



# HIGH COURT OF JUDICATURE AT ALLAHABAD

## **Tender Document For Engaging Agency for Conducting Recruitment in the Establishment of High Court**

Sd/-

Registrar General,  
High Court of Judicature at Allahabad  
Prayagraj, Uttar Pradesh – 211017  
<https://www.allahabadhighcourt.in>

RFP No. – AHC/Recruitment/01/2025

Dated – 08.12.2025

Cost of Tender – ₹ 25,000

EMD – ₹ 20 Lakhs

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## DEFINITIONS AND INTERPRETATIONS

The following bold/capitalized terms used in terms and conditions shall have the meanings set forth hereunder for the convenience of reference for this tender and/or Work Order.

- **'Bid'**: The Technical and Financial bids
- **'Bidder'** or **'Selected Bidder'** or **'Service Provider'**: Company submitting the bid floated by High Court of Judicature at Allahabad against this request for proposal and includes its staff, heirs, executors, administrators, representatives and successors.
- **'CBT'**: Computer Based Test
- **'CCTV'**: Closed Circuit Television
- **'DC'** : Data Centre
- **'DR'** : Disaster Recovery
- **'EMD'**: Earnest Money Deposit.
- **'EPFO'**: Employees' Provident Fund Organization.
- **'GST'**: Goods and Services Tax
- **'High Court'** : High Court of Judicature at Allahabad
- **'LOI'** : Letter of Intent
- **'PO'**: Purchase Order or Work Order
- **'OEM'**: Original Equipment Manufacturer
- **'Online Exam Application System'**: The web application software where the entire process flow viz. inviting online application through online portal; filtering eligible candidates as per criteria; assign randomized roll number; assign centre to the candidates; publish e-Admit Card; display marks scored by candidates; display merit list; display selection list, etc. are all managed.
- **'PSU'**: Public Sector Undertaking
- **'QCBS'**: Quality-cum-Cost Based Selection
- **'RAM'**: Random Access Memory
- **'RFP'**: Request for Proposal or the Bid.
- **'SOP'**: Standard Operating Procedure.
- **'Tender'**: This Request for Proposal floated by High Court of Judicature at Allahabad due for submission at the date and time as described in this document, issued by High Court of Judicature at Allahabad for inviting bids from various companies for conducting end-to-end recruitment process for filling up the vacant posts in its establishment.

## DISCLAIMER

This Tender is not an offer by the High Court of Judicature at Allahabad, but an invitation to receive offers from Bidders.

No contractual obligation whatsoever shall arise from the Tender process unless and until a formal work order is issued by the Registrar General, High Court of Judicature at Allahabad with the Bidder.

The High Court of Judicature at Allahabad reserves its right to accept or reject any or all Bids, abandon/ cancel the Tender process and issue another Tender for the same or similar Services at any time before the award of the work order. It would have no liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for such action(s).

# 1. INTRODUCTION

- 1.1. High Court invites sealed Tenders in two Bid (Technical & Financial) system from eligible and reputed Bidders for award of work order for Recruitment related activities.
- 1.2. The various stages (Pre-Examination and Post-Examination) of the Recruitment process for various posts, briefly, are as follows:
  - Receipt of Applications in online mode;
  - The Applications should be Aadhaar Authenticated (wherever possible);
  - Generation and online availability of Admit Cards for downloading;
  - Test Content Creation with backup arrangements;
  - Conducting examination(s) in CBT mode;
  - Provisioning of online mock test for the CBT;
  - Identifying, Acquiring and Preparing appropriate Examination Centres for conducting the examinations;
  - Managing examination(s) at Exam Centres;
  - Provisioning of CCTVs system with recording and AI based Video Analytics software.
  - Provisioning live CCTV streaming at the Control Centre established by the High Court.
  - Provisioning of Cellular Jammers at the Examination Centres;
  - Implement Candidates' Integrity checks at the Examination Centres;
  - Provisioning of Aadhaar (wherever possible) based Biometric registration in the Application Stage;
  - Candidates' Biometric Registration, Validation/Authentication(Aadhaar Authenticated wherever possible) and verification at Test Centres;
  - Using and preserving the recorded biometric data of the candidates and verification at later stage(s) of the recruitment process;
  - Collating the candidates' examination response;
  - Conduct evaluation of candidates' examination response;
  - Preparation of list of shortlisted candidates;
  - Generation of final results, etc.;
  - Customized Report Generation
- 1.3. High Court intends to engage the services of agencies having proven competence and rich experience in carrying out similar activities and having excellent infrastructure facilities for carrying out different tasks relating to various recruitment processes previously conducted.

## 2. IMPORTANT EVENTS AND DATES

<b>Pre-Bid Meeting</b>	15.12.2025 at 11:00 a.m.
<b>Last date of receipt of offers</b>	05.01.2026 at 04:00 p.m.
<b>Date of opening of technical Bids</b>	06.01.2026 at 11:00 a.m.
<b>Cost of Tender Document</b>	<b>Rs. 25,000</b> (to be submitted along with the Tender Document) in the form of Demand Draft (Non-refundable) issued by Scheduled Banks specified by RBI
<b>Earnest Money Deposit</b>	<b>Rs. 20,00,000 (Rupees Twenty Lakhs Only)</b> in the form of Demand Draft issued by Scheduled Banks specified by RBI
<b>Bid Validity Period</b>	180 Days
<b>Address for Communication</b>	Registrar General, High Court of Judicature at Allahabad , Prayagraj, Uttar Pradesh, India. PIN - 211017 Phone Nos. (PBX) – (0532)-2422335, 2422336, 2422337, 2421611-18
<b>Place of opening of the Bid</b>	Office of Registrar General, High Court of Judicature at Allahabad , Prayagraj, Uttar Pradesh, India. PIN – 211017 OR Any place decided by High Court.

### 3. RECRUITMENT FORMAT AND EXAMINATION DETAILS

The instant recruitment process pertains for the posts of Private Secretary Grade-I. The format of the recruitment examination consists of Two (2) Stages:-

#### 3.1. The proposed Stages of Exam

Stage – I of Examination		
Part(s) of Stage -I	Type of Examination	Shifts
Part – A : General Studies	Multiple Choice Questions (MCQ) Objective Type examination on the prescribed syllabus to be notified.  <b>Type: Computer Based Test (CBT)</b>	To be conducted in Single Shift within a gap of 15 minutes each
Part – B : Computer Knowledge Test	A part of Judgment or any other suitable formatted text in English will be given to the Candidates for reproducing the same on the computer in the same format within 15 minutes.  <b>Type: Computer Based Test (CBT)</b>	
Part – C: Subjective Type Translation Test	Translation of passage given in Shorthand to English on Computer. It shall be a Subjective Type Test.  <b>Type: Computer Based Test (CBT)</b>	
Stage – II of Examination		
(Ten Times (or any number fixed by High Court) of the Candidates against the total number of vacancies in each category for the post of Private Secretary Grade - I on the basis of marks obtained in the Stage-I Examination in order of merit shall be called to appear in Stage II Examination)		
Shorthand Dictation Test	A dictation of a passage (in English) in 05 minutes will be given to the Candidates. The Candidates will take down the dictation in Shorthand and thereafter will transcribe the same on computer within 30 minutes  <b>Type: Computer Based Test (CBT)</b>	To be conducted in Single Shift

3.2. The High Court reserves the right to change the structure and format of the exam. The Bidder shall suitably modify the CBT software in that case without any cost to High Court.

3.3. The examination in Stage-I Part-A shall be conducted in Bilingual format i.e. Hindi and English.

## 4. SCOPE OF WORK

### 4.1. The Scope of Work has been divided into following three broad phases:-

1. Pre- Examination Phase
2. Test Delivery Phase
3. Post Examination Phase

### 4.2. Important points to be looked after by the bidders:-

- 4.2.1. The bidder shall design the advertisement as per the direction and requirement of the High Court.
- 4.2.2. The bidder shall receive the application from the candidates online.
- 4.2.3. The bidder shall design the software for managing the entire process flow for online application (seeking online application; filter eligible candidates as per criteria, assign randomized roll number, assign centre to the candidates, publish e-Admit Card, publish MCQ answer keys for challenge, display marks scored by candidates, display merit list, display selection list, etc.), conduct CBT examination, Evaluate Candidates' Response, Collate Candidates' Score and Generate Result.
- 4.2.4. Online Payment gateway should be integrated with the online application portal. The bank account integrated with online application shall be in the name of High Court.
- 4.2.5. The bidder shall design and develop the software application for Online Exam Application System and conducting CBT Exam Software.
- 4.2.6. The bidder shall prepare the database of candidates' application having Roll No., Centre No., Shift, Photographs, Signature, Bio-Metric Information (Aadhaar Authenticated wherever possible), etc. as per the requirement and direction of High Court.
- 4.2.7. The bidder shall issue the Admit Cards online.
- 4.2.8. Question paper(s) for online practice purposes to be hosted by bidder on a 24/7 operational web server.
- 4.2.9. Question papers set in Bilingual (both in English and Hindi as applicable) for each shift and each day to be provided by the bidder with backup arrangements as per requirement and direction of High Court.
- 4.2.10. The bidder shall select and contract the reputed Test Centres for conducting examinations as per requirement. The Centre list may be approved by High Court.



- 4.2.11. The bidder shall schedule the candidates' Test Centres as per normalization, count availability and other guidelines.
- 4.2.12. The bidder shall record and preserve the candidates' response during the examination, audit trail, biometric data and other exam related data
- 4.2.13. The bidder shall supply Examination Centre Kits for candidates as well as the management as per Annexure-X or as required by the High Court.
- 4.2.14. The bidder shall conduct the entire CBT Examinations. The examination shall be multidisciplinary / multiple subject as per scheme of examination and in many stages as per the requirement of High Court.
- 4.2.15. The bidder shall arrange Mock test, for the project team involved in the conduct of examination at the centres on the preceding day of the test. Adequate staff shall be present fulltime during the conduct of Mock Test to ensure smooth conduct of examination.
- 4.2.16. The bidder shall ensure that the mock test will start maximum by 1600 hours on the preceding date centres on centres booked for conducting the test on Mock day (the day preceding the day of test). The bidder shall ensure that the centre does not have any other examination on the day of the test.
- 4.2.17. The bidder shall ensure that only those centres and computer nodes that are comprehensibly vetted shall be used for the Mock test and Examination. The bidder may be asked to submit complete report to the High Court about the vetting process conducted by the bidder and the sanity of Computers used to conduct such test as per Annexure-XI.
- 4.2.18. The bidder shall ensure that under no circumstances any computer node used by examinees shall go to sleep mode during the entire examination.
- 4.2.19. The bidder shall ensure that the final soft copy of Centre Master having Centre No. and Centre details is provided to the High Court well before the actual date of examination. Thereafter no change shall be made by the bidder in the list. In case of changes, if any by the bidder, the bidder shall be liable to penalty as mentioned in clause 9.11.
- 4.2.20. The bidder shall install CCTV and Mobile/Cellular Jammers to maintain due integrity in the conduct of examination. The CCTV footage shall be streamed live at the Control Centre established by the High Court. The CCTV footage of each and every examination centre shall be preserved by the bidder.

- 4.2.21. The bidder shall carry out an Independent Audit as mentioned in Annexure - XI of the entire process, software, for each centres, etc. at its own expense by the reputed and the report shall be provided to the High Court.
- 4.2.22. The bidder is required to provide various details as per Annexure – XI: Scope for Independent Audit and its Requirement.
- 4.2.23. For fair and smooth conduct of examination, High Court is authorized to take any step as deemed fit in the test centre(s) and the bidder unconditionally agree to it.
- 4.2.24. The bidder shall formulate a detailed SOP regarding action taken (lodging of F.I.R., etc.) during the course of examination against any malpractice or occurrence of untoward incident.
- 4.2.25. The choice between the Centres provided by the bidder and Centres provided by High Court, if any, will be decided on the basis of their suitability for holding the exam and nearness to city centre or the reputation of the Centre.
- 4.2.26. The bidder shall process the Candidates' response, Evaluate and Generate the Result as per the guidelines set by the High Court.
- 4.2.27. The bidder shall provide any information related to exam activities undertaken by examinees or exam functionaries whenever asked for by High Court.
- 4.2.28. The bidder shall provide the entire and all the databases related to the examination whenever asked for by High Court.

### **4.3. Pre-Examination Phase:**

The bidder is expected to design the Online Exam Application System; CBT Exam Software; examination plan and examination processes as required by the High Court. Broadly, the requirements will be as follows:

➤ **Complete Security management processes:**

- Physical Security
- Information Security
- Server Security
- Network Security

➤ **Candidate handling process :**

- Invite Application from Candidates online.
- Record relevant biometric information of the Candidates during online application stage.

