

OFFICE OF THE DIRECTOR GENERAL ARMED FORCES MEDICAL SERVICES
O/o DGAFMS/DG-1D, ROOM NO: 501, 'A' BLOCK, AFRICA AVENUE,
MINISTRY OF DEFENCE, NEW DELHI-110023
(Tele: +91-011-24199702, E-mail: oicexams.afmc@nic.in)

E-PROCUREMENT OF SERVICES FOR COMPUTER BASED TEST (CBT)

NOTICE INVITING e-TENDER

1. Online e-tenders are invited on the Govt Electronic Market Place (GeM) portal from firms having valid PAF/GST Nos. in the name of the applying firm only and having work experience in Govt. and public undertaking for awarding contract for conduction of Computer Based Test (CBT) for Study Leave for Armed Forces Medical Services for the year 2025 at locations Pan-India and abroad (viz South Sudan, Congo, Bhutan, Maldives and more as per requirement). **Offline tenders shall not be accepted and no request will be entertained on any ground / reason whatsoever.**

2. **LAST DATE AND TIME FOR DEPOSITING THE BIDS/TENDERS:** The critical date sheet in r/o the tender are as follows:-

S. No	Item	Date	Time
(a)	Bid Submission Start Date	15 Jan 2024	1200h
(b)	Clarification Start Date	15 Jan 2024	1500h
(c)	Clarification End Date	22 Jan 2024	1000h
(d)	Bid Submission End Date	29 Jan 2024	1600h
(e)	Bid Opening start Date	29 Jan 2024	1630h

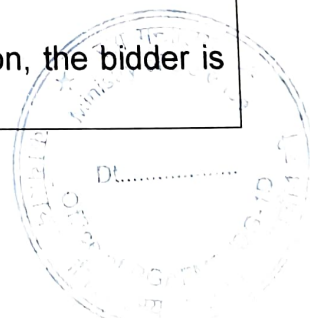
Note:-

(a) Closing date for submission of on-line e-tenders is **29 Jan 2024** by **1600h** and tender will be opened on **29 Jan 2024** at **1630h**. If due date is declared a holiday, e-tender will be opened on the next working day. However, e-tender will be closed at scheduled date and time.

(b) All uploaded/submitted documents should be legible, self-attested and notarized, wherever applicable.

(c) For participation in this tender through e-procurement solution, the bidder is required to have their respective GeM buyer ID as mandated.

3. The RFP is furnished as **Annexure** to this Notice.



REQUEST FOR PROPOSAL FOR COMPUTER BASED TEST (CBT) FOR STUDY LEAVE FOR ARMED FORCES MEDICAL SERVICES FOR THE YEAR 2025

OVERVIEW

1. Armed Forces Medical Services (AFMS) conducts Study Leave Examination for the selection of in service Permanent Commission Specialist Officers for Study Leave in super specialty subjects in various teaching institutes. Approximately 200 to 250 specialist officers of the AFMS appear for the examination every year, the number of which varies every year.
2. The examination for the selection of Study Leave (2025) shall be MCQ based and held in the form of a "Computer Based Test (CBT). The CBT will be held on 14th Apr 2024 on a single day for a duration of 2 hours in a single shift for all candidates at the following centres :-

(a) CENTRES AT INDIA

- | | | |
|----------------|--------------------|-------------------|
| (i) New Delhi | (ii) Pune | (iii) Chandigarh |
| (iv) Bangalore | (v) Lucknow | (vi) Ahmedabad |
| (vii) Jaipur | (viii) Jabalpur | (ix) Jammu |
| (x) Guwahati | (xi) Visakhapatnam | (xii) Kolkata |
| (xiii) Mumbai | (xiv) Tezpur | (xv) Chennai |
| (xvi) Siliguri | (xvii) Dehradun | (xviii) Hyderabad |

(b) CENTRES ABROAD

- | | | |
|-----------------------|-------------|----------------|
| (i) Juba, South Sudan | (ii) Bhutan | (iii) Maldives |
| (iv) Congo | (v) Lebanon | |

Note:- Centres may be added if required.

