NOIDA METRO RAIL CORPORATION LTD. (NMRC)

REQUEST FOR PROPOSAL (RFP)

E-Tender No. NMRC/GM/HR/2026/009

RFP FOR SELECTION OF SERVICE PROVIDER FOR " DESIGN, DEVELOPMENT, CUSTOMIZATION, IMPLEMENTATION AND CONDUCT OF COMPUTER BASED EXAMINATION, PSYHCOMETRIC TEST AND RELATED ACTIVITIES FOR DIRECT RECRUITMENT OF STAFF IN NMRC ON REGULAR BASIS

NOVEMBER 2026

Issued by:

NOIDA METRO RAIL CORPORATION LTD.

Block - III, 3rd Floor,
Ganga Shopping Complex, Sector-29, Noida-201301, District Gautam Buddha Nagar,
Uttar Pradesh, India

Content

S.No.	Particulars	Page no.
1.	Disclaimer	3
2.	Data Sheet	4-6
3.	Section 1- General Information about NMRC and work to be carried out	7-8
4.	Section 2- Scope of Work	9-14
5.	Section 3- Instructions to the Bidder	15-27
6.	Section 4- Essential Pre-requisites	28-32
7.	Section 5- Evaluation of Bids	33-37
8.	Section 6- Other important Instruction	38
9.	Section 7 – Notice of Award and Contract Execution	39-41
10	Section 8 – General Conditions of the Contract	42-46
11	Section 9 – Draft Contract Agreement	47-49
12	Section 10 – List of Annexures	50
13	Annexure I – CBT Plan Covering the Process/Activities with Timelines	51
14	Annexure II - Forms	52-78
15	Form 1 – Letter of Proposal Submission	52
16	Form 2 – Bidder Details	53
17	Form 3- Capability Statement	54-55
18	Form 4 – Work Experience	56-57
19	Form 5- Financial Capability	58-59
20	Form 6 – Memorandum	60
21	Form 7 – Undertaking by Bidder	61
22	Form 8 - Power of Attorney	62-63
23	Form 9 - Statement of Legal Capacity	64
24	Form 10 – Saleable Form of Tender Document	65
25	Form 11 – Declaration of Refund of EMD	66
26	Form 12 – Format for Clarification/Amendment on the RFP	67
27	Form 13 – Bid Offer/BOQ Format	68
28	Form 14 – Format of Performance Security/Bank Guarantee	69-71
29	Form 15 – Technical Manpower Strength	72
30	Form 16 – Details of Registered Office/Functional Office	73
31	Form 17 – Details of CMMi and ISO Certificates	74
32	Form 18 – Bidders Checklist	75-78

Disclaimer

1. The information contained in this Request for Proposal (RFP) document, or subsequently provided to bidders, whether verbally or in documentary form, by or on behalf of NMRC, or any of their employees or advisors, is provided to bidders on the terms and conditions set out in this RFP document and any other terms and conditions subject to which such information is provided.

2. This RFP document is not an agreement and is not an offer or invitation by NMRC or its representatives to any other party. The purpose of this RFP document is to provide interested parties with information to assist the formulation of their Proposal. This RFP document does not purport to contain all the information each Applicant may require.

3. Information provided in this RFP to the Applicant(s) is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. NMRC accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

4. NMRC, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or Bidder, under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way with selection of Applicants for participation in the Bidding Process.

5. This RFP document may not be appropriate for all persons, and it is not possible for NMRC, their employees or advisors to consider the investment objectives, financial situation and particular needs of each entity/bidder who reads or uses this RFP document. Certain bidders may have a better knowledge of the proposed Project than others. Each applicant should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and obtain independent advice from appropriate sources. NMRC, its employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP document.

6. NMRC also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused / arising from reliance of any Applicant upon the statements contained in this RFP.

7. NMRC may, in its absolute discretion but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP document.

Data Sheet

E-Tender No. NMRC/GM/HR/2026/009

1	NameoftheBid	**SELECTION OF SERVICE PROVIDER FOR " DESIGN, DEVELOPMENT, CUSTOMIZATION, IMPLEMENTATION AND CONDUCT OF COMPUTER BASED EXAMINATION AND RELATED ACTIVITIES FOR DIRECT RECRUITMENT OF VARIOUS STAFF IN NMRC ON REGULAR BASIS**
2	Approximate Cost of Work	**Rs. 4.92 Crores (Four Crores and Ninety Two Lakhs Only) including GST**
3	Time-periodofcontract	1 year with further extension for 4 years on yearly basis (based on satisfactory services)
4	Method of selection	Quality and Cost Based Selection (QCBS) with 70% Weightage to Technical Bid and 30% Weightage to Financial Bid
5	Bid Processing Fee	INR **23, 600/-** (including GST) (Rupees Twenty Three Thousand Six Hundred only) through RTGS/NEFT only payable in favour of Noida Metro Rail Corporation Limited
6	Earnest Money Deposit(EMD)	**INR 4.92 lakhs /- (Rs. Four Lakhs Ninety Two Thousand only)**
7	Financial Bid to be submitted together with Technical Bid	Yes
8	Name of the Corporation's official for addressing queries and clarifications	GM/HR Noida Metro Rail Corporation Limited, Block-III, 3rd Floor, Ganga Shopping Complex, Sector29, Noida-201301 Email: hr_estb@nmrcnoida.com
9	Bid Validity Period	180days
10	BidLanguage	English
11	BidCurrency	INR
12	JV/Consortium	Not allowed
13	**Schedule of Bidding Process**	
	Head	Key Dates
	Uploading of Bid	16.11.2026
	Pre-Bid meeting at NMRC HQ	23.11.2026
	Last date of issuing amendment , if any	30.11.2026
	Start Date of Bid Submission	04.12.2026
	Last Date of Bid Submission	15.12.2026 (3:00 PM)
	Date of Technical Bid Opening	15.12.2026 (4.30 PM)

14	Account details	**For Bid Processing Fee & EMD** State Bank of India (04077)– Sector18, Noida Gautam Budh Nagar, Uttar Pradesh -201301 IFSC Code: SBIN0004077 A/c No.37707840592 Noida Metro Rail Corporation Ltd.

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Note: (i) Tender Cost and Tender Security is exempted for Micro & Small Enterprises (MSEs) registered with District Industries Centre or Khadi & Village Industries Commission or Khadi &Village Industries Board or Coir Board or National Small Industries Corporation or Dpt. Of Handicraft & Handloom or any other bodies specified by Ministry of Micro, Small & Medium Enterprises for appropriate category and have valid registration certificate as on date of tender submission. (MSME certificate clearly mentioning the status of the Bidder for the FY 2025-26).

The MSEs would not be eligible for exemption of tender security if:

a. Either they are not registered for appropriate category.
b. Or they do not have valid registration as on the date of tender submission.

The tenderers seeking exemption from „tender security", being MSEs, shall ensure their eligibility w.r.t above and submit registration certificate issued by the body under which they are registered which clearly mentions category of registration i.e. "Online or Offline Recritment and related activities".

In absence of any of the above requirements no exemption for „tender security" will be allowed and tenderers eligibility shall be dealt as if they are not registered with MSMEs.

No further clarification shall be sought on the above.

1. In case a bidder, whether exempted or not exempted from payment of Tender Cost/Tender Security on account of being a Micro & Small Enterprise (MSE), and;

- withdraws his Tender during the period of Tender validity; or
- becomes the successful bidder, but fails to commence the work (for whatsoever reasons) as per terms & conditions of Tender; or
- refuses or neglects to execute the contract; or
- fails to furnish the required Performance Security within the specified time,

Such bidder shall be debarred from participating in future tenders for a period of 1 year from the date of discharge of tender/date of cancellation of NOA/annulment of award of contract as the case may be. Thereafter, on expiry of period of debarment, the bidder may be permitted to participate in the procurement process only on submission of required Tender Cost/Tender Security.

Further, any bidder who, in the past, was declared as a successful bidder (Whether MSME/MSE or not) but failed to commence the work for whatsoever reason shall also be debarred from participating in the current/future tenders for a period of 1 year from the date of discharge of tender/date of cancellation of NOA/annulment of award of contract as the case may be. Tender Cost/Tender Security/EMD/Performance

Bank Guarantee, if submitted shall be forfeited by NMRC without assigning any reason. Thereafter, on expiry of period of debarment, the bidder may be permitted to participate in the procurement process only on submission of required Tender Cost/Tender Security.

Further, the Employer may advise the competent authority responsible for issuance of the exemption certificate to take suitable action against the bidder, including cancellation of the enlistment/exemption certificate and/or issuance of a blacklisting certificate/order, after forfeiture of the Tender Cost/Tender Security/EMD/Performance Bank Guarantee, as applicable.

SECTION 1

GENERAL INFORMATION ABOUT NOIDA METRO RAIL CORPORATION LIMITED AND WORK TO BE CARRIED OUT

1.1. Background

a. Noida and Greater Noida are being developed as the satellite towns to New Delhi and an increasing number of people from Delhi and other areas are shifting to these towns in search of fresh air, greenery and better infrastructure. There is a need of providing an efficient, reliable and comfortable transportation system for the population intending to settle in these towns and to the public coming to these areas for education, service and business.

b. Noida Metro Rail Corporation Ltd. is a Special Purpose Vehicle (SPV) formed by Noida and Greater Noida Authorities for planning and executing urban transport projects in Noida and Greater Noida regions. The Corporation desires to provide a world-class Public Transportation System with state-of-the-art technology. As such, the overarching criterion for setting up of the Corporation is to help create an efficient, safe, reliable, economical and affordable public transport system.

c. NMRC is in process of conducting recruitment drive at entry level positions for various non-executive posts as under.

S. No	Post	Tentative No. of Posts	Recruitment Modality
1	Station Controllers/Train Operator (SC/TO)	30	Computer Based Test (CBT), (Psychometric Test (Qualifying Nature) for those who qualify CBT)
2	Customer Relationship Assistant (CRA)	51	Computer Based Test (CBT) (Psychometric Test (Qualifying Nature) for those who qualify CBT)
3	Maintainers	80	Computer Based Test (CBT)
4	Accounts Assistant	02	Computer Based Test (CBT)
5	HR Assistants	01	Computer Based Test (CBT)
6	General Admin Assistants	01	Computer Based Test (CBT)
7	Legal Assistants	01	Computer Based Test (CBT)
Total		166	

The posts are tentative and may increase or decrease as per requirement.

d. **For the above purpose, NMRC invites E-Bids. NMRC intends to engage a single agency providing all the two services mentioned below. In this regard, online bids are invited on single stage two bid system to engage a competent agency purely on rate contract basis for providing end to end recruitment & examination support in conducting examinations/tests at multiple locations in Delhi NCR region in Single Shift/Multiple Shifts for NMRC through online mode.**

e. **The agency shall handle end to end recruitment process and conduct Computer Based Test and and Psychometric Test (For SC/TO and CRA) for those who qualify CBT .**

f. In this regard, the Corporation now invites the interested Bidder/s to submit their proposals as per provisions of this RFP Document.

g. NMRC will shortlist the Bidders based on evaluation criteria mentioned in this RFP Document. Based on the minimum evaluation criteria, qualified Bidders will be shortlisted, and financial proposal of only qualified Bidders will be opened.

1.2. About Metro Locations

The metro corridor is 29.7 km long and is known as Noida Greater Noida Metro Rail Corridor. It comprises 21metro stations starting from Sector 51 in Noida and ends up at Depot Station in Greater Noida.

1.3. Communication

All communications should be addressed to-

Block-III, 3rd Floor, GangaShoppingComplex,Sector-29, Noida -201301
DistrictGautamBudhNagar,
UttarPradesh
Email: **hr_estb@nmrcnoida.com**

SECTION 2
SCOPE OF WORK

The agency is expected to render support to NMRC to conduct examinations/test in Delhi/NCR region for various posts as mentioned above and provide end to end recruitment service.

(i) Computer Based Test (CBT)
(ii) Psychometric Test of qualifying nature in case of SC/TO and CRA.

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

(i) Pre-Examination Phase
(ii) Examination Phase
(iii) Post Examination Phase

(i) PreExaminationPhase

- The Bidder shall be required to draft the advertisement along with applicable reservation roster for NMRC. The Bidder shall be required to issue newspaper advertisements in leading nationwide newspapers.
- The Bidder should design the application proforma for the candidates to register themselves for the Computer Based Examination and make payment gateway for collection of exam fees online linked to the bank account provided by NMRC. The application money shall be credited in the account of NMRC only.
- The Bidder should make provisions for admit card download. The candidates should be able to download and take a printout of the successfully filled applications.
- The Bidder is expected to draw the examination plan and design the examination processes as follows:

o Complete Security management processes
  - Physical Security
  - Information Security
  - Server Security
  - NetworkSecurity

o Candidate handling process
  - Mapping of candidates details with Exam Centers
  - Validation and verification of identity
  - Frisking of candidates using hand held metal detectors (HHMD)
  - Attendance and biometric (photograph and thumb impression) handling
  - Machine/seat allocation and handling of security parameters
  - Bulk/individualized SMS
  - Bulk/individualized emails
  - Customer care number for responding to queries

- The Bidder shall prepare and provide Standard Operating Procedure(SOP) for all processes for safe and secure conduct of examinationalong with rules for contingency andexception handling/ emergency procedures.

- The Bidder shall provide specifications for Hardware and Software required at all stages of the examination.

    - Application management and generation of Admit cards
    - Exam Centers
    - Devices and systems to be used for authentication and audit trail mechanisms required for Examination.
- The Bidder shall provide consulting, training and manpower support to handle the entire Examination.The required Hardware, Software, networking including Internet (leased line) shall be installed by the Bidder on lease/rent basis, whose cost would be covered under the commercial bid.
- Th ebidder shall ensure required question papers sets of appropriate difficulty levelsecurely.The cost of setting up question paper would be covered under the commercial bid.

- Number of Question Papers –2 per discipline/tradeapprox.
- Number of Questions in a Question Paper-100
- Language of the Question Paper– English, Hindi and regional languages for certain States
- Type of Questions– Objective type MCQ

- Suitable instructions for answeringquestionsduringonlinetestshould be provided to the candidates be forest art of the examination
- The Bidder shall securely transmit, download, install and implement Question Papers to the examination centers.
- The Bidder shall identify required Exam Centers in the Delhi NCR region ensuring that 5% of the systems are available as back up per shift i.e. if 100 systems are going to be used,the center shall have 105 systems available per shift.
- TheBidder shall ensure that all Exam Centers have the prescribed Hardware, Software, Internet and LAN connectivity for conducting Examination.
- The Bidder shall ensure that UPS facilities and Generator facility are available at each Exam Centre for un-interrupted power supply.
- The Bidder shall carry periodic audit at ExamCantersfor
    - Hardware,Operating System, Processor Speed, RAM, Network and internet connectivity, Key Boards etc.
    - Software-Screen resolution, bandwidth for internet and LAN connectivity, Browser.
    - Working condition of UPS and Generator.
- The Bidder shall ensure safe drinking water and separate toilet facilities for both male and female at each examination center.
- The Bidder shall provide help to candidates through a call center (telephone/email) ensuring service quality on a 9x6 basis.
- The Bidder shall host and manage the examination process through intranet based solution at Exam Centers.
- The Bidder shall ensure checking of original documents and admit card of the candidates at the examination gate.
- The Bidder shall ensure availability of proper security/ frisking at the examination centers. Separatefriskingfacilitiesforfemale candidates. Only female staff will frisk thefemalecandidates. Frisking must

be done by hand held metal detectors (HHMD).

- The selected bidder shall ensure complete biometric registration process of the candidates (digital photo, finger print etc.) and allow candidates to appear for exam at Examination Centre through randomly allotted seat/machine. The biometrics taken at this stage shall be used later for authentication purposes during the document verification and joining of selected/shortlisted candidates.
- Individual password shall be given to each candidate by the Bidder at the examination center after the biometric registration process.
- The Bidder shall ensure that the Signature of thecandidateistakenintheattendancesheet and Verification ofthe signature in attendance sheet is done vis-à-vis thesignaturein theadmit card
- TheBidder shall arrange/provide adequate displays and provide required instructions/information to the candidates appearing for exam at Exam Centers.
- All pre-examination phase processes shall be carried out by the Bidder in consultation with NMRC.