- Checking Eligibility and filtering the eligible candidates.
  - Mapping of candidates' details with Exam Centres
  - Generate Admit Cards of the eligible candidates
  - Validation and verification of identity
  - Attendance and biometric (photograph and thumb impression) handling and matching.
  - Machine/seat allocation randomly and handling of security parameters
- Any other processes related to Examination including but not limited to preparation of pre-examination mock test; practice modules and practice sessions for the CBT examination for the registered candidates to be hosted on 24/7 operational servers, available online through a dedicated web link which should be specifically mentioned in the advertisement.
- The bidder shall prepare and provide Standard Operating Procedure (SOP) and documentary manuals for all processes for safe and secure conduct of examination along with rules for contingency and exception handling/ emergency procedures.
  - The 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/ownership basis, whose cost would be covered under the financial bid.
  - The bidder, as per the requirements shall design, test, audit and deploy the online application for inviting application from candidates. Collect Fees through online payment gateway and issue online Admit Cards to candidates after document verification and as per the filtering criteria laid down by the High Court.
  - The bidder, shall carry out the document verification and issue Admit Card to eligible candidates as per the requirement of the advertisement and guidance of High Court.
  - The bidder, as per the requirements and directives from High Court, shall setup systems at the required Exam Centres in India ensuring that at least 10% of the systems are available as backup per shift. Number of Cities may change based on operational requirements.
  - The bidder shall ensure that all Exam Centres have the prescribed Hardware, Software, and LAN connectivity for conducting Examination.
  - The bidder shall ensure that UPS, Generator and Air Conditioners/Air Circulation/Ventilation facilities are available at each Exam Centre in each lab for uninterrupted power.
  - The bidder shall ensure Ambient temperature (26 degree Celsius -30 degree Celsius) and adequate ventilation and lighting shall be maintained at all centres using air coolers/fans/air conditioners.

- The exam centre should be accessible from the key transport places with easily available public transport
- The exam centre should provide adequate comfort to the candidates, but not limited to toilet, water, cleanliness, parking (preferably), thermal, lighting, ventilation, etc.
- The exam centre should provide basic life safety for the conduct of exams, but not limited to fire safety, firefighting equipment, electrical (electricity, DG, UPS, wiring), first aid, emergency procedures, etc.
- The exam centre should be safe to conduct fair exam, but not limited to personnel security, controlled access, placement of computers, etc.
- The exam centre should provide network security, but not limited to exam network, appropriate speed of network, physical security of the assets, etc.
- The computers specifications at the exam centre should be sufficient to conduct the exam without any disruption.
- The selected bidder shall carry periodic audit at Exam Centres for
  - Hardware, Operating System, Processor Speed, RAM, Network and Key Boards etc.
  - Software, Screen resolution, LAN connectivity, Browser.
  - Working condition of UPS, Generator and Air Conditioners/ Air Circulation/ Ventilation.
- The bidder shall ensure suitable drinking water and separate hygienic toilet facilities for both Boys and Girls at each examination centre.
- The bidder shall provide a facility of mock test for registered candidates only. The facility of mock test should be made available online after the start of registration process as per the advertisement through a designated web link made available on the Online Exam Application System. The mock test should be a replica of the examination software.
- The bidder shall host and manage the examination process through LAN based solution at Exam Centres.
- The bidder shall securely install and implement Question Papers (in English and Hindi as applicable) for “Computer Based Test (CBT)-Examination”.
- The bidder shall ensure checking of original documents and admit card of the candidates at the entrance gate of the examination centre. Individual password may be given to each candidate by the selected bidder at the examination centre after verification of the documents. Proper credential validation should be carried out for logging into the CBT Examination System by the candidates.
- The bidder shall ensure that the candidates have pasted passport size photograph and signature of the candidate is taken on the specific space in the attendance sheet.

Verification of the signature and photograph in attendance sheet is done vis-à-vis the signature and photograph in the admit card.

- The bidder shall ensure complete Biometric registration process of the candidates (digital photo, fingerprint etc.) and allow candidates to appear for exam at Exam Centre through randomly allotted seat/machine. The biometrics taken at this stage may be used later for authentication purposes.
- The bidder shall arrange/provide adequate displays and provide required instructions/information to the candidates appearing for exam at the Exam Centres.
- The bidder shall ensure availability of proper security, frisking (through Handheld Metal detector (HHMD) and Hand Pat) at the examination centres. Separate frisking facilities for Female candidates. Only Female staff will frisk the female candidates. However, female frisking process should be conducted in a three-side covered enclosure. Security Guards should be in proper uniform.
- All pre-examination phase processes shall be carried out by the bidder in consultation with High Court.
- **Test Centres:** The bidder shall identify the test centres in each of the cities where examination will be held. Each of the identified centres may be vetted by High Court and High Court may reject Centres which may not meet its standards. A test centre may have one or more test centres; however, offices of test centres must not be considered as test centres. Internal training facilities or other infrastructures specially for conducting “Computer Based Test (CBT)-Examination” may be used.
- **Police verification of all Exam related functionaries at the exam centres:** The bidder will get the police verification conducted for all Exam related functionaries i.e. invigilators/helpers/guards/IT personnel at the exam centre which should not be more than 6 months old.
- The bidder will keep a repository of contact details of all manpower deployed at an exam centre and share the same with High Court as and when required.

#### 4.4. Test Delivery Phase:

The bidder shall deploy adequately trained manpower and ensure required hardware and software for smooth conduct of examination at each Exam Centre.

**The bidder shall make necessary arrangements for the following at Each Exam Centre:**

**(a) Minimum number of personnel to be deployed:**

Exam Centre Administrator/ Superintendent	One
IT Manager	One per 250 nodes (minimum 1 in a centre)

Deputy Centre Superintendent	For more than 250 nodes : one for each additional 250 nodes; (minimum 1 in a centre)
Invigilators	One per 15 nodes (minimum 2 per room) for the exams
Support Staff	Minimum One per 100 students (Suitability need to be justified with centres)
Security Guards	Minimum One per 50 students (Suitability need to be justified with centres) and locations
Peons	Minimum Two per 100 students

The above staff should be increased proportionately on the basis of size of the centre in terms of nodes for exam. In addition, the bidder should provide a City Head for each of the cities of examination.

The staff provided at the Test Centre for conduct of examination should be from among the regular staff of the Test Centre. Centre Superintendent, Deputy Centre Superintendent and Invigilators must be regular teachers/ staff (Group B and above) of a recognized college/ school/computer institute.

**(b) Minimum Candidate System Pre-requisites:**

Screen Resolution	1024 X 768
Screen Size	At least 15 inch monitor
Operating System	Licensed Windows 10 or higher version with appropriate Service Pack
Browser	Microsoft Edge 141 or higher version or Google Chrome 141 or higher as supported by the above Operating Systems.
Anti-virus Software	An active paid license of reputed antivirus software should be installed in the system. The anti-virus software should be updated.
Browser settings	<ul style="list-style-type: none"> <li>▪ Java Script enabled</li> <li>▪ Pop-up blocker enabled</li> <li>▪ The browser or the web-page of the application should be set in such a way so that it checks for the newer versions of the stored pages on every visit to the web-page.</li> <li>▪ Proxy disabled (Direct Internet)</li> <li>▪ USB ports are disabled</li> <li>▪ Keyboard are enabled at the start of the test and is disabled after the test period is over.</li> </ul>

**(c) Minimum Exam Centre Server Prerequisites:**

Processor	Base CPU Speed: 2.8 GHz or above. The CPU shall be of Server Class with 4 or more cores.
RAM	32GB or higher
Screen resolution	1024 X 768
Operating system	Compatible for candidates systems as clients, must meet the performance criteria

Performance Criteria	Must support at least 300 clients without any perceivable degradation in performance. All mouse/key clicks are to be recorded for each client with time stamp for audit purposes. Response time for question/page loading must be less than one second. All responses to be acted upon in real time.
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- The Examination shall be computer based with the bilingual questions (both in English and/or Hindi as applicable) being provided onscreen on a random basis, without any manual intervention.
- Sufficient time of 15-20 minutes shall be allotted before the exam for providing orientation to the candidates on the structure of the exam, time limits and guidelines for answering the question papers.
- Computer based exam software should support standard features such as display of details of candidates, detailed instruction upon login, start and closure of examination at scheduled time, time left, flag questions for review, marking/unmarking of question, display of status of questions with different colour and symbols, switching between sections, switching between Hindi and/or English languages as applicable, provision for enlargement of font, navigation to unanswered questions and prompt for submission.

**(d) Infrastructure and Processes:**

1. The bidder shall complete biometric (Aadhaar Authenticated wherever possible) registration process of the candidates before start of examination (digital photo and biometric fingerprint/retina scan may also be taken if required) and after that allow candidates to appear for test at Examination Centres.
2. The bidder shall arrange/provide adequate displays and required instructions/information to the candidates appearing for test at Examination Centres.
3. While the exam will be conducted on local LAN, data of test progress should be transferred to central server every 10 minutes for monitoring purposes. The bidder should provide live reports to High Court to view the test progress at all the centres during the examination.
4. The bidder would arrange for the necessary servers to conduct the examination at each test centre. One main server and one backup server will be available for every 250 candidates at a test centre.
5. The bidder must have the requisite MOU's with the colleges and who would arrange for the client systems necessary for the conduct of examination at each test centre.
6. There should be at least 10% reserve pool of client systems of the total number of registered candidates in a session at each test centre.
7. There should be at least 10% reserve pool of UPS, IT equipments, networking switches, routers, etc. at each test centre.

8. There must be adequate spacing between two adjacent seats. The bidder shall arrange for the partition of appropriate size between adjacent seats.
9. At the test centre, main server, backup server and client systems would be provided by the bidder with functional UPS with generator backup. 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.
10. The bidder shall maintain audit trails of all activities of the candidate (click by click) during the course of the examination.
11. The bidder shall provide all the stationery items as per Annexure-X. The bidder shall also provide any other stationery items required to conduct the test or as per direction of High Court.
12. The bidder shall have a contingency plan for candidate management/shifting in case of any emergency.
13. The bidder shall monitor and supervise Exam Centre activities on monitoring console to be installed by the bidder at the Control Centre, High Court and/or at the bidder's Control Centre. The data should be real time generated from each Exam Centre during the examination.
14. Hard copies of documents such as Attendance Sheet, Filled Proformas, Admit Cards, ID proofs, Rough Sheets, etc. (if any) should be sent to High Court after the conclusion of the examination or as and when required by High Court. Bidder needs to collate all these documents in one place centrally from all centres and provide to High Court in one go. The bidder is also required to provide scanned copies of these documents to High Court. High Court should be able to search these scanned documents with required identifier like Roll Number or Centre Number, etc. Bidder is required to maintain this data for 1 year from examination.
15. MOU of selected bidder with test centre/colleges should include a clause that centre/college has to permit installation/use of Live CCTV Surveillance and Cellular Jammer equipments at centre/college to monitor the candidates for smooth and fair conduct of examinations. In case centre/college does not permit CCTV/Cellular Jammers Installation/use then that centre/college may not be considered for holding exam.

#### **4.5. Post Examination Phase:**

- The candidate's responses, biometric data, photograph, audit trails and all other data should be uploaded automatically from the local server to the bidder's data centre in a secured manner within 4 Hours of exam finish from each exam centre. Post uploads, there should not be any traces left of any data pertaining to candidate whatsoever post uploads left on the exam server and the test centres.



- If required, the bidder should be able to hand over the raw responses and all other data to High Court immediately (within 24 hrs) after the end of each examination.
- A detailed process manual will be prepared by the bidder and handed over to the authorized representative of High Court for approval.
- The bidder shall provide Post Examination Analytics Report (as per the formats provided and/or desired by the High Court) in the following manner:
  - (a) Item analysis of MCQ responses of the candidates (difficulty index and discrimination index etc.), Type Test and Short Hand Test as per requirements of High Court.
  - (b) Student performance Analysis;
  - (c) Psychometric Analysis of Question Papers.
  - (d) Analyze audit logs and provide summary of audit logs like number of clicks, time log, MAC, IP address etc.
  - (e) To provide analysis report regarding proxy candidates, unfair means report etc.
  - (f) Any other reports by analyzing the data stored, whenever required by High Court.
- The bidder shall provide documented inputs and support for handling
  - (a) Candidates queries
  - (b) Press queries
  - (c) RTI queries
  - (d) Court Cases
- The bidder will have to carry/ demonstrate complete System Test Run (STR) with test data to High Court before implementation of the software. The bidder should also be able to demonstrate click by click audit trail for any type of enquiry.
- The bidder should also be able to demonstrate Application Server logs to capture all errors, warnings and exceptions that are generated in applications along with the time at which they occurred.
- **Test Data Archiving:** The bidder shall archive the result and other examination data for a period of 1 year as custodian from the date of declaration of result for the particular assignment.
- **MIS generation/ customized reports:** The bidder shall provide required information and reports as per the requirement of High Court.
- The bidder shall evaluate and calculate marks obtained by each candidate as per the requirement and marking scheme provided by High Court and prepare the merit list as per the requirements of High Court.
- All the Post Examination Processes like evaluation, compilation of marks, results, etc. shall be carried out by the bidder as per the direction and guidance of the High Court.

## 4.6. Important Guide Lines

The following important guidelines related to but not limited to Data Ownership, ICT Security, Standards, Change Processes, Controls, Testing, Auditing and Disaster Recovery Checklist for Online Exam Application System, CBT Software and CCTV Surveillance System shall be strictly followed:-

### 1. Applicable Standards and Policies

- Compulsory CERT- In audit required.
- Compulsory STQC certification required for both Online Exam Application System and CBT Software.
- OWASP Top 10 and Application Security Verification Standard (ASVS) Version 4 for application security.
- PCI Data Security Standard (PCI DSS) for payment processing.
- ISO 27001 for information security management.
- Data protection laws and local regulations regarding data residency and personal data handling.