3. AFMS, therefore invites responses for Technical and Financial Bids for the pre and post-test activities in respect to the above mentioned CBT for Study Leave. The main activities involving the firms would be:-

- (a) Availability of requisite infrastructure to conduct the exam (including venue, hardware and software).
- (b) Provision of customized application (Testing) software for Study leave examination for the AFMS and setting up of pre-examination modalities for the conduct of the CBT at all the centres.
- (c) To integrate the question papers into the test engine and maintenance of the mandatory security.
- (d) Provision of nodes/software and manpower in the form of IT Technician/Co-ordinator and an Invigilator for complete setup of the facility and any additional requirements for a smooth conduct of the CBT at all centres in India simultaneously.

- (e) Provision of CCTV cameras at all centres in India to record the entire examination process.
- (f) Preparation and generation of the results of the CBT, and handing over the final result to O/o DGAFMS on completion of exam.
- (g) Number of candidates at each centre varies from 03 to 50. The vendor will have to make the provisions accordingly.
- (h) For centres abroad the following will be provided by the vendor:
- (i) Venue
 - (ii) Laptops/PCs
 - (iii) CCTV Camera
 - (iv) Internet Connectivity

The following will be provided by the vendor:

- (i) Web server from where connections will be given to the Laptops/PCs at centres abroad.
 - (ii) Test software module & conduct of exam
- (j) **The vendors are to submit the price bids in 02 separate components, one price bid for centres in India & second price bid for centres abroad where the vendor will only have to provide the web server and the software modules and conduct of exam.**

PERIOD OF CONTRACT

4. This Tender Notice is not an agreement and is neither an offer nor invitation by Armed Forces Medical Services to the prospective applicants or any other person. The purpose of this is to provide interested parties with information that may be useful to them in the formulation of their Bids pursuant to this. This notice does not imply that Armed Forces Medical Services is bound to select an applicant or to appoint the selected applicant, as the case may be, for the specified process and Armed Forces Medical Services reserves the right to reject all or any of the Bids without assigning any reasons whatsoever.

5. Contract as per scope of RFP will be made with the L1 bidder, who qualifies in the technical evaluation. The contract will be operative till completion of all activities, however may be extended in case of any representation from any candidate or other related issues.

6. The contract may be terminated in advance if the performance is not found to be satisfactory and any further contracts with the same company shall not be undertaken.

ELIGIBILITY

7. Service providers who fulfill the following criteria are eligible to respond to this tender enquiry. Those who do not confirm to the same are liable to be rejected.

(a) The firms should have had minimum 3 years previous experience in providing computer based testing services to the Central Govt. Ministry/ Departments/ Autonomous organizations. The bidder should provide the details of their technical capabilities/ competencies and infrastructure with specific details wherever possible. The firm would be solely responsible to handle the sensitivity and security involved in the CBT activities and the onus of security and confidentiality before, during and after the test delivery lies with the vendor.

- (b) Scanned copies of the awards of contracts and satisfactory performance from at least two leading Govt organizations should be uploaded
- (c) The bidder should be in the field of Computer Based Testing and test delivery for the last 3 years or more and should have enough experience of customizing the CBT applications and suggesting solutions to problems that may crop up during the process
- (d) ISO certifications if available would be an added qualification for the vendor to be shortlisted for selection. The same should be uploaded at the time of submission of the tender document along with the technical bid
- (e) Details of **PAN / TIN / GST** number issued by Income Tax Department and the registration number should be uploaded along with the tender
- (f) Scanned copy of all relevant documents / certificates should be uploaded at the time of submission of the tender document. The tendering authority reserves the right to verify or evaluate the claims made by the vendor independently.
- (g) The firm should have test centres at locations mentioned at para 2(a) of this RFP. Details of any additional centres which the firm can provide may also be furnished. For centres abroad the firm will have to provide web server which will be connected by the Laptops/PCs located at centres abroad.

