antivirus should be present
Performance and Security Criteria	Must support at least 100 candidates without any perceivable degradation in performance Response time for question/page loading must be less than one second All responses to be acted upon in real time Necessary settings must be done to disable access to any outside content/ web browsing or medium for malpractices during examination

- 12.13.4 The selected bidder shall provide specifications for Hardware and Software of required Devices and systems to be used for authentication and audit trail mechanisms required for Exam.
- 12.13.5 The selected bidder shall ensure that all Exam Centers have the prescribed Hardware, Software and LAN connectivity for conducting Examination.
- 12.13.6 The selected bidder shall identify Exam Centers in consultation with respective state governments. The distance of exam center from the concerned institute must be less than 30 Km. If not possible, it should not be more than 50 Km and same shall be agreed to upon and approved by DGT. However, for supplementary examination and exam-on-request, the distance requirement may be relaxed in consultation with states and preference of candidates respectively.
- 12.13.7 The centres may also be set up at Government/Private Industrial Training Institutes (ITIs) having requisite infrastructure. However, all operations related to conducting examination at the centers, shall be liability of the bidders/ SPs.
- 12.13.8 Accessibility and proximity to public transports of all centres have to be ensured by the SP. During mapping, selected bidder has to ensure the availability of PWD accessible centres for PWD candidates, wherever such candidates are taking the examinations.
- 12.13.9 The selected bidder shall ensure that UPS facilities and Generator facility are available at each Exam Centre for un-interrupted power.
- 12.13.10 The selected bidder shall carry pre-exam audit at Exam Centers to ensure specifications of user computer node and working condition of UPS & Generator as mentioned above.
- 12.13.11 Any change in the system requirement has to be approved by DGT prior to examination schedule. The selected bidder shall ensure suitable drinking water and separate toilet facilities for both Boys and Girls at each examination center.

12.14 Infrastructure for Conduct of Engineering Drawing (ED) Examination

- 12.14.1 The Service Provider (SP) shall be required to ensure availability of adequate number of high-speed document scanners at each Nodal ITI/ NSTIs for digitization of Engineering Drawing answer sheets immediately after completion of the examination. The scanners provided shall be capable of scanning A4 size without compromising legibility of fine lines, dimensions, annotations and symbols typical to engineering drawings. The scanners shall support a minimum optical resolution of 300 dpi, true-color scanning, and output in standard non-editable formats such with lossless or high-quality compression. The equipment shall have sufficient throughput to meet venue-wise scanning timelines on the same day of examination and shall support features such as flatbed scanning/ ADF, automatic image enhancement, skew correction, and secure local storage/transfer. The SP shall ensure that trained manpower is deployed for secure handling, scanning, quality verification and uploading of scanned

answer sheets.

12.14.2 The Service Provider (SP) shall also provide and maintain a secure, web-based digital evaluation platform for hosting the scanned Engineering Drawing answer sheets. The examiners will be onboarded on the SIDH portal. The bidder has to enable SIDH onboarded examiners to access the bidder's digital evaluation platform through logging on to the SIDH portal and shall ensure complete anonymisation/masking of candidate identity and examination centre details prior to allocation for evaluation. The system shall enable automated allocation of scanned answer sheets to empanelled examiners based on configurable rules, such as uniform or equitable distribution of workload, subject/trade-wise mapping, and other parameters as may be defined in consultation with DGT. The platform shall provision marking of answer sheets by the examiners against marking pattern defined by the DGT. The platform shall further provide provisions for dynamic re-allocation of non-evaluated or partially evaluated answer sheets, including due to examiner non-availability or delay, in accordance with timelines and business rules prescribed by DGT. Adequate audit trails, access controls, role-based permissions, and data security measures shall be ensured to maintain confidentiality, integrity and traceability throughout the evaluation lifecycle.

12.14.3 In case of non-clarity of the scanned answer sheets, the examiners may be provisioned on the platform to mark the same and in such cases, it will be responsibility of the Service Provider (SP) to rescan and reupload the marked answer sheets.

12.14.4 The Service Provider (SP) shall be required to provide a dashboard for real-time monitoring and review of the progress of digital evaluation of Engineering Drawing answer sheets. The dashboard shall be accessible to authorised users of the State Governments and DGT, as defined by DGT.

12.14.5 The dashboard shall, inter alia, provide consolidated as well as drill-down views on indicators, including but not limited to: total number candidates scheduled for ED examination, total candidates appeared, total number of answer sheets scanned and uploaded, number of answer sheets allocated for evaluation, number evaluated, number pending, examiner-wise and trade-wise evaluation status, flags for delays, etc. The system shall also enable filtering, sorting and downloading of reports at State, trade, institute, centre and examiner levels.

12.15 CCTV Installation and Recording: The CCTV surveillance must be made functionally available in such a way that all candidates are covered under the surveillance setup in all the Exam Centres without any blind spots. In addition, the CCTV feed should also cover entry/ exit points, staircase, registration area, frisking area, centre control room, server room, and centre-in-charge room. Recording must be with centre code, name, Room No. Date & time. CCTV footage should be provided to DGT on external hard drives. (within a week after the exam).

CCTV footage shall be available on a central system and the recording must be kept safe for at least 6 months from the date of examination. The recordings may be provided to DGT as and when required. The approval for deletion of the data may be taken from DGT before deletion.

All Examination Venues will be covered with CCTV surveillance. CCTV camera must capture Examination Venue activities from 30 minute before the examination to 30 minutes after the completion of examination. 10% of the CCTV recordings have to be audited by the service providers within the examination duration wherever required.

12.16 Candidate Management

12.16.1 Candidate handling process

- a Mapping of candidates details with Exam Centers
- b Validation and verification of identity
- c Attendance handling
- d Machine/seat allocation and handling of security parameters

12.16.2 The selected bidder shall allow candidates to appear for exam at Exam Centre through pre-allotted random seat/machine.

12.16.3 The candidate registration/ enrollment is available on DGT SIDH Portal, the selected bidder shall facilitate transfer of this data (including candidate photograph) using **API/** software interface to their systems for further processing.

12.16.4 The selected bidder shall transfer the candidate exam centre and exam day & time mapping data to SIDH portal through **API/Software** interface for Hall Ticket Generation.

12.16.5 The selected bidder shall ensure that the candidates' signature of the candidate is taken on the specific space in the attendance sheet with candidates' photographs printed on them. The candidates' photographs will be provided to the examination agency from DGT's SIDH portal through API.

12.16.6 The selected bidder/ SP shall arrange/provide adequate displays and provide required instructions/ information to the candidates appearing for exam at Exam Centers.

12.16.7 The Selected bidder must ensure that there is proper facility available at the exam center for keeping the belongings of the trainees safe and trainees shall not be charged for the same.

12.17 Question Bank Management and Examination Paper

12.17.1 DGT shall provide 'Question Bank' to SP for each trade in excel format. Name of trade, subject, chapter, difficulty level and percentage of questions to be asked from each chapter shall be defined along with each question.

12.17.2 Translation to Regional Languages and Storage: The DGT shall translate the question bank into regional languages as applicable for the State or Union Territory and provide the same to SP. The SP shall in a secure manner store the question bank in English and Regional Languages as applicable on their software servers.

12.17.3 Question Paper Creation: The SP shall enable their software to create question paper for each trade/ subject on an on-demand basis, in English and regional languages as desired by the state/candidate. The software should be able to create question paper by randomly selecting questions from 'Question Bank' for applicable trade/ subject. The number of questions and distribution from each module and difficulty levels to be included for the trade subject shall be provided by DGT.

12.18 Exam Paper and Mock Test

12.18.1 Any other processes related to conduct of Examination including preparation of pre-examination mock test and practice modules for potential candidates to be hosted on 24/7 operational servers and conduct of practice sessions for the online examination.

12.18.2 The SP shall provide a facility to candidates for static mock link for mock test during the entire course of agreement.

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

The selected bidder shall securely install and implement Question Bank in English, Hindi and other regional languages applicable for the state/ region (*refer Annexure III* for list of languages in which the question paper would need to be hosted by SP) for mock test.

12.19 Pre-examination Audit

12.19.1 The SP shall conduct and co-ordinate with DGT or its office for all Audit Trail related activities at the examination venues before the exam to ensure compliance with conditions of the RFP related to examination center.

12.19.2 Pre-examination audit of all examination venues shall be done on parameters such as zero black-spot on CCTV coverage, testing of examination system including Mock Examination portal and offline Mock Examination software/ application with multi- threading/multi-user testing on full load.

Audit shall include processes, assets, security, manpower and any other specification elicited in the RFP document. The SP must allow the DGT appointed third party for audit of all processes, assets, security, manpower, examination centres, examination logs, CCTV footage etc. The audit terms and conditions shall be mutually agreed between the DGT and Service Provider.

12.20 Third party Audit

DGT on its own or may deploy an independent agency for audit of pre/during/post exam activities and SP shall provide all data including logs, trail, CCTV footage/video, documents, clarifications etc. to audit agency through DGT without undue delay as per requirement of the audit agency. SP shall also promptly extend all required help in monitoring and resolving any issues in consultation with DGT.

The general requirements of data for audit purpose are specified as below:

The SP shall work closely with the auditors for smooth, transparent and timely conduct of the exam. **Following are the responsibilities of the SP:**

12.20.1 Provide detailed understanding of the technical architecture, process followed in conduct of exam, data flow and data understanding to the auditor before the start of exam.

12.20.2 Provide timely details of the exam Venue Head/Centers Coordinators (contact number, authorization, etc.) to auditors.

12.20.3 Provide timely access to exam center premises for pre-exam audit.

12.20.4 Timely mitigate (before exam start) the critical observations identified by auditors during pre-exam center audit to the satisfaction of DGT

12.20.5 Provide electronic data as identified in the point 12.20.10 Sub point i (click by click of candidate audit log) at end of every exam day. All remaining data should be provided within 1 week after the close of the last shift of the exam. Please note that in case some of the data is not available, all efforts should be made to collect and share the data.

12.20.6 The observations related to pre, during or post exam should be mitigated to the satisfaction of DGT

12.20.7 The data should be made available to DGT in a secure manner. All processing of the data provided by the SP would be performed by DGT at their premises.

12.20.8 Provide access to the auditor "during exam" at the exam center as independent observers.

12.20.9 For sample machines and network switches in exam center identified by the auditors, facilitate download of application logs, or other system settings after the exam is over.