(i) Examination Phase

- The Bidder shall provide adequately trained manpower as pertheratio mentioned below:

Each Exam Centre should have the following minimum number of personnel which is only illustrative in nature, as described below,to be deployed by the Bidder;

i. Exam Centre Administrator –1
ii. IT Manager–1 per 150 owned nodes (minimum 1 percenter)
iii. Invigilators- 1 per 30nodes
iv. Support Staff- Minimum 1 per 100 students (Suitability need to be justified with centers) and locations
v. Security Guards- Minimum 1 per 100 students (Suitability need to be justified with centers)

However as per NMRC requirement, the above staff should be increased proportionately on the basis of size of the center in terms of nodes for exam.

- The Examination shall be computer based with the questions being provided onscreen on a random basis with multiple choice answers, without any manual intervention.
- Sufficient time of 10 minutes shall be allotted before the exam for providing orientation to the candidates on the structure of the exam, time limits and guidelines for answering the question papers.
- Computer based exam software should support standard features such as automatic calculation of test score, negative marking, time left, flag questions for review, navigation to unanswered questions and prompt for submission.

Minimum Candidate System Pre-requisites

ScreenResolution	1024X 768
OperatingSystem	Windows7 Professional or higher or any other OS for conducting Computer based examination.

Browser	Internet Explorer7.0 or above as supported by above Operating Systems
Browser settings	Java Script enabled Pop-upblockerdisabled Under‘Settings’of‘TemporaryInternetFiles’,set‘Check for newer versions of stored pages’ to ‘Every visit to the page’ Proxy disabled (Direct Internet) USB disabled, Keyboard disabled during exam after login

Minimum Examination Centre Server Prerequisites

Processor	CPU Speed: 1.5GHz or above.
RAM	8 GB or higher
Screenresolution	1024X 768
Operatingsystem	Compatibleforcandidatessystemsasclients,mustmeet the performancecriteria
PerformanceCriteria	Must support at least 100 clients without any perceivable degradation in performance. All mouse/key clicks are to be recorded for each client with time stamp for audit purposes. Response time for question/page loading must be less than 5 seconds. All responses to be acted upon in real time.

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

- The Bidder shall arrange/provide adequate displays and required instructions/ information to the candidates appearing for test at Examination Centers.
- While exam will be conducted on local LAN, data of test progress should be transferred to central server every 5 minutes for monitoring purposes. Biddershould provide reports to NMRC Limited to view the test progress.
- The Bidder shall maintain audit trails of all activities of the candidate (click by click) during the course of the examination.
- The Bidder shall obtain candidate’s feedback through online Feedback Form, after the examination is over.
- The Bidder shall provide stationary such as blank paper sheet/to the candidates as per requirement.
- The Bidder shall have a contingency plan for Student management/Shifting in case of any emergency.
- Bidder should have capabilities of CCTVsurveillance system tomonitor and capture the activity of candidates/centers.All the exam halls should have CCTV surveillance cameras installed in a way that activities of each candidate is captured. CCTV camera feeds should be stored locally.
- CCTV camera should record Exam Center activities from 30 minute before to 30 minutes after theexamination.The bidder will be required to hand over the CCTV camera feeds to NMRC for all the Computer Based Exam within 20 days after the examination with proper sealing.
- The Bidder shall monitor and supervise Exam Centre activities on monitoring console to be installed by the Bidder in specified center of NMRC Limited. The data should be real time data generated from each Exam Centre during the examination.

- At the end of the exam, transfer/export of candidate response and audit trails shall be done by theBidder on secured channel from local server to Central server of the Bidder within 4 Hour from each exam center. Other data such as attendance sheet, finger print, seating plan etc. (if any) should be sent to NMRC Limited within 5 days of conclusion of each exam shift.

(ii) Post Examination Phase

A. Conducting of Psychometric Test

Psychometric test will be conducted for SC/TO and CRA cadre post CBT examination which will be of a qualifying nature.

(i) The bidder should have capability and resources for conducting psychometric test.
(ii) If the bidder proposes for outsourcing conducting of psyscometric test, then it should be authorized by RDSO with validity of such authorization in force. It will be the sole responsibility of the bidder for conducting end to end psychometric test for NMRC and compiling the result thereon.
(iii) SC/TO and CRA cadre candidates will be called in the ratio of 1:20 of the total number of SC/TO & CRA cadre post for psychometric test.
(iv) The bidder will compile the score of psychometric test along with the score of CBT for the post of SC/TO & CRA and forward the combined score to NMRC.

B. Other Instructions

- The Bidder shall calculate marks obtained by each candidate as per requirement of the NMRC Limited.
- The candidate's responses,biometric,audittrailsshouldbeuploadedautomaticallyfromthelocal server to Bidder's data center in a secured manner. There should not be any traces of any data pertaining to candidate whatsoever post uploads left on the exam server.
- The Bidder should be able to hand over the raw responses/data to NMRC Limited immediately (same day) after the candidate's response upload from local exam server.The software should have capability to take the answer key post examination.
- The bidder shall upload the answer key of all the series of question papers for candidates' responsesforthreedaysfromthelastdaylast sitting oftheexaminationof therespectiveposts.
- The candidates are at liberty to lodge their complaint in the designated website, if any,with regard to their examination result and the Service provider will dispose of all the complaints received through website.
- The bidder will keep the portal open for 3 days after the examination to receive representation of the candidates in respect of the answer keys.After receipt of the representation of the candidates, the bidder will upload the final answer key within 5 days.
- The Bidder shall calculate marks obtained by each candidate as per requirement of the NMRC Limited.
- The Bidder shall ensure Generation of Merit list based on the rules/validation shared by NMRC Limited.

- TheBidder shall provide documented inputs and support for handling

  - Candidates'queries
  - RTI queries
  - Court Cases

- The bidder should support biometric verification of shortlisted /selected candidates during joining formalities.The bidder should be able to utilize the candidate biometric data capturedat the test center before examination, for biometric verification purpose as part of the joining formalities of selected/shortlisted candidates.

Note:

1.The Bidder will have to carry / demonstrate complete System Test Run (STR) with test data to NMRC before implementation of the software.The Bidder should also be able to demonstrate click by click audit trail for any type of enquiry.

i. **Test Data Archiving:** The Bidder shall archive the examination data (excluding CCTV footage) for future references after specified time, as per requirement of NMRC Limited. CCTV footage will be handed over to the client within 20 days once assessment is over and this need not be retained by the Bidder. Remaining examination related data like answers, results,logs etc. will be retained by Bidder as long as contract is valid.

ii. **MIS generation/ customized reports**: The Bidder shall provide adequate information to the Recruitment section as per the requirement of NMRC Limited.

SECTION 3
INSTRUCTIONS TO BIDDERS

3.1 General instructions

a. A Bidder shall submit only one bid in the same tendering process, either individually as a Bidder. A Bidder who submits or participates in more than one bid will cause all the proposals in which the Bidder has participated to be disqualified. No Bidder can be a sub-contractor while submitting a bid individually in the same bidding process.

b. The Bidder shall initiate, and actively pursue and involve itself in all investigations and enquiries, Corporation feedbacks, information, convening of and attendance at meetings, and in any other activities as are or may be necessary for producing high quality work as per the requirements.

c. The Bidder shall carry out the services in compliance with the provisions of this Agreement. All changes necessary to ensure that the Bidder's documents conform to the intent and purpose set out in the Agreement, shall be made at the Bidder's own expense. The Bidder represents that it is a professional and experienced company/organisation, and hereby agrees to bear full responsibility for the correctness and technical merit of the services performed.

d. Bidders shall be evaluated based on the Evaluation Criteria specified in this document. Bidders shall be deemed to have understood and agreed that no explanation or justification for any aspect of the Selection Process will be given and that NMRC’s decisions are without any right of appeal whatsoever.

e. Any entity which has been barred by the Central/State Government in India or by any entity controlled by them, from participating in any project, and the bar subsists as on the date of Bid, would not be eligible to submit an e - Bid.

f. Bidders are encouraged to inform themselves fully about the assignment and the local conditions beforesubmitting the e-Bid by paying a visit to the Corporation and/or by sending written queries to NMRC before the last date for receiving queries/clarifications.

g. NMRC shall not be liable for any omission, mistake or error on the part of the Bidder in respect of any of the above or because of any matter or thing arising out of or concerning or relating to e-Bid or the Selection Process, including any error or mistake therein or in any information or data given by NMRC.

h. The currency for the Proposal shall be the Indian Rupee (INR).

i. Bidders shall not have a conflict of interest. All Bidders found to have a conflict of interest shall be disqualified. Bidders shall be considered to have a conflict of interest with one or more parties in this bidding process, if

i. A Bidder has been engaged by the Employer to provide consulting services for the preparation related to procurement or implementation of the project;

ii. A Bidder is any associates/affiliates (inclusive of parent firms) mentioned in sub paragraph above; or

iii. A Bidder lends, or temporarily seconds its personnel to firms or organizations which are engaged in consulting services for the preparation related to procurement for an implementation of the project, if the personnel would

be involved in any capacity on the same project.

3.2 Cost of Bid Document/e-Tenderprocessing Fee

a. The Bidder shall bear all costs associated with the preparation and submission of its e-Bid and Noida Metro Rail Corporation Ltd. ("NMRC" or "the Corporation"), will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the e-Bid process.

b. This tender document is available on the web site **http://etender.up.nic.in**or on NMRC website (www.nmrcnoida.com) to enablethe Biddersto view,downloadthe e-Bid documentand submit e-Bids online up tothelastdateandtime mentionedine-Tendernotice/e-tender document against this e-Tender. The Bidders shall have to pay cost of bid document/e-Tender processing fee as mentioned in **Data Sheet** through RTGS/NEFT only payable in favour of Noida Metro Rail Corporation Limited in the A/c No. mentioned in **Data Sheet**. The scanned copy of RTGS/NEFT receipt with transaction Id certified by the same bank must be enclosed alongwith thee-Bid.Thiscostofbiddocument/e-Tenderprocessing feeasmentioned in **Data Sheet** will be non-refundable. Tender without cost of bid document/e-Tender processing fee in the prescribed form, will not be accepted.

3.3 Acknowledgement by the Bidder

It shall be deemed that by submitting the e-Bid, the Bidder has:

a. Made a complete and careful examination of the e-Bid;

b. receivedallrelevantinformationrequestedfromNMRC;

c. acknowledged and accepted the risk of inadequacy, error or mistake in the information provided in the e-Bid orfurnished by or on behalf of NMRC;

d. satisfieditself about all matters, things and information, necessary and required for submitting an informed application and performance of all its obligations there under;

e. acknowledged that it does not have a Conflict of Interest;and

f. Agreed to be bound by the undertaking provided by it under and in terms there of.

3.4 Availability of Bid Document

This Bid document is available on the website http://etender.up.nic.in or on Noida Metro website www.nmrcnoida.comto enablethe Biddersto view,downloadthe e-Bid document and submit e-Bids onlineupto the last date and time mentioned in e-Bidder notice/e-Bid document. The Bidders shall have to pay e-Bid document fee and EMD as mentioned in Data Sheet through RTGS/NEFT on addresses given in data sheet. The scanned copy of RTGS/NEFT with transaction ID certified by the same bank must be enclosed along with the e-Bid. This e-Bid document fee will be non-refundable. Bid without Bid fee in the prescribed form will not be accepted.

3. 5 Clarifications of e-Bid

a. During evaluation of e-Bid, NMRC may, at its discretion, ask the Bidder for a clarification of his/her e-Bid. The request for clarification shall be in writing.

Any queries or request for additional information concerning this RFP shall be submitted in writing or by fax and e-mail to the GM/HR as per **AnnexureXII**, NMRC **only before or during Pre-Bid Meeting** held at NMRC. The envelopes/ communication shall clearly bear the following identification/ title: **SELECTION OF SERVICE PROVIDER FOR " DESIGN, DEVELOPMENT, CUSTOMIZATION, IMPLEMENTATION AND CONDUCT OF COMPUTER BASED EXAMINATION AND RELATED ACTIVITIES FOR DIRECT RECRUITMENT OF VARIOUS STAFF IN NMRC ON REGULAR BASIS.**

b. . The responses will be posted to all such queries on the official website www.nmrcnoida.com. NMRC reserves the right not to respond to any questions or provide any clarifications, in its sole discretion, and nothing in this Clause shall be taken or read as compelling or requiring NMRC to respond to any question or to provide any clarification.

c. A pre-submission meeting shall be called on the date mentioned in **Data Sheet** at NMRC Office. Any change corresponding to date, if any, shall be communicated to the Bidder vide NMRC/ e-Tendering website.

d. In case the Bidder seeks foranyqueries, heshallsendletterore-mail tothecorrespondence addressgiven inData Sheet.

e. However, NMRC shall not entertain any correspondence from the Bidders during the period of e-Bid opening to selection of the successful Bidder. Any wrong practice shall be dealt under Fraud and Corrupt Practices.

f. The Bidder is advised to visit and examine the Site of Works and its surroundings and obtain for himself on his own responsibility all information that may be necessary for preparing the Tender and entering into a contract for the proposed work.The costs of visiting the Site shall be borne by the Bidder. It shall be deemed that the Contractor has undertaken a visit to the Site of Works and is aware of the site conditions prior to the submissionof the tender documents.

g. The Bidder and any of his personnel will be granted permission by the Employer to enter upon his premises and lands for the purpose of such inspection, but only upon the express condition that the Bidder, and his personnel, will release and indemnify the Employer and his personnel from and against all liability in respect thereof andwill be responsible for death or personal injury, loss of or damage to property and any other loss, damage, costs and expenses incurred as a result of the inspection.

3.6 Amendment of e-Bid Document

a. At any time prior to the deadline for submission of e-Bid, NMRC may, for any reason, whether at its ownor in response to a clarification requested by a prospective Bidder, modify the e-Bid document by amendments. Such amendments shall be uploaded on the e-procurement website http://etender.up.nic.in or NMRC'swebsite www.nmrcnoida.com.Therelevantclausesofthee-Biddocumentshallbetreatedasamended accordingly.

b. It shall be the sole responsibility of the prospective Bidder to check the web site http//etender.up.nic.in or NMRC'swebsitewww.nmrcnoida.comfromtimetotimeforanyamendmentinthee-Biddocuments.Incaseof failure to get the amendments, if any, NMRC shall not be responsible for it.

c. In order to allow prospective e-Bids a reasonable time to take the amendment into account in preparing their e-Bids, NMRC, at the discretion, may extend the deadline for the submission of e-Bids. Such extensions shall be uploaded on the e-procurement website http://etender.up.nic.inor NMRC's website www.nmrcnoida.com.

3.7 Preparation and submission of Bids

3.7.1 Languageofe-Bid

The e-Bid prepared by the Bidder, as well as all correspondence and documents relating to the e-Bid exchanged by the Bidder and NMRC shall be written in English language. Only English numerals shall be used in the e-Bid. The correspondence and documents in any other language must be accompanied by transcripts verified by the Embassy of Home Country or equivalent.

3.8 Documents Constituting the e-Bid

Thee-Bid prepared by the Bidder shall comprise the following components:

a. Technical e-Bid-Technicale-Bidwillcompriseof-

i. **Fee details-**DetailsofBidprocessingfeeandprescribedEMD

ii. **Eligibility details -** Includes copies of required documents in PDF format justifying that the Bidder is qualified to perform the contract if his/her bid is accepted and the Bidder has financial & technical capability necessary to perform the contract and meets the criteria outlined in the Qualification requirement and technical specification and fulfil all the conditions of the contract.

iii. **Technical evaluation -** Details of all documents needed for Technical evaluation as mentioned in this RFP.

b. Financiale-Bid-

i. **Price bid –** Bill of Quantities in XLS format to be filled in after downloading from the e-procurement website http://etender.up.nic.infor this e-tender. There shall be a single quote.