TECHNICAL REQUIREMENTS

8. The technical proposal of the firm should include in depth and detailed narrative of the proposed method of approach for conduct of the computer based test. The breakdown of the scope of work and desired technical activities with a few details are enumerated as phases as detailed below:-

PRE TEST PHASE

- (a) Provision of technical manpower to the AFMS immediately on signing of MoU for liaison with the technical team based in the O/o DGAFMS.
- (b) Thorough check of the available IT Hardware and setup of the software for management of the examination including PC configuration, server configuration including backup, OS requirements, LAN, UPS, Firewall, Antivirus, Switch etc at all centres.
- (c) Software to include provision for delivery of 14-15 medical subjects simultaneously over the LAN based network as per the choice by the candidates.
- (d) Provision of complete technical know-how, training of manpower (IT Technician/Co-ordinator and an Invigilator) and final preparation of the test centres in India by involvement of the technical team.
- (e) Question papers (QP) will be made in the excel format by the vendee and will be handed over to the representative of the firm 07 days prior to the date of exam in form of CDs/hard drives. The rep will have to visit O/o the DGAFMS/DG-1D to collect the question papers.
- (f) The vendor will upload the QP for test administration on a secure platform, check and format the QP in the O/o the DGAFMS/DG-1D. A dummy

QP set as will be displayed to the candidates is required to be shown by the vendor. The final QP will be handed over to the vendor 01 day prior to the date of exam. The same will be uploaded on the server and locked and will be opened at the time of the exam.

(g) The IT technician/co-ordinator provided by the vendor at centres in India will be in-charge of the server PC and can open the QP only after entering the password to unlock the QP in presence of the co-ordinating officers of the respective centres detailed by O/o the DGAFMS/DG-1D.

(h) Complete privacy to be maintained by the vendor while executing the above procedure.

(j) Provision of CCTV Camera at each test centres and to provide its footage of entire examination process.

TEST DELIVERY PHASE

(a) Completion of the registration of the candidates using the data provided by the AFMS.

(b) Presence of qualified IT technician/Coordinator and an Invigilator during the complete process of test delivery on the day of examination at centres in India.

(c) For centres abroad the vendor will provide web server from where connectivity will be given to the Laptops/PCs at centres abroad, provision of test software modules and conduct of exam.

(d) During the conduct of the exam the Laptops/PCs should be locked so as the prevent access to anything else other than QP page. Access to any other page other than QP page during the conduct of CBT should be locked in the software and to be informed to this office.

(e) Provision for monitoring of the systems during the process of the examination and removal of any technical / software glitch during the conduct of the examination. Maintenance of the complete log of all the activities of the candidate as well as the proceedings during the test delivery phase.

POST TEST PHASE

(a) Provision of the hard and soft copies of the responses clicked by the candidates. Manual counter checking of results may be done randomly.

(b) Generate checklist of error records and absentees.

(c) A consolidated result to be prepared for all the centres by the vendor and forwarded in hard and soft copy to the O/o DGAFMS/DG-1D for final compilation.

(d) Removal of the question paper and trails from the server system immediately after the conclusion of the CBT and a certificate from competent authority / representative of the firm regarding the same.

(e) Audit trails of the complete test process conducted at all the centres.

9. The question bank provided for the examination shall be the intellectual property of AFMS and will be kept confidential before and after the conduct of the Computer Based Test. The same shall be purged from the server and a certificate to this effect will be issued by the firm following the completion of the examination. The work will be executed with proper security and integrity in a **time bound manner**. Firm will also be liable for legal action on delay in processing the job or disseminating/leakage of any information to outsiders / unauthorized persons.

FINANCIAL REQUIREMENTS

10. The firm should be able to identify and declare its financial standing and its ability to undertake the project. The firm will have to upload the proof of minimum annual turnover for an amount of **INR 01 crore (INR One crore only)**.

11. The complete breakdown of the price should be spelt out for each activity for ease of calculation. The bid should incorporate all taxes and duties mentioned separately. The ultimate cost would be the deciding factor for ranking of bids. Complete figures for approximately 250 candidates distributed over all the test centres be calculated.

INFRASTRUCTURAL REQUIREMENTS

12. Infrastructural requirements as mentioned below to be ensured without fail: -

- (a) Centres selected should be near a major road head and easily accessible by a four wheeler vehicle.
- (b) General area cleanliness to be ensured.
- (c) Test centres to be centrally air conditioned & well ventilated.
- (d) Adequate number of toilets inside the test centres.
- (e) Drinking water facility to be ensured.
- (f) Generator backup facility to be ensured.