12.20.10 All the data outlined should be captured electronically. Following electronic data is to be provided by SP:

- i. Raw dump of click-by-click activity log of candidate during the exam with timestamp. The dump should include all activities captured by the application, for example, exam start activity, questions explored, options selected, response submitted for questions, break time, resume of exam, visit to various question paper sections/questions, exam end time, incidents during exam, etc.
- ii. Raw dump of click-by-click activity log of IT Manager/personnel on the server (at exam center) used for conducting the exam, with timestamp. This data should be shared from both primary and backup server and should include all the activities, for example, set up of the exam, question paper download time, conduct of exam, marking of attendance, time for end of exam and exam data upload to a central server, deletion of exam data from the computers, other user activities performed on the servers (application logs, application / services running, operating system event logs, remote logins, etc.).
- iii. Dump of services and applications running on the attendance/registration system, and IT manager computer.
- iv. Raw incident log dump of the exam application on node used for delivery of the exam (should include all events for example, hardware events, network events, software events, etc.)
- v. Seating plan of candidates (exam center, room number, seat number, node IP, node MAC, similar details in case of change of node, etc.)
- vi. Final score computed for the candidates.
- vii. Log of system or power issues or any other technical/non-technical incident that occurred during exam including historical incidents.
- viii. Log of any issues with the Firewall or exam software
- ix. Configuration (OS, RAM, MAC address, IP address, screen resolution, printer settings, sleep mode settings, antivirus policy, services running, applications installed, hardware installed, etc.) of the servers used to conduct the exam at center and nodes on which candidates give the exam.
- x. Details of exam centers and their total capacity in terms of seats and nodes
- xi. Report of health check/IT audit of machines as well as physical infrastructure audit of centers
- xii. List of whitelisted websites and applications on primary server, backup server, and candidate nodes
- xiii. Biometric registration data, report which includes candidate details, time stamps and center details
- xiv. Log of exam data received at a central server with timestamp.
- xv. Log of connections made to the exam center servers from the central server or Head office (network log of connections made).
- xvi. Provide any other data as per requirement of DGT connected with the particular exam.

12.21 General

- 12.21.1 All pre-examination phase processes shall be carried out by the selected bidder in consultation with DGT.
- 12.21.2 The selected bidder will have to carry/ demonstrate Complete Test Run (CTR) with test data to DGT before implementation of the software. The selected bidder should also be able to demonstrate click by click audit trail for any type of enquiry.
- 12.21.3 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.

12.22 Examination Phase

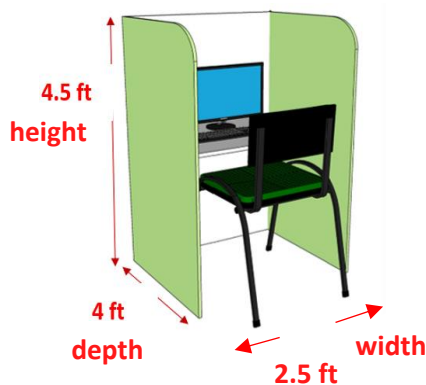
12.22.1 Infrastructure, Attendance and Invigilation

The selected bidder shall make necessary arrangements, in consultation with DGT, for providing adequately trained manpower as per the requirements mentioned below:

Staff Type	Nos. deployed (per shift)
Exam Center Administrator	01 per center
IT Manager	01 per center/ 01 for every 100 candidates whichever is higher
Invigilators	01 for every 30 candidates
Support Staff	01 for every 100 candidates
Security Guards	01 or more per center

12.22.2 The above staff should be increased proportionately on the basis of size of the center in terms of nodes for exam. In addition, service provider should provide a State and District Head for each of the locations of examination. The staff deployed at the examination centre **must not** be an instructor/guest faculty/Professor from any Industrial Training Institutes (ITIs)/ Polytechnic/Engineering College etc. All invigilators deployed for the CBT examination shall remain alert and actively engaged in invigilation duties throughout the examination session in the examination hall. The selected bidder/ SP shall ensure checking of admit card of the candidates, and photo-ID of candidate i.e. Government Issued photo ID or ID issued by enrolling ITI/NSTI/Establishments at the entrance gate of the examination center. The Attendance sheet must have photograph of candidate for validation at exam center.

12.22.3 There must be adequate spacing between two adjacent seats. Service provider should arrange for partition of appropriate size between adjacent seats. The dimensions of the desk should be 2.5 ft. (depth) x 2.5 ft. (width). Each candidate-console should have privacy partitions of 4.5 ft. height (vertical from the ground) x 2.5 ft. width x 4 ft. depth. The privacy partitions should allow an unobstructed view of the candidate to the invigilator. An indicative diagram is given in Fig. below:



Indicative diagram of standardized candidate-console

12.22.4 The selected bidder shall obtain candidate's feedback through online Feed Back Form, after the examination is over.

12.22.5 The selected bidder shall ensure availability of proper security, frisking (Hand Pat) at the examination centres. Separate frisking facilities for female candidates. Only Female staff will frisk the female candidates. Female frisking process should be conducted in a three-side covered enclosure. The selected bidder shall ensure that no mobile phone, smartwatch, smart band, Bluetooth device, earphone/earbud, wireless communication device, camera, recording device, electronic storage device, or any other unauthorised electronic device is carried by any candidate, invigilator or other examination personnel into the examination hall.

Photograph Quality Check

- 12.22.6 The examination agency should identify candidates who are not adhering to DGT prescribed photograph standards, six months before examination. DGT wants to assess uploaded photograph quality (blur, exposure and noise), recent age photo, gender in photograph matches with the candidate gender, occlusion of any kind, human photograph, single person in the photograph, and face area should be as per standard.
- 12.22.7 The results of the above should be provided to the DGT within 1 week after sharing of data by DGT. The photographs will be shared in continuous manner by the DGT, as and when candidates' Permanent Registration Numbers (PRNs) is generated on SIDH portal.
- 12.22.8 The accuracy for all the components of the solution should be more than 90%.
- 12.22.9 The confidentiality of data is very important and therefore, it would be the responsibility of the agency to maintain data security of highest standards, complying with applicable Government of India data security rules.

App-based Candidate Photograph Attendance and Verification

- 12.22.10 The Service Provider (SP) shall provide and maintain an AI/ML-based facial recognition and geofencing technology based mobile application for real-time verification and geofenced attendance of the candidate appearing in person for Practical, CBT and Engineering Drawing (ED) examinations with the photograph available on the candidate's Hall Ticket or as retrieved from the DGT portal through QR code scanning. The solution shall support one-to-one (1:1) facial comparison to verify candidate identity at the examination venue with following features:
- 12.22.11 The application shall enable authorized examination personnel through login to capture live photograph of the candidate at the venue and the application shall automatically compare the same with the reference photograph and examination centers' coordinates for verification and attendance.
- 12.22.12 Minimum face match accuracy of 90% should be ensured.
- 12.22.13 On-device or secure server-side processing with encryption of image data, complying with applicable Government of India data security rules.
- 12.22.14 Provision for displaying match score/result (match / non-match / manual review) to authorized users only, without exposing sensitive biometric data.
- 12.22.15 Generation of time-stamped logs, geo-tagging, user authentication details and audit trails for each verification attempt.
- 12.22.16 The Service Provider (SP) shall ensure that the outcome of the face recognition-based verification is transmitted to DGT's Skill India Digital Hub (SIDH) portal within a duration of seven hours on the same day of examination through secure APIs. The verification response shall be recorded in the form of "Present" in case of a successful facial match and "Flagged" in case of a non-match or where the candidate is not verified. Based on this status, the SIDH portal shall permit entry of examination marks only for candidates marked as "Present".
- 12.22.17 The SP shall ensure that the application is scalable to handle concurrent verifications across multiple examination centres and shifts, integrates seamlessly with DGT systems as specified above, and remains operational throughout the examination lifecycle. Adequate training and technical support shall be provided to examination functionaries for effective usage of the application.

12.23 Conduct of Examination

- 12.23.1 The Examination shall be computer based with the questions (English **and** Hindi/ regional language, *refer Annexure III*) being provided onscreen on a random basis, without any manual intervention.
- 12.23.2 Sufficient time of about 30 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.

12.23.3 Key Minimal Requirements with respect to user interface/ exam software functionalities is provided in table below:

Display of Candidates Details: Computer based exam software should support standard features such as display of details of candidates i.e. display of candidates photograph, registration number of candidate, and name of trade/ subject for the entire duration of the exam

Duration and Time Remaining: The duration of the exam shall be displayed at commencement of exam in the instructions sections. The start-time and time remaining counter shall be displayed at all time during the examination

Instructions for Examination: The system shall display clear instructions as applicable for the examination upon starting of the test.

Summary of Attempts/ Navigation Pane: The software must provide a summary of questions attempted by candidate, remaining questions, and flagged questions. It should allow the candidate to easily navigate to a particular section or answered/un-answered question.

Randomization of Questions/ Answers: The questions and the answers should be randomized/ jumbled for each candidate appearing in the same subject and same shift. The system must insure that options such as 'All of the above' in multiple choice questions are correctly sequenced and not jumbled.

Position of Images linked to Questions: System must insure that references in questions such as 'In the table below' or 'in the image above' are consistent across the question paper and displayed appropriately.

Saving Exam Progress: Examination software must have 'Exam Resume' functionality, whereby candidates' examination progress will not be lost in-case of system or power failures

Use of standard/ Proprietary Font and Enlargement: Examination software must use standard or proprietary fonts in a manner that does not degrade the readability of the question paper. Software must allow user to zoom the examination screen to enlarge fonts/ screen content.

Disable other systems functionalities: Examination software must disable other system feature such as usage of internet browser, pen drive, file sharing through LAN or any other means of malpractices/ cheating

12.23.4 The examination software/ system must generate and display question paper for the desired trade/ subject from the question bank provided by DGT

12.23.5 While selecting the questions from the question bank system should ensure that questions selected for various examinations shifts are randomized manner to minimize duplicity of the questions in question paper.

12.23.6 Uninterrupted power should be made available for the period of each session and for 30 minutes

- prior to and after each session on the day of examination.
- 12.23.7 The SP shall provide for any other raw materials required such as paper, and pencil for calculation etc.
- 12.23.8 The selected bidder shall have a contingency plan for candidate management/Shifting in case of any emergency. The shifting must be supplemented with additional measures including informing candidates, transporting candidates by arranging suitable vehicles at both centres, arranging refreshments, and any other measures, etc.
- 12.23.9 At the end of the exam, transfer/export of candidate response and audit trails shall be done by the selected bidder on secured channel from local server to central server of the selected bidder within 24 hours from each exam center..