### 2. Governance & Organizational Controls

- **Security Policy:** Approved information security policy specific to the online portal and CBT software.
- **Roles & Responsibilities:** Clearly defined (Application Owner, Admin, DevOps, Security Officer, DR Lead, SLA owner).
- **Data Management:** High Court reserves the right to conduct any type of audit. High Court shall also own the entire data. The Bidder shall provide the deployable and executable version of the Online Exam Application System Software and CBT Exam Software compatible with data so generated during the end-to-end process of the examination.
- **Documentation:** Architecture diagrams, data flow diagrams (Personally Identifiable Information (PII)/data classification), runbooks for failover and incident response shall be provided by the selected bidder to the High Court.
- **Data Classification & Retention:** Data shall be retained by the selected bidder for a period of 1 year. Data shall be retained by the bidder for the additional period in case of any litigation or judicial proceeding arises or remains pending in any court of law till its final disposal. The selected bidder shall handover the entire data to High Court in a suitable media. The executables and deployable Online Exam Application System software and CBT Exam Software (used in the examination process) along with documentation regarding restoration of the data shall also be provided.

### 3. Architecture & Hosting

- **Cloud Hosting Location:** Compulsory Meity certified hosting within India in Tier-III or higher Data Centre.
- **Network Segmentation:** Compulsory separation of public web tier, application tier, and database tier.
- **High Availability:** Compulsory provisioning of Load balancers, auto-scaling groups and capacity planning for peak events (last-day spikes).

- **DR Topology:** DR topology should be compulsorily in Active-Active Mode. DR site must be geographically located in different seismic zone.

#### 4. Identity, Authentication & Access Control

- **Admin Access:** Compulsory provisioning of MFA, IP allow listing for admin consoles and break-glass procedure.
- **User Authentication:** Compulsory provisioning of Strong password policies; rate limiting; CAPTCHA on registration flows; OTP and email verification.
- **Least Privilege:** Compulsory provisioning of RBAC for internal users; separate service accounts for automation with minimal permissions.
- **Credential Management:** Compulsory provisioning of Central secret management (vault), no secrets in code or source control.

#### 5. Application Security

- **Secure Coding Practices:** Compulsorily follow OWASP ASVS Version 4; static analysis (SAST) integrated into CI pipeline.
- **Input Validation:** Compulsorily follow Server-side validation and sanitization; whitelist file upload types and size limits.
- **Session Management:** Compulsorily follow secure cookies, SameSite, session timeouts, secure logout.
- **File Uploads:** Compulsorily scan for malware; store uploads outside web root; randomize filenames; access control for retrieval.
- **Third-Party Libraries:** Compulsorily Maintain SBOM (software bill of materials); regular dependency scanning and timely patching.
- **Error Handling & Information Leakage:** Compulsorily display generic error messages with no exposure of stack traces.

#### 6. Network & Infrastructure Security

- **DDoS Mitigation:** Follow all the protocols to mitigate all types of DDoS attacks like Volumetric (UDP/ICMP floods, DNS amplification); Protocol / state-exhaustion (SYN flood, HTTP/2 protocol exhaustion); Application-layer (HTTP(s) floods, slow POSTs); etc.
- **Perimeter Controls:** WAF; Network Firewall/UTM; IPS/IDS; etc. should be properly configured.
- **TLS:** Enforce TLS1.2+ with strong cipher suites, HSTS, and certificate management (automated renewals).
- **Host Hardening:** Following should be enforced - minimal OS footprint, latest patching, endpoint protection, restricted SSH access.
- **Segregation of Environments:** Following should be enforced - No direct access to production from development; separate credentials and secrets.

#### 7. Data Protection

- **Encryption in Transit:** TLS for all endpoints, internal services, and callbacks should be enforced.
- **Encryption:** Encryption at REST; DB & file storage encryption; key management solution (KMS) with access controls should be enforced.

- **Personally Identifiable Information (PII) Controls:** Masking in logs; restrict PII in audit logs; encrypted backups should be enforced.
- **Payment Data:** Avoid storing card data; use PCI-compliant gateway; tokenize where necessary.
- **Database Replication:** Enforce database replication with point-in-time recovery.

## 8. Logging, Monitoring & Alerting

- **Centralized Logging:** Immutable logs with retention policy; restricted access to logs.
- **Log Retention:** Retain all types of logs for 1 year.
- **SIEM/Monitoring:** Real-time alerting for anomalous patterns (spikes, multiple failed logins, abnormal IPs).
- **Health Checks & Synthetic Monitoring:** Periodic automated checks of sign-up flow, payment callbacks, and admin paths.

## 9. Backup Strategy

- **Backup Scope:** DB, file storage (uploads), configuration, and encryption keys metadata (not raw keys).
- **Backup Frequency:** Daily transactional DB backups + more frequent WAL/transaction log shipping for RPO targets.
- **Backup Storage:** Air-gapped or logically separated storage; immutable snapshots; encrypted backups.
- **Restore Testing:** Perform quarterly restore drills validating integrity and timeliness of restores.

## 10. Disaster Recovery (DR) & Business Continuity

- **Recovery Time Objective (RTO) and Recovery Point Objective (RPO):** Recovery Time Objective should be not more than 2 hours and Recovery Point Objective should be zero. The bidder should choose the DR approach accordingly.
- **DR Site Readiness:** The DR site should be warm and should have real-time synchronization. There should be clear documentation for failover steps.
- **DNS Failover:** Use low TTL DNS and tested procedures for failover; ensure DNS provider supports rapid changes.
- **Failback Plan:** Clear procedures and validations should be in place to move back to primary site after outage resolution.
- **DR Drills:** DR Drills should be conducted before deploying the Online Application Portal, CBT, etc. in production with stakeholders and record the metrics to adjust accordingly.

## 11. Incident Response & Forensics

- **IR Plan:** Defined incident response playbooks for malware, defacement, data-breach, payment fraud, etc. should be enforced and documented.
- **Contact Tree:** Specify Incident contacts for agency security, SOC, CERT-In and Law Enforcement.

- **Forensics:** Preserve evidence (disk images, logs) in read-only mode; chain-of-custody processes.
- **Notification:** Any breach should be informed to High Court within 2 hours by the selected bidders.

## 12. Testing & Assurance

- **Penetration Testing:** Pre-production and annual external pen tests by CERT-In accredited labs; retest after major changes.
- **Vulnerability Management:** Regular scanning (weekly/monthly) and clearly defined patching policy for critical issues.
- **Static Application Security Testing (SAST) and Dynamic Application Security Testing (DAST):** Integrate SAST in Continuous Integration (CI); scheduled DAST on staging and authenticated DAST where applicable.
- **Performance/Load Testing:** Validate the portal handles expected peak concurrency with margin (load tests simulating last-day spikes).

## 13. Operational Controls & Maintenance

- **Change Management:** Enforce approvals, scheduled maintenance windows, rollback plans and communication templates for users.
- **Release Pipeline:** Enforce Continuous Integration and Continuous Delivery/Deployment (CI/CD) with gated approvals; automated tests; infra as code for reproducibility.
- **Maintenance Pages:** Enforce graceful degradation page with instructions during planned maintenance.

## 14. Privacy & Legal

- **Privacy Policy:** Enforce transparent notice on data collection, sharing, and retention.
- **Consent Mechanisms:** Obtain explicit consent for data processing, document uploads and communications.
- **Data Subject Requests:** Enforce procedures to respond to deletion or correction requests (if required by law).

## 4.7. CCTV Surveillance

- 4.7.1. The bidder shall provide the services of live CCTV surveillance (also for remote live viewing through internet) for all the examination centres.
- 4.7.2. The cost of installing the entire CCTV surveillance systems shall be borne by the bidder.
- 4.7.3. The Bidder shall install CCTV cameras having the following specification :-
  - (a) IP Based Colour CCTV Cameras having 4 megapixel or higher resolution in the Centres.
  - (b) Clear identification of faces, license plates and incidents even in large areas should be ensured.
  - (c) Various types of CCTV cameras can be installed like Bullet, Dome, PTZ, etc. as per site requirement.

- (d) The CCTV cameras should support Wide Dynamic Range (WDR) to balance lighting in scenes with both bright and dark areas.
- (e) The CCTV cameras should support Infrared/Night Vision which enables visibility in low-light or complete darkness.
- (f) The CCTV cameras should be Weatherproof and housed in vandal resistant housing (IP66/IK10) so that they can be protected from environmental damage and tampering.
- (g) The CCTV camera system should support Motion Detection; AI-Powered Analytics; Encrypted Video Transmission; Audit Logs and Tamper Alerts; GDPR/Local Data Protection Compliance; etc.

4.7.4. Selected Bidder shall install Video analytics software for analyzing the video footage:-

- (a) Object & Behaviour Detection: For detecting people, vehicles, loitering, intrusion, crowd formation, abandoned objects and tailgating.
- (b) Facial Recognition & License Plate Recognition (LPR): For matching faces or recognition of vehicle number plates required for forensic tracking.
- (c) Zone-Based Analytics: Customizable virtual zones for motion detection, perimeter breach or restricted area alerts.
- (d) Heat Maps & People Counting: Required for tracking human activity inside the examination building and preventing unauthorized ingress.
- (e) Dashboard, Visualization and Alerts: Real-time alerts generated by AI algorithms that detect specific events, objects or unusual behaviours based on predefined rules are displayed on the Dashboard. Graphs, heat maps and incident timelines should also be displayed on the Dashboard.
- (f) Audit Trails & Logs: Timestamped event records for compliance and investigation.
- (g) Searchable Metadata: Required for forensic search by object type, time or location.
- (h) Encrypted Data Transmission: TLS/SSL support for secure communication between cameras, servers and clients.
- (i) Data Protection Regulations: Includes masking, consent management and data retention controls.
- (j) Role-Based Access Control: To ensure only authorized users can view or configure analytics.

4.7.5. Workmanship and material used should be of the best quality.

4.7.6. The bidder shall make all the arrangements for uninterrupted recording CCTVs Systems of all examination centres.

4.7.7. The Bidder will retain the exam recording for a period of 1 year from the date of exam and High Court may ask for the same from bidder during the said duration.

- 4.7.8. Integrated Command Control Room shall be setup by the selected bidder at High Court for remote live monitoring of all the examination centres. All the arrangements for remote viewing viz. TVs, Internet Bandwidth, UPS, Computers, etc. at the Control Room established by High Court shall be met by the bidder. The remote live viewing shall also be available at the command control room of the bidder for situation awareness and handling various incidents.
- 4.7.9. The quality of video shall not be compromised under any circumstances.
- 4.7.10. Sub-standard/poor quality of work in terms of infrastructure/technical manpower shall not be acceptable.
- 4.7.11. The Bidder will have to provide internet connectivity & uplinking facility without interruption for live viewing of conduct of examination centres. The Bidder has to ensure that 100% live camera feed is available at Control Centre of High Court at all times during the entire duration of examination.
- 4.7.12. The installation of CCTV should be made at least two days in advance from the scheduled date of examination and/or in such a way that the CCTV are functional at least one day before the scheduled time of commencement of the examination and 4 hours after the completion of the examination.
- 4.7.13. During the examination period, CCTV facility shall not be interrupted due to any technical fault, etc., and the bidder shall take due care for its proper functioning during the conduct of examination at each centre.
- 4.7.14. The Bidder has to arrange 10% of additional Colour CCTV Cameras, PoE Switch, Routers, etc. per centre for redundancy and immediate replacement.
- 4.7.15. Apart from generator facility at each centre for power backup, the bidder shall arrange 30-minute UPS backup at each exam centre for their CCTV infrastructure.
- 4.7.16. The hardware required for the job shall be provided and maintained by the bidder.
- 4.7.17. Training and sensitization of staff deployed at the examination centres for CCTVs shall be imparted by the bidder.
- 4.7.18. To maintain redundancy, the bidder has to store the footage in DC-DR setup as mentioned in 4.6 above. CCTV feed data should travel through secured VPN Tunnel and one copy should be compulsorily maintained in a Cloud based storage.
- 4.7.19. The Bidder has to provide a solution which should stream all CCTV feed videos through media streaming server so that multiple viewers could view it at single instance.
- 4.7.20. Live streaming and Recording must be with Centre Code, Name, Room Number, Date and Time.
- 4.7.21. One Computer screen with one manpower at every Examination Centre should be provided for Centre Incharge by the bidder.

- 4.7.22. The Bidder will have to ensure clarity and good condition CCTV Colour Cameras are installed at the Centres.
- 4.7.23. The Bidder will give a live demo one day before examination at the selected centres and at the Control Room at High Court.
- 4.7.24. The bidder will also install CCTV Cameras at each CENTRE INCHARGE ROOM, SERVER ROOM AND ALL OTHER ROOMS RELATED TO EXAMINATION at the concerned examination centres.
- 4.7.25. CCTV Cameras installed at the centre in the incharge room will work fulltime upto the completion of all work.
- 4.7.26. CCTV Cameras shall be installed at all strategic locations to capture ingress and egress of candidates, centre staffs, general public, etc.
- 4.7.27. Installation report regarding installations of CCTV Cameras shall be given in writing by Centre Incharge and the bidder separately.