EVALUATION CRITERIA

13. **Technical Evaluation Criteria**: The following table depicts the broad technical evaluation criteria which will be used to evaluate the Technical Bid:-

Sr No	Details	Mark as Yes / No (as applicable)	
		Yes	NO
(a)	The Bidder should be registered under the Companies Act, 1956 as amended in 2013 should have registered offices in India and should be in existence for at least the last five financial years, as on 31 Mar 2023		
(b)	The Bidder should be registered with appropriate Indian Tax authorities such as Income Tax, Goods and Service Tax etc and should submit valid certificates of registration with these authorities as applicable		

(c)	The Bidder must have valid ISO 9001:2015, ISO 20000 and ISO 27001 certifications		
(d)	Software should be STQC / CERT-In certified		
(e)	The Bidder to submit that their firm has not been blacklisted / debarred by any Government Department or Public Sector Undertaking and is not under any process of debarment / litigation for blacklisting		
(f)	Total number of Computer Based Test conducted in single shift from the FY 2021-22 & 2022-23 till last date of submission of Bids		
(g)	Availability of test centres in India as mentioned in Para 2 (a) in RFP. For centres abroad provision of web server from where connectivity will be provided to the Laptops/PCs located at centres abroad.		
(h)	Annual turnover from the business of conducting Computer Based Test for the last financial year (i.e. 2022-23) of at least Rs one Crore.		

13. If more than one bidder happens to quote the same lowest price, price negotiation / Reverse Auction will be done and L1 will be determined.

EXPECTED SCHEDULE (subject to change due to service requirements)

14. The expected schedule for the various tasks from start to completion is as under:-

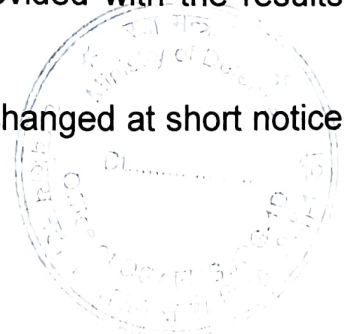
- (a) List of candidates appearing in the CBT will be provided prior to the conduct of exam.
- (b) Complete upgrading of facility and check/ reporting of the test centres to be completed by 3rd week of Mar 2024.
- (c) Complete test system run by the firm by the 1st week of Apr 2024.
- (d) Date of CBT to be conducted simultaneously at all the centres:-
14th Apr 2024.
- (e) Provision of the results to the O/o the DGAFMS/DG-1D immediately on completion of the procedure. Candidates will not be provided with the results directly under any circumstance.

Note: Dates mentioned above are not sacrosanct and may be changed at short notice at the discretion of the AFMS.

PROVISION BY AFMS

15. The following shall be made available by the AFMS:

- (a) Soft copy of candidates' master database having Roll No and centre allotted to each candidate.
- (b) Soft copy of Question Paper set.



- (c) Security check and identification of each candidate on the basis of ID proof and service documents.

TERMS AND CONDITIONS:-

16. The contract may be terminated in the following circumstances:

- (a) When the firm fails to honor any part of the contract including failure to render the contracted services in time.
- (b) When the firm is found to have made any false or fraudulent declaration or statement to get the contract or found to be indulging in unethical or unfair practices.
- (c) When both parties mutually agree to terminate the contract.
- (d) Any special circumstances, which must be recorded to justify the cancellation of a contract.
- (e) When timeline is not adhered to.

17. Full and final payment will be made by Online through the GeM Pool Current Bank Account after successful completion of all activities. No advance payment or part payment will be made or entertained under any circumstances. **Payment will be made only against actual number of candidates finally appearing in the CBT.**

18. Bids (both Technical and Financial marked separately) should be uploaded on the GeM portal of the Govt. of India, by the due date and time. Prior to uploading, an authorized rep of the firm shall put his initials on all pages of the original Technical and Financial Bids and these shall be marked as "ORIGINAL". The vendor will intimate the name and details of their authorized rep separately.