Note – Following shall be made available by the DGT:

- a Question Bank for online and offline practice/mock test purposes, and for the conduct of examination
- b Question Paper format defining number of questions from each topic and difficulty levels to be included in the examination
- c Rules/guidelines/marking scheme

12.24 Evaluation / Post examination Phase

- 12.24.1 The selected bidder shall calculate marks obtained by each candidate in respective exam and provide the same to DGT for review/ moderation if any. The SP should be able to upload the marks of the trainees for **CBT as well as Engineering Drawing (ED)** in DGT SIDH Portal through dedicated **API** for the same. If required, the SP shall be able to publish the same online accessible by providing candidate enrollment number.
- 12.24.2 The selected bidder shall provide a web-based facility to host individual candidates' response sheets for the CBT examination and, upon request from a candidate, make available the scanned answer sheets for the Engineering Drawing (ED) paper after completion of the examination. The CBT response sheet shall clearly display each question, the options provided, the option chosen by the candidate, and the correct answer/key for that question. The system shall be capable of handling concurrent access by a large number of candidates without performance degradation.
- 12.24.3 The selected bidder's software must have provision for elimination of any incorrect/ out of syllabus questions while evaluation. DGT shall provide/ facilitate for listing such questions post examination. The system must also be able to normalize marks and accommodate for providing grace marks as per limits set by DGT. The candidate's responses, photograph, audit trails should be uploaded automatically from the local server to the selected bidder's data center in a secured manner. There should not be traces of any data pertaining to candidate whatsoever post uploads left on the exam server/ local server/ or exam machines.
- 12.24.4 The selected bidder should be able to hand over the responses/data to DGT 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 data also need to be uploaded to a server at the Master Control Facility of service provider.
- 12.24.5 The selected bidder shall provide attendance data of all the candidates captured during examination, for verification purposes.
- 12.24.6 The selected bidder shall collect and consolidate all examination-related data, including log files of servers and firewalls, and preserve them for **at least six months**.
- 12.24.7 The selected bidder shall provide documented inputs and support for handling
- a. Candidate's queries
 - b. RTI queries

c. Court Cases

12.24.8 Test Data Archiving: The selected bidder should be able to record and backup each candidate's response after the examinations. The selected bidder shall archive the result, candidates' response sheets, scanned copies of candidates' Engineering Drawing answer sheets and other examination data for future references for at least six months. Before destroying the data approval for same may be taken from DGT.

12.24.9 After the generation of result Bidder have to develop API/software/application to directly upload the scores at DGT SIDH portal.

- 12.24.10** The selected bidder shall provide Post Examination Analytics Report in the following manner:
- Item analysis of MCQ responses of the candidates (difficulty index and discrimination index etc.) as per requirements of DGT.
 - Student performance Analysis;
 - Analyze audit logs and provide summary of audit logs like number of clicks, time log, MAC, IP address etc.
 - To provide analysis report regarding proxy candidates, unfair means, and forensic analysis to identify suspicious activities like peeping, cheating, copying, malpractices, impersonation, and anomalies in response patterns.
 - Any other reports by analyzing the data stored, whenever required by DGT

12.25 Re-examination and Supplementary Exams

All re-examinations shall be conducted preferably within the examination schedule, otherwise within 15 days of completions of exams or as decided by DGT.

Supplementary examinations shall be conducted on a Half-yearly basis or as decided by DGT.

13 Payment Schedule

The payment to selected bidder/ SP shall be made in following manner:

No.	Examination Phase	Amount	Outcomes Expected and Documents to be submitted
1	After declaration of results	100 %	On submission of invoices with number validated by DGT: 80% Payment may be made with-in one month from the invoice submission date, subject to the SP providing supporting necessary documents/data as required - Payment will be made on the basis of total number of exams scheduled**

			Balance 20% payment shall be made after Certification by DGT of all the activities related to the given work order have been duly completed in all respect.
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****Examination scheduled:** If 1 candidate is scheduled for 2 papers then for the payment the number of exams will be considered as 2.

Other Conditions of Payment:

12.26.1 No ADVANCES shall be paid.

12.26.2 Deductions from the payment due shall be made for statutory levies, taxes, penalties and liquidated damages etc., as per the contract agreement signed between the parties and in accordance with the applicable rules on the day of the release of payment.

12.26.3 In case of any recoveries are due to be made with regard to statutory levies, taxes, penalties and liquidated damages, etc., the DGT reserves the right to effect the recoveries from the subsequent payments due to the SP/ Selected Bidder.

12.26.4 No payment for candidates who have registered and appear for examination but could not complete the examination due to technical or any other operational issues. For such candidates payment shall be made upon successfully conducting the re-examination.

14 Service Level Agreement (SLA)

The purpose of this Service Level Agreement is to clearly define the levels of service which shall be expected by the SP/ selected bidder while servicing the work allocated under the contract. DGT shall regularly review the performance of the services being provided by the SP and the effectiveness of this SLA. DGT would monitor SP's compliance with the SLA.

The SLA shall also be part of the contract to be signed between DGT and SP. However, the SLA's mentioned in the actual contract shall not be limited to those mentioned below, and DGT may modify the SLAs at the time of contract signing or during the period of the service of contract. DGT reserves the rights to *not penalize the SP* for a service level breach, if the non-compliance is observed to have occurred due to reasonable issues or any un-foreseen circumstances.

The DGT may also impose a larger penalty if the SP fails to comply with one of more SLA's that affects large number of candidates or causes major delays.

SNo.	Service Level	Penalty
1	Conduct/ host mock computer-based examinations/ tests for enrolled candidates	Delay in hosting of mock exams as per the agreed to schedule shall attract a fine of Rs 10,000 per day of delay.

2	Geofenced Attendance and face authentication of candidate at examination center. (a) False Acceptance Rate < 0.001% (1 in 1,00,000 attempts). (b) False Rejection Rate < 1.0% (1 in 100 legitimate attempts). (c) Geofenced Radius: Precise location lock within 100 m of center GPS coordinates. (d) Delay in API transfer of face authentication response to DGT's portal.	Failing to complete verification and capture attendance of candidates in a satisfactory manner shall be penalized in following manner: (a) ₹1,00,000 penalty per confirmed impersonation incident. (b) ₹ 5,000 per hour of delay caused by high rejection rates per Exam center/ venue per shift. (c) Attendance marked outside geofenced will be voided; penalty of ₹2,000 per case. (d) 1% deduction of center payout for API transfer later than 7 hours.
3	Conduct Computer Based Exam in all the planned/ proposed venue/Exam Centers.	If exam could not be conducted at an Exam Center/ Venue due to lack of services provided by the Service Provider, the SP should conduct re-exam at its own cost as per the directions of DGT.
4	Availability of requisite manpower in each shift of the examination at Examination Venue as per the contract	A penalty of ₹ 5,000 per resource per shift in case of non-availability of manpower as per RFP.
5	100% police verification and background check for all exam functionaries.	Liquidated damages of ₹10,000 per unverified and /or unqualified staff found on duty.
6	Provision for 10% buffer computer nodes in each Examination center/ Venue	A penalty of ₹5,000 per Exam center/ venue per shift in case of non- availability of requisite resources i.e., (10% buffer computer nodes).
7	100% UPS and/or DG backup; no interruption > 30 seconds during active testing.	A penalty of 5% of total center cost for systemic power failures of cumulative duration greater than 10 min for all shifts of the day combined shall be imposed.
8	>98% uptime for the examination engine and central server during testing hours.	10% of the shift payment cycle if uptime <= 98% for each shift.

9	Response time for question navigation and "Save & Next" < 2 seconds.	0.5% reduction in shift payment for systemic lag > 5 seconds.	
10	Provision of standardized A3/A4 drawing sheets.	₹50 per candidate for sub-standard drawing sheets.	
11	ED Answer Sheet Scanning: Minimum 300 DPI, 24-bit color depth, accurately cropped and de-skewed.	Re-scanning of the batch at service provider's cost.	
12	100% of event logs retained for 6 months post-exam.	5% of total payable for the corresponding examination to which the missing or purged logs belong.	
13	Maintain security and confidentiality of question paper provided by DGT i.e. If exam questions /answer keys get leaked before the examination.	▪ A penalty up to 300% of the value of shift will be imposed. ▪ The re-examination shall be conducted free of cost by the Service Providers as per the directions of the DGT. ▪ Service Provider may also be blacklisted for 3 years by the DGT for the same.	
14	Error in question (arising from SP's end during hosting) (a) Upto 4% (b) >4%	(a) Upto 4% Error in questions or answers or both Penalty amount = ₹ 10 x No of questions with errors x no of candidates in that shift. (b) Beyond 4% Error: Penalty amount = ₹ 25 x No of questions with errors x no of candidates in that shift	
15	Other errors such as wrong time allocation, wrong question paper-candidate mapping etc.	▪ The re-examination shall be conducted free of cost as per the directions of the DGT.	
16	Any error attributable to the Service Provider during evaluation or result processing activities, including but not limited to incorrect award of marks, errors in mark summation/computation, incorrect data migration, generation of incorrect result/status of candidates, etc.	Nature of Non-compliance	Penalty
		Error affecting up to 0.10% of total candidates/results processed for that examination (subject to minimum 1 case)	1% of work order value pertaining to that examination
		Error affecting more than 0.10% and up to 0.50%	3% of work order value
		Error affecting more than 0.50% and up to 1.00%	5% of work order value
		Error affecting more than 1.00% or systemic error requiring republication/reprocessing of results	10% of work order value

		Total penalty under this SLA shall not exceed 10% of the work order value for that examination cycle
17	Raw dump of click-by-click activity log of candidate transferred within 24 hours of each examination shift and other logs and data submissions stipulated in clause 12.20.10 and 12.24.10 of this document within 1 week after close of the last shift of the exam.	₹10,000 per day of delay in log submission.
18	Error-free result submission within 7 days of CBT examination and within 7 days of marking in case of on-screen evaluation.	₹10,000 per day of delay in result submission.
19	If any examination has to be conducted either on the buffer date or any of the unused weekends due to any technical or non-technical problems from the service provider's side.	The services provider has to bear the cost of the conduct of the examination as quoted in the commercial proposal. In addition to this, penalty equivalent to 5 (five) times of total amount admissible in respect of that center/venue will be deducted from the payments due to the Service Provider.
20	If the re-examination happens due to DGT decision or issues.	DGT has to bear the cost of the conduct of the examination as quoted in the commercial proposal as per the pro-rata basis.
21	In case of delay > 1 hour at any center due to software/network failure or due to any deficiency of service provided by the Technical Administrators at one or more nodes.	Penalty equivalent to total amount payable per such node/terminal will be imposed.
22	If the Bidder fails to deliver any or all of the Service(s)/ Systems or perform the Services within the time period(s) and in the manner specified in the Contract/Agreement.	DGT shall, without prejudice to its other rights and remedies under and in accordance with the Contract/Agreement, deduct from the Contract price, as liquidated damages, a sum equivalent to 1% per week or part thereof of Contract Price subject to maximum deduction of 20% of the order value of the delayed Service(s) or unperformed Service(s).
23	If the Bidder fails to complete the entire works/Service(s) before the completion date or the extended date or if the Bidder repudiates the Contract before completion of the Services.	DGT may without prejudice to any other right or remedy available to DGT as under the Contract recover from the Bidder, as ascertained and agreed liquidated damages and not by way of penalty.