3.9 Documents establishing Bidder's Qualification

a. The Bidder shall furnish, as part of its technical e-Bid, documents establishing the Bidder's qualification to perform the contract if its e-Bid is accepted. The documentary evidence should be submitted by the Bidder electronically in the PDF format.

b. The documentary evidence of Bidder's qualification to perform the contract if its e-Bid is accepted shall be asper qualification requirements specified in e-Bid document.

3.10 E-Bidform

The Bidder shall complete the e-Bid form and the appropriate price schedule/BOQ furnished in the e-Bid document.

3.11 E-Bid Currency

Prices shall be quoted in Indian Rupees only.

3.12 Formats and Signing of e-Bid

a. The Bidder shall prepare one electronic copy of the technical e-Bid and financial e-Bid separately.

b. The e-Bid document shall be digitally signed, at the time of uploading, by the Bidder or a person or persons duly authorized to bind the Bidder to the contract. The later authorization shall be indicated by a scanned copy of written power-of attorney accompanying the e-Bid. All the pages/documents of the e-Bid that are to be uploaded shall be digitally signed by the person authorized to sign the e-Bid.

c. Bidders should provide all the information as per the RFP and in the specified formats. NMRC reserves the rights to reject any proposal that is not in the specified formats.

d. In case the Bidders intends to provide additional information for which specified space in the given format is not sufficient, it can be furnished in duly stamped and signed PDFs.

3.13Deadline for submission of e-Bid

E-Bid (Technical and financial) must be submitted by the Bidder at e-procurement website http://etender.up.nic.in not later than the time specified on the prescribed date (as the server time displayed in the e-procurement website). NMRC may, at its discretion, extend this deadline for submission of e-Bid by amending the e-Bid document, in which case all rights and obligations of NMRC and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

3.14Submission of e-Bid

a. The bid submission module of eprocurement website http://etender.up.nic.in enables the Bidders to submit the e-Bid online in response to this e-Bid published by NMRC.

b. Bid submission can be done only from the bid submission start date andtime till the bid submission end date and time given in the e-Bid. Bidders should start the bid submission process well in advance so that they can submit their e-Bid in time.

c. The Bidder should submit their e-Bid considering the server time displayed in the e- procurement website. This server time is the time by which the e-Bid submission activity will be allowed till the permissible time on the last/end date of submission indicated in the e-Bid schedule.

d. Once the e-Bid submission date and time is over, the Bidders cannot submit their e-Bid. For delay in submission of e-Bid due to any reasons, the Bidders shall only be held responsible.

The Bidders have to follow the following instructions for submission of their e-Bid:

a. For participating in e-Bid through the e-Biding system it is necessary for the Bidders to be the registered users of the e-procurement website http://etender.up.nic.in. The Bidders must obtain a user login Id and password by registering themselves with U.P. Electronics Corporation Ltd., Lucknow if they have not done so previously for registration.

b. In addition to the normal registration, the Bidder has to register with his/her digital signature certificate (DSC)

in the e-Biding system and subsequently he/she will be allowed to carry out his/her e-Bid submission activities. Registering the digital signature certificate (DSC) is a one-time activity. Before proceeding to register his/her DSC, the Bidder should first log on to the e-Biding system using the user login option on the home page with the login Id and password with which he/she has registered.

For successful registration of DSC on e-procurement website http://etender.up.nic.in the Bidder must ensure that he/she should possess class-2/class-3 DSC issued by any certifying authorities approved by controller ofcertifying authorities, Government of India, as the e-procurement website http://etender.up.nic.in is presently accepting DSC issued by the authorities only. The Bidder can obtain user login Id and perform DSC registration exercise given above even before the e-Bid submission date starts. NMRC shall not be held responsible if the Bidder tries to submithis/here-Bid at the moment before end date of submission but could not submit due to DSC registration problem.

c. The Bidder can search for active Bids through "search active tenders" link, select a Bid in which he/she is interested in and then move it to 'My Tenders' folder using the options available in the e-Bid submission menu. After selectingand the Bid,for which the Bidder intends to e-Bid, from"Mytenders" folder, the Bidder canplace his/here-Bidbyclicking"payoffline"option available at the end of the view Bid details form.Before this,theBidder should download the e-Bid document and price schedule/bill of quantity (BOQ) and study them carefully. The Bidder should keep all the documents ready as per the requirements of e-Bid document in the PDF format except the price schedule /bill of quantity (BOQ) which should be in the XLS format (excel sheet).

d. After clicking the 'pay offline' option, the Bidder will be redirected to terms and conditions page. The Bidder should read the terms & conditions before proceeding to fill in the Bid fee and EMD offline payment details.After entering and saving the Bid fee and EMD details form so that "bid document preparation and submission" window appears to upload thedocuments as per technical (fee details, qualification details, e-Bid form and technical specification details) and financial (e-Bid form and price schedule/BOQ) schedules/packets given in the Bid details. The details of the RTGS/NEFT should tally with the details available in the scanned copy and the date entered during e-Bid submission time otherwise the e-Bid submitted will not be accepted.

e. Next the Bidder should upload the technical e-Bid documents for fee details (e-Bid fee and EMD), Qualification details.Before uploading, the Bidder has to select the relevant digital signature certificate.He may be prompted to enter the digital signature certificate password, if necessary. For uploading, the Bidder should click "browse" button against each document label in technical and financial schedules/packets and then upload the relevant PDF/XLS files already prepared and stored in the Bidder's computer. The required documents for each document label of technical(fee details,qualification details,e-Bid form and technical specification details) and financial (e-Bid form and price schedule/BOQ) schedules/packets can be clubbed together to make single different files for each label.

f. The Bidder should click "Encrypt" next for successfully encrypting and uploading of required documents. during the above process, the e-Bid documents are digitally signed using the DSC of the Bidder and then the documents are encrypted/locked electronically with the DSC's of the bid openers to ensure that the e-Bid documents are protected, stored and opened by concerned bid openers only.

g. After successful submission of e-Bid document, a page giving the summary of e-Bid submission will be

displayed confirming end of e-Bid submission process. The Bidder can take a printout of the bid summary using the "print" option available in the window as an acknowledgement for future reference.

h. NMRC reserves the right to cancel any or all e-Bids without assigning any reason.

3.15 Late e-Bid

a. Bids received by NMRC after the specified time on the Bid Due Date shall not be eligible for consideration and shall be summarily rejected.

b. The server time indicated in the bid management window on the e-procurement website http://etender.up.nic.in will be the time by which the e-Bid submission activity will be allowed till the permissible date and time scheduled in the e-Bid.

c. Once the e-Bid submission date and time is over, the Bidder cannot submit his/her e-Bid. Bidder has to start the bid submission well in advance so that the submission process passes off smoothly. The Bidder will only be held responsible if his/her e-Bid is not submitted in time due to any of his/her problems/faults, for whatsoever reason, during e-Bid submission process.

3.15 Withdrawal and resubmission of e-Bid

a. At any point of time, a Bidder can withdraw his/her e-Bid submitted online before the bid submission end dateand time. For withdrawing the Bidder should first log in using his/her login id and password and subsequently by his/her digital signature certificate on the e-procurement website http://etender.up.nic.in. The Bidder should thenselect "My bids" option in the bid submission menu. The page listing all the bids submitted by the Bidder will be displayed. Click "View" to see the details of the bid to be withdrawn. After selecting the "bid withdrawal" option theBidderhastoclick"Yes" to the message"Do you want to withdraw this bid?"displayedinthebidinformation windowfortheselectedbid. The Bidder alsohastoenterthebidwithdrawingreasons and upload the letter giving the reasons for withdrawing before clicking the "Submit" button. The Bidder has to confirm again by pressing "OK" button before finally withdrawing his/her selected e-Bid.

b. No e-Bid may be withdrawn in the interval between the deadline for submission of e-Bids and the expiration of period of e-bid validity. Withdrawal of an e-Bid during this interval may result in the forfeiting of Bidder's e-Bid security.

c. The Bidder can re-submit his/her e-Bid as when required till the e-Bid submission end date and time. The e-Bid submitted earlier will be replaced by the new one. The payment made by the Bidder earlier will be used forrevised e-Bid and the new e-Bid submission summary generated after the successful submission of the revised e-Bid will be considered forevaluationpurposes. Forresubmission,theBidder shouldfirst login usinghis/her login Id and password and subsequently by his/her digital signature certificate on the e-procurement website http://etender.up.nic.in. The Bidder should then select "My bids" option in the bid submission menu. The page listing all the bids submitted by the Bidder will be displayed. Click "View" to see the detail of the e-Bid to be resubmitted. After selecting the "bid resubmission" option, click "Encrypt & upload" to upload the revised e-Bids documents.

d. The Bidder can submit their revised e-Bids as many times as possible by uploading their e-Bid documents within the scheduled date & time for submission of e-Bids.

e. Noe-Bidcanberesubmittedsubsequentlyafterthedeadlineforsubmissionofe-Bids.

3.16NMRC's right to accept any e-Bid and to reject any or all e-Bids.

a. Notwithstanding anything contained in this e-Bid, NMRC reserves the right to accept or reject any Bid and to annul the Selection Process and reject all Bids, at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons thereof.

b. NMRCreservestherighttorejectanyBid if:

- At any time,a material misrepresentation is made or uncovered, or
- The Bidder does not provide, within the time specified by NMRC, the supplemental information sought by NMRC for evaluation of the e-Bid.

c. Such misrepresentation /improper response may lead to the disqualification of the Bidder.If such disqualification/ rejection occurs after the e-Bid have been opened and the highest-ranking Bidder gets disqualified/ rejected,then the NMRC reserves the right to consider the next best Bidder, or take any other measure as may be deemed fit in the sole discretion of NMRC, including annulment of the Selection Process.

3.17 Period of validity of e-Bid

a. E-Bid shall remain valid for 180 days after the date of e-Bid opening prescribed by NMRC. An e-Bid valid for a shorter period shall be rejected by NMRC as non-responsive.

b. In exceptional circumstances, NMRC may solicit the Bidder's consent to an extension of the period of e-Bid validity. The request and the response thereto shall be made in writing.

3.17.1Correspondence with the Bidder

a. Save and except as provided in this e-Bid, NMRC shall not entertain any correspondence with any Bidder or itsTechnical Partners in relation to acceptance or rejection of any e-Bid.

b. Subject to Clause 3.4.5 no Bidders or its Technical Partners shall contact NMRC on any matter relating tohis/her e-Bid from the time of Bid opening to the time contract is awarded.

c. Any effort by the Bidder or by its Technical Partners to influence NMRC in the Bid evaluation, Bid comparisonor contract award decisions, may result in the rejection of his Bid.

3.18 Earnest Money Deposit

Earnest money deposit (EMD)

a. The Bidder shall furnish, as part of its e-Bid, an e-Bid security/ EMD as stated in Data Sheet in form of RTGS/NEFT only in favour Noida Metro Rail Corporation Limited in the A/c No. mentioned in **Data Sheet**. The scanned copy of RTGS/NEFT receipt of Security/ EMD with transaction Id certified by the same bank must be enclosed along with the e-Bid. Tender without Earnest Money in the prescribed form, will not be accepted.

b. Anye-Bid not secured in accordance with above shall be treated as non responsive and rejected by NMRC.

c. Unsuccessful Bidder's EMD will be returned within 45 days of opening of the Price Bid in case of Conclusion or discharge of the tender.

d. No interest will be paid by the Employer on the Earnest MoneyDeposit.

e. The successful Bidder's e-Bid EMD will be adjusted with Performance Bank Guarantee, if applicable, to be submitted by the Bidder upon signing the contract.

f. The EMD may be forfeited:

i. If Bidder (a) withdraws its e-Bid during the period of e-Bid validity specified by the Bidder on the e- bid form: or (b) does not accept the correction of errors or (c) modifies its e-Bid price during the period of e-Bid validity specified by the Bidder on the form.

ii. In case of a successful Bidder, if the Bidder fails to sign the contract with the Corporation.

3.19 Opening and Evaluation of Bids

3.19.1 Opening of technical e-Bid by NMRC

a. NMRC will open all technical e-Bids, in the presence of Bidder`s representatives who choose to attend on the prescribed date of opening at NMRC Office. The Bidder's representatives who are present shall submit the letterto NMRC on the letter head of the company stating that the representative (name) is authorized to attend the meeting (Please note – The representative is required to carry a copy during pre-bid and other related meetings as well). He / She shall sign a register evidencing their attendance at NMRC. In the event of the specified date e-Bid opening being declared a holiday for the Corporation, the e –bids shall be opened at the appointed time and place on the next working day.

b. The Bidder who is participating in e-Bid should ensure that the RTGS/NEFT of Bid Processing Fee and EMD must be submitted in the prescribed account of NMRC within the duration (strictly within opening & closing date and time of individual e-Bid) of the work as mentioned in Bid notice, otherwise, in any case, e-Bid shall be rejected.

c. The Bidders names and the presence or absence of requisite e-Bid security and such other details as NMRC at its discretion may consider appropriate, will be announced at the opening.

3.19.2 Opening of financial e-Bid

a. After evaluation of technical e-Bid, through the evaluation committee NMRC shall notify those Bidders whose technical e-Bids were considered non-responsive to the conditions of the contract and not meeting the technical specifications and qualification requirements indicating that their financial e-Bids will not be opened.

b. NMRC will simultaneously notify the Bidders, whose technical e-Bids were considered acceptable to the Corporation. The notification may be sent by e-mail as provided by Bidder.

c. The financial e-Bids of technically qualified Bidders shall be opened in the presence of technically qualified bidders who choose to attend. The date and time for opening of financial bids will be communicated to the

technically qualified Bidders subsequently after completion of technical bids evaluation through e-mail provided by the Bidder.

3.19.3 Correction of Errors

a. Financial Bids determined to be responsive will be checked by NMRC for any arithmetic errors. Where there is a discrepancy between the rate quoted in the Financial Bid, in figures and in words, the amount in words willprevail over the amounts in figures, to the extent of such discrepancy.

b. The amount stated in the Financial Bid will be adjusted by NMRC in accordance with the above procedure for the correction of errors and shall be considered as binding upon the Bidder. If the Bidder does not accept thecorrected quoted rate of e-Bid, his e-Bid will be rejected, and his Bid Security shall be liable for forfeiture in accordance with Clause 3.3.

3.19.4 Examination of e-Bid document

a. The NMRC will examine the e-Bid to determine if:

i. They are complete;
ii. They meet all the conditions of the contract;
iii. The required e-Bid Processing fee,EMD and other required documents have been furnished;
iv. The documents have been properly digitally signed;and
v. Thee-Bids are in order.

b. Any e-Bid or e-Bids not fulfilling these requirements shall be rejected.

3.19.5 Contacting NMRC

a. No Bidder shall contact NMRC on any matter relating to his/her e-Bid, from the time of the e-Bid opening to the time the contract is awarded. If the Bidder wishes to bring additional information to the notice of NMRC, he/she can do so in writing.

b. Any effort by a Bidder to influence NMRC in its decisions on e-Bid evaluation, e- bid comparison or contract award may result in rejection of the Bidder's e-Bid.

c. In the event of any information furnished by the Bidder is found false or fabricated, the minimum punishment shall be debarring /blacklisting from Noida Metro works and legal proceeding can also be initiated. EMD of such bidders will be forfeited.