#### **4.8. Jammers**

Low powered jammers from reputed agencies/firms to block cellular signal are required to be installed in each centre to prevent cheating during examinations. Following requirements and guidelines to be followed by the bidder in acquiring the jammers:-

- 4.8.1. The bidder shall acquire latest cutting edge jammers from the reputed Agencies.
- 4.8.2. Only approved latest jammer models shall be deployed.
- 4.8.3. The bidder shall maintain the record of each and every jammer's make, model and serial number along with a video and photographs of its installation at each location of every examination centre. The bidder shall share these details to High Court as and when required.
- 4.8.4. Operating the jammer would be the responsibility of the bidder and the latter would have to ensure the functioning and effectiveness of the equipment. The bidder shall ensure that no tampering is done by any local element at the examination centre.
- 4.8.5. The jammers can be operated by the approved vendors of the Government Agencies/Department/PSUs on sub-contract with the bidder.
- 4.8.6. A certificate shall be furnished separately by the bidder and the centre Incharge after completion of each examination that proper accounting has been done for the jammers deployed and none of the jammers are missing.
- 4.8.7. The entire expenditure involved in deployment of jammers shall be borne by the bidder.
- 4.8.8. The bidder shall be solely responsible for safekeeping of the jammers.



## 5. ELIGIBILITY CRITERIA /PRE-REQUISITES

S.N.	Pre-qualification Criteria	Supporting Compliance document
1)	The bidder shall be a Public Sector Undertaking, Private Limited, Private or Public Limited Company registered under the Indian Companies Act 1956 or 2013 of GOI and should have been into existence in India for last 5 years as on day of bidding. <b>Consortium / Joint venture bid not allowed. Proprietorship / Partnership firms are not allowed to participate.</b>	Copy of relevant Certificates along with  Certificate of Incorporation GST Registration certificate PAN card
2)	The Bidder must have authorized and globally accepted software certifications i.e. SEI CMMI Level 3/ Level 5 for Software/Services (CMMI certificate should reflect at <a href="https://cmminstitute.com/pars">https://cmminstitute.com/pars</a> )	Copy of authenticated certificates to be attached. The Bidder shall be responsible for retaining the requisite certification during the currency of the Work Order.
3)	The bidder should own the complete source code of the Online Examination Application System and software being used for conducting CBT, copyrights of the source codes and its components	A copy of self-declaration must be submitted.
4)	Online Examination Application System and CBT software should be STQC certified and the processes should meet ISO 9001 & 27001 standards	Copy of valid certificates to be submitted
5)	Online Examination Application System and CBT software should meet the cyber security audit requirements as specified by CERT-IN	Copy of valid certificates to be submitted
6)	The bidder must have (owned/ outsourced) primary Data Centre with DR site infrastructure for data Security. Both the Data Centres should be located in India in different seismic zones. The Data Centre must be Tier III or Higher, ISO and Uptime certified. Data Centre should be certified as per the Meity, Government of India Guidelines.	<ul style="list-style-type: none"> <li>• Bidder should submit self-declaration.</li> <li>• Uptime Institute's Tier Certification.</li> <li>• ISO Certification(s).</li> <li>• Meity Certification along with Master Service Agreement with DC/DR Service Provider (for outsourced DC/DR).</li> </ul>
7)	The Bidder should not be blacklisted by the Central Government, State Government, Public Sector Undertakings, etc.	An undertaking must be submitted on ₹100 non- judicial stamps duly notarized as per Annexure-IX
8)	The bidder should have successfully conducted CBTs, in a single day in a single session, on an all-India basis in 30 or more cities.	Documentary evidence in the form of a work order and Performance Report must be submitted

9)	The bidder must have successfully conducted end-to-end processing from inviting online application from candidates to final publishing of result using its own Online Exam Application Software System for at least 1,00,000 candidates, once in the preceding 2 calendar years (year ended on December 2024).	Documentary evidence in the form of a work order and Performance Report must be submitted
10)	The bidder must have successfully conducted computer-based exams (CBT), on pan India basis for at least 50,000 candidates in a single day in a single session, once in the preceding 2 calendar years (year ended on December 2024).	Documentary evidence in the form of a work order and Performance Report must be submitted
11)	The Bidder should have positive net worth for FY 2022-23, 2023-24 and 2024-25	Copies of the Company balance sheet and Profit & Loss Account, certified by the Chartered Accountant to be submitted. <b>(Parent Company / Group's turnover shall not be considered)</b>
12)	The <b>average turnover of the bidder should be minimum INR 100 crores after tax in each of last 3 consecutive financial years.</b> The turnover should be of the bidder and not of the group companies or consortium or of its subsidiaries/sister concerns etc. for 2022-23, 2023-24 and 2024-25.	The bidder should submit certified copies of their company's Balance Sheet and Profit and Loss Account duly audited for the last three financial years.
13)	The bidder's Average Annual Turnover during last three financial years should be INR 25 crores or more in India from <b>Online Exam Application System.</b>	Attach documentary evidence such as audited Balance Sheet/CA certificate etc.
14)	The bidder's Average Annual Turnover during last three financial years should be INR 25 crores or more in India from <b>Computer Based Examination (CBT)</b>	Attach documentary evidence such as audited Balance Sheet/CA certificate etc.

## 6. BIDDING PROCESS

- 6.1. Pre-bid meeting shall be held on after floating of the tender, an opportunity shall be provided to all prospective bidders to seek clarifications, if any.
- 6.2. The Bidder shall submit their proposals in two parts i.e. Technical Bid and Financial Bid. The Tender process is based on a "Two Bid" system. The Technical Bid must include all relevant information and required enclosures in the prescribed format, along with the Earnest Money Deposit (EMD). The Financial Bid should only contain the Rate Bid as per Annexure-VIII. **If a bidder includes the Financial Bid within the Technical Bid, the bid shall be summarily rejected.**
- 6.3. The Bidder is expected to provide all or none of the services mentioned in the Scope of Work as desired by the High Court.
- 6.4. Furthermore, in order to improve the standard of Invigilation, High Court may depute Observers. High Court through its Observers at the Test Examination Centres at its discretion may direct the bidder to expel or change any delinquent invigilator or any other staff.
- 6.5. **All requisite information should be provided in the enclosed Annexures. The information must be furnished against the respective columns in the forms.** If the information is provided in a separate document, a reference to the document should be made against the respective column. If a particular query is not applicable, it should be marked as "Not Applicable." **Bidders are cautioned that incomplete information, unclear responses, alterations in the prescribed Annexures, or deliberate suppression of information may result in disqualification.**
- 6.6. The Tender documents must be typewritten without overwriting, cutting, or interpolation. The name and signature of the bidder's authorized representative should appear on each page of the application. All pages of the Tender document must be numbered and submitted as a complete package along with a cover letter on the agency's letterhead.
- 6.7. Bidders are required to keep their offers open for a minimum of 180 days from the date of opening the Tender, during which the offers cannot be withdrawn. This period may be extended by mutual agreement if required.
- 6.8. References and certificates from clients should be provided. These should certify the bidder's technical strengths, delivery, and execution capabilities (Annexure-II, Annexure-III and Annexure-IV). Contact numbers for all clients should be included. High Court may independently verify the performance of the bidders.
- 6.9. Bidders are encouraged to attach any additional relevant information. This should demonstrate the bidder's capability to successfully complete the project. However,

superfluous information should not be included. No further information will be entertained after the submission of the Tender unless requested by High Court.

- 6.10. Incorrect or misleading information will lead to rejection of their bid. If a bidder deliberately provides incorrect or misleading information or creates circumstances that lead to the acceptance of their bid under false pretences, High Court reserves the right to reject such bids at any stage and take appropriate administrative action.
- 6.11. Bidders may be disqualified for a history of poor performance or inability to understand the scope of work, even if they meet the qualifying criteria.
- 6.12. No copies of the original quotation should be sent to the High Court. Such offers will be invalid. Offers not submitted in the standard format provided in the Tender document will be summarily rejected.
- 6.13. Payment will be made in Indian Rupees only after successful completion of work. No advance payments will be made. The successful bidder shall be awarded Work Order as per terms and conditions of this tender document. If the bidder fails to execute the Work Order, High Court reserves the right to complete the work through another agency, with full cost recovery from the original bidder in addition to any damages and penalties.
- 6.14. Joint bids or multiple bids by the same bidder are not allowed. If such practices are detected, the bids will be rejected. Bidding through a consortium is not permitted.
- 6.15. High Court reserves the right to award or cancel the Work Order without providing any reason. In case of any disputes, the decision of High Court will be final. The Work Order may be awarded to one or more agencies as needed as elaborated in 5.23, 5.24 and 5.25.
- 6.16. The initial work order shall be for one year or till the completion of the examination process, extendable by another (1+1) two years at the discretion of High Court provided that the services are satisfactory.
- 6.17. Work Order shall be issued upon finalization of the Tender to the successful bidder. The Work Order along with the terms and conditions mentioned in this tender document shall be binding on the successful bidder.
- 6.18. The bidder shall arrange a mock test for the project team involved in the delivery and conduct of the examination at the Centres on the day preceding the CBT test. Adequate staff must be present full-time during the mock test to ensure the smooth conduct of the examination.
- 6.19. Bids must be submitted no later than the time, and date at the venue mentioned under Important Events and Dates given in this Tender. Bids received after the deadline will not be considered.

- 6.20. Bidders are advised to study the Tender document carefully. Submission of a bid shall be deemed to have been done after careful study and examination of the Tender document with a full understanding of its implications.
- 6.21. At any time before the submission of bids, High Court may amend the Tender by issuing a corrigendum/addendum in writing or by standard electronic means. If the amendment is substantial, Bidder(s) shall be given reasonable time to make amendments or to submit a revised bid and the deadline for submission of bids will be extended if required by the High Court. High Court has the right to cancel or modify the Tender.
- 6.22. Even if bidders meet the qualifying criteria, they may still be disqualified for poor performance records, inability to understand the scope of work, or other relevant reasons.
- 6.23. **Termination for Default:**
- 6.23.1. Either Party may, **without** prejudice to any other course of action for breach of Work Order, by written notice of **90 days** to the other party, terminate the Work Order in whole or in part if
- a) The defaulting party fails to perform any or all of the obligations specified in the Work Order or any extension thereof granted, by the other party.*
  - b) The quality of the delivery of various tasks is not up to the satisfaction of the High Court as per the Table under para 9.11.*
  - c) The defaulting party fails to perform any other obligation under the Work Order.*
- 6.23.2. In the event of High Court terminating the Work Order in whole or in part, High Court may procure, upon such terms and in such a manner as it deems appropriate, items or services similar to those undelivered, and the Bidder shall be liable to High Court for any excess costs for such similar items or services. However, the Bidder shall continue with the performance of the Work Order to the extent not terminated.
- 6.23.3. The Bidder shall stop the performance of the Work Order from the effective date of termination and hand over all the documents, data, equipment, etc. to High Court for which payment has been made. No consequential damages shall be payable to the Bidder in the event of termination.
- 6.23.4. In case of termination of the Work Order, all Bank Drafts furnished by the Bidder by way of Bid Security / Performance Security shall stand forfeited.
- 6.23.5. In case of suspension/termination, the Bidder shall be liable to pay compensation for any direct loss or additional liability, if incurred due to completion of work by another agency.

#### **6.24. Termination for convenience**

- 6.24.1. The High Court, by written notice of at least 90 days sent to the Bidder, may terminate the Work Order, in whole or in part thereof, at any time for its convenience. The notice of termination shall specify that termination is for the High Court's convenience and also the extent to which the performance of the Bidder under the Work Order is terminated, and the date on which such termination becomes effective.
- 6.24.2. High Court shall accept the items/services, which are completed and ready for delivery within 30 days after the Bidder's receipt of notice of termination, at the terms and prices mentioned in Work Order or this Tender. For the remaining items/services, the High Court may elect:
- a. To have any portion completed and delivered at the terms and prices of Work Order and this Tender Document; and  
/or*
  - b. To cancel the remainder and pay to the bidder an agreed amount for partially completed items/services and for services previously accomplished by the Bidder.*

#### **6.25. Termination for Insolvency:**

High Court may at any time terminate the Work Order by giving notice to the Bidder if the Bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the High Court.

#### **6.26. Suspension**

- 6.26.1. High Court may, after giving a written notice of suspension to the Bidder, and considering the representation, if any, submitted to him within a period of 15 days from receipt of such notice, suspend all payments to the Bidder, if the Bidder fails to perform any of its obligations (including the carrying out of the services) provided that such notice of suspension:
- a. Shall specify the nature of the failure and*
  - b. Shall direct the Bidder to remedy such failure within a specified period from the date of receipt of such notice of suspension by the Bidder*
- 6.26.2. High Court may engage some other agency for the completion of suspended work, which will be carried out at the cost of the Bidder.

## 7. EVALUATION PROCESS

The selection of the agency will be based on **Quality and Cost Based Selection (QCBS)**. There will be 70 % weightage for Technical Evaluation and 30 % for Financial Evaluation. The bidder should provide full support to High Court for evaluation of the exam process and exam software's cyber security.

### 7.1. Technical Evaluation:

7.1.1. Detailed technical evaluation shall be carried out by a Technical Evaluation Committee constituted for this purpose by the High Court along with other conditions in the tender document to determine the substantial responsiveness of the tender. For this clause, the substantially responsive bid is one that conforms to all the essential pre-requisites /eligibility criteria and terms and condition of the tender without any material deviation.