24	In case of non- fulfillment of the service provider's specific obligation as under the contract, which non-fulfillment leads to data loss/ non-compliance of event-based log/ data saving.	The service provider shall indemnify DGT to the extent of any loss suffered by DGT as a result of such data loss/ non-compliance of event-based log/ data saving. However, the total liability of the service provider under this clause as well as under any other clause of the contract shall be limited to total amount payable by DGT to the service provider (under the terms of the contract), provided, however, that this limitation shall not apply to any liability for damages arising from willful misconduct or negligence.
25	Mismatch between CBT Audit Logs and Candidate Response Records	Penalty equivalent to total amount payable per affected candidate will be imposed. Where the mismatch affects evaluation/result processing, twice the amount payable per affected candidate shall be levied. The SP shall also undertake correction/reprocessing, wherever required, at no additional cost to DGT.

15 Important Instructions:

- 15.1 The successful bidder shall obtain declaration from their personnel (employed by them for the work in the concerned examination) that none of them have any near relations (such as children, brother, sister, nephew and nieces of self and spouse) as well as anyone on whom they may have any special interest, is appearing in the concerned examination.
- 15.2 The successful Bidder would be required to 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.
- 15.3 The successful Bidder must employ multiple backup systems including offline backups to securely maintain the software and its corresponding source code.
- 15.4 The successful Bidder would be required to have an in-house quality assurance and product testing team with a robust quality management processes 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.
- 15.5 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.
- 15.6 The successful Bidder would be required to 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.
- 15.7 The successful Bidder would be required to design a highly secure 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.

- 15.8 Results of such security tests should be made available for each major release of the system used to conduct the exam.
- 15.9 Suitable emergency management plans towards any crisis situations/redundancy of servers, nodes additional center locations; students' data etc. should be maintained by the Bidder.
- 15.10 The successful Bidder should be able to support the entire solution (in cities within India where the exam would be conducted) on a 24 x 7 basis with a maximum response time of 3 hours.
- 15.11 At any time before the submission of bids, DGT 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.
- 15.12 If the amendment is substantial, successful 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 DGT.

16 General Conditions of the Bid/ Contract

16.1 General Instructions

- 16.1.1 Proposals must be direct, concise, and complete.
- 16.1.2 DGT will evaluate proposal received from a bidder, based upon its clarity and the directness of its response to the requirements of the project, as outlined in this RFP.
- 16.1.3 Bidders shall furnish the required information on their technical and commercial proposals in the enclosed formats only.
- 16.1.4 At any stage if the documents submitted by bidder are found to be false or incorrect bidder will be disqualified and would be liable for blacklisting and EMD may also be forfeited.
- 16.1.5 This RFP and Contract Awarded based on execution of this RFP is not an offer and is issued with no commercial obligation on the part of the DGT. DGT reserves the right to withdraw the RFP and/ or cancel the Contract awarded under this RFP due to change in Government Policy.
- 16.1.6 All disputes arising with respect to the bid document shall be subject to the jurisdiction of appropriate court of Delhi only, and shall be governed by the law of Government of India. DGT reserves right to award the work/cancel the award without assigning any reason. In case of differences with regard to the bid document and proposal submitted bidder, if any, the interpretation and decision of DGT shall be final and binding on all the bidders.

16.2 Mode of Submission

Submission of the bid online through the Government e-Marketplace (GeM) Portal.

- 16.2.1 The DGT is neither a party nor a principal in the relationship between the Bidder and the organization hosting the e-procurement portal (hereinafter called the Portal). Bidders must comply with the rules, regulations, procedures, and implied conditions/ agreements of the eProcurement portal, including registration, compatible Digital Signature Certificate (DSC) etc. Bidders shall settle clarifications and disputes, if any, regarding the Portal directly with them. In case of conflict between provisions of the Portal with the RFP Document, provisions of the Portal shall prevail. Bidders may study the resources provided by the Portal for Bidders.
- 16.2.2 DGT will not accept delivery of proposal in any manner other than what has been prescribed in this document. Proposal delivered in any other manner shall be treated as defective, invalid and is liable to be summarily rejected.
- 16.2.3 Technical proposal should not contain any commercial information.

- 16.2.4 The proof with technical and commercial proposals should be submitted along with copy of the power of attorney specifying the authorized representative of the bidder concerned, to sign/act/execute documents forming part of the bid submitted, including various RFP documents and binding contracts, at the portal.
- 16.2.5 If any bidder does not qualify in the pre-qualification evaluation criteria, the Technical and Commercial Proposal will not be opened.
- 16.2.6 The proposals shall be valid for a period of 180 days from the date of opening of the Technical bid. A proposal valid for a shorter period could be summarily rejected. Bids, once submitted cannot be withdrawn by the bidder concerned until the completion of evaluation process.
- 16.2.7 In exceptional circumstances, at the discretion of the DGT, the Commission may solicit the bidder's consent for an extension of the validity period. The request and the responses thereto, shall be made in writing.

16.3 Authentication of Bids

The proposal shall be typed or written in indelible ink and signed by the Bidder or the official duly authorized by the bidder to this effect. A letter of authorization shall be supported by a written power-of-attorney, accompanying the bid. All pages of the bid, except for un-amended printed document, shall be initialed in ink and stamped by the authorized person or persons signing the bid. In case the bidder is signing the bid digitally, the digital signature must be available on all the forms, annexures, self-declarations, financial bid and on the last page of the entire bid document.

16.4 Interlineations in Bid

The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder. In such a case, the requisite corrections shall be initialed by the authorized person or persons signing the bid.

16.5 Late Bids

Bids received after the due date and the specified time (including the extended period, if any) for any reason whatsoever, shall not be entertained. Shall the bidder face difficulty in uploading the bid online, they shall take prior written approval from competent authority at DGT for submitting the proposal in a pen-drive and hard copy.

16.6 Proposal Preparation Costs

The bidders shall be responsible for all the costs incurred in connection with their participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by the DGT to facilitate the evaluation process, and in negotiating a definitive Service Agreement (Master Service Agreement as per the RFP) and all such activities related to the bid process. This RFP does not commit DGT to award a contract or to engage in negotiations with the bidder concerned. Further, no reimbursable cost may be incurred in anticipation of an award of the contract for implementation of the project.

16.7 Supplementary Information/ Corrigendum / Amendment to the RFP

- 16.7.1 If DGT deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of the provisions of this RFP, the DGT may issue supplements/corrigendum to this RFP. Such supplementary information shall be communicated to all the participating bidders. Any such supplementary information shall be deemed to have been incorporated by this reference into this RFP.
- 16.7.2 At any time prior to the deadline (or as extended by DGT) for submission of bids, DGT, for any reason or in response to clarifications requested by a prospective bidder, may modify the RFP document by issuing amendment(s) to the effect. All bidders will be notified of any such amendment(s). The given amendments will be binding on all the bidders.
- 16.7.3 In order to allow bidders a reasonable time to take the amendment(s) into account in preparing their bids, the DGT at its discretion, could extend the deadline for the submission of bids.

16.8 Right to Terminate the Process

DGT makes no commitments, explicit or implicit, that this process will result in a commercial transaction with any of the bidders participating in the process. A bidder's participation in this process may result in DGT selecting the bidder concerned, to engage in further discussions and negotiations towards the finalization of the contract. The commencement of such negotiations does not, however, signify a commitment by DGT to execute the contract or to continue with further negotiations.

16.9 Language of Bids

The Bids prepared by the bidder and all correspondence and documents relating to the bids exchanged by the bidder and the DGT, shall be in English, provided that any printed document furnished by the bidder may be written in another language so long as the same is accompanied by an authenticated English translation. In the given case, for purposes of interpretation of the bid, the English translation shall be binding.

16.10 Bid Prices

- 16.10.1 Quantities as specified in Cost Tables in this Bid document would be used for the purpose of commercial evaluation.
- 16.10.2 Prices quoted in the commercial bid must be firm and final, and shall not be subject to any upward modifications or escalation, on any account whatsoever. However, DGT reserves the right to negotiate the prices quoted in the bid, to affect an appropriate modification in the commercial terms and conditions quoted.
- 16.10.3 The Commercial bid should clearly indicate the price to be charged, without any qualifications whatsoever and should exclude all taxes, duties, fees, statutory levies, works contract tax and other statutory charges as may be applicable in relation to the activities proposed to be carried out in the contract concerned.
- 16.10.4 Prices or commercial terms and conditions should not be revealed in any form, directly or indirectly, to any other Service provider or competitor before the Financial Proposal opening unless
- 16.10.5 otherwise required by law. Failure to abide by the given condition could result in the bid submitted by the bidder concerned to be summarily rejected by DGT. If a change in price is envisaged due to any clarification, revised bid shall be submitted with prior written permission of the DGT before the time specified for closing of commercial bid.

16.10.6 Competitive and Independent Prices: The prices should be arrived at independently, without restricting competition, any consultation, communication, or agreement with any other Service Provider or competitor relating to:

- i. those prices; or
- ii. the intention to submit an offer; or
- iii. the methods or factors used to calculate the prices offered.

16.11 Bid Currencies

Prices shall be quoted in Indian Rupees (INR) only

16.12 Bidder Qualifications

16.12.1 The "Bidder" as used in the Bid documents, shall be construed as the one who has signed on the Bid Form. The Bidder may be either the Principal Officer or the Authorized Representative of the bidder. In either case, he / she shall submit a certificate of authority to this effect. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall, as far as possible, be furnished and signed by the Principal Officer or by the Authorized Representative of the bidder concerned.

16.12.2 The authorization shall be indicated by power of attorney accompanying the Prequalification bid.

16.13 Earnest Money Deposit (EMD)

16.13.1 Bidders shall submit, along with their Bids, EMD of Rs.1,00,00,000/- (Rs. One Crore only) in the form of a Demand Draft issued by any Scheduled bank in favor of the PAO, DGT, MSDE payable at New Delhi, valid for a period of forty-five days beyond the final bid validity period as applicable including extensions if any.