3.19.6 Confidentiality

a. Information relating to the examination,clarification,evaluation,and recommendationfor the Bidders shall not be disclosed to any person who is not officially concerned with the process or is not a retained professional advisor advising NMRC in relation to or matters arising out of or concerning the Bidding Process. Any effort by a Bidder to exert undue or unfair influence in the process of examination, clarification, evaluation and comparison of Proposal shall result in outright rejection of the offer, made by the said Bidder.

b. NMRC shall treat all information, submitted as part of Bid, in confidence and shall require all those who have access to such material to treat the same in confidence. NMRC may not divulge any such information unless it is directed to do so by any statutory entity that has the power under law to require its disclosure or is to enforce or assert any right or privilege of the statutory entity and/ or NMRC or as may be required by law or in

connection with any legal process.

3.20 Award of Contract

3.20.1 Award Criteria

a. NMRC will award the contract as per evaluation criteria stated in the RFP Document.

b. NMRC will award the contract to the successful Bidder whose bid has been determined to be responsive to all the conditions of the contract and meeting the eligibility requirement of the bidding document.

3.20.2 Notice of Award(NOA)

a. Prior to the expiration of the period of e-Bid validity, NMRC will notify the successful Bidder in writing, by letter/e-mail/fax, that its e-Bid has been accepted.

b. The acceptance of NOA will constitute the formation of the contract.

3.20.3 Signing of contract

At the same time as NMRC notifies the successful Bidder that its e-Bid has been accepted, the successful Bidder shall have to sign the contract agreement with relevant document as mentioned in the RFP.The agreement draft along with other related terms and conditions will be same as furnished in this e-Bid. Any refusal will not be allowed. The Bidder need not download and submit in hard copies of these documents.

3.20.4 NMRC's right to accept any e-Bid and to reject any or all e-Bids

NMRC reserves the right to accept or reject any e-Bid, and to annul the e-Bid process and reject all e-Bids at any time prior to contract award, without thereby incurring any liability to the affected Bidder or Bidders.

3.20. 5 Other Bid related information

The RFP is a "Two Bid' document. The technical bid should contain all the relevant information and desired enclosures in the prescribed format alongwith Earnest Money Deposit(EMD).Thefinancial bid should contain onlycommercials. In case, anybidder enclosesthefinancialbid within the technical bid, the same shall be rejected summarily.

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

The Responses should be type written and without any overwriting or cutting. Correction,if any,shall be made by neatly crossing out, initialing, dating and rewriting. The name and signature of bidder's authorized person

should appear on each page of the application. All pages of the RFP document shall be numbered and submitted as a package along with forwarding letter on bidder's letter head on the mode as specified in this RFP.

The bidder should enclose bid security (EMD) of NMRC Limited in form of NEFT/RTGS in favor of NMRC Limited.The RFPs without EMD shall besummarilyrejected,if not exempted under MSE or DPPIT approved Startup. The bidders who are currently registered and, also, will continue to remain registered during the RFP validity period as Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or with National Small Industries Corporation, New Delhi shall be eligible for exemption from EMD. In case the bidderfallsinthiscategory,itshouldfurnishcopyofitsvalidregistrationdetails(withMSMEorNSIC,as the case may be).

a) The MSE's Bidder to note and ensure that nature of services mentioned in MSE's certificate matches with the nature of the services to be offered as per RFP.

b) Traders/resellers/distributors/authorized agents will not be considered for availing benefits under PP Policy 2012 for MSEs as per MSE guidelines issued by MoMSME.

The earnest money shall be denominated in Indian Rupees or equivalent currencies. The earnest money shall be furnished in the form of NEFT/RTGS in favour of NMRC Limitedpayable at Noida from any of the commercial bank or to be paid via NEFT/ RTGS to NMRC Limited account. Unsuccessful bidders' earnest money will be returned to them without any interest, after expiry of the RFP validity period, but not later than thirty days after conclusion of the resultant contract. Successful bidder's earnest money will be returned without any interest, after receipt of performance security from that bidder.

Earnest Money is required to protect the NMRC against the risk of the Bidder's conduct, which would warrant the forfeiture of the EMD. Earnest money of a bidder will be forfeited, if the bidder withdraws or amends its tender or impairs or derogates from the tender in any respect within the period of validity of its tender or if it comes to notice that the information/documents furnished in its tender is incorrect, false, misleading or forged without prejudice to other rights of the purchaser. The successful bidder's earnest money will be forfeited without prejudice to other rights of Purchaser if it fails to furnish the required performance security within the specified period.

The successful bidder shall be required todeposit performance security in form of bank guarantee valid for duration of contract, equal to five percent (5 %) of contract value within 30 days from the date of the award of the work. The EMD of the unsuccessful bidders shall be returned without interest after award of work to the successful bidder. The EMD of the successful bidder shall be returned only after the signing of the contract along with performance security deposit.

Reference, information and certificates from the respective clients certifying technical, delivery and execution capability of the bidder should be signed and the contact numbers of all such clients should be mentioned. NMRC Ltd. may also independently seek information regarding the performance from the clients.

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

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

The RFP document has to be downloaded from NMRC Limited website and submitted along with a fee of Rs. 23,600/- (Twenty Three Thousand Six Hundred Only) in the form of demand draft/NEFT/RTGS in favor of NMRC Limited. There is no exemption from payment of RFP document fees and RFPs without requisite fees shall not be accepted unless exempted as per the provisions mentioned in this RFP.

All disputes arising shall be subject to the jurisdiction of appropriate court of Gautam Buddh Nagar alone and shall be governed by the law of India. NMRC Limited reserves right to award the work/cancel the award without assigning any reason. In case of differences, if any, the decision of NMRC Limited shall be final.Initially the contract will be for One year and may be further extended on mutually agreed terms and conditions as per RFP conditions depending up on successful completion of the job and performance review.

The payment shall be in Indian Rupees and shall be paid only after successful completion of work. The successful bidder has to sign an agreement on non-judicial stamp paper which shall contain clauses related to liquidated damages on account of delays, errors, cost and time over runs etc.Consortium or Joint venture or multiple bids are not allowed. Any such bids will be rejected.

- Even though bidders may satisfy the above requirements, they may be disqualified, if misleading or false representation of facts are made or deliberately suppressed in the information provided in the forms, statements and enclosures of this document.
- If they have are cord of poor performance such as abandoning work,not properly completing the contract or financial failures/weaknesses.
- If confidential inquiry reveals facts contrary to the information provided by the bidder.
- If confidential inquiry reveals unsatisfactory performance in any of the selection criteria.

In such cases, NMRC Limited has the right to reject the bid.

SECTION 4
ESSENTIAL PRE-REQUISITES

a) The bidders shall satisfy the following eligibility criteria for evaluation

S. No	Items	Requirement	Compliances/Documents
1	Legal Entity	Registered as a Company (Pvt./Public/Govt.) under Companies Act, 1956/2013 OR Partnerships Firm registered under Partnership Act, 1932 or as LLP registered under LLP Act, 2008	Copy of Certificate of Incorporation/ Registration. – Valid GSTIN and PAN, copy of GST Registration Certificate.
2	Office in Delhi NCR region	The Bidder should have Registered Office/Functional Office in Delhi/NCR region. In case the bidder does not have any such office in Delhi NCR Region, then the bidder would be required to establish such office in Delhi/NCR region within 30 days of award of NOA.	Copy of Address Proof of Registered Office i.e. Registry, Utility Bills in the name of bidder/Lease-Rent Agreement in case such office is hired etc. Undertaking on stamp paper of INR 100 to establish office in Delhi NCR region within 30 days of NOA.
3	Turnover	Responding Firm/ Company's average audited annual sales turnover during the last Three (3) financial years as on 31st March 2026 i.e. FY 2023-24, 2024-25 and 2025-26 must be greater than equal to Rs. 3.94 crores (Three Crores Ninety Four lakhs)	Certificate from Statutory Auditor with distinct UDIN matching with UDIN on Balance Sheet of each required year and audited balance sheet of last three financial years as on 31st Mar-2026.
4	Net Worth	The bidder should have minimum net worth of Rs 98.42 Lakh (Rupees Ninety Eight Lakh Forty Two Thousand only) in the last audited financial year ending on 31st March, 2026.	Certificate from Statutory Auditor with distinct UDIN matching with UDIN on Balance Sheet for the FY as on 31st Mar-2026.
5	Working Capital	Working Capital/Net Cash Flow (Current Assets minus Current Liabilities) should be at least Rs. 70.30 Lakhs (Rupees Seventy Lakh Thirty Thousand only) in last audited financial year ending on 31st March, 2026.	Certificate from Statutory Auditor with distinct UDIN matching with UDIN on Balance Sheet for the FY as on 31st Mar-2026.

6	Profitability	The bidder should profitability in two (2) financial years out of last five (5) financial years i.e. FY 2025-26, 2024-25, 2023-24, 2022-23, 2021-22.	Certificate from Statutory Auditor with distinct UDIN matching with UDIN on Balance Sheet of each required year and audited balance sheet of last five financial years as on 31st Mar-2026.
7	Technical Capability	Bidder must have experience in conducting atleast 1 (One) Online Computer Based Test Exam for any State Government/PSU/Central Government/Government University/Rilways/Metro/RRTS company The bidder must have implemented similar project of values as follows in last 7 years as on date of bid submission. □ One similar project not less than the amount ₹ 3.94 Cr; OR □ Two similar projects not less than the amount ₹ 2.46 Cr; OR □ Three similar projects not less than the amount ₹ 1.97 Cr "Similar work means Project value from online recruitment work - Pre Exam, Exam, Post Exam Activities".	Work Order + Completion Project citation (in the prescribed format) along with copy of work orders (including extensions, if any) and completion certificate.
8	Certifications	Bidder should have recognized and published CMMi DEV/SVC Level-3 certificate with validity. This should be verifiable from Authorized Sources. The bidder must also have ISO series of Certificates: ● ISO 9000 ● ISO 27001 ● ISO 20000	Copy of valid certificate issued by accredited organizations duly certified by the Bidder. Details also required as per Form 17.
9	Manpower Strength	Responding Firm/ Company must have at least 50 full time technical resources in its payroll in the domain of software development, management with technical qualification as on date of bid submission	Copy PF ECR of Last Quarter / Declaration from HR / Professional Tax Filling on number of manpower engaged

10	Capacity of Bidder w.r.t no of candidate examined	The Bidder should have conducted Computer Based Examinations for at least 15 thousand candidates in a single shift/batch in the Last 7 years as on date of Bid submission.	Copy of work orders (including extensions, if any) and completion / continuation certificates. In case completion certificates are not available, Bidder may submit the work order with a self-certification of works completed, from authorized signatory. The number of candidates must be mentioned in the documents submitted by bidder.
11	Blacklisting	Responding Firm/ Company shall not be under a declaration of ineligibility for corrupt or fraudulent practices and never blacklisted by any State Govt./ Central Govt., for the similar scope of services as defined in the RFP in the last 5 years.	Self-Declaration/Undertaking on Non-Judicial Stamp Paper of INR 100.
12	Software Application	The software application Exam Engine & Question paper Authoring Tool must be certified by Cert-in certification agency. The Source code of Both the applications should be owned by the Bidder.	Copy of Relevant Certificate & Self declaration for Ownership of Source code
13	Test Nodes	Bidder must have online examination centers with minimum 50000 valid nodes/computers nodes across India. The list of centers with complete postal address & capacity to be submitted (tabular format).	Self-Declaration on company letter head seal and signed by authorized signatory along with supporting documentary proof.
14	Statutory Registrations	The bidders should have valid statutory registrations applicable under the law: Permanent Account Number Goods and Service Tax Registration Number	Signed copy of PAN card/GST registration certificate (Signed by Authorized Signatory)
15	Acceptance of RFP	The bidder shall submit an undertaking confirming that it has carefully examined the RFP document and agrees to comply with all terms, conditions, technical specifications, service level requirement and contractual obligations contained theirin.	Signed undertaking by the Director/Designated Partner/Authorized Signatory

NOTE: In case of PSU bidders who carry out the recruitment work as per mandate received from their respective ministries by acting through their empaneled agency may participate in the tender by submitting documents of their empaneled agency who fulfills the eligibity criteria laid down at Sr. 8, Sr. 9, Sr. No 10, Sr. No 12 and 13 above. (The PSU bidder shall submit the details of empaneled agency along with all relevant documents with which it proposes to carry out the work of NMRC). For rest of the eligibility points, the supporting documents shall solely be in the name of the PSU bidder.

b) Technical Evaluation Criteria

In order to facilitate the technical proposal evaluation, the technical criteria laid down along with the assigned weights have been presented in subsequent section. The marking scheme presented here is an indication of the relative importance of the evaluation criteria. During evaluation of proposals, NMRC, may, at its discretion, ask the bidders for clarification of their Technical Proposals. Bidders securing more than 70% marks in the technical evaluation will only be considered for further financial bid evaluation. Bids or Tenders which don't secure the minimum specified technical score will be considered technically non-responsive and hence shall be debarred from being considered for financial evaluation. Only those proposals meeting the above Pre-qualification criteria will be evaluated as per the criteria mentioned below:

S. No	**Criteria**	**Description**	**Max Marks**
1	Average Annual Turn Over in last three Years ending on 31st -Mar- 2026. Audited Balance Sheet or Statutory Auditor Certificate or CA Certificate must be submitted as proof.	> 3.94 Cr & ≤ 10 Cr - 10 Marks > 10 Cr - 15 Marks	15 marks
2	Overall regular staff strength (Project Management/Development /Quality assurance/Implementation/ Operation) Copy PF ECR of Last Quarter / Declaration from HR / Professional Tax Filling on number of manpower engaged	50 staff to 75 staff: 5 marks 76 staff to 100 staff: 7 Marks ≥ 100 staff: 10 marks	10 marks
3	Experience of Delivering Online CBT services (Pre Exam, Exam, Post Exam Activities) in Govt. Sector /PSU/Govt. Institutes in last 7 years (as on date of bid submission) with minimum work order value of INR 40 lacs of each such project. Copy of the Work Order/ Completion Certificate/ On Going Certificate from the Client	≥ 4 such Projects: 8marks 5 to 6 such Projects: 12 marks 7 to 8 such Projects: 16 marks 9 to 10 such Projects: 18 marks >10 such Projects: 20 marks	20 marks

4	Experience of Delivering Online Examination in a single shift /session for any Government / PSU / Govt. Institutes in last 7 years (as on date of bid submission) Copy of the Work Order/ Completion Certificate/ On Going Certificate from the Client	15000-30000 candidates: 5 Marks 30001-40000 candidates: 10 Marks > 40,000 candidates: 15 Marks	15 marks
5	CMMi Development	CMMI Level 5 Development – 5 marks CMMI Level 3 – Development- 3 Marks	5 Marks
6	CMMi Services	CMMI Level 5 Services – 5 marks CMMI Level 3 Services - 3 Marks	5 Marks
7	Technical Presentation: Proposed Solution, Approach & Methodology, Execution Plan/ Contingency Plan, Proposed resource/professionals etc	Technical Presentation	30 Marks
TOTAL			100 Marks

NOTE: The minimum qualifying marks required in technical criteria is 70 Marks (i.e., 70 %). The bidders who score is equal or more than 70 Marks shall be considered for Financial opening. The bidders who do not score minimum qualifying marks of 70 %, their bids shall be rejected and will not be considered for financial evaluation.

SECTION 5

EVALUATION OF BIDS

The selection of the bidder shall be based on QCBS method in which weightage of technical score shall be 70% and weightage of financial score shall be 30%. The Bidder criteria for awarding the contract will be calculated based on the QCBS methodology. The weightage of Technical Score to Financial Score would be in the ration of 70: 30. Kindly refer the illustration below for understanding of the evaluation process.

ILLUSTRATION (ONLY FOR REFERENCE PURPOSE)

The following is the procedure for evaluation for the award of tender:

The technical and financial scores secured by each bidder will be added with weight of 70:30 respectively and a Cumulative Bid Score arrived at, using the formula:

CTFS = (TS * 0.7) + (FS * 0.3)

Where
CT FS is Combined Technical and Financial Score;

TS = Technical Bid Score;
FS = Financial Bid Score

The bidder with highest Combined Technical and Financial Score (CTFS) will be the successful bidder and be eligible to become the service provider.