7.1.2. Technical Bid will be assigned a **Technical score (TS) out of a maximum of 100 scaled points**, as per the Scoring Model provided at **Annexure-VII**. Technical evaluation will be based on the criteria given below:

- (a) Prior experience of the vendor in processing and conducting end-to-end "Online Examination Application System".
- (b) Prior experience of the vendor in conducting "Computer Based Test (CBT)-Examinations".
- (c) Capability of the vendor to develop the required software
- (d) Availability of adequately trained personnel in the Company to conduct the examination in the required number of centres and cities, and
- (e) The bidder should have successfully executed at least 5 (Five) similar academic projects (conduct of CBT) in India on all India basis, out of which at least one project should be of Computer Based Examination (CBT) with at least 50,000 candidates. The bidder should have proven capability of at least 50,000 audited nodes per single session as on date of submission of bids in the cities desired.
- (f) Standing of the agency and its financial position.
- (g) Security and software quality certification.

7.1.3. The Technical Evaluation Committee will call the bidders for presentation or clarifications to assess the understanding of the bidder regarding the scope and magnitude of the work. However, whether to call the bidder for further discussion or not is at the sole discretion of the Technical Evaluation Committee constituted for the purpose.

## 7.2. Financial Evaluation:

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

7.2.2. The Financial Bids shall be opened in the presence of representatives of technically suitable/eligible Bidders, who may like to be present. High Court shall inform the date, place and time for opening of the Financial Bid to the technically suitable/eligible bidder(s).

7.2.3. The **Technical Score (TS)** would be set to a scale of 100 as per the formula given below:

**$TS = (Tb/Tmax) * 100$  (rounded off to 2 decimal places), where**

**TS** = Computed Technical Score of the Bidder under consideration

**Tmax** = Maximum mark of the Technical Bid

**Tb** = Absolute Technical score obtained by the Bidder under consideration

7.2.4. **The amount quoted in Financial Bid (as per Annexure-VIII) will be considered for evaluation of the financial bid.**

The **Financial Scores (FS)** would be normalized on a scale of 100 as per the formula given below, with lowest score being normalized to 100 and the rest being awarded on a pro-rata basis. Such normalized scores would be considered for the purpose of QCBS based evaluation.

**$FS = (Fmin/Fb) * 100$  (rounded off to 2 decimal places), where**

**FS** = Normalized Financial Scores for the Bidder under consideration

**Fmin** = Lowest absolute financial quote received

**Fb** = Absolute financial quote by the Bidder under consideration

## 7.3. Final Evaluation Criteria - Quality and Cost Based Selection (QCBS):

**Composite Score (CS) =  $(TS * 0.70) + (FS * 0.30)$**

**The Bidder with the highest Composite Score (CS) would be considered for award of the Work Order/empanelment.**

## 7.4. Qualification Requirements:

7.4.1. **Technical Qualification:** Bidders are required to score at least 70% overall and minimum 70% each in Serial Numbers 7, 8 and 9 of Annexure -VII pertaining to Online Examination Application System, Biometric System and CBT Software system category.



7.4.2. **Evaluation:** Only bidders who meet the technical qualification criteria will have their financial bids opened.

7.4.3. The evaluation process aims to select a bidder who demonstrates strong technical capabilities, robust infrastructure, relevant experience, and financial stability for conducting secure and efficient computer-based tests.

## 8. RATE QUOTATION

- 8.1. The **bidder** shall indicate the prices/rates as specified in the quotation format as given in **Annexure-VIII** for this purpose.
- 8.2. The bidders should quote their most competitive prices/rates and it should be noted that their quotations would not ordinarily be subject to further negotiations. Negotiations may, however, be carried out as per rules and instructions on the subject at the discretion of the High Court.
- 8.3. All prices/rates should be clearly written both in figures and in words. Failure to write prices/rates both in figures and in words shall render the Tender liable for rejection. Bidders should avoid alterations/corrections in the prices/rates submitted by them. However, if alterations/corrections in prices/rates are inescapable each alteration/correction should be indicated both in figures and words and duly attested under the full signature of the Bidder/Authorized Signatory.
- 8.4. In case of a discrepancy between the prices/rates in figures and words, the prices/rates in words will be considered correct.
- 8.5. The prices/rates quoted shall be fixed throughout the validity of the offer and continue to be valid through the term of the Work Order and shall not be subject to any variation/revision. All applicable Govt. taxes and increase/revision, if any, shall be payable by the Bidder.

## 9. MODE OF PAYMENT AND PENALTY CLAUSE / LIQUIDATED DAMAGE

- 9.1. The payment to the service provider shall be made in Indian Rupees (₹) after the successful completion as well as declaration of the result of each and every stage of the examination.
- 9.2. Work Order shall be issued upon finalization of the Tender to the successful bidder. The Work Order along with the terms and conditions mentioned in this tender document shall be binding on the successful bidder.
- 9.3. In case of non-fulfillment of the bidder's specific obligation as under the Work Order and this Tender Document, non-fulfillment leads to data loss/ non-compliance with event-based log/ data saving. The bidder shall indemnify High Court to the extent of any loss suffered by High Court as a result of such data loss/ non-compliance with event-based log/ data saving. The total liability of the bidder under any clause of the Work Order and this Tender Document shall be limited to the total amount payable for that particular exam by High Court to the bidder (under the terms of the Work Order and this Tender Document).
- 9.4. No interest will be paid to the successful bidder on the security deposit.
- 9.5. If the bidder fails or neglects any of the bid obligations under the Work Order and the terms and conditions of this Tender Document, it shall be lawful for High Court to forfeit either the whole or any part of performance security furnished by the bidder as a penalty for such failure.
- 9.6. 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 bidder's side, then the bidder has to bear the cost of the conducting the examination as quoted in the financial proposal.
- 9.7. In case the Bidder fails to fulfill the obligations as per the terms and conditions of the Work Order and Tender Document, the High Court may impose the penalty to the extent of 10% of the total payment due for that Computer-Based Examination.
- 9.8. In case of any deficiency of service provided by the Technical Administrators in conducting the "Computer Based Test (CBT) -Examination" at a Test Centre that would lead to unacceptable delay (beyond one hour) in completing the examination, the liability of the bidder shall be limited to twice of total payable by High Court to the bidder for that particular test Centre.
- 9.9. In case the bidder fails to execute the Work Order for reasons solely attributable to the Bidder, the High Court shall have the liberty to get it done through any other agency. The aforesaid

bidder will lend all support including transfer of data to the new agency appointed by High Court.

9.10. If the delay adversely affects the conduct of the examination the security deposit/ performance security will be forfeited and other legal action will be initiated as per the terms and conditions of this Tender Document and Work Order.

9.11. The Bidder **should demonstrate capacity to be able to cater to a minimum of 95% of candidates with first /second choice of the city** opted by the candidate in the online Application Form. The penalty for not adhering to these service requirements will be as under:

S. N.	Default	Penalty												
1.	The Online Exam Application System crashes or malfunctions after the website is open for filing of candidate's application.	0.25% of the total cost of that project/ examination per day.												
2.	Not providing an adequate number of nodes.	₹ 1000 for each candidate not getting His / Her choice (04 preferences).												
3.	Delay in evaluation of response of candidates in exam and score tabulation as per direction of High Court after a fixed date decided by the High Court.	0.25% of the total cost of that project/ examination per day.												
4.	Delay in finalization of Result after a fixed date decided by the High Court.	0.25% of the total cost of that project/ examination per day.												
5.	Late commencement of exams	<p>Penalty will be deducted from payment to the Bidder proportional to the delay caused. However, a delay of up to 30 minutes can be considered for Justifiable reasons.</p> <table> <tr> <th>Sr. No.</th><th>Delay</th><th>Penalty Amount</th></tr> <tr> <td>1</td><td>Beyond 30 Minutes to 1 Hour</td><td>5% of the accepted unit rate × number of affected candidates</td></tr> <tr> <td>2</td><td>Beyond 1 Hour to 1.5 Hours</td><td>10% of the accepted unit rate × number of affected candidates</td></tr> <tr> <td>3</td><td>Beyond 1.5 Hour to 2 Hours</td><td>20% of the accepted unit rate × number of affected candidates</td></tr> </table> <p>And so on.....</p>	Sr. No.	Delay	Penalty Amount	1	Beyond 30 Minutes to 1 Hour	5% of the accepted unit rate × number of affected candidates	2	Beyond 1 Hour to 1.5 Hours	10% of the accepted unit rate × number of affected candidates	3	Beyond 1.5 Hour to 2 Hours	20% of the accepted unit rate × number of affected candidates
Sr. No.	Delay	Penalty Amount												
1	Beyond 30 Minutes to 1 Hour	5% of the accepted unit rate × number of affected candidates												
2	Beyond 1 Hour to 1.5 Hours	10% of the accepted unit rate × number of affected candidates												
3	Beyond 1.5 Hour to 2 Hours	20% of the accepted unit rate × number of affected candidates												

6.	Cancellation of the exam because of any reason (except factors beyond the control of the Bidder).	1% of the total cost of that project/ examination.
7.	In the case of cancellation of the exam after the exam has started or after candidates have started arriving at the Centre.	Five (5) times the amount of fee paid by the affected candidates.
8.	Cancellation of Centre after issuance of Admit Card	The fee amount per affected candidate may be levied as a penalty.
9.	If the movement of candidates is made within the city (after the issue of the Admit Card)	The fee amount per affected candidate may be levied as a penalty. The total amount admissible in respect of the changed Centre is to be borne by the bidder. Further, the said amount can be deducted by the High Court before making payment to the bidder at any stage.
10.	If the movement of candidates is made outside the city (after the issue of the Admit Card)	Five (5) times fee amount per affected candidate may be levied as a penalty. Further, the said amount can be deducted by the High Court before making payment to the bidder at any stage. However, the High Court reserves the right to cancel/change any Centre. The total amount admissible in respect of the changed Centre is to be borne by the bidder.

9.12. Penalty at rates stated herein above shall be applicable in instances of failure to provide satisfactory online application, examination services, evaluation of candidates' response and finalization of results, including but not limited to, movement of candidates from test cities made available in application form and selected by the candidates; delay in start or completion of examination due to poor infrastructure at test Centres/ technical issues; failure of CBT examination software leading to delay in conduct of examination; post examination data and documents are delayed/lost; infrastructure facilities at test Centres engaged not as per High Court requirement etc. This list is only indicative in nature.

9.13. If the delay adversely affects the conduct of the examination, the EMD in the form of security deposit/ performance security will be forfeited and other legal action will be initiated as per the terms and conditions of the Work Order and this Tender Document. The High Court may rescind this part of the Work Order and shall be free to get it done from any other agency at the risk and cost of the Bidder.

## 10. SECURITY DEPOSIT/EMD

- 10.1. Bidders are required to enclose a bid security (EMD) **₹20 Lakhs/- (Rupees Fifty Lakhs Only)** in the form of a **Demand Draft** in favour of the **Registrar General, High Court, Allahabad and payable at Prayagraj**, with the Technical bid in a separate envelope.
- 10.2. Tenders submitted without EMD will be summarily rejected and no exemption for EMD will be entertained. The EMD of the successfully bidder will be deposited as performance security for **one year plus three months (claim period)**.
- 10.3. The EMD of unsuccessful bidders will be returned without interest after the award of the work to the successful bidder.
- 10.4. The EMD will be forfeited if the bidder withdraws or amends their bid after the submission of the Tender document and the Tender closing date/time.

## 11. APPOINTMENT OF SUCCESSFUL BIDDER

- 11.1. **Award Criteria:** High Court will award the Work Order to the successful bidder whose proposal is deemed responsive in accordance with the evaluation process described above.
- 11.2. **Right to Accept or Reject Proposals:** High Court reserves the right to accept or reject any proposal and to annul the Tendering or public procurement process, thereby rejecting all proposals at any time before the Work Order is awarded, without incurring any liability to the affected bidder(s) or having any obligation to inform them of the reasons for such action. High Court reserves the right to accept any bid under this Tender in full or in part, or to reject any bid or all bids without assigning any reason.
- 11.3. **Notification of Award:** Before the end of the bid validity period, High Court will notify the successful bidder in writing or email that their proposal has been accepted. If the Tendering or public procurement process is not completed within the specified period, the High Court may request the bidders to extend the bid validity period. The notification of the award will constitute the award of Work Order to the successful bidder. The Earnest Money Deposit (EMD) of the successful bidder shall be converted as Performance Security.
- 11.4. **Performance Guarantee:** The Earnest Money Deposit (EMD) of the successful bidder shall be retained as Performance Guarantee and shall be held till 12 months plus 3 months (claim period), covering the duration of the project with an additional claim period of three months. The claim period of the Performance Guarantee will be extended automatically due to project delays or an extended service period. The High Court reserves the right to invoke and forfeit the Performance Guarantee if the vendor fails to fulfill their Work Order obligations or if the High Court incurs any loss due to the vendor's non-performance. If the Work Order is extended on a yearly basis, then the Performance Guarantee shall also be retained by High Court for the corresponding period.
- 11.5. **Issuance of Work Order:** Once the High Court notifies the successful bidder of the acceptance of their proposal, a Work Order shall be issued by the High Court to the successful bidder.
- 11.6. **Time Frame:** The successful bidder should be ready to immediately start the examination procedure by inviting candidates' application on the Online Examination Application System and ready conduct the CBT (Computer- Based Test) after issuance of Work Order.
- 11.7. **Arbitration Clause:**
- 11.7.1. In case of any dispute arising between the Parties, both parties will try to resolve the issue mutually **within 30 days** of the dispute being raised. In any such case, either party will give notice in writing to the other party indicating the concern, and 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 a case, the matter will be referred to whomsoever **Hon'ble The Chief Justice, High Court of Judicature at Allahabad appoints for adjudication**. The arbitration shall be held at Prayagraj or Lucknow or any other place designated by the arbitrator and conducted in accordance with the **provisions of the Arbitration and Conciliation Act, 1996**.