19. **Performance Bank Guarantee (PBG)**: All participating firms will have to deposit an undertaking in original on Rs 100/- Stamp paper as per the format at **Appendix – I (Bid Security Declaration)** addressed to O/o the DGAFMS, Ministry of Defence and a scanned copy of the same will be uploaded on the GeM portal. The successful bidder on whom the order will be placed, will have to deposit PBG @ 10% of the contract amount, which will remain with the DGAFMS till completion of contractual obligation.

20. Tender, which is found to be incomplete, and/or submitted after the scheduled time shall be summarily rejected. Late tenders will not be considered. No responsibility will be taken non-receipt of bid documents. Bids sent by post, FAX or e-mail will not be considered.

21. List of required documents to be uploaded is as below:-

- (a) RFP duly filled signed and stamped - pdf
- (b) Bidders authorization certificate with specimen signature - pdf
- (c) Undertaking that firm has not been black listed duly notarized - pdf
- (d) Details of bidder including structure of the organization. - pdf

- (e) Performance statement and details of similar work completed in the last three years. - pdf
- (f) Details of manpower /authorized personnel involved. - pdf
- (g) Performance Bank Guarantee (PBG)/Bid Security Declaration as Bank Guarantee **Appendix I**. - pdf
- (h) BoQ as per format placed as **Appendix-II** to this RFP. -pdf
- (j) Valid GST Registration Certificate. -pdf
- (k) Certified copy of the financial statement including audited balance sheets for FY 2021-22 & 2022-23 along with the certificate issued by the Statutory Auditor appointed by the Company. -pdf
- (m) Valid ISO 9001:2015, ISO 20000 & ISO-27001 certifications. -pdf
- (n) Documents required as per para 7 of RFP. -pdf

22. The address and contact numbers for seeking clarifications regarding this RFP are given below:-

- | | | |
|-----|--|---|
| (a) | Bids/queries to be addressed to | Col AFMS (Plg & Trg) |
| (b) | Postal address for sending the Bids | O/o DGAFMS/DG-1D,
Room No: 501, 'A' Block,
Africa Avenue,
Ministry of Defence,
New Delhi-110023 |
| (c) | Name/ Designation of the contact personnel | Brig AFMS (Plg & Trg)/
Col AFMS (Plg & Trg)/
JDAFMS/DG-1D |
| (d) | Tele No. | +91-11-24199702 |
| (e) | E-mail | oicexams.afmc@nic.in |

Date : 11 Jan 2024

Place: New Delhi



Sarala M
(Sarala M)
Col
Col AFMS (Plg & Trg)
For DGAFMS

BID SECURITY DECLARATION

Date:

Tender No:

1. I/We M/s _____ hereby undertake to submit Bid Security Declaration accepting that I / We shall abide with the terms and conditions of REF published with the tender.

2. I / We M/s _____ understand that necessary punitive action may be initiated against our firm including banning from the DGAFMS tenders for a period of up to 03 (three) years if I / We or my / our representative in any of the following bid conditions:-
 - (a) Withdraw / Modify / Amend / impairs or derogates from tender. My / our bid during the period of validity of bid.
 - (b) I / We fail / refuse to sign the contract in case the contract is awarded.
 - (c) Fail / refuse to submit a Performance Security before the deadline defined in the request for bids document in accordance to tender terms.
 - (d) In case any document submitted by the firm is found to be fraud or fraudulent or intentionally defaced.
 - (e) In case Cartel formation / pool rates is found in the tender.
 - (f) Try to influence outcome of tender.
 - (g) Failure to disclose / misinform information sought regarding tender at any time during the tendering / CNC / PNC prior to placing a Contract / SO.

3. I / We understand that Bid Security declaration shall cease to be valid if I am / We are not the successful bidder, upon the earlier of (i) the receipt of your notification of the name of successful bidder (ii) thirty days after the expiration of the validity of my our bid.

For and on behalf of the Bidder

(Signature)
(Name of the Chairperson / MD / Director / Company Secretary)

Date
Address
Location

Note: The above declaration is to be submitted in original on Rs. 100/- Stamp Paper along with the bid documents and the scanned copy of the same will be uploaded on the GeM portal.