Stage 1: Technical Bid Evaluation (TS)

Bidder Details	**Technical Marks obtained**	**Technical Score (X) = [Technical Marks gained by Respective Bidder / Higher Technical Marks secured by Bidder) X 100**	**Applying weightage of 70% to the TS (X)**
Bidder 1	95	X = [95/95] X 100 = 100.00	100* 0.7 = 70.00
Bidder 2	87	X = [87/95] X 100 = 91.58	91.58 * 0.7 = 64.10
Bidder 3	65	X = [65/95] X 100 = 68.42	Will not be assessed
Bidder 4	79	X = [79/95] X 100 = 83.16	83.16 * 0.7 = 58.21

* Since the eligible Technical Score should be 70 and hence Bidder No. 3 will be rejected

Stage 2: Conversion of Financial Bid Amount to Score (FS)

Bidder Details	Averge of three quoted rates for CBT as per BOQ slabs (FS 1)	Quoted Financial Amount for Psychometric (FS 2)	Financial Score (FS1 + FS 2) Total Financial Score
Bidder 1	INR 400	INR 360	760
Bidder 2	INR 460	INR 380	840
Bidder 4	INR 510	INR 400	910

Bidder Details	**Total Financial Score**	**Financial Score= (LFB/F*100)**	**Financial Score after applying 30% weightage (FS * 0.3)**
Bidder 1	INR 760	760/760* 100 = 100.00	100.00* 0.30 =**30.00**
Bidder 2	INR 840	760/840* 100 = 90.47	90.47* 0.30 = **27.14**
Bidder 4	INR 910	760/910*100= 83.5	83.51* 0.30 = **25.05**

LFB means Lowest Financial Bid F means Quoted Amount

Stage 3: Combined Technical and Financial Score (CTFS) with weightage of TS: FS as 70:30

Bidder Details	**Technical Score after applying 70% weightage**	**Financial Score after applying 30% weightage**	**CTFS = TS+FS**
Bidder 1	70.00	30.00	100.00 (H1)
Bidder 2	64.10	27.14	91.24 (H2)
Bidder 4	58.21	25.05	83.26 (H3)

Stage 4: Composite Score of the Bidders

Bidder	**Technical Score (X)**	**Financial Score (Y)**	**Weighted Technical Score (70% of X)**	**Weighted Financial Score (30% of Y)**	**Final Composite Score**
Bidder 1	100.00	100.00	70.00	30.00	100.00 (H1)
Bidder 2	91.58	90.47	64.10	27.14	91.24 (H2)
Bidder 4	83.16	83.51	58.21	25.05	83.26 (H3)

The Award of Contract will be done for only those are qualified in Prequalification & Technical evaluation & got highest Composite Scores in QCBS & priority will be given to the bidder/bidders having highest Composite Score.

1. H1 bidder will be identified, based on the technical score & financial bid.

2. The total cost quoted by the bidder shall be considered for calculating financial bidder.

3. In case any bidder has failed to quote for any/all the items in the Commercials, the bid submitted by that bidder will be rejected and its EMD will be forfeited, if any. In the event wherein the H1 bidder fails to provide complete details as per Commercials then H1 bidder would be selected from other Qualified bidders as per above.

4. If H1 bidder fails to accept the individual unit rates rationalized as per above procedure, their bid will be treated as cancelled and EMD will be forfeited, and/or initiate action as per Bid security declaration.

5. In the event that two or more bidders obtain the same Final Composite Score, preference shall be given to the bidder securing the higher technical score.

Award of contract

Bid Evaluation Committee formed by the Commissioner, NMRC will evaluate the Technical Bid as stated above and give recommendation on the basis of technical score, physical verification (if required) & presentation. Decision of NMRC, would be final and binding upon all the Bidders. NMRC will notify the Award of contract to the successful Bidder. This contract will be initially for a period of 1 year which may be extended on mutual agreement for further period of 48 months on yearly basis (1+1 year mode).

Payment Terms

1. **Receipt of Applications Money from Candidate(s)**

The entire Application Money including GST received from candidate shall be credited to the Account of NMRC. NMRC shall provide the bank details to the agency in this regard.

2. **Payment to the Agency**

1. Advance payment: No Advance payment will be made to the agency.
2. Payment to be released post deduction of penalty, if any.
3. Payment Milestones: -For providing examination services to the departments, the payment to the agency will be made percentage wise as mentioned below based on the rate per candidate per session multiplied by number of the candidates for whom these admit cards were issued.

S. No	**Payment Conditions**	Payment Plan
1	Successful conduct of online examination, evaluation, submission of result for CBT	70%
2	Completion of post examination activities including psychometric test and combined result and handover of the all documents to the NMRC as detailed out in the RFP	30%
TOTAL PAYMENT		100%

4. All payments will be made subject to TDS (Tax deduction at Source) as per the income- Tax Act
5. The requisite payment will be released by the NMRC upon acceptance of the deliverables and satisfaction with work performed by the Selected Agency.
6. If the deliverables submitted / work performed by the Empanelled Agency is not acceptable to the NMRC, payments shall not be released to the Empanelled Agency. This is without prejudicing the NMRCs right to levy any Penalties based on the Service levels agreed between the NMRC and the Empanelled Agency. In such case, the payment will be released to the Empanelled Agency only after it re-submits the deliverable / performs work and which is accepted by the NMRC.
7. The Selected Agency will have full and exclusive liability for the payment of all taxes and other statutory payments payable under any or all of the statutes/laws/acts etc. now or hereafter imposed. Payment will be made to the Selected Agency after deduction of any applicable Tax / Taxes at source. The service tax will be borne by the department.
8. Any Official travel to be undertaken for project work as directed by the Purchaser will be borne by the Purchaser.
9. It is the clear understanding of the Selected Agency that the complete scope as defined or as may be required for the intended objective is included in the Rates by Level. No extra payment apart from the quoted Rate by Level will be made in order to achieve the intended objectives. Reasons like, Selected Agency having not envisaged / considered a particular activity or element of cost required to be carried out for achieving the intended objective or some activity not specifically mentioned in the Contract but required to be carried out for achieving the intended objective, will not form basis for considering extra payments.
10. No extra payments will be made for working on extended hours / Saturdays / Sundays / Holidays to meet the committed/required time schedules.
11. Penalty for Default in Delivery shall be as under:
12. Payment in case of MSME should be made within 45 days from the date of submission of bills subject to complete documents of the release work.

Sr. No.	**Type Of Problems/ Errors due to which The Examination Becomes Unsuccessful**	**Penalties**
1	If Question Paper gets leaked and/or Security breach of the examination system (unauthorised access to the node during examination).	Rs.1 crore along with the expense of re-examination to be incurred thereafter, will be recovered from Bidder, besides a case of criminal offence may be lodged against the person/party responsible for such breach of confidentiality.
2	If the original marks of a candidate are found to be having changed subsequently from the original marks.	Rs.1 lakh per candidate
3	If the entire results gets calculated wrongly.	Rs.1 crore and re-conduct of examination by the Bidder at no extra cost to NMRC
4	Serving Wrong QP to candidates	Rs.5,000/- per Candidate
5	Not able to serve QP to candidates for any reasons.	Rs.1000/- per candidate and re- conduct of examination by the Bidder at no extra cost to NMRC.
6	Delay in conduct of examination for more than 30 minutes.	Rs.1000/- per candidate

7	Cancellation of examination on account of disruption during conduct of examination on account of power / connectivity / computer failure or any other reason.	Rs. 200/- per candidate and re- conduct of examination by the Bidder at no extra cost to NMRC.
8	Delay in giving venue details for an examination, as per the agreed schedule between NMRC and Bidder for each schedule of examination.	Rs.30,000 per venue.
9	Change in venue after giving the venue details to NMRC	Rs.200/- per candidate and Bidder to generate/email revised admit letter to candidates, SMS the candidate and make telephone calls.
10	Unfair practices overlooked by the invigilators during the examinations	Rs.5000/- per candidate.
11	Not be able to provide CCTV footage of any venue of a particular exam day, mismanagement or mishandling of exam materials (e.g. attendance records etc.)	Rs.50,000/- per venue
12	In case of improper infrastructure of venues, lack of basic facilities such as ramp/lift for differently abled, drinking water, cleanliness of washrooms etc	Rs.10,000/- per venue per day
13	Unsatisfactory/unacceptable quality of services: The Bidder does not provide the required number of invigilators, technical personnel and security guards; sufficient power backup; in exam centres as well as other facilities	Rs.200 per candidate
14	In case the Bidder is not in a position to conduct re-examination within 30 days of scheduled date of examination,	Rs.5000/- per candidate
15	Delay in Completion of assigned work as per tender requirement within stiulated time lines of 4 months	Rs. 5000 per day for delay beyond 4 months

Total combined penalty for Sr.no.1 to 14 will not exceed Rs.2 crores in one exam cycle. This excludes Sr. No.1 & 3.

The bidder shall strictly adhere to the processes and time schedule given by NMRC for each examination from time to time, and also the successful completion of the examination, failing which the biddr will be liable for penalties as shown above.

Failure to Abide by the Agreement

The conditions stipulated in the agreement shall be strictly adhered to and violation of any of the conditions will entail termination of the contract without prejudice to the rights of the respective organization from which work order is issued with such penalties as specified in the Bidding document and the Agreement.

SECTION 6

OTHER IMPORTANT INSTRUCTIONS

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

SECTION 7

NOTICE OF AWARD AND CONTRACT EXECUTION

a. NMRC will notify the Successful Bidder by a Notice of Award (NOA) that its bid has been accepted.

b. The Selected Bidder shall, within 10 (ten) days of the receipt of the NOA, sign and return the duplicate copy ofthe NOA in acknowledgement thereof along with letter of acceptance of NOA. In the event, the duplicate copy of the NOA duly signed by the Selected Bidder and letter of acceptance of NOA is not received by the stipulated date, NMRC may, unless it consents to extension of time for submission thereof, appropriate the Bid Security of such Bidder as mutually agreed genuine pre-estimated loss and damage suffered by NMRC because of failure of the Selected Bidder to acknowledge the NOA

c. The Successful Bidder shall execute the Contract Agreement within 45 (Forty) days of the letter of acceptance of NOA or such extended period as may be decided by the Corporation.

d. Failure of the Successful Bidder to comply with the requirement of acknowledgement of NOA shall constitute sufficient grounds for the annulment of the NOA, and forfeiture of the bid security.

Performance Bank Guarantee

a. To fulfil the requirement of performance bank guarantee during the implementation period, the Successful Bidder (herein referred to as the "Contractor") shall deposit **5% of the Contract Price** in form of RTGS/NEFT Payment/Demand Draft/unconditional and irrevocable Bank Guarantee bond issued by a scheduled bank in favour of Noida Metro Rail Corporation Limited, which may be reduced for balance years on completion of each year, within 30 days from Notice of Award. EMD amount of successful bidder shall be adjusted in the performance bank guarantee, if applicable. For unsuccessful bidder, EMD shall be refunded without any interest. The performance bank guarantee shall remain valid and enforceable throughout the entire period of the contract, including any extensions, amendments, defect liability period, warranty or any other alteration to the contract. The bank guarantee shall also have claim period of not less than 6 (six) months from the date of the expiry of the performance bank guarantee, during which NMRC shall have the unconditional and irrevocable right to invoke and realize the performance bank guarantee in whole or in part, without prior notice to the contractor. Failure to submit the PBG within 30 days from the date of acceptance of Purchase order/ NOA, a penal interest of 15% per annum shall be charged for the period i.e. from date of acceptance of NOA to the date of submission of PBG. In case Contractor fails to submit the PBG beyond 60 days from the date of acceptance to Purchase order/ NOA, the contract shall be annulled duly forfeiting Tender security and other dues. In case of any extension is sought for PBG, extension will be only after approval from NMRC.

b. It is to note that if contract value increases by more than 25% of the original contract value, the performance bank guarantee shall be increased accordingly.

c. A Contract agreement will have to be signed by the Contractor at his cost on proper stamp paper. Without performance guarantee by Contractor, Contract agreement shall not be signed.

d. NMRC reserves the right for deduction of NMRC dues from Contractor‟s Performance Bank Guarantee/ Security Deposit (interest free) for –

(i). Any penalty imposed by NMRC for violation of any terms and conditions of agreement committed by the Contractor.

(ii). Any amount which NMRC becomes liable to the Government/Third party due to any default of the Contractor or any of his director/ employees/ representatives/ servant/ agent, etc.

(iii). Any payment/ fine made under the order/judgment of any court/consumer forum or law enforcing Contractor or any person duly empowered in this behalf.

(iv). Any outstanding payment/ claims of NMRC remained due after completion of relevant actions as peragreement.

Once the amount under above Clause is debited, the Contractor shall replenish the Security Deposit/ Performance Bank Guarantee to the extent the amount is debited within 15 days period, failing which, it shall be treated as Contractor Event of Default and will entitle NMRC to deal with the matter as per the provisions of RFP and Contract Agreement.

e. The Bank Guarantee must be issued by a bank branch located in Delhi/NCR, Noida and Greater Noida region only. The Bank guarantee shall be extended and renewed in advance before expiry of existing bank guarantee.

Contract during Proposal Evaluation

a. Proposals shall be deemed to be under consideration immediately after they are opened and until such time NMRC makes official intimation of award/ rejection to the Bidders. While the Proposals are under consideration, Bidders and/ or their representatives or other interested parties are advised to refrain from contacting by any means, NMRC and/or their employees/representatives on matters related to the Proposals under consider till the time Contract is awarded.

b. Any effort by a Bidder to influence NMRC in its decisions on e-Bid evaluation, e-Bid comparison or contract award may result in rejection of the Bidder's e-Bid.

c. In the event of any information furnished by the Contractor is found false or fabricated the minimum punishment shall be debarred/ blacklisting and the legal proceeding may also be initiated.

d. If the Bidder wishes to bring additional information to the notice of NMRC, he/she can do so in writing. All correspondence/ enquiry should be submitted to the following in writing by fax/ post/courier:

GM (HR)
Noida Metro Rail Corporation (NMRC) Limited
Block-III, 3rdFloor, Ganga Shopping Complex,Sector-29, Noida -201301 District Gautam Budh Nagar, Uttar Pradesh Email: hr_estb@nmrcnoida.com

e. No interpretation, revision, or other communication from NMRC regarding this solicitation is valid unless in writing and signed by the competent authority from NMRC.

f. Canvassing in connection with the tenders is strictly prohibited and the tenders, submitted by Bidder, who resortto canvassing, are liable to be rejected. EMD will be forfeited of those tenders who will be found non-serious and if it is felt by the tender committee that the Bidders submitted their tender only to influence the tendering process.

g. On acceptance of the tender, the name of the accredited representative of the Contractor, who would be responsible for taking instructions from NMRC or the official deputed by NMRC, shall be communicated to NMRC or the official deputed by NMRC in writing.

SECTION 8

GENERAL CONDITIONS OF THE CONTRACT

These conditions shall be part of the contract agreement.

1. **General Provisions**
2. **Governing law and jurisdiction**

These general conditions shall be governed by and construed in accordance with the laws in the territory of India. Irrespective of the place of delivery and the place of payment under the contract, the contract shall be deemed to havebeen made at the panel in India from where the acceptance of tender has been issued. Any dispute arising between the parties or arising out of this project or these terms shall be subject to the exclusive jurisdiction of, and venue in, the District court located in GautamBudh Nagar, Uttar Pradesh, India.

1.Notices

Any notice, request or consent required or permitted to be given or made pursuant to these general conditions shall be in writing. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the party to whom the communication is addressed, or when sent to such party at the mentioned address.

2.Authorized Representatives

Any action required or permitted to be taken, and any document required or permitted to be executed under these general conditions by the Corporation or the Successful Bidder may be taken or executed by the officials as formally designated by each party.