- 11.7.2. 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.
- 11.7.3. The Work Order and the terms and conditions of this tender shall be interpreted in accordance with the laws of the Union of India/State of Uttar Pradesh and will be under the jurisdiction of the court in Prayagraj.



## 12. GENERAL INSTRUCTIONS

12.1. **Jurisdiction and Governing Law:** All disputes arising from this bid document shall be subject to the jurisdiction of the appropriate courts in Prayagraj, Uttar Pradesh, and shall be governed by Indian law. High Court reserves the right to award the work or cancel the award without assigning any reason. In case of any differences regarding the bid document, the decision of High Court shall be final. Initially, the Work Order will be for a period of **one year or till the completion of examination** and may be extended on a year-to-year basis, subject to the satisfactory performance of the bidder.

12.2. **Work Order and Payment Terms:** Payments shall be made in Indian Rupees only after the successful completion of work. No advance payments shall be made. The successful bidder shall abide by all the clauses, including but not limited to liquidated damages for delays, errors, cost overruns, and time overruns mentioned in this tender document or the Work Order. If the bidder fails to execute the Work Order, High Court shall have the right to get the work completed through another agency, with full cost recovery from the bidder in addition to damages and penalties.

12.3. **Dispute Resolution:** All disputes arising out of this Tender will be subject to the jurisdiction of the courts of Prayagraj only.

12.4. **Grounds for Disqualification:** Even if a bidder satisfies the above requirements, they may still be disqualified for the following reasons:

- a) Misrepresentation of facts or deliberate suppression of information in the documents provided.
- b) A record of poor performance, such as abandoning work, not completing Work Order properly, or financial weaknesses.
- c) A confidential inquiry revealing facts contrary to the information provided by the bidder.
- d) Unsatisfactory performance in any of the selection criteria as revealed by a confidential inquiry.
- e) Engagement in any activity that could influence the conduct of exams, such as running coaching classes.

In such cases, High Court reserves the right to cancel or modify the Tender.

12.5. **Technical Bid Requirements:** The Technical Bid shall consist of:

- a) Technical information as required in the prescribed format.
- b) Financial information as per Annexure-1.
- c) Details of similar works as per Annexure II.

- d) Details of work under execution or awarded as per Annexure-III.
- e) Performance reports of works referred to in Annexures II and III as per Annexure-IV.
- f) Organizational structure and information as per Annexure-V.
- g) Details of technical and administrative manpower to be employed for this work as per Annexure-VI.
- h) Physical infrastructure such as the availability of exam Centres, technology, hardware, software, etc.

**12.6. Financial Bid Requirements:** The Financial Bid shall consist of **Annexure-VIII** only.

**12.7. Demonstration and Presentation:** The bidder will be required to give a demonstration of the Online Exam Application System and software for the "Computer Based Test (CBT)- Examination," using one of the examinations conducted by them. They will also be required to make a presentation on their capabilities to conduct the "Computer Based Test (CBT) - Examination" as per the conditions specified in this document. The date for the demonstration and presentation will be notified separately. The venue for the presentation will be communicated to the prospective bidders by High Court.

**12.8. High Court's Rights:** High Court reserves the right to accept or reject any or all bids, in whole or in part, without assigning any reason. The decision of High Court in this regard will be final.

**12.9. Work Order Execution and Performance Security:** The successful bidder shall be awarded Work Order as per terms and conditions of this tender document. If the bidder fails to execute the Work Order, High Court shall have the right to complete the work through another agency, with full cost recovery from the bidder, in addition to damages and penalties.

**12.10. Confidentiality Obligations:**

The Bidder and their personnel must not disclose any proprietary or confidential **information** related to the services, agreement, or High Court's business operations during or after the project's implementation without High Court's prior consent. The Bidder will be legally responsible for any breach of confidentiality by themselves or their employees.

## 13. FALL CLAUSE

- 13.1. The following Fall clause will form part of the Work Order placed on the successful Bidder- The charges for the Work Order by the Bidder shall in no event exceed the lowest charges at which the Bidder provides the same services of identical description to any Organization including High Court or any department of the Central government or any Department of state government or any statutory undertaking of the central or state government as the case may be during the period till performance and currency of the Work Order is completed.
- 13.2. If at any time, during the said period the Bidder reduces its charges, provides or offers to provide such services to any organization including the High Court or any Department, of Central Govt. or any Department of the State Government or any Statutory undertaking of the Central or State Government as the case may be at a rate lower than the rate chargeable under the Work Order, the Bidder shall forthwith notify such reduction or sale or offer of sale to High Court and the rate payable under the Work Order for the services of such reduction of rate or offer of the service shall stand correspondingly reduced.
- 13.3. The Bidder shall furnish the following certificate to the Paying Authority along with each bill for payment provided against the said Work Order – *“We certify that there has been no reduction in charges of the services identical to the services provided to the Government under the Work Order herein and such services have not been provided by us to any organization including the High Court or any department of Central Government or any Department state or Government or any Statutory Undertaking of the Central or State Government as the case may be up to the date of bill/the date of completion of services against all work orders placed and during its currency at rates lower than the rate charged to the High Court under the Work Order”*.

## 14. INTEGRITY PACT

The Bidder should be willing to enter into an integrity pact with the High Court, and not resort to any corrupt practices in any aspect/stage of bidding and execution of Work Order. The Bidder should commit itself to the promise: -

- (i) Not to offer any benefit to any subject of High Court;*
- (ii) Not to enter into any undisclosed agreement or understanding with other bidders with respect to prices, specifications, certifications, subsidiary contracts; etc.*
- (iii) To disclose the name and address of agents and representatives in India and Indian Bidder to disclose its foreign principals or associates;*
- (iv) To disclose any past transgressions committed over the specified period with any other agency in India or abroad that may impinge on the anti-corruption principle; Integrity Pact lays down the punitive actions for any violation.*

## 15. FRAUDULENT AND CORRUPT PRACTICES

The Bidders and their respective officers, employees, agents, and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this document, High Court shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in the Selection Process. In such an event, High Court shall, without prejudice to any other rights or remedies available under the law, forfeit and appropriate the Bid Security amount.

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

- "Corrupt practice" means
  - (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for the avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of High Court who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOI or Work Order or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of High Court, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or
  - (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the Work Order or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the Work Order or the Agreement, who at any time has been or is a legal, financial or technical consultant/ adviser of High Court in relation to any matter concerning the Project;
- "Fraudulent practice" means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;
- "Coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person(s) participation or action in the Selection Process;
- "Undesirable practice" means
  - (i) establishing contact with any person connected with or employed or engaged by High Court with the objective of canvassing, lobbying, or in any manner influencing or attempting to influence the Selection Process; or

(ii) having a Conflict of Interest; and

- “Restrictive practice” means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

## 16. DELAYS IN THE BIDDER'S PERFORMANCE

- 16.1. The activities involved are time-bound and it is expected that no extension of time for the performance of any activity/ activities will either be sought or given in this project. However, if at any time during the course of execution of Work Order, the Bidder encounters conditions impeding the timely delivery of the items and the performance of the service, the Bidder shall promptly notify the High Court in writing the fact of the delay, its likely duration and its cause(s). The High Court will evaluate the situation and in exceptional circumstances and in the interest of work may extend the Bidder's time for execution of said item of work, but in no case, the extension shall be granted having an adverse effect on the scheduled conduct of the examination. The scheduled dates declared for examination related activities are absolute unless changed by the High Court on its own.
- 16.2. Delay on the part of the Bidder in the performance of its delivery obligations shall render the Bidder liable to the imposition of the penalty unless an extension of time is agreed upon and cancellation of the Work Order.

## 17. PROPRIETARY RIGHTS

All rights, title, and interests including the intellectual property rights used by the selected bidder shall exclusively belong to the selected bidder or its licensors ("Bidder Proprietary Material") and High Court does not have any right therein. The Bidder shall warrant that there is no infringement of any patent or intellectual proprietary rights caused by the use of IT Infrastructure and Software, in relation to the subject matter of this tender and shall indemnify High Court against all the losses or claims if any arising out or in consequence thereof. All rights, title, and interests in High Court Data shall always remain with High Court and the selected bidder shall have no right to use High Court Data except upon written authority by High Court.



## 18. CO-OPERATION AND SUPPORT CLAUSE

The selected bidder shall extend full cooperation and support to all relevant Government Agencies in furtherance of the services provided under this terms and conditions of this Tender and Work Order. This includes, but is not limited to, timely provision of necessary information, compliance with requests for documentation, and assistance in any audits, inspections, or evaluations deemed necessary by such agencies. The selected bidder agrees to facilitate the coordination of efforts between government representatives and its own personnel to ensure the successful execution of services and adherence to applicable laws and regulations.

## 19. FORCE MAJEURE

Neither party shall be liable for any failure or delay in the performance of its obligation under this Agreement to the extent such failure or delay is caused by any reason beyond its reasonable control, such as fire, flood, earthquake and epidemics, pandemics, quarantine restrictions, elements of nature or acts of God, acts of State, Strikes, act of war, terrorism, riots, civil disorders, rebellions or revolutions; quarantine, embargoes and other similar government action (a “Force Majeure Event”). The affected Party will immediately notify the other by reasonable detail of the Force Majeure Event. If a Force Majeure Event continues for more than 30 days the High Court may, by a written notice to the other Party, terminate this Agreement, without liability.

## ANNEXURE-I: FINANCIAL INFORMATION

Financial Analysis: Details to be furnished duly supported by figures in Balance Sheet/ Profit & Loss Account for the last three financial years i.e. 2022-23, 2023-24 and 2024-25 as certified by the Chartered Accountant and as submitted by the Bidder to the Income-Tax Department (copies to be attached)

**Table-1: Total Turnover**

S. No.	Details	(1) 2022-23	(2) 2023-24	(3) 2024-25
1.	Gross annual turnover			
2.	Profit/Loss			
3.	Financial Position : a) Cash  b) Current Assets  c) Current Liabilities  d) Working Capital (b-c)  e) Current Ratio : Current Assets/Current Liabilities (b/c)			

**Table-2: Turnover from Online Examination Application System Only**

S. No.	Details	(1) 2022-23	(2) 2023-24	(3) 2024-25
1.	Gross annual turnover			

**Table-3: Turnover from Computer Based Test Only**

S. No.	Details	(1) 2022-23	(2) 2023-24	(3) 2024-25
1.	Gross annual turnover			

Please attach the following:-

- Upto date Income Tax Clearance Certificate
- Audited Balance Sheet.
- For the financial year 2024-25, the bidder is allowed to submit duly certified provisional balance sheet in case audited balance sheet is not available. Certificate of net worth from Bankers of Bidder.

Note: Attach additional sheets, if necessary.

(Signature with date and Seal of Bidder)

## ANNEXURE-II: DETAILS OF SIMILAR WORK EXECUTED

S.N.	Name of work/ Project & Location	Owner/ Sponsoring organization	Total No. of Candidates Handled	Total No. of Shifts taken for completion	Date of commencement as per contract	Actual Date of completion	Litigation/ Arbitration pending in progress with details	Name, Designation and address/ telephone number of officer to whom reference may be made	Remarks
1	2	3	4	5	6	7	8	9	10

(Signature with date and Seal of Bidder)

## ANNEXURE-III: DETAILS OF WORK UNDER EXECUTION OR AWARDED

S.N.	Name of work/ Project & Location	Owner/ Sponsoring organization	Total No. of Candidates to be Handled	Date of commencement as per contract	Stipulated date of completion	Upto date percentage progress of work	Slow progress if any, and reasons thereof	Name, Designation and address/ telephone number of officer to whom reference may be made	Remarks
1	2	3	4	5	6	7	8	9	10

(Signature with date and Seal of Bidder)

## ANNEXURE-IV: PERFORMANCE REPORT OF WORKS REFERRED IN ANNEXURE II & III

(Furnish this information for each individual work done by the bidder for whom the work was executed)

1.	Name of Work/Project & Location	
2.	Owner or Sponsoring Organization	
	Address	
	Contact Person	
	Designation	
	Telephone No(s)	
	E-Mail Address	
3.	Agreement No.	
4.	Estimated Cost	
5.	Tendered Cost	
6.	Date of Start	
	Stipulated date of completion	
	Actual date of completion	
7.	Amount of compensation levied for delayed completion, or any other damages, if any	
8.	Performance reports/assessment by clients (Supported by documentary evidence, if any)	
	(a) Quality of work - Excellent/ Very Good/ Good/ Fair	
	(b) Resourcefulness - Excellent/ Very Good/ Good/ Fair	

**(Signature with date and Seal of Bidder)**

## ANNEXURE-V: STRUCTURE OF THE ORGANIZATION

1.	Name and address of the bidder	
	(a) Telephone Nos.	
	(b) Fax Nos.	
	(c) E-Mail Address	
	(d) Organization Website	
2.	Legal Status (Attach copies of original document defining the legal status)	
	(a) An Individual/Consortium	
	(b) A Proprietary/Partnership Agency	
	(c) A Trust	
	(d) A Limited Company or Corporation	
	(e) A Public Company or Corporation	
3.	Particulars of Registration with various Government bodies & Statutory Tax Authorities (Attach attested photocopies)	
	(a) Registration Number	
	(b) Organization/Place of registration	
	(c) Date of validity	
4.	Names and titles of Directors & Officers with Designation to be concerned with this work with Designation of individuals authorized to act for the organization:	
5.	Were you or your company ever required to suspend the work for a period of more than six months continuously after you commenced the works? If so, give the name of the project and reason for not completing the work:	
6.	Have you or your constituent partner(s) ever left the work awarded to you incomplete? If so, give name of the project and reason for not completing the work :	
7.	Have you or your constituent partner(s) been debarred/black listed for tendering in any organization at any time? If so, give details :	
8.	Area of specialization and Interest :	
9.	Any other information considered necessary but not included above :	

**(Signature with date and Seal of Bidder)**

## ANNEXURE-VI: DETAILS OF HUMAN RESOURCE PROPOSED TO BE EMPLOYED FOR THE PROJECT

**TABLE-1:**

Category	Total Number of regular employee	Number available for this work	Minimum Qualification	Remarks
Technical				
Administrative				

**TABLE-2:**

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

**(Signature with date and Seal of Bidder)**



## ANNEXURE-VII: MARKING CRITERIA FOR TECHNICAL EVALUATION OF BIDS

Following Scoring Model will be followed for technical evaluation of the bids for conduct of examinations:

The bidder is required to enclose supporting documents as required for each Serial Number (S.No.) otherwise the marks may not allotted. The Serial Number (S.No.) should be clearly marked on the document for which it is intended.