16.13.2 The EMD of all unsuccessful bidders shall be refunded by DGT within three months of a bidder being notified as unsuccessful. The EMD of successful bidder would be returned upon the submission of the Performance Bank Guarantee.

16.13.3 The EMD amount is interest free and will be refundable to the bidders, without any interest accrued thereon.

16.13.4 The bid submitted without EMD shall be summarily rejected

16.13.5 Bidders claiming Special category concessions from the Government shall be governed under respective provisions and guidelines of the Government of India. Bidders submitted their bids under the given category would be required to submit certification issued by appropriate agency of the Government to substantiate their claim for their benefit hence solicited.

16.13.6 The bid security may be forfeited in the following conditions:

- A. If a bidder withdraws its bid during the period of validity of the bid
- B. In case of a bidder being successful in the commercial bidding process, if the bidder fails to sign the contract in accordance with terms and conditions as detailed under this RFP

16.14 Bid Validity Period

16.14.1 Period of Validity of Bids: Bids shall remain valid for 180 days from the date of opening of the Technical bid. A bid valid for a period less than 180 days shall be summarily rejected. However, the prices finalized after opening of the Bids shall not be considered for escalation, throughout the period of implementation and operation of the Contract.

16.14.2 Extension of Period of Validity: In exceptional circumstances, DGT may request the Bidder(s) for an extension of the period of validity of their Bids. The validity of EMD shall also be suitably extended.

16.15 Commercial Proposal / Bid Prices

- 16.15.1 The Bidder is expected to factor in the price of all the items and services proposed, in the Technical Proposal. DGT may at its discretion seek clarifications from a Bidder on his Technical Proposal. Any of the clarifications submitted by the Bidder on the technical proposal, should not have any commercial implications. The Commercial Proposal submitted by the Bidder, should be inclusive of all the items in the technical proposal and should incorporate all the clarifications provided by the Bidder on the technical proposal during the evaluation of the technical bid.
- 16.15.2 Unless explicitly indicated in this RFP, bidder shall not include any technical information regarding the services in the commercial proposal. Additional information directly relevant to the scope of services as sought, in the RFP, may be submitted with the proposal. However, this information will not be considered for evaluation purposes.

16.16 Correction of Error

Bidders are advised to exercise adequate care in quoting the prices.

16.17 Prices of Components and Overall Price Information

- 16.17.1 The Bidder shall quote a price for all the components, the services of the solutions as per the provisions of this RFP document. All the prices shall be quoted in terms of Indian Rupees.
- 16.17.2 No adjustment of the price quoted in the Commercial Proposal shall be made on account of any variations in costs of Labor and materials, currency exchange fluctuations with international currency or any other cost component affecting the total cost, in meeting the obligations under the contract.
- 16.17.3 The price quoted in the Commercial Proposal shall be the only payment, payable by DGT to the successful Bidder for completion of the contractual obligations, by the successful Bidder under the Contract, subject to the terms of payment as specified in the proposed commercial bid or the one agreed between DGT and the Bidder after negotiations.
- 16.17.4 The prices, once offered, must remain fixed and must not be subject to escalation for any reason whatsoever, within the period of the validity of the proposal and period of the validity of the contract. A proposal submitted with an adjustable price quotation or conditional proposal may be rejected at the discretion of DGT.
- 16.17.5 Bidder should provide all prices, quantities as per the format prescribed in the RFP document. No field/columns should be left blank by the bidder. In case of a field being not applicable, the Bidder must indicate "NA (Not Applicable)" in all such fields.
- 16.17.6 It is mandatory to provide details of the GST payable by bidder. The bidder shall also submit to DGT, its GST registration certificate and requisite details as per the governing regulations.
- 16.17.7 All costs incurred due to any delay, directly attributable to the bidder, shall be borne by the Bidder.
- 16.17.8 While quoting the basic rate, the Service provider should offset the input credit available as per the GST Act.
- 16.17.9 If the Service provider has opted for a composition levy under Section 10 of CGST, he should declare the fact while bidding along with GSTIN and GST registration certificate.
- 16.17.10 DGT reserves the right to direct the Bidder to submit proof of payment against any of the taxes, duties and statutory levies as indicated in the bid, within the specified time frame as permitted under Governing Taxation laws.

16.18 Conditions under which this RFP is issued

- 16.18.1 This RFP is not an offer and is issued with no commercial obligation on the part of the DGT. DGT reserves the right to withdraw the RFP and change any part thereof at any stage. DGT also reserves the right to disqualify any bidder, should it be felt necessary at any stage.
- 16.18.2 If claims /documents submitted by the bidder are found false at any stage of process(i.e. during bidding, award of work and execution) or the firm after submission of bid and due acceptance of the same i.e. after the placement of order or before fails to abide by the terms and conditions of the tender document, and/or execute the work as per prescribed schedule given or at any time repudiates the contract, the DGT will have the right to forfeit the EMD, invoke the performance security, deposited by the firm and get the work done from other firm at the risk and consequence of the firm. The cost difference between the alternative arrangement and firms' bid value will be recovered from the firm along with other incidental charges including custom duties, taxes, freight and insurance etc. In case DGT is forced to get the work done through alternative sources and if the cost is lower, no benefit on this account would be passed on to the firm.
- 16.18.3 Timing and sequence of events resulting from this RFP shall be determined by the DGT.
- 16.18.4 Neither the bidder nor any of the authorized representatives of the bidder, shall have any claim whatsoever against DGT or any of its officials or employees, arising out of or relating to this RFP or procedures (other than those arising under a definitive service agreement with the bidder in accordance with the terms and conditions of the final contract).
- 16.18.5 Till the finalization of the contract and during the period of the contract, the bidders shall not directly or indirectly try to solicit any official or employee of DGT. The bidder shall also not solicit to engage any official or employee of DGT, who was involved in the process of evaluation of the bid, as his employee without the prior written approval of DGT, for the period of the contract.

16.19 Rights to the Contents of the Proposal

All proposals and accompanying documents of the Technical proposal shall be considered as the property of DGT and shall not be returned after opening of the technical proposals. DGT is not restricted in its rights to use or disclose any or all of the information contained in the proposal and can do so without any right to compensation to the bidders.

16.20 Modifications and Withdrawal of Proposals

No proposal may be withdrawn in the interval between the deadline for submission of the proposal and the expiry of the validity period as specified in this RFP.

16.21 Non-Conforming Proposals

- 16.21.1 A proposal may be construed as a non-conforming proposal and would be considered as ineligible if it does not comply with the requirements of this RFP. Failure to comply with the technical requirements or non-acknowledgment of receipt of any amendments would be considered as factors leading to a proposal being categorized as non-conforming.
- 16.21.2 If a proposal appears to be a combination of promotional material which does not follow the prescribed format of this RFP or does not appear to address the particular requirements of the proposed contract, the given bid shall also be considered for disqualification by DGT.

16.22 Disqualification/ Termination

The proposal is liable to be disqualified under the following circumstances:

- 16.22.1 Proposal not submitted in accordance with the procedure and formats prescribed in this RFP or are treated by DGT as a non-conforming proposal.
- 16.22.2 The form used for submitting the proposal is found to be incomplete.
- 16.22.3 Proposal is not accompanied by all the requisite documents
- 16.22.4 In case of the bidder submitting the quotation for a part of the project
- 16.22.5 Information submitted in technical proposal is found to be misrepresentative, incorrect or false, at any time during the finalization of the contract or during the tenure of the contract, including the extension period, if any.
- 16.22.6 Commercial proposal is found to be enclosed along with the technical proposal
- 16.22.7 Bidder tries to influence the process of evaluation of the proposal by resorting to unlawful/corrupt/fraudulent means at any point of time during the bid process
- 16.22.8 In case any one bidder submits multiple proposals for the same category/slab or in case of a common interest arising amongst more than one bidder, the bidders concerned are likely to be disqualified.
- 16.22.9 Bidders may specifically note that while evaluating the proposals, if it comes to the knowledge of DGT, that some bidders may have colluded in any manner whatsoever or otherwise joined to form an alliance, resulting in delaying the processing of the proposal, the bidders so involved would be liable to be disqualified for the award of this contract, which may extend for a further period of three years in regard to tenders floated by DGT.
- 16.22.10 Bidder fails to deposit the Performance Bank Guarantee (PBG) or fails to enter into a contract within 21 days of the date of notice of award of contract or within such extended period, as may be specified by DGT.

16.23 DGT's Right to change the Scope of Contract at the time of Award of the Contract

- 16.23.1 DGT may at any time, by a written order given to the bidder, make changes to the scope of the contract under consideration.
- 16.23.2 If any such change causes an increase or decrease in the cost of or the time required for the bidder's performance of any part of the work under the Contract, mutually agreed change in the Value or time schedule relating to the given Contract shall be arrived at between the Bidder and the DGT. Any claim made by the bidder for change under the extant Clause must be asserted from the DGT within a period of twenty one (21) days consequent upon the receipt of the change order.
- 16.23.3 DGT reserves the right to withdraw/revoke/cancel the whole or any part of the Bid at any stage without assigning any reason.

16.24 DGT's Right to Accept Any Bid and to reject any or All Bids

- 16.24.1 DGT reserves the right to accept any bid and/or annul the Bidding process and reject bids at any time prior to the final award of Contract, without incurring any liability to the bidders concerned and without any obligation to inform the bidders concerned regarding the reasons of said action of DGT.
- 16.24.2 DGT reserves the right to negotiate the terms and conditions of the commercial bid with the selected bidder seeking a revision in the bid thus submitted.

16.25 Concessions permissible under statutes

Bidder, while quoting against this RFP, should take cognizance of all concessions admissible under various Statutes including the benefit under statutory provisions relating to GST, failing which, the bidder shall be required to bear the extra cost which arise on account of the bidder not availing

concessional rates of levies like customs duty, excise duty, sales tax, etc. DGT shall not bear any responsibility to this effect. However, DGT may provide necessary assistance to the bidder for claiming the given concessions from the statutory authorities concerned. In case of a reduction in the rate of tax claimed by the bidder, the requisite benefit arising out of the given reduction in the rate of tax shall be passed over to the DGT by the bidder.

16.26 Tax Liability

The bidder shall indicate TAXES/GST wherever applicable.

16.27 Uniformity

16.27.1 All information submitted must clearly refer to page number, section number or other identifying reference in this RFP document. All information submitted must be noted and furnished in the sequence mentioned in this RFP.