•Taxes and Duties

The Agency shall bear and pay all taxes, duties, levies and charges assessed on the Agency, its Sub Agencies or their employees byall municipal, state or national government authoritiesin connection withthe Facilitiesinandoutside India, the amount of which is deemed to have been included in the Contract Price.

•The Agency shall ensure full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same. He shall keepthe Employer fully indemnified against liability of tax,interest,penalty etc., of the Agency's in respect thereof, which may arise.

3. **Commencement, Completion, Modification and Termination of Contract:**

a. Effectiveness of Contract

This Contract shall come into effect on the date the Contract is signed by both the parties and such other later date as discussed and agreed with the Bidder.

b. Commencement of Services

The Agency shall begin carrying out the Services from the date of acceptance of NOA or any such date as specified by the Corporation.

c. Expiration of Contract

Unless terminated earlier pursuant to Clause f hereof, these general conditions shall expire at the end of such time period as given in the time schedule in RFP Document.

d. Modifications or Variations

Any modification or variation of the terms and conditions of these general terms, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. However,eachPartyshallgivedueconsiderationtoanyproposalsformodificationorvariationmadebytheotherParty.

e. ForceMajeure

(i) Definition: For the purpose of these general terms, "Force Majeure" means an event which is beyond the reasonable control of a Party and which makes a Party‟s performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.

(ii) No Breach of Contract: The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.

(iii) Extension ofTime: Anyperiodwithinwhich aPartyshall, pursuant to thisContract,complete anyactionor task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

Payments: During the period of their inability to perform the Services as a result of an event of Force Majeure, theAgency shall be entitled for time extension for such period.

f. Termination of Contract

(i) The contract may be terminated before the contract period owing to deficiency in service or substandard quality of the service provided by the selected Company / Firm /Agency. Further, NMRC reserves the right to terminate this contract at any time after giving two months‟ notice to the successful bidder.

(ii) Upon termination of this agreement for any reason whatsoever, the termination of this Agreement shall not release Agency to pay any sums then owing to the other party nor from the obligation to perform or discharge any liability that had been incurred prior thereto.

4. **Insolvency and Breach of Contract:**

The Purchaser may at any time, issue notice in writing summarily terminate the contract without compensation to the Agency in any of the following events, that is to say –

a. If the Agency being an individual or a firm - Any partner thereof, shall at any time, be adjudged insolvent or shall have a receiving order or order for administration of his estate made against him or shall take any proceeding for composition under any Insolvency Act for the time being in force or make any conveyance or assignment of his effects or enter intoany assignment or composition with his creditors or suspend payment or if the firm be dissolved under the PartnershipAct, or

b. If the Agency being a company is wound up voluntarily or by the order of a Court or a Receiver, Liquidator, or Manager on behalf of the debenture holders is appointed, or circumstances shall have arisen which entitle the Court or Debenture holders to appoint a Receiver, Liquidator or Manager, or

c. If the Agency commits any breach of the contract not here in specifically provided for,

d. Provided always that such determination shall not prejudice any right of action or remedy which shall have accrued or shall accrue thereafter to the Purchaser and provided also the Agency shall be liable to pay to the Purchaser any extra expenditure he is thereby put to and the Agency shall, under no circumstances, be entitled to any gain on re purchase.

5. Warranty:

a. The Bidder shall give warranty that the goods shall be new and free from defects and manufacture shall be of the highest grade and consistent with the established and generally accepted standards for materials of the type ordered.

b. If it becomes necessary for the Agency to replace or renew any defective portion/portions of the item under this clause, theprovisionsoftheclauseshallapplytotheportion/portionsofitem‟sreplacedor renewed.If any defect isnotremediedwithin a reasonable time, the Purchaser may proceed to get the work done at the Agency‟s risk and expenses, but without prejudice to any other rights which the Purchaser may have against the Agency in respect of such defects.

c. Replacement under warranty clause shall be made by the Agency free of all charges at site including freight, insurance and other incidental charges, as the case may be.

6. **Inspection**

a.The Purchaser or its representatives or ultimate client shall have the right to inspect and test the goods for their conformity to the specifications as required.

7. Obligations of the Agency

a. TheAgency/Bidder shall undertake Installation of Supply of Tools and Consumables with due care and diligence in accordance with the Contract.

b. Engagement of Staff and Labour-Except as otherwise stated in the Specification, the Agency shall ensure/make arrangements for the engagement of all staff and labour, local or otherwise, and for their payment, transport, etc.

8. Packaging

a. The Agency shall be responsible for packing, transporting, receiving, storing and protecting all items and other things required for the Works.

9. Obligations of Corporation

NMRC agrees to provide support to the Agency and undertake to observe, comply with and perform,subject to and in accordance with the provisions of the Agreement and the Applicable Laws.

10. Fraudand Corrupt Practices

a. The Bidders and their respective officers, employees, agents and advisers shall observe highest standard of ethicsduring Bidding Process and subsequent to issue of NOA and during subsistence of Contract Agreement. Notwithstanding anything to the contrary contained herein, or in the NOA or the Contract Agreement, NMRC may reject a Bid, withdraw the NOA, or terminate the Contract Agreement, as the case may be, without being liable in any manner whatsoever to the Bidder or Agency, as the case may be, if it determines that the Bidder or Agency, as the case may be, has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the Bidding Process. In such an event, NMRC shall been titled to forfeit & appropriate Bid Security or Security Deposit (interest free)/ Performance Bank Guarantee, as the case may be, as Damages, without prejudice toany other right or remedy available to NMRC under Bidding Documents and/ or Contract Agreement, or otherwise.

b.

c. Without prejudice to the rights of NMRC under Clause 5.9a hereinabove and the rights and remedies which NMRC may have under the NOA or the Contract Agreement, or otherwise if a Bidder or Agency, as the case may be, is found by NMRC to have directlyor indirectlyor through an agent, engaged or indulged inanycorrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Bidding Process, or after the issue of the NOA or the execution of the Contract Agreement, such Bidder or Agency shall not be eligible to participate in any tender or RFP issued by NMRC during a period of 3 (three) years from the date such Bidder is found by NMRC to have engaged,directly or indirectly, in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

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

i. "corruptpractice" means the offering, receiving, or soliciting, directly or indirectly,of anything of value to influence the action of a public official in the selection process or in contract execution;

ii. "fraudulent practice" means a misrepresentation oromission of facts in order to influence a selection process or the execution of a contract;

iii. "collusive practices"means a scheme or arrangement between the Agency,with or without the knowledge of the authority, designed to establish prices at artificial, non-competitive levels;

iv. "coercive practices"means harmingorthreateningto harm, directlyorindirectly, personsortheir property to influence their participation in a procurement process, or affect the execution of a contract

e. Measures to be taken:

i. The Corporation shall have right to cancelthe engagement of the Agency, if found to beindulged in corrupt, fraudulent, collusive or coercive practices either during the selection process or during the execution of the contract.

11. Settlement of Disputes

11.1. Amicable Settlement

The Parties agree that the avoidance or early resolution of disputes is crucialfor a smooth execution of the Contract and the success of the Project. The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.

11.2. Arbitration

In the event of any dispute and/ or difference whatsoever arising under this contract or in connection therewith, including anyquestionrelatingtothemeaning, scope and interpretation of this Contract or it‟s clause or any alleged breach thereof, the same shall be attempted to be settled by mutual discussions and consultations between the parties hereof. In the event of any such dispute, any/ or difference is not settled in aforesaid manner, then the dispute(s) shall be referred for arbitration. The sole Arbitrator would be appointed by the MD, NMRC. The decision of the said sole Arbitrator shall be final subject to the above, the provisions of the Arbitration and Conciliation Act, 1996 shall apply. The arbitration proceedings shall take place in Noida.

11.3. Jurisdiction

With respect to any dispute arising out of or related to this Contract, the parties consent to the exclusive jurisdiction of, and venue in, the District Court located in Gautam Budha Nagar, Uttar Pradesh, India.

11.4. Cost

The cost of arbitration shall be borne by the respective parties. The cost shall, inter alia, include the fees of the Arbitrator(s) as per rates fixed by the Employer from time to time.

*****X*****

SECTION 9

DRAFT CONTRACT AGREEMENT

THIS AGREEMENT made on the …….day of..... 2026 at Noida, District Gautam Budh Nagar,Uttar Pradesh Between **Noida Metro Rail Corporation Limited** (Hereafter referred to as "NMRC"), a company incorporated under Companies Act 2013, vide corporate identification Number: U60231UP2014SGC066849 and having its registered office at **Block-III, 3rd Floor, Ganga Shopping Complex, Sector-29, Noida -201301, District Gautam Budh Nagar, Uttar Pradesh, India** *represented by .....of the company, by virtue of his designation and authorization by* ***Managing Director, NMRC*** (hereinafter called as the "Corporation"), which expression shall unless excluded by or repugnant to the context or meaning thereof be deemed to include its successors and permitted assigns) of the one part,

AND

……..…….. Having its registered office at **……**,represented by **…….**(herein after called the **"Agency",** which expression shall unless excluded by or repugnant to the context or meaning thereof be deemed to include its successors and permitted assigns) of the other part. WHEREAS the Corporation desires that the Works/ Services known as the **"…….."**should be executed by the Contractor, and has accepted a contract by the Contractor for the execution and completion of these Works.

The Corporation and the Contractor agree as follows:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Contract documents referred to.

2. The following documents shall be deemed to form and be read and construed as part of this Agreement -

Reference:

(i) Tender No. …… Dated ……..

(ii) Bid Documents duly accepted and submitted by …… dated ……..

(iii) The Bidding Documents which include all the Sections specified below:

a. Section 1: General Information about NMRC and work to be carried out
b. Section 2: Scope of Work
c. Section 3: Instructions to Bidders
d. Section 4: Essential Pre Requisites
e. Section 5: Evaluation of Bids
f. Section 6 : Other Important Instructions
g. Section 7: Notice of Award and Contarct Execution
h. Section 8 : General Conditions of the Contract
i. Section 10: Annexures

(iv) Notice of Award (.....) issued by NMRC

(v) Letter of Acceptance of NOA (……) given by .....to NMRC

(vi) Any other admitted correspondence documents between NMRC and the Bidder.

3. **Duration of Contract**
The Corporation intends to appoint a Contractor to NMRC for a period of 1 yearf, which may be extended for a further period of 48 (48 months) months, in 1+1 year mode (thus total years = 5 years in total), after reviewing the performance of the Contractor and depending upon the requirement and administrative convenience of NMRC in mutual agreement with the Bidder.

4. **Price Schedule**
NMRC shall consider the following Total Contract Price, as quoted by the Contractor as part of financial bid.

5. The courts at District Gautam Budh Nagar, Uttar Pradesh shall have the exclusive jurisdiction to try all disputes arising out of this agreement between the parties.

6. In consideration of the payments to be made by the Corporation to the Contractor as specified in this Agreement, the Contractor hereby covenants with the Corporation to execute the Works/ Services and to remedy defects therein in conformity in all respects with the provisions of the Contract and Notice of Award issued. “Any conditions, deviation, assumption, exclusion, suggestion of alternative clauses, request of amendments in conditions & specifications of work submitted by bidders along with his Technical Bid or Financial bid, which is different from the Tender Document, Corrigendum, Addendum uploaded by NMRC on the E-Tender Portal (http://etender.up.nic.in) and any other correspondence in this regard, shall not be treated as a part of the contract Agreement & shall not be binding upon NMRC in anyway whatsoever at any stage of work during execution or thereafter."

7. The Corporation hereby covenants to pay the Contractor in consideration of the execution and completion of the Works/Services, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract and NOA.

IN WITNESS where of the parties hereto have caused this Agreement to be executed in accordance with the laws of India on the day, month and year specified above.

For and on behalf of the Contractor	For and on behalf of the Corporation
Signature of the authorized official	Signature of the authorized official
Name of the official	**Name of the official**
Stamp/Seal of the Contractor	Stamp/Seal of the Corporation

In the presence of:

Sign of Witness 1_____

Name_____

Address_____

Sign of Witness 2_____

Name_____

Address_____

In the presence of:

Sign of Witness 1_____

Name_____

Address_____

Sign of Witness 2_____

Name_____

Address_____

SECTION 10 – LIST OF ANNEXURES

Sr. No	Annexure Description	Annexure No.
1	Plan Covering the Key Process/Activities with Timelines	Annexure-I
2	Forms Form 1 – Letter of Proposal Submission Form 2 – Bidder Details Form 3 – Capability Statement Form 4 – Work Experience Form 5 – Financial Capability Details Form 6 – Memorandum Form 7 – Undertaking by Bidder Form 8 – Power of Attorney Form 9 – Statement of Legal Capacity Form 10 – Saleable Form of Tender Document Form 11 – Declaration of Refund of Earnest Money Deposit Form 12 – Format for Clarification/Amendment on the RFP Form 13- Bid Offer/BOQ Format Form 14- Format of Bank Guarantee Form 15 – Technical Manpower Strength Form 16 : Details of Registered/Functional Office Form 17: CMMi and ISO details Form 18 : Bidders Checklist	Annexure-II

ANNEXURE-I

CBT Plan Covering The Key Processes/Activities With Timeline

Sl.No.	Process/Activity	Duration in Days
1	Development Of Online Application Module / Application Design And Development Of Online Payment Gateway	14
2	Online Application ModuleTo Be Live For Candidates	21
3	Screening of Online Applications	10
4	Generation / Issuance of Admit Card by/to Shortlisted Candidates	14
5	Examination Venue Audit	5
6	Conduct of CBT	7
7	Conduct of Pyschometric Test	10
8	Evaluation of Answer Responses of Candidates and Preparation of Final Merit List	5
9	Publication of Final Results /Merit List	2

The Bidder shall be required to be complete the assigned work as per tender requirement within an overall time period of maximum 4 months from the date of notice of award.

ANNEXURE-II

Form 1: Letter of Proposal Submission

[Location, Date]

To

GM/HR
Noida Metro Rail Corporation (NMRC) Limited
Block-III, 3rd Floor, Ganga Shopping Complex,
Sector-29, Noida -201301
District Gautam Budh Nagar, Uttar Pradesh

Subject: NAME OF WORK: SELECTION OF SERVICE PROVIDER FOR " DESIGN, DEVELOPMENT, CUSTOMIZATION, IMPLEMENTATION AND CONDUCT OF COMPUTER BASED EXAMINATION AND RELATED ACTIVITIES FOR DIRECT RECRUITMENT OF STAFF IN NMRC ON REGULAR BASIS

Dear Sir,

We, the undersigned, offer to BID to NMRC in accordance with your RFP Document dated [Insert Date] and our Proposal. We are hereby submitting our Technical and Financial Proposal. We confirm that we have read the RFP Document in totality and abide by the terms and conditions stated in the document.

We acknowledge that we have

- Studied and analyzed and satisfied ourselves about all the requirement of the tender including but not limited to market and market conditions
- Carefully assessed the commerciality of Project and that we will be fully responsible for all its assessment in this regard.

We confirm and declare that no agent, middleman or any intermediary has been, or will be, engaged to provide any services, or any other item or work related to the award and performance of this Contract and declare that no agency commission or any payment which may be construed as an agency commission has been, or will be, paid and that the tender price will not include any such amount.