Serial Number (S.No.)	Description of Marking Scheme	Supporting Document (Enclose supporting documents where required)	Maximum Marks
<b>1</b>	<b>Bidder's Profile</b>		<b>30 Marks</b>
<b>1.1</b>	<b>Overall IT staff strength ((Project Management/ Development/ Quality Assurance/ Implementation/ Operations)</b>	<b>EPF Registration Certificate and Self Declaration from the Authorized Signatory / HR Head</b>	<b>14 Marks</b>
	1-500		00
	501 – 1000		06
	1001 - 2000		10
	more than 2000		14
<b>1.2</b>	<b>Software /Solution</b>		<b>16 Marks</b>
	Organization should own the source code of the application software and should be capable to modify as per security requirement of High Court	Self-Declaration from the authorized signatory for ownership of source code & capability /willingness to change	08
	The organization should have in- house 20 technical personnel to maintain software and data used to conduct the exam and should follow well defined Software Change Management processes to manage changes in the software (Pl attach proof)	Self-Declaration from the authorized signatory / Departmental Head for required Technical Manpower	08
<b>2</b>	<b>Bidder's certification</b>	<b>Enclose Relevant Certificates</b>	<b>40 Marks</b>
<b>2.1</b>	<b>CMMi level (Organisation-Development/ Services)</b>		<b>12 Marks</b>
	CMMi level 3		04

	CMMi level 5		12
2.2	<b>Standards and Certifications</b>		<b>28 Marks</b>
	ISO 9001:2015 Certification		08
	ISO 27001:2022 Certification		12
	ISO 23988 Certification		08
<b>3</b>	<b>Bidder's Financial Turnover</b>		<b>30 Marks</b>
3.1	<b>Average annual turnover in INR during 2022-23, 2023-24 and 2024-25 in INDIA. Organization must be profitable in at least last 3 financial years ending 31 Mar 2025 (PI submit proof)</b>	<b>Audited Balance Sheet or CA Certificate</b>	<b>30 Marks</b>
	>=100 Crore and <150 Crore		10
	>=150 Crore and <200 Crore		20
	>=200 Crore and above		30
<b>4</b>	<b>Bidder's experience in Online Examination Application System</b>	<b>Customer Experience Certificate / Work Order</b>	<b>40 Marks</b>
	<b>Experience of the Bidder</b>		<b>40 Marks</b>
4.1	Implementation of Online Examination Application Systems for Govt./ PSU/ Educational Boards		20 (2 marks per project (max 10))
4.2	Projects with > 5 lakh candidate applications handled end-to-end		10
4.3	Experience in integrated payment gateway systems (SBlePay, PayGov, etc.)		10
<b>5</b>	<b>Bidder's experience in Computer Based Test (CBT) in INDIA</b>	<b>Customer Experience Certificate / Work Order</b>	<b>40 Marks</b>
5.1	<b>No of Years in Computer Based Test (CBT)</b>		<b>8 Marks</b>
	Less than 5 years		04
	More than 5 Years		08
5.2	<b>Maximum No. of candidates appeared in CBT in single shift during, 2022-23, 2023-24 and 2024-25</b>		<b>16 Marks</b>
	≥50,000 and < 100,000 Candidates		04
	≥100,000 and < 150,000 Candidates		08
	≥150,000 and < 200,000 Candidates		12
5.3	<b>Number of Assignments completed with 1,00,000 or more candidates in INDIA during 2022-23, 2023-24 and 2024-25</b>		<b>16 Marks</b>
	1 assignment		02

	2 assignments		04
	3 to 5 assignments		08
	More than 5 assignments		16
<b>6</b>	<b>Bidder's Infrastructure Capability</b>	<b>Provide Relevant Documents</b>	<b>40 Marks</b>
	<b>Infrastructure &amp; Hosting</b>		<b>14 Marks</b>
<b>6.1</b>	Hosting on MeitY-empanelled cloud (Government Cloud / Private empaneled) with Cert-In Certification for the entire infrastructure		07
	High availability (99.5% uptime), load balancing, and DR replication		07
	<b>Security &amp; Compliance</b>		<b>18 Marks</b>
<b>6.2</b>	OWASP adherence, encryption (at rest/in transit), role-based access	Security document and tool evidence	06
	DDoS protection, WAF, Log management (SIEM) and EDR/XDR Implementation	Infrastructure or policy documentation	06
	CERT-In empanelled audits	Valid Certificates	06
<b>6.3</b>	<b>Owned/Hired Certified Nodes (available 24x7 with minimum 250 nodes in 80% of Total centers and atleast 100 Nodes in remaining 20% of Total centres) in India</b>	<b>Certified copy of State/ City wise capacity of each to be attached</b>	<b>8 Marks</b>
	50,000 Nodes		01
	>50,000 and < 1,00,000 Nodes		02
	≥100,000 and < 1,50,000 Nodes		04
	≥1,50,000 and < 2,00,000 Nodes		06
	≥2,00,000 Nodes		08
<b>7</b>	<b>Online Examination Application System</b>	<b>Provide Relevant Documents</b>	<b>50 Marks</b>
	<b>Certification</b>	<b>Proof</b>	<b>10 Marks</b>
<b>7.1</b>	STQC Certification of Online Examination Application System	Valid Certificate	10
	<b>System Architecture &amp; Design</b>	<b>Proof</b>	<b>15 Marks</b>
<b>7.2</b>	Modular, scalable architecture (microservices, API-driven)	System design document	05
<b>7.3</b>	Data isolation, redundancy and DR readiness	Cloud infra diagram / DR plan	05
<b>7.4</b>	Compliance with MeitY cloud and Govt security guidelines	Declaration and documentation	05

	Functional Coverage	Proof	15 Marks
7.5	Candidate registration, form submission, payment, admit card, grievance handling, multilingual support, MFA(E-Mail and OTP), Candidate Response Processing, Result Tabulation, etc.	Provide complete feature compliance matrix and demonstration	10
7.6	Admin dashboards, analytics, MIS reports	Demo evidence	05
	<b>Implementation &amp; Maintenance Plan</b>	<b>Proof</b>	<b>10 Marks</b>
7.7	Implementation methodology (SDLC, DevSecOps, Version Control)	Technical proposal	05
7.8	Support model (SLA, incident management, ticketing, escalation)	Process documentation	05
<b>8</b>	<b>Biometric Authentication System used in Online Exam Application System and CBT Software System</b>	<b>Provide Valid Proof and documents to substantiate and demonstration</b>	<b>50 Marks</b>
	<b>System Architecture &amp; Compliance</b>		<b>6 Marks</b>
8.1	Conformance to MeitY and UIDAI standards (e.g., Aadhaar eKYC, RD Service compliance, ISO/IEC 19794-2)		02
8.2	Scalability to handle concurrent biometric authentications during peak exam registrations		02
8.3	Interoperability with NTA/UPSC/State Recruitment systems in past exams conducted with bidder's participation		02
	<b>Biometric Accuracy &amp; Performance</b>		<b>15 Marks</b>
8.4	FAR (False Acceptance Rate) and FRR (False Rejection Rate) within acceptable limits (<0.01%)		03
8.5	Latency (authentication response time ≤ 2 seconds per request)		02
8.6	Liveness detection and spoof prevention mechanism		05
8.7	Support for multimodal biometrics (fingerprint, iris, face optional)		05
	<b>Security &amp; Data Protection</b>		<b>15 Marks</b>
8.8	Encryption of biometric data at rest and in transit (AES-256, TLS 1.3, PKI-based signing)		05

8.9	Compliance with IT Act 2000, Data Protection Bill, and Aadhaar regulations		05
8.10	Secure storage and audit trail mechanisms		05
	<b>Integration &amp; Interoperability</b>		<b>4 Marks</b>
8.11	API readiness (RESTful APIs, JSON/XML support, SDKs for integration with web/app)		01
8.12	Sandbox/test environment availability		01
8.13	Ease of integration with candidate registration, verification and attendance modules		02
	<b>Reliability &amp; Support Infrastructure</b>		<b>10 Marks</b>
8.14	System uptime $\geq$ 99.9%, load balancing, redundancy		10
<b>9</b>	<b>CBT Software System</b>	<b>Provide Relevant Documents</b>	<b>50 Marks</b>
	<b>Certification</b>	<b>Proof</b>	<b>5 Marks</b>
9.1	STQC Certification of CBT Software	Valid Certificate	05
	<b>Implementation &amp; Maintenance Plan</b>	<b>Proof</b>	<b>5 Marks</b>
9.2	Implementation methodology (SDLC, DevSecOps, Version Control)	Technical proposal and Demonstration	05
	<b>Features</b>	<b>Provide Relevant Documents</b>	<b>40 Marks</b>
9.3	Exam software system is able to detect, log and prevent if any candidate utilizes another communication mechanism/device (external or internal hardware in node) for cheating. The communication mechanism/devices include Mobile, Bluetooth, Wi-Fi, Internet, KVM switch, USB, Hard Drive, Dongles and Camera		08
9.4	Exam software system is able to detect, log and prevent network intrusion during the conduct of the exam. This includes foreign traffic from unknown nodes, external network to the exam nodes and the centre server		04
9.5	Exam software system is able to detect, log and prevent attempts which can interfere with the integrity of the exam on node. This should include addition of hardware, interference from unauthorized software		04

	or service and external network traffic		
<b>9.6</b>	Strong access controls are maintained before, during and after the exam on the Centre Server and bidder's central server hosted in DC containing results data		02
<b>9.7</b>	The bidder maintains integrity of the exam software installed on the exam node. Mechanisms are in place to assess the integrity of the software (version, executable and randomization of the questions/answers) before usage during exam		02
<b>9.8</b>	The bidder generates and maintains accurate mapping of candidate to the center, shift and exam node. All changes to the candidates exam node during exam is captured accurately		04
<b>9.9</b>	The bidder captures and records all user access logs of all critical IT infrastructure. The infrastructure includes exam centre servers (primary, backup, and registration), candidate node (candidate log), routers/switches used at the exam centers, and bidder's central server hosted in DC. The access logs should capture both network and physical user access activities, and all required details (who performed, what action performed and what time)		06
<b>9.10</b>	The bidder maintains accuracy of time during the conduct of the exam. This includes how time is maintained at exam center (node time, exam start/stop, extra time, candidate breaks and PwD) and the activities performed from bidder's central server hosted in DC (communication with centre servers)		04
<b>9.11</b>	The bidder sanitizes the exam related data on the exam centre servers (primary, backup and registration), exam node and at bidder's central server hosted in DC after the execution of exam		04
<b>9.12</b>	The bidder takes an inventory of the hardware and software configuration of all nodes, servers, network switch/router that is used in the conduct of the exam		02