16.27.2 All pages of the proposal submitted by bidder should be sequentially paginated.

16.28 Bid Scope

The bidder cannot bid for a specified portion of the RFP under consideration. The entire scope of work has been detailed in this RFP.

16.29 Duration of Project

The project shall commence from the date of signing of the contract and will be valid for three consecutive Craftsmen Training Scheme (CTS) academic years' Mains Examination (tentatively held in July- August each year), with option to extend the contract for a further two more consecutive Craftsmen Training Scheme (CTS) academic years' Mains Examination under same terms and conditions, based on satisfactory performance of the service provider. All examinations scheduled and conducted during this period shall fall within the scope of the project.

16.30 Termination Clause

DGT reserves right to terminate the agreement/contract/process at any point of time if the agency does not execute the SLA as per the requirement of DGT

16.31 Force Majeure

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or DGT 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:

- i Natural phenomenon, including but not limited to floods, droughts, fires, earthquakes and epidemics.
- ii Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos
- iii Terrorist attack, public unrest in work area

The selected bidder or DGT shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. If a Force Majeure situation arises, the service provider shall promptly notify the DGT in writing of such condition and the cause thereof. Unless otherwise directed by DGT in writing, the service provider shall continue to perform its obligations under the contract so far as reasonably practical and shall seek all reasonable alternatives means for performance not prevented by the Force Majeure event.

16.32 Code of Integrity

The procuring authorities and bidders should observe the highest standard of ethics and should not indulge in following prohibited practices, either directly or indirectly, at any stage during the Procurement Process or during the execution of resultant contracts:

- 1) **“Corrupt practice”** - making an offer, solicitation or acceptance of a bribe, reward or gift or any material benefit in exchange for an unfair advantage in the Procurement Process or to otherwise influence the Procurement Process;
- 2) **“Fraudulent practice”** - any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefits may be obtained or an obligation avoided. Such practices include a false declaration or false information for participation in a Procurement Process or to secure a Contract, or in the execution of the contract;
- 3) **“Anti-competitive practice”** - any collusion, Proposal-rigging or anti-competitive arrangement, or any other practice coming under the purview of the Competition Act, 2002, between two or more bidders, with or without the knowledge of the DGT, that may impair the transparency, fairness, and the progress of the Procurement Process or to establish Proposal prices at artificial, non-competitive levels;
- 4) **“Coercive practice”** - harming or threatening to harm persons or their property to influence their participation in the Procurement Process or affect the execution of a contract;

16.33 Interpretation of Provisions of the RFP Document

The RFP document's provisions must be interpreted in the context in which these appear. Any interpretation of these provisions far removed from such context, contrived, or between-the-lines interpretation is unacceptable.

16.34 Information security and data privacy

- 16.34.1 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.
- 16.34.2 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.

16.35 Obligation to Indemnify DGT

a. For breach of IPR Rights

- 1) the Service provider shall indemnify and hold harmless, free of costs, the DGT and its employees and officers from and against all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which may arise in respect of the Services provided by the Service provider under this Contract, as a result of any infringement or alleged infringement of any patent, utility model, registered design, copyright, or other Intellectual Proprietary Rights (IPR) or trademarks, registered or otherwise existing on the date of the contract.
- 2) Such indemnity shall not cover any use of the Services or any part thereof other than for the purpose indicated by or to be reasonably inferred from the contract, neither any infringement resulting from the use of the Services or any part thereof, or any service/ products produced thereby in association or combination with any other service, equipment, plant, or materials not delivered by the Service provider.
- 3) If any proceedings are brought, or any claim is made against the DGT arising out of the matters referred above, the DGT shall promptly notify the Service provider. At its own expense and in the DGT's name, the Service provider may conduct such proceedings and negotiations to settle any such proceedings or claim, keeping the DGT informed.
- 4) If the Service provider fails to notify the DGT within twenty-eight (28) days after receiving such notice that it intends to conduct any such proceedings or claim, then the DGT shall be free to conduct the same on its behalf at the risk and cost to the Service provider.
- 5) At the Service provider's request, the DGT shall afford all available assistance to the Service provider in conducting such proceedings or claims and shall be reimbursed by the Service provider for all reasonable expenses.

b. For Losses and Damages Caused by Service provider

- 1) the Service provider shall indemnify and keep harmless the DGT, from and against, all actions, suit proceedings, losses, costs, damages, charges, claims, and demands of every nature and description brought or recovered against the DGT because of any act or omission or default or negligence or trespass of the Service provider, his agents, or employees despite all reasonable and proper precautions may have been taken, during the execution of the Services. The Service provider shall make good at his own expense all resulting losses and/or damages to: The Services themselves or any other property of the DGT or the lives, persons, or property of others
- 2) In case the DGT is called upon to make good such costs, loss, or damages or to pay any compensation, including that payable under the provisions of the Workmen's Compensation Act or any statutory amendments thereof, the amount of any costs or charges including costs and charges in connection with legal proceedings, which the DGT may incur about it, shall be charged to the Service provider. All sums payable by way of compensation under any of these conditions shall be considered reasonable compensation to be applied to the actual loss or damage sustained and whether or not any damage shall have been sustained.
- 3) The DGT shall have the power and right to pay or to defend or compromise any claim of threatened legal proceedings, or in anticipation of legal proceedings being instituted consequent on the action or default of the

Service provider, to take such steps as may be considered necessary or desirable to ward off or mitigate the effect of such proceedings, charging to Service provider, as aforesaid, any sum or sums of money which may be paid and any expenses whether for reinstatement or otherwise which may be incurred and the propriety of any such payment, defence or compromise, and the incurring of any such expenses shall not be called in question by the Service provider.

16.36 Time Frame

The successful bidder should be ready to conduct CBT any time after 30 days of signing of contract.

17 Bidding Format

The bid shall be submitted in 3 parts (A, B, C) and there shall be 3 bid opening events:

A	Set 1 (EMD)
B	Set 2 (Technical bid)
C	Set 3 (Commercial bid)

The format and content of each part is provided and listed in subsequent sub-sections of this RFP document. Please note that all data provided shall be duly attested by bidder.

17.1 Bid Related Queries

The bidders requiring specific points of clarification may communicate with DGT during the specified period using the following format:

BIDDER'S REQUEST FOR CLARIFICATION			
<<Name of Organizations submitting query / request for clarification>>			
<<Full formal address of the Organization including phone, fax and email points of contact>>			Tel:
			Fax:
			Email:
S. No	RFP Reference (Section No. / Page No.)	Content of RFP requiring clarification	Points of clarification required
1			
2			
3			
4			

17.2 Set 1– EMD

As per standard format of Demand-draft issues by scheduled banks.

Note- The Rule 170 of the General Financial Rules may be followed in respect of EMD .

17.3 Set 3 - Technical Bid Documents List and Formats

List of Documents (<i>Non-evaluative</i>)			
	Document Name		Form No. (as applicable)
1	Bid Submission Letter -		Form A
2	Self-Declaration letter of Non-Blacklisting as on date of submission of proposal, duly signed by authorized signatory on company letter head or notarised.		Form B (for Approach and Methodology presentation)
3	Select Credentials, Solution and Implementation Team: I. Select relevant Credentials in enclosed format (maximum of 10) II. Examination Software overview including architecture, workflow, interfaces, and optimum hardware requirements to meet the application SLA III. High Level Implementation Plan (Approach and Methodology) IV. Security Aspects V. Proposed Team (National Level Implementation Team Members Only, including Project Manager)		
Key Technical Evaluation Data with Supporting Documents			
S. No	Criteria	Documents required (to be submitted by bidder)	Form No. (as applicable)

1	Legal Structure	Certificate of incorporation showing the status of company	
2	Overall IT staff strength (Project Management/ Development/ Quality Assurance /Implementation/ Operations) as on the date of submission of RFP	EPFO document mentioning total subscribers and Self Declaration from the Authorized Signatory / HR Head.	
3	CMMI level (Service)	Copy of certificate clearly indicating validity. CMMI certificate should reflect at cmmiinstitute.com/pars . Certificates should be valid on date of submission of proposal.	
4	CMMI level (Development)/ ISO 20000-1	Copy of certificate clearly indicating validity. CMMI certificate should reflect at cmmiinstitute.com/pars . Certificates should be valid on date of submission of proposal.	
5	Annual average turnover from online examination/ assessment business for the last three financial years (i.e. 2022-23, 2023-24 and 2024-25)	Copy of Complete Audited Financials along with certificate from CA clearly mentioning turnover from online examination/ assessment business.	
6	Maximum number of candidates' CBT examination conducted in any single day in each of the preceding three calendar years (year ended on December 2025)	Client testimonial/completion/ acknowledgement letter on client letter head along with current contact details of the client.	Form C
7	The bidder should have executed CBT Examination with minimum of 1,00,000 (cumulative of all shifts/ subjects) candidates in a single examination assignment in preceding three calendar years (year ended on December 2025)	Client testimonial/completion/ acknowledgement letter along with current contact details of the client.	Form D
8	The bidder must have conducted CBT examinations at exam centers throughout the country on PAN India basis in 150 or more districts in a single exam cycle in preceding three calendar years (year ended on December 2025).	Client testimonial/completion/ acknowledgement letter stating the number of districts covered in a single CBT examination cycle and current contact details of the client.	Form E
9	Maximum number of unique subjects/trades in any single examination cycle in which CBT	Client testimonial/completion/ acknowledgement letter stating the unique number of subjects/trades in	Form F

	exam was conducted in last three calendar years (year ended on December 2025)	which CBT exams were conducted in single exam cycle and current contact details of the client.	
10	The bidder should have experience of hosting/ conducting CBT Exam / Question Papers in different Indian Languages	Client testimonial/completion/ acknowledgement letter showing the number of languages in which CBT examination were conducted and current contact details of the client.	Form G
11	The bidder should have experience of conducting online – examination / CBT assessments in consecutive preceding years (year ended on December 2025).	Work orders showing the date of award and period of contract along with current contact details of the client.	Form H
12	The bidder should have experience in conducting CBT Exam on request/On Demand CBT Examination (daily/weekly) round the year with candidate self-scheduling on a platform, including end to end examination management services.	Client testimonial/completion/ acknowledgement letter or work order showing the date of award along with current contact details of the client.	Form I
13	The bidder should have successfully implemented an AI/ML based face authentication solution for candidate identity verification and impersonation prevention.	Client testimonial/completion/ acknowledgement letter or work order showing the date of award along with current contact details of the client.	Form J
14	Bidder experience in Scanning of examination subjective answer sheets, executed between preceding five calendar years 2020-25.	Client testimonial/completion/ acknowledgement letter or work order showing the date of award along with current contact details of the client.	Form K
15	Bidder experience in providing online platform for Digital Evaluation/On Screen Marking of subjective answer sheets, executed between preceding five calendar years 2020-25.	Client testimonial/completion/ acknowledgement letter or work order showing the date of award along with current contact details of the client.	Form L
16	The bidder should have registered company offices in at least 5 states/UTs across India	Registered office registration certificate from relevant Govt authorities/GST certificates	
17	The bidder should have company owned CBT examination centers	Self-declaration with Authorized signatory on bidder's letter head	Form M

18	Self-declaration with Authorized signatory on bidder's letter head	Self-declaration with Authorized signatory on bidder's letter head	Form M
19	Primary Data Centre with Secondary Data Centre site to be managed by the bidder for data security.	Self-declaration on bidder's letter head along with valid CERT-In certificate and MEITY empanelment certificate	

18 **Dispute Resolution:**

All disputes pertaining to the tender shall fall within the jurisdiction of Delhi only. The Director General (Training) of the MSDE shall be the official by whose designation the DGT may sue or be sued. In the event of any dispute arising between the parties, the same shall be referred to Director General (Training) of MSDE, whose decision shall be final and binding on the parties.