We have filled the complete information correctly in **Form 18**: Bid Details

Authorized signatory Name:

Date:

Name of the Bidder with seal

Form 2: Bidder Details

1.	**Title and name of the Project:** **NAME OF WORK: SELECTION OF SERVICE PROVIDER FOR " DESIGN, DEVELOPMENT, CUSTOMIZATION, IMPLEMENTATION AND CONDUCT OF COMPUTER BASED EXAMINATION AND RELATED ACTIVITIES FOR DIRECT RECRUITMENT OF STAFF IN NMRC ON REGULAR BASIS**			
2.	State the structure of the Bidder's organization (Bidders to complete/delete as appropriate)			
3.	For Bidders who are individual companies or firms, state the following: Name of Company or firm: …… Legal status: (e.g. incorporated private company, proprietorship, etc.) …… Registered address: ……..…… Year of incorporation……..…….…… Principal place of business: ……..……. Contact person: …….. Contact person's title: …… Address, telephone, facsimile number and e-mail ID Of contact person: …… …… ……...			
4.	PAN (Attach documentary evidence)			
5.	GST No. (Attach documentary evidence)			
6.	EPF/ESIC No. (Attach documentary evidence)			

Form 3: Capability Statement

It is Compulsory for the bidder to fill this statement and the bidder must upload those document that support this statement

Tender Reference No: _____

Name of Work: _____

Name of Bidder: _____

<table>
<tr><th><u>S.No.</u></th><th><u>ELIGIBILITY CRITERIA</u></th><th>(To be filled by the Bidder)</th></tr>
<tr><td>1</td><td>Registered as a Company (Pvt./Public/Govt.) under Companies Act, 1956/2013 OR Partnerships Firm registered under Partnership Act, 1932 or as LLP registered under LLP Act, 2008.</td><td></td></tr>
<tr><td>2</td><td>Bidder must have experience in conducting atleast 1 (One) Online Computer Based Test Exam for any State Government/PSU/Central Government/Government University/Rilways/Metro/RRTS company

The bidder must have implemented similar project of values as follows in last 7 years as on date of bid submission.

□ One similar project not less than the amount ₹ 3.94 Cr; OR
□ Two similar projects not less than the amount ₹ 2.46 Cr; OR
□ Three similar projects not less than the amount ₹ 1.97 Cr

“Similar work means Project value from online recruitment work - Pre Exam, Exam, Post Exam Activities”.
7 years</td><td></td></tr>
<tr><td>3</td><td>The Bidder should have minimum Average Annual Turnover of Rs. 3.94 Crores (Three Crore Ninety Four Lakh rupees only) in the last 3 (Three) Audited Financial Years (2023-24, 2024-25, 2025-26) preceding the Bid Due Date.
<table><tr><td>Year</td><td>Turnover</td></tr><tr><td>FY 2023-24</td><td></td></tr><tr><td>FY 2024-25</td><td></td></tr><tr><td>FY 2025-26</td><td></td></tr><tr><td>Average</td><td></td></tr></table></td><td></td></tr>
</table>

4	The Bidder should have minimum Net Worth of Rs 98.42 Lakh (Rs. Ninety Eight Lakh forty two thousand only) in the last audited financial year ending on 31st March, 2026.	FY 2025-26		
5	The Bidder should be registered with the Goods and Services Tax Authorities.			
6	The Bidder should not have been blacklisted/ banned/ declared ineligible for corrupt and fraudulent practices by the Government of India/ any State Government/ Government Agency and Supreme court and contracts have been terminated/ foreclosed by any company / department due to non- fulfilment of Contractual obligation in last 5 (five) financial years.			
7	The bidder should have minimum working capital (Current Assets minus Current Liabilities) of Rs. 70.30 Lakhs (Seventy Lakh Thirty Thousand only) in last audited financial year ending on 31st March, 2026	FY 2025-26		
8	The bidder should be profitable in at least 2 years out of last five financial years i.e. FY 2025-26, 2024-25,2023-24, 2022-23 and 2021-22	FY 2025-26 FY 2024-25 FY 2023-24 FY 2022-23 FY 2021-22		

Form 4: Work Experience

The following format shall be used for statement of experience of Bidder:

1) DETAILS OF CBT AND CBT RELATED ACTIVITIES CARRIED OUT BY THE BIDDER

S. No	Client Name, Address and Contact Details for whom the Examination has been conducted	Agreement/Contract No. along with **Brief details of CBT Work Awarded**	Award Date and Completion Date	Contracted Executed Individually or in Consortium (If Consortium kindly specify Bidder %)	Total Value of Awarded Work	Total Size/Strength of Candidates in the exam processed by the Bidder in CBT	No. of Candidates in single batch/session in CBT
1							
2							
3							
4							
5							
6							
7							

2) PSYCHOMETRIC TESTS CONDUCTED BY THE BIDDER

S. No	Client Name, Address and Contact Details for whom the Examination has been conducted	Agreement/Contract No. along with Brief details of Work Awarded	Award Date and Completion Date	Contracted Executed Individually or in Consortium (If Consortium kindly specify Bidder %)	Total Value of Awarded Work	Total Size/Strength of Candidates in the exam processed by the Bidder	No. of Candidates in single batch/session
1							
2							
3							
4							
5							
6							

Authorized signatory Name:

Date:

Name of the Bidder with seal

NOTE:

1. Only the value of contract as executed by the applicant/member in his own name should be indicated. Where a work is undertaken by a group, only that portion of the contract which is undertaken by the concerned applicant/member should be indicated and the remaining done by the other members of the group be excluded. This is to be substantiated with documentary evidence (Experience Certificate/Work Completion Certificate on Client's Letter Head will only be considered) which clearly mentioned the amount for the similar work.

2. The tenderer shall upload details of work executed by them in the prescribed format for the works to be considered for qualification of work experience criteria. Documentary proof such as completion certificates from the client clearly indicating the nature/scope of work, actual completion cost and actual date of completion for such work should be uploaded. In case work is executed for private client documentary proof such as copy of work order, Bill of quantities, Bill wise details of payment received certified by CA, TDS certificates for all the payments received, copy of final/ last bill paid by the client should be uploaded. The offers submitted without this documentary proof will not be evaluated.

3. Value of successfully completed portion of any ongoing work up to the last day of the previous month of tender submission will also be considered for qualification of work experience criteria.

4. For completed works, value of work done shall be updated to the last day of the previous month of tender submission price level assuming 5% inflation for Indian Rupees every year and 2% for foreign currency portions per year. The exchange rate of foreign currency shall be applicable 28 days before the submission date of tender.

5. If the above work(s) comprise(s) other works also, then client's certificate clearly indicating the amount of work done in respect of the "similar work" shall be furnished by the tenderer in support of work experience along-with their tender submissions.

Form: 5 Financial Capability Details

This is to certify that the Average Annual Turnover, Net Worth, Working Capital of _____ having registered office at _____ is as below:

S.No.	Financial year	Name of the Bidder	Turnover (₹) - Audited Figures
1.	2023-24		
2.	2024-25		
3.	2025-26		
	Average Annual Turnover		

S.No.	Financial Year	Name of Bidder	Net Worth (₹) - Audited Figures
1	2025-26		

S.No.	Financial Year	Name of Bidder	Working Capability/Liquidity (₹) - Audited Figures
1	2025-26		

S.No.	Financial Year	Name of Bidder	Profitability (PBT)
1	2025-26		
2	2024-25		
3	2023-24		
4	2022-23		
5	2021-22		

Signature and Seal of
Chartered Accountants/Statutory Auditors

UDIN:

Date:

Place:

FRN.:

Membership no.:

Certificate of the Chartered Accountants/Statutory Auditors

Based on Audited Accounts and other relevant documents of_____(Name of Bidder), we M/s _____, Chartered Accountants/ Statutory Auditors, certify that the above information pertaining to 2023-24, 2024-25 and FY 2025-26 is correct.

Signature and Seal of
Chartered Accountants/Statutory Auditors

UDIN:

Date:

Place:

FRN.:

Membership no.:

NOTE:

1. All such documents reflect the financial data of the bidder and not that of sister or parent company.
2. The financial data in above prescribed format shall be certified by CA/ Company Auditor under his signature and stamp in original along with membership no and UDIN.
3. The Bidder shall provide the audited annual financial statements as required.
4. The detaisl furnished in Form 5 (Financial Capability) should be consistent with duly reconcile with the corresponding figures reflected in the balance sheet and profit and loss account. Further, the details verified through the UDIN should also be in conformity with the Financial Statement and should provide clear year wise details for the relavant financial years

(Signature of Bidder)

Form 6: Memorandum

NAME OF WORK: SELECTION OF SERVICE PROVIDER FOR " DESIGN, DEVELOPMENT, CUSTOMIZATION, IMPLEMENTATION AND CONDUCT OF COMPUTER BASED EXAMINATION AND RELATED ACTIVITIES FOR DIRECT RECRUITMENT OF STAFF IN NMRC ON REGULAR BASIS

RELATED ACTIVITIES FOR DIRECT RECRUITMENT OF VARIOUS STAFF IN NMRC

I/We agree to keep the quoted rate open for acceptance for 180 days from the due date of submission thereof and not make any modification in its terms and conditions.

I/We any hereby declare that I/We shall treat the quotation documents, drawings and other records connected with the works as secret/ confidential documents and shall not communicate information derived there from to any person other than the information in any manner prejudicial to the safety of NMRC.

_____

Signature of the bidder with seal Dated:

Witness:

Address:

Occupation

Note: To be signed by the Bidder

Form 7: Undertaking

NAME OF WORK: SELECTION OF SERVICE PROVIDER FOR " DESIGN, DEVELOPMENT, CUSTOMIZATION, IMPLEMENTATION AND CONDUCT OF COMPUTER BASED EXAMINATION AND RELATED ACTIVITIES FOR DIRECT RECRUITMENT OF STAFF IN NMRC ON REGULAR BASIS

I confirm that We (Tenderer),_____

a. Have not been banned /declared ineligible for corrupt and fraudulent practices by any government/government-undertaking/ semi-government/ govt. controlled institutions, any court of law having jurisdiction in India for the past 5 (five) years.

b. Do not have any pending litigation & non-performing contracts during last 5 (five) years. Further, has not been barred by any government/government-undertaking/ semi-government/ govt. controlled institutions

c. Have not abandoned any work in last 5 (five) years.

d. Have not delayed in similar work completion during orders executed in last 5 (five) years.

e. Do not ever been terminated due to poor performance.

f. Have not suffered Bankruptcy/ insolvency in last 5 (five) years.

g. Have not been blacklisted/debarred by any organization.

h. Neither penalized with liquidated damages of 10% (or more) of the contract value due to delay nor imposed with penalty of 10% (or more) of the contract value due to any other reason in any similar work of value more than 10% of NIT cost of work, during last 5 (five) years.

i. Have not been put on defaulter's list of EPF/ESI/GST/Labour Deptt. etc during the last 5 (five) years.

j. Have not been be involved in any illegal activity and/or has not been charge sheeted for any criminal act during the last 5 (five) years.

k. Have not submitted any misleading information in the Bid.

l. Are financially sound to perform the work.

Authorized signatory Name:

Date:

Name of the Bidder with seal

Form 8: POWER OF ATTORNEY

(To be on non-judicial stamp paper of appropriate value as per Stamp Act relevant to place of execution.)

Power of Attorney to be provided by the Bidding Company in favour of its representative as evidence of authorized signatory's authority.

Know all men by these presents, We …….(name and address of the registered office of the Bidding Company) do hereby constitute, appoint and authorize Mr./Ms……(name and residential address) who is presently employed with us and holding the position of_____, as our Attorney to do in our name and our behalf all or any of the acts, deeds or things necessary or incidental to submission of our Bid for _____ in response to the RFP Document dated _ issued by Noida Metro Rail Corporation ("NMRC" or "the Corporation"), including signing and submission of the Bid and all other documents related to the Bid, including but not limited to undertakings, letters, certificates, acceptances, clarifications, guarantees or any other document which the Corporation may require us to submit. The aforesaid Attorney is further authorized for making representations to the NMRC or any other authority, and providing information / responses to the NMRC, representing us in all matters before the NMRC, and generally dealing with the Corporation in all matters in connection with our Bid till the completion of the bidding process as per the terms of the RFP Document and further till the Contract is entered into with the NMRC and thereafter till the expiry of the Contract.

We hereby agree to ratify all acts, deeds and things done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall be binding on us and shall always be deemed to have been done by us.
All the terms used herein but not defined shall have the meaning ascribed to such terms under the RFP Document.

Signed by the within named
…..... [Insert the name of the executant company]
through the hand of
Mr. …….
duly authorized by the Board to issue such Power of Attorney Dated this ……. day of ……

Accepted
…… Signature of Attorney
(Name, designation and address of the Attorney)

Attested
…… (Signature of the executant)
(Name, designation and address of the executant)

……
Signature and stamp of Notary of the place of execution

Common seal of..... has been affixed in my/our presence pursuant to Board of Director's Resolution dated…… WITNESS

1. ……. (Signature)
Name …….

Designation.....……..

2. ……. (Signature)
Name …….

Designation.....……..

Notes:

(1) The mode of execution of the power of attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and the same should be under common seal of the executant affixed in accordance with the applicable procedure. Further, the person whose signatures are to be provided on the power of attorney shall be duly authorized by the executant(s) in this regard.

(2) In the event, power of attorney has been executed outside India, the same needs to be duly notarized by a notary public of the jurisdiction where it is executed.

(3) Also, wherever required, the executant(s) should submit for verification the extract of the charter documents and documents such as a board resolution / power of attorney, in favour of the person executing this power of attorney for delegation of power hereunder on behalf of the executant(s).

FORM 9: STATEMENT OF LEGAL CAPACITY
(To be forwarded on the letter head of the Bidder)

Ref. Date:

To
GM/HR
Noida Metro Rail Corporation (NMRC) Limited
Block-III, 3rd Floor, Ganga Shopping Complex, Sector-29, Noida -201301
District Gautam Budh Nagar, Uttar Pradesh Dear Sir,

We hereby confirm that we (constitution of which has been described in the Bid) satisfy the terms and conditions laid out in the RFP document.

We have agreed that ..... (Insert individual's name) will act as our and has been duly authorized to submit the RFP. Further, the authorized signatory is vested with requisite powers to furnish such letter and authenticate the same.

Thanking you,

Yours faithfully,

(Signature, name and designation of the authorized signatory) For and on behalf of……..

**Please strike out whichever is not applicable*

FORM 10: SALEABLE FORM FOR TENDER DOCUMENT

Job No. ……..

The required fee of tender form has been deposited in_____Bank A/c No. _____ RTGS/NEFT and the scanned copy of UTR receipt with Transaction Id is being enclosed with E-tender documents. If the copy of UTR receipt is not uploaded with the E-tender the tender shall be rejected.

DETAILS OF EARNEST MONEY ATTACHED

The required amount of Earnest money has been deposited in_____Bank A/c No. _____ RTGS/NEFT and the scanned copy of UTR receipt with transaction Id is being enclosed with E-tender documents. If the copy of UTR receipt is not uploaded with the E-tender the tender shall be rejected.

BIDDER

Form 11: Declaration of Refund of Earnest Money

Noida Metro Rail Corporation (NMRC) Limited Block-III, 3rd Floor,
Ganga Shopping Complex, Sector-29, Noida -201301, District Gautam Budh Nagar, Uttar Pradesh, India

1	**Bidder Name**	
2	**Bidder Address**	
3	**Bank Name**	
4	**Bank Branch**	
5	**A/c No**	
6	**IFSC Code**	
7	**PAN No.**	
8	**Tin/TAN No.**	
9	**GST No.**	
10	**Phone No.**	
11	**Mobile No.**	
12	**Email-Id**	
13	**Type of Account**	

FOR OFFICE USE ONLY

14	**Party Unique Id**	

The above provided information is true to the best of my knowledge.

Date: **Signature with Stamp/Seal**

Form 12: Format for Clarifications / Amendments on the RFP

Sl. No.	Document	Clause No. and Existing Provision	Clarification required	Suggested Text for the Amendment	Rationale for the Clarification or Amendment

Authorized signatory Name:

Date:

Name of the Bidder with seal

Form 13: Bid Offer/ BOQ (Format)

To

GM/HR
Noida Metro Rail Corporation (NMRC) Limited
Block-III, 3rd Floor, Ganga Shopping Complex, Sector-29, Noida -201301
District Gautam-Budh Nagar, Uttar Pradesh

THIS FORM IS NOT TO BE FILLED. THE BIDDERS ARE REQUIRED TO FILL THE FINANCIAL PROPOSAL IN XLS FORMAT AFTER DOWNLOADING THE FORM FROM THE E-PROCUREMENT WEBSITE FOR THIS TENDER DOCUMENT

Dear Sir,

I/we have read and examined the RFP document, general terms and conditions for the work.