10	CCTV Surveillance System for Examination Centres	Provide Relevant Documents	65 Marks
	<b>Experience &amp; Past Performance</b>		<b>07 Marks</b>
10.1	CCTV installation for Govt./PSU/Education Board projects	Completion certificates/work orders	05 01 marks per project (max 5)
10.2	Experience in exam-related surveillance setups (live monitoring/control room feed)	Completion certificates/work orders	02
	<b>System Design &amp; Architecture</b>		<b>12 Marks</b>
10.3	Centralized architecture with Cloud-based NVR live view	Design document/demo	02
10.4	Real-time feed integration with Command Centres	Technical presentation	02
10.5	NVR Recording redundancy (Bidder's DC and DR both) with undertaking that all the footages shall be preserved for 2 years.	Design document	02
10.6	NVR Cybersecurity - Encrypted transmission (HTTPS/RTSP-TLS), 2FA for logins	Datasheet and Design Document	02
10.7	NVR Video Integrity - Digital watermarking, hash verification for footage	Datasheet and Design Document	02
10.8	NVR User Access Control - Role-based user management and audit logging	Datasheet and Design Document	02
	<b>NVR should accompany Video Analytics Software having the following technological features:</b>	Datasheet and Design Document	<b>16 Marks</b>
10.9	Use of AI/ML models		01
10.10	Real-time detection & alerting		01
10.11	Object & behaviour analytics		01
10.12	Video search, event tagging & reporting		01
10.13	ONVIF / ISO / STQC / MeitY certifications		01
10.14	Data protection compliance		01
10.15	Govt./PSU/Education Board Sector Installations	Completion certificates/work orders	05 01 marks per project (max 5)
10.16	Methodology, project plan, timeline	Design and Plan document	05
	<b>Technical Specification of Camera</b>	Datasheet and Design Document	<b>16 Marks</b>
10.17	IP-based (Network camera) having :-		3 Marks (Max)
	or 4 MP (2560×1440 pixels)		01
	or 6 MP (3072 x 2048 pixels)		02
	or >= 8 MP (3840 x 2160 pixels)		03

10.18	Image Sensor - 1/2.7" CMOS or larger		02
10.19	Lens - Varifocal 2.8–12 mm / motorized zoom		02
10.20	IR Range (Night Vision) - Minimum 30 m (100 ft); Smart IR		01
10.21	Frame Rate - 25 – 30 fps (real-time)		01
10.22	Dynamic Range - True WDR ( $\geq 120$ dB)		01
10.23	Compression Standard - H.265 / H.265+		01
10.24	Video Output - ONVIF Profile S / G compliant		01
10.25	Audio - Built-in mic / audio input		01
10.26	Power Supply - PoE (IEEE 802.3af)		01
10.27	Ingress Protection - IP66 (minimum) and IK10 (vandal-proof)		01
10.28	Exam Centre Code, Exam Centre Name, Room/Location, Time & Date Overlay		01
	<b>UPS Power Backup</b>	Design and Plan document	<b>2 Marks</b>
10.29	UPS design for entire pre, post and exam duration		02
	<b>Network &amp; Connectivity</b>	Datasheet and Design Document	<b>4 Marks</b>
10.30	Bandwidth optimization, dual connectivity (ISP + 4G/5G backup)		02
10.31	Secure transmission (VPN, HTTPS, AES encryption)		02
	<b>Monitoring &amp; Reporting Tools</b>	Datasheet and Design Document	<b>4 Marks</b>
10.32	Central dashboard with live alerts, downtime logs		02
10.33	Auto health-check and camera uptime reporting		02
	<b>Implementation &amp; Support Plan</b>	Design and Plan document	<b>4 Marks</b>
10.34	Installation & commissioning methodology		02
10.35	O&M support model (onsite response time, escalation matrix)		02
<b>11</b>	<b>Cellular Jammer</b>	<b>Provide Relevant Documents</b>	<b>65 Marks</b>
	<b>Bidder's Experience</b>	<b>Work orders and completion certificates</b>	<b>15 Marks</b>
11.1	Supply/installation of cellular jammers for Govt/PSU/Education Board projects		05 1 marks per project (max 5)
11.2	Experience in high-stakes exam deployments (NTA, UPSC, Police		10



	Recruitment, etc.)		
	<b>Equipment &amp; Technical Specifications</b>		<b>20 Marks</b>
<b>11.3</b>	Jammer must comply with DoT & MHA guidelines	OEM declaration + type approval certificate	05
<b>11.4</b>	Frequency bands supported (2G/3G/4G/5G, Wi-Fi, Bluetooth)	Technical datasheet	05
<b>11.5</b>	Output power and effective jamming radius coverage	OEM certification / lab report	05
<b>11.6</b>	Selective jamming control (frequency, range, or sector-wise)	Demonstration evidence	05
	<b>System Performance &amp; Safety</b>		<b>10 Marks</b>
<b>11.7</b>	Continuous operation for ≥6 hours with UPS backup	Test report / setup plan	05
<b>11.8</b>	Compliance with radiation and EMI/EMC standards	Test certificates	05
	<b>Implementation &amp; Monitoring</b>		<b>10 Marks</b>
<b>11.9</b>	Installation and commissioning methodology	Project plan and timeline	05
<b>11.10</b>	Centralized monitoring dashboard (optional but preferred)	Demo or system document	05
	<b>Maintenance &amp; Support</b>		<b>10 Marks</b>
<b>11.11</b>	Onsite support, replacement SLA, calibration procedure	Support documentation	05
<b>11.12</b>	Preventive maintenance schedule and compliance	Maintenance plan	05
<b>12</b>	<b>Approach and Methodology</b>		<b>100 Marks</b>
<b>12.1</b>	The marks for Approach and Methodology will be given by the Committee based on the presentation & Demonstration made by the bidder		100

**(Signature with date and Seal of Bidder)**

Bidders are required to score at least 70% overall and minimum 70% or more in Serial Numbers 7, 8 and 9 to be considered technically qualified. Price Bids of such technically qualified bidders only shall further be opened.

## ANNEXURE-VIII: FINANCIAL BID

(To be submitted in Indian Rupees for Online Examination Application System; conducting CBT in one or two shifts per day; CCTV System and Cellular Jammer)

S.No.	Activity	Rates in Indian Rupees per Candidate	
		In Figures	In Words
1.	Online Examination Application System		
2.	Conducting CBT in one or two shifts per day (should include all the costs associated with conducting of CBT, capturing biometric information like fingerprint, facial image, iris, etc.; allotment of candidate nodes; security & frisking Services; etc.		
3.	Installation and Management of CCTV System		
4.	Installation and Management of Cellular Jammer		
Total			

(Signature with date and Seal of Bidder)

## ANNEXURE-IX: TENDER ACCEPTANCE LETTER

(To be given on Company Letter Head)

Date: \_\_\_\_\_

To,

The Registrar General,  
High Court of Judicature at Allahabad,  
Prayagraj, Uttar Pradesh - 211017

**Sub: Acceptance of Terms & Conditions of Tender.**

**Tender Reference No:** \_\_\_\_\_

**Name of Tender / Work:** - \_\_\_\_\_

Dear Sir,

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely: \_\_\_\_\_ as per your advertisement, given in the above-mentioned website(s).
2. I / We hereby certify that I / we have read all the pages in the tender documents (including all documents like terms & conditions, annexure(s), schedule(s), etc.), which form part of the Work Order and I / we shall abide hereby by the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/ organization too has also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.
5. I / We do hereby declare that our organization has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.
6. I / We hereby unconditionally accept that for conduct of High Court examinations, I/We will abide by the directions/instructions issued by High Court from time to time.
7. I / We certify that all information furnished by us/our organization is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the Work Order, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

**(Signature of the Bidder with Official Seal)**

## ANNEXURE-X: STATIONERY ITEMS, PROFORMAS AND EXAM CENTRE KITS

**Stationery, proformas and examination centre kits should include atleast the following items:-**

- Pen for Candidates: Black Ball Point Pen.
- Short Hand Pads for candidates with atleast 20 white paper sides per candidate.
- Pen for Invigilators/Centre Head: Red and Blue Ball Point Pen.
- Ink Stamp Pad for putting Thumb Impression by candidates.
- Fevistick for pasting photographs by candidates.
- Staplers for stapling photographs pasted by candidates and proformas.
- Printing of Attendance Sheets.
- Printing of List of Candidates.
- Identity Cards by authorized person for all staff at Centre – Invigilators, Water man, Security Staff, Registration Staff, etc.
- Various types of envelops required in the conduct of CBT examination.

**Following proformas shall be designed by the bidder and provided to the examination centres:-**

- Proforma 1: Document Handing Over certificate.
- Proforma 2: Details of different functionaries involved at Examination Centre.
- Proforma 3: No Relation Certificate.
- Proforma 4: Certificate of Successful Activation.
- Proforma 5: Sample Attendance Sheet.
- Proforma 6: Consolidated Absentee –Cum- Attendance Statement.
- Proforma 7: Record of Admit Cards Returned.
- Proforma 8: Centre Head's Certificate of Scrutiny and Verification of Attendance.
- Proforma 9: Certificate of Conduct of Examination.
- Proforma 10: De-Mapping and Re-Mapping of Candidate from Allotted Seat to Other Seat.
- Proforma 11: Log of using the Washroom during Examination.
- Proforma 12: Certificate of Functioning Signal Silencer/ Jammer.
- Proforma 13: Certificate of Temporary shutdown of Signal Silencer/ Jammer.
- Proforma 14: Certificate of Live Video Feed from CCTV.
- Proforma 15: Certificate on Frisking and Gender Sensitivity.

The aforementioned list is not an exhaustive list and Selected Bidder is required to provide all the other items required for conducting the CBT examinations.

**(Signature with date and Seal of Bidder)**

# ANNEXURE-XI: SCOPE FOR INDEPENDENT AUDIT AND ITS REQUIREMENT

(For Online Examination Application System and CBT Platform)

## Objective

The objective of this audit is to ensure that the Online Examination Application System and Computer-Based Test (CBT) platform are secure, reliable, scalable, and compliant with applicable standards, providing end-to-end integrity of the examination lifecycle from candidate registration to result publication.

## 1. Scope of Audit

The independent audit shall comprehensively cover the following areas:

### A. Application and Functional Audit

- (1) Review of complete online application process, including registration, eligibility checks, admit card generation, communication, etc.
- (2) Verification of exam management modules: question paper creation, randomization, scheduling, result processing.
- (3) Validation of user interface, accessibility and usability, including WCAG compliance and browser compatibility.

### B. Security Audit

- (1) Application Security: OWASP Top 10, authentication, authorization, session management, validation and all other relevant aspects.
- (2) Network and Infrastructure Security: Firewall, DDoS protection, SSL/TLS implementation and all other relevant aspects.
- (3) Data Security: Encryption, secure database access, retention, archival policies and all other relevant aspects.
- (4) Server and System Hardening: OS configuration, patch management, monitoring and all other relevant aspects.

### C. CBT Environment and Examination Delivery Audit

- (1) Verification of CBT software and proctoring tools, including authentication, encryption, AI proctoring and all other relevant aspects.
- (2) Centre-based audit: network isolation, CCTV, jammer and data integrity during connectivity loss.
- (3) Performance and Load Testing: scalability, failover, redundancy, disaster recovery and all other relevant aspects.

### D. Compliance and Regulatory Audit

- (1) Verification of compliance with CERT-In, ISO/IEC 27001, ISO/IEC 23988, IT Act 2000, etc. and all other relevant aspects.
- (2) Audit of privacy policy and data protection compliance and all other relevant aspects.

#### **E. Source Code and Configuration Audit**

- (1) Review of source code security, dependency management, version control and all other relevant aspects.
- (2) Verification of build, deployment processes and all other relevant aspects.

#### **F. Business Continuity and Disaster Recovery Audit**

- (1) Assessment of data backup and restoration policies.
- (2) Verification of disaster recovery site configuration and incident response procedures.

### **2. Audit Deliverables**

- (1) Detailed Audit Report with vulnerabilities, risks and severity levels.
- (2) Remediation Recommendations with prioritization and timelines.
- (3) Re-Audit/Verification Report post-remediation.
- (4) Compliance Certificate confirming adherence to standards.

### **3. Requirements for the Auditor**

- (1) Empaneled with CERT-In or equivalent authority.
- (2) Experience in auditing examination or e-governance systems.
- (3) Qualified professionals (CISA, CISSP, CEH, etc.).
- (4) Ensure confidentiality, independence and use of authenticated tools.

### **4. Frequency and Timing**

- (1) Pre-launch audit before go-live of examination cycle.
- (2) Post-exam audit after each major event.
- (3) Annual or biannual comprehensive audit covering application and infrastructure.

### **5. Reporting and Certification**

- (1) Executive summary report for management.
- (2) Technical report with detailed findings and logs.
- (3) Compliance certificate specifying adherence to guidelines and standards

### **6. Following electronic data is to be preserved by bidder**

- (1) 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, playing of recorded audio, incidents during exam, etc.
- (2) Raw dump of click by click activity log of IT Manager/personnel on the server (at exam centre) 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.).

- (3) Dump of services and applications running on the attendance/registration system, and IT manager computer.
- (4) 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.).
- (5) Seating plan of candidates (exam centre, room number, seat number, node IP, node MAC, similar details in case of change of node, etc.).
- (6) Log of system or power issues or any other technical/non-technical incident that occurred during exam including historical incidents.
- (7) Log of any issues with the Firewall or exam software.
- (8) 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 centre and nodes on which candidates gives the exam.
- (9) Details of exam centres and their total capacity in terms of seats and nodes.
- (10) Report of health check/IT audit of machines as well as physical infrastructure audit of centres.
- (11) List of whitelisted websites and applications on primary server, backup server, and candidate nodes.
- (12) Biometric registration data, report which includes candidate details, time stamps and centre details.
- (13) Log of exam data received at a central server with timestamp.
- (14) Log of connections made to the exam centre servers from the central server of the bidder (network log of connections made).
- (15) Provide any other data as per requirement of High Court connected with the particular exam.