19 **Integrity Pact (On a Non-Judicial Stamp Paper of Rs.100/-):**

The vendors/ bidders are required to enter into "Integrity Pact" as notified by the CVC vide Circular No.02/01/2017 (file No.015/VGL/091 dated 13.1.2017) and amended from time to time. Only those Bidders/ vendors who commit themselves to such a pact with DGT would be considered competent to participate in the bidding process.

20 **Undertaking for Fall Clause**

The bidders shall provide an Undertaking (as part of Fall Clause) they have not and will not sell the same services/material/ equipment at prices lower than the bid price.

21 **Malicious Code Certificate**

The bidders shall provide a malicious code certificate in the format at Form N.

22 **Arbitration Clause:**

(a) In case of any dispute arising between the Parties, both the parties will try to resolve the issue Mutually within 20 days of dispute raised. In any case, the either party will give notice in writing to Other party indicating concern, proposed remedy to settle the issue. If the issue does not settle by Negotiation, in the manner as prescribed, the same may be resolved exclusively by arbitration. In such case, the matter will be referred to the sole arbitrator appointed by Director General (T), MSDE, for adjudication. Arbitration shall be held in Delhi and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996, including all amendments thereof.

(b) The arbitrator may from time to time with the consent of both the parties enlarge the time frame for making and publishing the award. Subject to the aforesaid, Arbitration and Conciliation Act, 1996 and the rules made there under, any modification thereof for the time being in force shall be deemed to apply to the arbitration proceeding under this clause.

(c) The venue of the arbitration proceeding shall be the office of DG (T), MSDE or such other places as the arbitrator may decide.

(d) The contract shall be interpreted in accordance with the laws of the Union of India & will be under the jurisdiction of court in Delhi.”

Form A

[Location, Date]

To,

Director (TTC),
Directorate General of Training
Ministry of Skill Development & Entrepreneurship
1st Floor, Employment Exchange Building, Pusa,
New Delhi – 110 012

Subject: Submission of Technical proposal in response to the RFP for Selection of Service Provider to conduct End-to-End Computer Based Test and Engineering Drawing Examination under various schemes (CTS, ATS, CITS etc) of Directorate General of Training MSDE (RFP Ref. No.....)

Dear Sir/Ma'am,

Having examined the tender documents including all Annexure the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the services/job for in accordance with your Request for Proposal dated [Insert Date]. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Commercial Proposal sealed under a separate envelope. We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We understand you are not bound to accept any Proposal you receive.

Yours Sincerely,

Authorized Signatory [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Form B

**SELF-DECLARATION
NON-BLACKLISTING**

To,

Director (TTC),
Directorate General of Training,
Ministry of Skill Development & Entrepreneurship,
1st Floor, Employment Exchange Building, Pusa,
New Delhi – 110 012

Sir/Ma'am,

In response to the “**REQUEST FOR PROPOSAL (RFP)** for Selection of Service Provider to conduct of End-to-End Computer Based Test and Engineering Drawing Examination under various schemes (CTS, ATS, CITS etc.) of Directorate General of Training MSDE”, I/We hereby declare that presently our Company/Serviceprovider_____is having unblemished record related to examination business in India is neither blacklisted nor debarred by any PSU or Any Regulatory Body or Government of India or State Government or any of its agencies for any reasons whatsoever for indulging in corrupt or fraudulent practices or for indulging in unfair trade practices as on the date of submission of the bid.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, our EMD may be forfeited in full and the tender if any, to the extent accepted may be cancelled.

Thanking you,

Yours faithfully,

Name of the Bidder

Authorized Signatory

Seal of the Organization

Form C

S. No.	Name of the Client organization/ engaging body	Name of Examination	Calendar Year	Maximum number of candidates Appeared in a CBT exam single day	Officer Details (Name,Address,Mobile no.,email) whom reference may be made
			2023		
			2024		
			2025		

Form D

S. No.	Name of the Client organization/ engaging body	Name of Examination	Calendar Year	Number of CBT Examinations with minimum of 1 lakh candidates conducted in calendar years 2023,2024, 2025	Officer Details (Name,Address,Mobile no.,email) whom reference may be made

Form E

S. No.	Name of the Client organization/ engaging body	Name of Examination	Year-wise (2023-2025) No. of Locations covered (Districts) in a single exam cycle	Officer Details (Name,Address,Mobile no.,email) whom reference may be made may be made

Form F

S. No.	Name of the Client organization/ engaging body	Name of Examination	Max no of unique subjects/trades in any single examination cycle in which examination was conducted in last three years	Officer Details (Name,Address,Mobile no.,email) whom reference may be made may be made

Form G

S. No.	Name of the Client organization/ engaging body	Name of Examination	Year of Examination	Maximum no of languages in which CBT exam was conducted	Officer Details (Name,Address,Mobile no.,email) whom reference may be made may be made

Form H

S. No.	Name of the Client organization/ engaging body	Name of Examination	Year of CBT Examination	Name and Address/Tele phone No./email of officer to whom reference may be made

Form I

S. No.	Name of the Client organization/ engaging body	Name of On demand Examination	Name and Address/Tele phone No./email of officer to whom reference may be made

--	--	--	--

Form J

S. No.	Name of the Client organization/ engaging body for which AI/ML based face authentication solution for candidate verification was provided	Name and Address/Tele phone No./email of officer to whom reference may be made

Form K

S. No.	Name of the Client organization/ engaging body	Name of Examination completed in Scanning answer sheet in last five years	Name and Address/Tele phone No./email of officer to whom reference may be made

Form L

S. No.	Name of the Client organization/ engaging body	Name of Examination in which online platform for digital evaluation/on screen marking of answer sheet provided in last five years	Name and Address/Tele phone No./email of officer to whom reference may be made

Form M

S. No.	Count of company owned Examination center (Pan India) as on date of submission of proposal	Count of company owned/Hired nodes (Pan India) as on date of submission of proposal	Name and Address/Tele phone No./email of officer to whom reference may be made

CERTIFICATE-MALICIOUS CODE

(To be rendered on Bidder's Letterhead)

1. This is to certify that the hardware and the Software being offered. as part of the Contract, does not contain embedded malicious code that would activate procedures to: -
 - a. Inhibit the desired and designed function of the equipment.
 - b. Cause physical damage to the user or equipment during the exploitation.
 - c. Tap information resident or transient in the equipment/networks.
2. The firm will be considered to be in breach of the procurement contract, in case physical damage, loss of information or infringements related to Copyright and Intellectual Property Rights (IPRs) are caused due to activation of any such malicious code in embedded software.

Yours Sincerely,

Authorized Signatory [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Set 4– Commercial Bid Format

To,
The Director,
Directorate General of Training
Ministry of Skill Development & Entrepreneurship
Government of India
7th Floor, Kaushal Bhawan, New Moti Bagh

Subject: Submission of Commercial proposal in response to the RFP for Selection of Service Provider to Conduct End-to-End Computer Based Test and Engineering Drawing Examination for various schemes of Directorate General of Training

Dear Sir/Ma'am,

We hereby offer the below quote for conduct of End-to-End Computer Based Test, Engineering Drawing Examination and Platform for On-Screen Marking and Platform/App for Geofenced Attendance and Facial Recognition under various schemes (CTS, ATS, CITS etc.) of Directorate General of Training MSDE (As per terms and conditions as described in this RFP). Taxes/GST as per Government of India rules will be paid extra.

S. No	Particular	Per Student Cost excluding GST (In Figures)	Per Student Cost excluding GST (In Words)
A	End to End CBT Examination charges per student per exam paper <i>(inclusive of all services provided under the scope of the project; for a CBT of duration upto 2 hours, for additional duration, pro-rata rate will be payable)</i>		
B	Engineering Drawing Examination and Platform for On-Screen Marking of Engineering Drawing Answer Sheets charges per student per exam paper <i>(inclusive of all services as specified under the scope of the project)</i>		
C	Platform/App for Geofenced Attendance and Facial Recognition <i>(inclusive of all services provided under the scope of the project)</i>		

Note:

- i. No other costs will be paid to the bidder, apart from the one mentioned above. The commercial quote and all the payments will be made in Indian Rupees only.
- ii. **DGT may use only one of the services or any combination of services (out of A, B and C). The payment will be made only for the services availed by the DGT.**

Yours faithfully,

Authorized Signatory with seal

Date:

23 Performance Bank Guarantee

Performance Security

[The bank, as requested by the successful Service Provider, shall fill in this form in accordance with the instructions indicated]

[Guarantor letterhead or SWIFT identifier code]

Beneficiary: Directorate General of Training, Ministry of Skill Development & Entrepreneurship
Government of India, *7th Floor, Kaushal Bhawan, New Moti Bagh*

Date: *[Insert date of issue]*

PERFORMANCE GUARANTEE No.: *[Insert guarantee reference number]*

Guarantor: *[Insert name and address of place of issue, unless indicated in the letterhead]*

To

The Director,
Directorate General of Training,
Ministry of Skill Development & Entrepreneurship,
Government of India,
7th Floor, Kaushal Bhawan, New Moti Bagh

Sir/Ma'am,

PERFORMANCE BANK GUARANTEE for services mentioned under RFP for Selection of Service Provider to Conduct End-to-End Computer Based Test and Engineering Drawing Examination for various schemes of Directorate General of Training MSDE Reference No: DGT----- (hereinafter referred to as "RFP") issued by Directorate General of Training, Ministry of Skill Development & Entrepreneurship, Government of India.