I/we hereby quote the following Total price for services in rupees for providing **NAME OF WORK: SELECTION OF SERVICE PROVIDER FOR " DESIGN, DEVELOPMENT, CUSTOMIZATION, IMPLEMENTATION AND CONDUCT OF COMPUTER BASED EXAMINATION AND RELATED ACTIVITIES FOR DIRECT RECRUITMENT OF STAFF IN NMRC ON REGULAR BASIS**

A) COMPUTER BASED TEST – FS 1

S. No	Particular of Test	Unit	Quoted Price per candidate (without Taxes)	Tax Rate in Percentage	Quoted Price per candidate (with Taxes)
End to End work for Online Computer Based Test (Pre Exam, Exam and Post Exam)					
1	**1-75,000 candidates**	**1**			
2	**75,001 to 1,50,000 canddiates**	**1**			
3	**Above 1,50,000 candidates**	**1**			

B) PYSCHOMETRIC TEST – FS 2

S. No	Particular of Test	Unit	Quoted Price per candidate (without Taxes)	Tax Rate in Percentage	Quoted Price per candidate (with Taxes)
End to End work forPyschometric Test					
1	**1600-2000 candidates**	**1**			

DISCLAIMER:.

1.THE PAYMENT TO VENDOR FOR CBT WOULD BE BASED ON ACTUAL NUMBER OF ADMIT CARDS PROCESSED FOR CBT AT THE RATES QUOTED IN THE BOQ (FINANCIAsL BID) FALLING WITHIN THE APPLICABLE SLAB

2.THE PAYMENT TO VENDOR FOR PYSCHOMETRIC TESTS WOULD BE BASED ON ACTUAL NUMBER OF ADMIT CARDS PROCESSED FOR PSYCHOMETRIC TEST AT THE RATES QUOTED IN THE BOQ (FINANCIAL BID)

EXAMPLE 1 : IF 40,000 ADMIT CARDS ARE PROCESSED FOR CBT, THE BIDDER WOULD BE PAID (40,000* RATE QUOTED AGAINST SR. NO 1 OF TABLE A)
EXAMPLE 2 : IF 1,20,000 ADMIT CARDS ARE PROCESSED FOR CBT, THE BIDDER WOULD BE PAID (1,20,000* RATE QUOTED AGAINST SR. NO 2 OF TABLE A)

3. BIDDERS ARE REQUIRED TO QUOTE RATE FOR CBT AND PSYCHOMETRIC BOTH IN THE BOQ.
IN CASE ANY FIELD IS LEFT EMPTY IN THE BOQ, THE BID SHALL BE CONSIDERED AS INVALID

Form 14: Format of performance security/Bank Guarantee by Bank

FORMAT OF BANK GUARANTEE (FOR PERFORMANCE SECURITY)

(The Bank Guarantee shall be issued from any Nationalized Bank or Scheduled Commercial Banks on non-judicial stamp paper of appropriate value)

BANK GUARANTEE NO. _____ dated _____

This Deed of Guarantee is executed at _____ by _____ (Name of Bank), having its Head/Registered Office at _____ (hereinafter referred to as the "Guarantor"), which expression shall, unless repugnant to the subject or context, include its successors and assigns.

In favour of

The Noida Metro Rail Corporation Limited (hereinafter referred to as "NMRC"), having its office at 3rd Floor, 3rd Block, Ganga Shopping Complex, Sector-29, Noida, Distt.- Gautam Budh Nagar, Uttar Pradesh-201301, which expression shall, unless repugnant to the subject or context, include its successors and assigns.

WHEREAS:

1. NMRC has awarded the contract for _____ (Name of Work) to M/s _____ (hereinafter referred to as the "Contractor") vide Notice of Award (NOA) No. _____ dated _____.

2. The Contractor has agreed to execute and complete the Works in accordance with the terms and conditions of the Contract Agreement. The Contract is for a period of _____ from the date of commencement, unless otherwise terminated or extended in accordance with the Contract.

3. Under the terms of the NOA/Contract Agreement, the Contractor is required to furnish an unconditional and irrevocable Bank Guarantee of Rs. _____ (Rupees _____ only) as Performance Security for the due performance and fulfilment of its contractual obligations.

4. At the request of the Contractor, the Guarantor has agreed to issue this unconditional and irrevocable Bank Guarantee in favour of NMRC for Rs. _____ (Rupees _____ only).

NOW, THEREFORE, THIS BANK GUARANTEE WITNESSETH AS FOLLOWS:

1. The Guarantor, as Principal Debtor and not merely as a surety, irrevocably and unconditionally undertakes to pay NMRC, without demur, reservation, contest, protest or recourse and without reference to the Contractor, any amount demanded by NMRC up to the maximum amount guaranteed herein, on the same working day on receipt of NMRC's written demand.

2. A written demand sent by NMRC to the Bank by Post/Courier/by hand or by any electronic means to the Bank's address/email stated herein shall constitute a valid demand under this Guarantee, irrespective of the date on which it is received by the Bank. NMRC shall not be required to initiate proceedings against the Contractor, obtain a court/tribunal order, establish the Contractor's liability or provide any reason or evidence in support of its demand.

3. NMRC shall be the sole judge of whether the Contractor has defaulted in the performance of its obligations under the Contract, and NMRC's decision in this regard shall be final and binding on the Guarantor. The Guarantor shall honour NMRC's demand notwithstanding any difference or dispute between NMRC and the Contractor or any proceedings pending before any Court, Tribunal, Arbitrator or other Authority.

4. Payment by the Guarantor under this Guarantee shall be made notwithstanding any other security available to NMRC and without first proceeding against the Contractor. The liability of the Guarantor is absolute and unequivocal and shall arise solely upon receipt of NMRC's demand in accordance with this Guarantee.

5. This Guarantee shall be irrevocable and shall remain valid up to _____ (date), or for such extended period as may be required by NMRC and communicated to the Bank, subject to the terms stated herein.

6. Where extension of the Contract requires continuation of this Guarantee, the Guarantor shall renew it at least sixty (60) days before its expiry, and such renewal shall be continued as required until completion of the Contract and discharge of the Contractor's obligations. Failure to extend the Guarantee within the stipulated period shall entitle NMRC to invoke and encash the Guarantee under the principle of "extend or pay".

7. The Contractor shall ensure that, during the final year/period of the Contract, the Guarantee remains valid for the remaining Contract period plus the applicable period stipulated under the Contract, including any applicable claim/defect liability period, and shall renew it where required until final settlement of accounts and discharge of contractual obligations. Failing such renewal, NMRC shall be entitled to invoke and encash the Guarantee without prior notice to the Contractor.

8. This Guarantee shall remain enforceable until all amounts payable under it have been paid. It shall be released by NMRC after completion of the Contract and fulfilment of the Contractor's obligations to NMRC's satisfaction, subject to recovery/adjustment of any amounts due from the Contractor and/or submission of a fresh or renewed Guarantee, wherever applicable.

9. The Guarantor's obligations shall not be affected or discharged by any amendment or variation of the Contract, extension of time, postponement, non-exercise or delayed exercise of any right by NMRC, or any indulgence granted by NMRC to the Contractor. No such act, omission or indulgence shall relieve the Guarantor of its obligations under this Guarantee.

10. This Guarantee shall not be affected by any change in the constitution, winding up, absorption, merger or amalgamation of the Contractor or the Guarantor with any other person.

11. NMRC shall, at its option, be entitled to enforce this Guarantee against the Bank as Principal Debtor in the first instance, without proceeding against the Contractor and notwithstanding any other security or guarantee available to NMRC in relation to the Contractor's obligations.

12. The expressions "Bank"/"Guarantor" and "Contractor" used herein shall include their respective successors and assigns.

13. This Guarantee shall be governed by and construed in accordance with the laws of India and shall be subject to the exclusive jurisdiction of the Courts at Distt. Gautam Budh Nagar, Uttar Pradesh.

14. The Guarantor declares that it has full power and authority to issue this Guarantee and discharge the obligations contemplated herein, and that the undersigned is duly authorised to execute this Guarantee.

15. This Guarantee shall come into effect forthwith and shall remain in force until the date stated herein or any extended date communicated by NMRC. It shall not be revoked by the Guarantor without NMRC's prior written consent.

Notwithstanding anything contained hereinabove:

a) Our liability under this Bank Guarantee shall not exceed and is restricted to Rs. _____ (Rupees _____ only).

b) This Guarantee shall remain in force up to _____.

c) Unless a demand/claim under this Guarantee is served upon us in writing on or before _____, all rights under this Guarantee shall stand automatically forfeited and the Guarantor shall be relieved and discharged from all liabilities hereunder.

d) All claims under this Bank Guarantee shall be payable at ……. /branch (located in Delhi/NCR/Gautam Budh Nagar/Gurugram). Email id of the branch is ……

IN WITNESS WHEREOF THE GUARANTOR HAS EXECUTED THIS GUARANTEE ON THE DAY, MONTH AND YEAR FIRST ABOVE MENTIONED THROUGH ITS DULY AUTHORISED REPRESENTATIVE.

For and on behalf of the _____ Bank.
Signature of authorized Bank officials

Name: _____

Designation: _____

I.D. No.: _____

Stamp/Seal of the Bank: _____

Signed, Sealed and Delivered for and on behalf of the Bank by the above named.

In the presence of:

Witness 1		**Witness 2**	
Signature	_____	**Signature**	_____
Name	_____	**Name**	_____
Address	_____	**Address**	_____

Form 15 : Manpower Strength.

DETAILS OF TECHNICAL MANPOWER STRENGTH

We _____ , the bidder certify that as on date of bid submission, we have total _____ strength of Technical Personnels on our roll/roll of our empanled agency (In case of PSU Bidder). We are in compliance with the requirement of this RFP regarding manpower capability.

That we have enclosed necessary required documents in this respect as per the requirement of RFP.

(Signature of the Bidder)

Form 16: Details of Registered Office/Function Office in Delhi NCR Region

1) Details of Registered Office

S. No	Office Type (Registered Office or Functional Office)	Complete Address with PIN Code	Owned or Hired	Documentary Proof to be enclosed
1				

2) DECLARATION (IN CASE 1 IS NOT APPLICABLE) – ON NON JUDICIAL STAMP OF INR 100.

We _____, do not own any Registered Office or Functional Office as on date of Bid submission. But we do undertake that we shall own/hire, a functional office as per requirement of this RFP within 30 days of the award of NOA.

(Signature of the Bidder)

Form 17 : Details of CMMi and ISO Certificates

1) **CMMi Certificate**

We the _____ possess CMMi certificate (Service Level _____ and

Development Level_____) issued by _____

The said certificates can be verified from _____
(specify the weblink of the source for online verification)

2) **ISO Certificates**

We also possess ISO 9000, ISO 27001, ISO 20000 certificates.

Copy of the CMMi and ISO certificates have been enclosed.

(Signature of the Bidder)

Form 18: Bidders Checklist

s. No	Eligibility Criteria	Supporing Document	Eligible (Yes/No)	Supporting Document Page No.
1	Registered as a Company (Pvt./Public/Govt.) under Companies Act, 1956/2013 OR Partnerships Firm registered under Partnership Act, 1932 or as LLP registered under LLP Act, 2008	Copy of Certificate of Registration or Incorporation. -Valid GSTIN and PAN, copy of GST Registration Certificate.		
2	Responding Firm/ Company's average annual sales turnover during the last Three (3) financial years as on 31st March 2026 must be greater than equal to Rs. 3.94 Cr.	Certificate from Statutory Auditor and audited balance sheet of last three years as on 31st Mar-2026. (Form 5 of Annexure II)		
3	The bidder should have Minimum Networth of Rs 98.42 Lakhs (Ninety Eight Lacs forty two thousand) in the latest audited financial year 2025-26.	Certificate from Statutory Auditor with UDIN (Form 5 of Annexure II)		
4	Working Capital/Net Cash Flow (Current Assets Minus Current Liabilities) should be atleast Rs. 70.30 lakhs (Seventy Lakhs Thirty Thousand) in the latest audited financial year 2025-26.	Certificate from Statutory Auditor with UDIN (Form 5 of Annexure II)		
5	The bidder should profitability in two (2) financial years out of last five (5) financial years i.e. FY 2025-26, 2024-25, 2023-24, 2022-23, 2021-22.	Certificate from Statutory Auditor with UDIN (Form 5 of Annexure II)		
6	Bidder must have experience in conducting atleast 1 (One) Online Computer Based Test Exam for any State Government/PSU/Central Government/Government University/Rilways/Metro/RRTS company The bidder must have implemented similar project of values as follows in last 7 years as on date of bid submission.	Work Order + Completion Project citation (in the prescribed format) along with copy of work orders (including extensions, if any) and completion certificate. (Form 3 and Form 4 of Annexure II)		

	□ One similar project not less than the amount ₹ 3.94 Cr; OR □ Two similar projects not less than the amount ₹ 2.46 Cr; OR □ Three similar projects not less than the amount ₹ 1.97 Cr "Similar work means Project value from online recruitment work - Pre Exam, Exam, Post Exam Activities".			
7	Bidder should have CMMi recognized and published CMMi DEV/SVC Level-3 certificate with validity. This should be verifiable from authorized sources. The bidder must also have ISO series of Certificates: ● ISO 9000 ● ISO 27001 ● ISO 20000	Copy of valid certificate issued by accredited organizations. (Form 17 of Annexure II)		
8	Responding Firm/ Company must have at least 50 full time technical resources in its payroll in the domain of software development, management with qualification B.E/B.Tech /MCA/MBA, as on date	Copy PF ECR of Last Quarter / Declaration from HR / Professional Tax Filling on number of manpower engaged (Form 15 of Annexure II)		
9	The Bidder should have conducted Computer Based Examinations for at least 15 thousand candidates in a single shift/Batch in the Last 7 years as on date of Bid submission.	Copy of work orders (including extensions, if any) and completion / continuation certificates. In case completion certificates are not available, Bidder may submit the work order with a self-certification of works completed, from authorized signatory. The number of candidates must be mentioned in the documents submitted by bidder.		

		(Form 4 of Annexure II		
10	Responding Firm/ Company shall not be under a declaration of ineligibility for corrupt or fraudulent practices and never blacklisted by any State Govt./ Central Govt., for the similar scope of services as defined	Self Declaration/Undertaking on Non-Juidical Stamp Paper of INR 100 as per (Form 7 of Annexure II)		
11	The software application [Exam Engine & Question paper Authoring Tool] must be certified by Cert-in certification agency. The Source code of Both the applications should be owned by the Bidder.	Copy of Relevant Certificate & Self declaration for Ownership of Source code		
12	Bidder must have online examination centers with minimum 50,000 valid nodes/computers nodes across major states in India. The list of centers with complete postal address & capacity to be submitted (tabular format).	Details of Own/Hired Nodes to be submitted (With Documentary Proof)		
13	Statutory Registrations	Copy of PAN, GST.		
14	Acceptance of RFP	Undertaking on Letter Head by Authorized Signatory		
15	Letter of Proposal Submission	Form 1 of Annexure II		
16	Bidder Details	Form 2 of Annexure II		
17	Capability Statement	Form 3 of Annexure II		
18	Work Experience	Form 4 of Annexure II		
19	Financial Capability	Form 5 of Annexure II		
20	Memorandum	Form 6 of Annexure II		
21	Undertaking by Bidder	Form 7 of Annexure II		
22	Power of Attorney	Form 8 of Annexure II		
23	Statement of Legal Capacity	Form 9 of Annexure II		
24	Saleable Form of Tender	Form 10 of Annexure II		

	Document			
25	Details of Technical Manpower Strength	Form 15 of Annexure II		
26	Details of Registered Office	Form 16 of Annexure II		
27	CMMi and ISO details	Form 17 of Annexure II		
28	Bidder Checklist	Form 18 of Annexure II		