WHEREAS

M/s. _____, a company registered under the Companies Act, 1956, having its registered and corporate office at (address of Company), (hereinafter referred to as our "constituent", which expression, unless excluded or repugnant to the context or meaning thereof, includes its successors and assigns), has submitted its proposal dated _____ in response to the RFP and has been selected by Directorate General of Training for providing services mentioned in the RFP.

We are aware of the fact that as per the terms and conditions of the RFP, [name of the company] is required to furnish an unconditional and irrevocable bank guarantee in your favour for an amount of Indian Rupees _____ (Rupees in Words), being equivalent to _____ of the total of the price as quoted in the commercial proposal submitted by the constituent and guarantee the due performance by our constituent as per the contract to be executed with Directorate General of Training (hereinafter referred to as "contract") and do hereby agree and undertake to pay the amount due and payable under this bank guarantee, as security against breach/ default of the said contract by our constituent.

In consideration of the fact that our constituent is our valued customer and the fact that it has been selected to provide the services under terms and conditions of RFP and execute the said contract with Directorate General of Training, we, (name and address of the bank), have agreed to issue this Performance Bank Guarantee.

Therefore, we (name and address of the bank) hereby unconditionally and irrevocably guarantee you as under:

In the event of our constituent committing any breach/default of the said contract, and which has not been rectified by him, we hereby agree to pay you forthwith on demand such sum/s not exceeding the sum of Indian Rupees _____ (Rupees in words) without any demur.

Notwithstanding anything to the contrary, as contained in the said contract, we agree that your decision as to whether our constituent has made any such default(s) / breach(es), as aforesaid and the amount or amounts to which you are entitled by reasons thereof, subject to the terms and conditions of the said contract, will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Performance Bank Guarantee, but will pay the same forthwith on your demand without any protest or demur.

This Performance Bank Guarantee shall continue and hold good till the completion of three (3) months beyond the expiration of contract period i.e. till _____, subject to the terms and conditions in the said contract.

We bind ourselves to pay the above said amount at any point of time commencing from the date of the said contract until the completion of three (3) months beyond the expiration of contract period i.e. till _____ for the total solution as per said contract.

We further agree that the termination of the said contract, for reasons solely attributable to our constituent, virtually empowers you to demand for the payment of the above said amount under this guarantee and we would honor the same without demur.

We hereby expressly waive all our rights:

- i) Requiring to pursue legal remedies against DGT; and
- ii) For notice of acceptance hereof any action taken or omitted in reliance hereon, of any defaults under the contract and any resentment, demand, protest or any notice of any kind.

We the guarantor, as primary obligor and not merely surety or guarantor of collection, do hereby irrevocably and unconditionally give our guarantee and undertake to pay any amount you may claim (by one or more claims) up to but not exceeding the amount mentioned aforesaid during the period from and including the date of issue of this guarantee through the period.

We specifically confirm that no proof of any amount due to you under the contract is required to be provided to us in connection with any demand by you for payment under this guarantee other than your written demand.

Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been provided to us after the expiry of 48 hours from the time it is posted.

If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent upon intimation to you.

This Performance Bank Guarantee shall not be affected by any change in the constitution of our constituent nor shall it be affected by any change in our constitution or by any amalgamation or absorption thereof or therewith or reconstruction or winding up, but will ensure to your benefit and be available to and be enforceable by you during the period from and including the date of issue of this guarantee through the period.

Notwithstanding anything contained hereinabove, our liability under this Performance Guarantee is restricted to Indian Rupees ____/- (in words) and shall continue to exist, subject to the terms and conditions contained herein, unless a written claim is lodged on us on or before the aforesaid date of expiry of this guarantee.

We hereby confirm that we have the power/s to issue this Guarantee in your favour under the Memorandum and Articles of Association/ Constitution of our bank and the undersigned is/are the recipient of authority by express delegation of power/s and has/have full power/s to execute this guarantee under the Power of Attorney issued by the bank in your favour.

We further agree that the exercise of any of your rights against our constituent to enforce or forbear to enforce or any other indulgence or facility, extended to our constituent to carry out the contractual obligations as per the said contract, would not release our liability under this guarantee and that your right against us shall remain in full force and effect, notwithstanding any arrangement that may be entered into between you and our constituent, during the entire currency of this guarantee.

Notwithstanding anything contained herein:

- I. Our liability under this Performance Bank Guarantee shall not exceed Indian Rupees ____/- (in words);
- II. This Performance Bank Guarantee shall be valid only up to the completion of 3 months beyond the contract period i.e. till ____ for complete solution and services; and
- III. We are liable to pay the guaranteed amount or part thereof under this Performance Bank Guarantee only and only if we receive a written claim or demand on or before ____ for the proposed services specified in the contract.

Any payment made hereunder shall be free and clear of and without deduction for or on account of taxes, levies, imports, charges, duties, fees, deductions or withholding of any nature imposts.

This Performance Bank Guarantee must be returned to the bank upon its expiry. If the bank does not receive the Performance Bank Guarantee within the above-mentioned period, subject to the terms and conditions contained herein, it shall be deemed to be automatically cancelled.

This guarantee shall be governed by and construed in accordance with the Indian Laws and we hereby submit to the exclusive jurisdiction of courts of Justice in India for the purpose of any suit or action or other proceedings arising out of this guarantee or the subject matter hereof brought by you may not be enforced in or by such court.

Dated this day 2020.

Yours faithfully,

For and on behalf of the Bank,

(Signature)

Witness

Name

Designation

(Address of the Bank)

[Note: The Bank Guarantee should be executed on stamp paper in accordance with stamp paper act. The stamp paper should be in the name of the executing bank.

Annexure I: Reference candidate data CTS

Candidates Enrolled in 1year/ 2 year courses, for current academic year i.e. 2025-2026:

State	No. of Districts covered	No. of ITI's operational	No. of Trades/ courses offered	No. of Trainees Enrolled (Current Academic Year 202-26)
ANDAMAN AND NICOBAR ISLANDS	3	4	29	829
ANDHRA PRADESH	26	521	48	54213
ARUNACHAL PRADESH	9	10	34	697
ASSAM	25	47	40	5725
BIHAR	38	1356	65	116754
CHANDIGARH	1	3	35	1175
CHHATTISGARH	28	227	54	23970
DELHI	10	46	70	10970
GOA	2	13	33	2404
GUJARAT	33	493	91	90790
HARYANA	22	380	87	53477
HIMACHAL PRADESH	12	268	66	16973
JAMMU AND KASHMIR	20	56	58	10047
JHARKHAND	24	354	58	48331
KARNATAKA	30	1467	84	71839
KERALA	14	442	106	30132
LADAKH	2	3	21	421
LAKSHADWEEP	1	1	12	210
MADHYA PRADESH	51	953	85	79970
MAHARASHTRA	36	1045	101	130810
MANIPUR	9	11	28	894
MEGHALAYA	4	8	38	1000
MIZORAM	3	3	25	328
NAGALAND	9	9	16	324
ODISHA	30	500	100	61348
PUDUCHERRY	1	15	23	704
PUNJAB	22	329	78	44247
RAJASTHAN	35	1543	86	88418
SIKKIM	3	4	29	431
TAMIL NADU	38	457	115	39119
TELANGANA	32	301	68	40452
THE DADRA AND NAGAR HAVELI AND DAMAN AND DIU	3	4	18	841
TRIPURA	8	22	53	2714
UTTAR PRADESH	75	3300	114	385871
UTTARAKHAND	13	170	57	11526

WEST BENGAL	23	317	89	42323
Grand Total	695	14,682	150 (unique count)	14,70,277

Annexure II: Reference candidate data CITS

State	District	No. of Trainees Enrolled (Current Academic Year 2025-2026)	No. of Trades/ courses offered
Andhra Pradesh	1	69	5
Bihar	1	47	2
Chhattisgarh	1	129	4
Goa	1	34	2
Gujarat	1	209	7
Haryana	5	1476	24
Himachal Pradesh	5	271	8
Jammu & Kashmir	4	177	7
Jharkhand	2	74	2
Karnataka	3	289	14
Kerala	2	155	7
Madhya Pradesh	3	418	7
Maharashtra	1	539	12
Meghalaya	1	82	5
Odisha	2	303	6
Punjab	11	1993	20
Rajasthan	33	2001	19
Tamil Nadu	2	429	14
Telangana	2	548	13
Tripura	3	67	10
Uttar Pradesh	6	3063	30
Uttarakhand	2	605	9
West Bengal	2	653	21
Grand Total	94	13,631	41 (unique count)

Annexure III: Reference candidate data ATS

Location	State	No. of Apprentices Enrolled (Current Academic Year)
Pan India	All States	Approximately 10,000 students

Annexure IV: List of languages for examination

Sl. No.	State	Language
1	Andhra Pradesh and Telangana	Telugu
2	Assam	Assamese
3	Gujarat	Gujarati
4	Karnataka	Kannada
5	Kerala	Malayalam
6	Maharashtra	Marathi
7	Odisha	Odia
8	Punjab	Punjabi
9	Tamil Nadu	Tamil
10	West Bengal	Bengali
11	Northern region States	Hindi
12	All States	English

Annexure V: Table showing number of Subject for Online Examination for CTS Annual Scheme

	Engineering Trade				Non-Engineering Trades					
	One year Courses (1200 Hr)		Two Years Courses (2400 hours + 300 hours OJT/Group Project)		Six Months Courses		One year Courses		Two Years Courses (2400 hours + 300 hours OJT/Group Project)	
	Theory	Employability Skill	Theory	Employability Skill	Theory	Employability Skill	Theory	Employability Skill	Theory	Employability Skill
1st year	40	40	51	51	8	8	68	68	3	3
2nd year	nil	nil	51	51	nil	nil	nil	nil	3	3

Annexure VI: Tender Information Summary (TIS)

Shortlisted Service Providers based on Expression of Interest (Tender ID: 2026_DGT_901028_1)

Sr No.	Service Providers	Address
1.	APTECH	Aptech House, A-65, MIDC, Marol, Andheri (E), Mumbai - 400093
2.	DEXIT Global Limited	502, 5th Floor, Skyline Icon, Andheri-Kurla Road, Andheri East, Mumbai - 400059
3.	Eduquity Career Technologies Pvt Ltd	7th Floor, Ajmera Nucleus, 424C, Electronic City Phase 2, Bangalore - 560100
4.	TCS iON	9th Floor, Nirmal Building, Nariman Point, Mumbai 400021