



**KURUKSHETRA UNIVERSITY KURUKSHETRA
HARYANA – 136 119 (INDIA)**

Name of work: Remote-Proctoring of Online Examinations

DNIT Amount: 01.00 Crore

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KURUKSHETRA UNIVERSITY KURUKSHETRA
(Established by the State Legislature Act-XII of 1956)
(‘A+’ Grade NAAC Accredited)

No. CT-III/21/_____

Dated:_____

Notice Inviting E-Tender

Online bids/tender are invited on prescribed forms from eligible bidders as per eligibility criteria mentioned in the tender documents through E-Tendering for below work.

The Tender Form and conditions of contract can be obtained/downloaded from the website:

<https://etenders.hry.nic.in> or www.kuk.ac.in

Sr. No.	Name of Work	Appx. Cost (in Rs.)	E/Money (in Rs.)	Bid fee + E-service Fee (in Rs.)	Time Limit	Bid Submission Start Date	Bid Submission Closing date
1.	To Conduct Remote proctoring during blended mode examinations of Kurukshetra University, Kurukshetra	1.00 crore	02% of Approx. cost	5000	120 days	17.05.2021 at 10.00 AM	31.05.2021 at 10.00 AM

For other terms/conditions of tenders may visit on website: -
<https://etenders.hry.nic.in> or www.kuk.ac.in

For any query may contact on telephone No. 70821-13122 and 70821-13175.

Assistant Registrar (Conduct)

Detailed Notice Inviting Tender
(DNIT)

KURUKSHETRA UNIVERSITY KURUKSHETRA
(Established by the State Legislature Act-XII of 1956)
(‘A+’ Grade NAAC Accredited)

Notice Inviting E-Tender

Online bids/tenders are invited only from the Registered Firms/Agency for *engagement of Agency for remote proctored Examinations of various courses of Kurukshetra University, Kurukshetra to be held from June to September, 2021 through E-tendering mode* on prescribed form. The tender form alongwith conditions of contract to be fulfilled, can be obtained from the website: <https://etenders.hry.nic.in>

Sr. No.	Name of Work	Appx. Cost (in Rs.)	E/Money (in Rs.)	Bid fee + E-service Fee (in Rs.)	Start Date & Time for Bid Preparation & EMD submission	Expiry Date & Time for Bid Submission	Date & Time for opening of Bid	
							Technical Bid	Financial Bid
1.	To Conduct Remote proctoring during blended mode examinations of various Courses of Kurukshetra University, Kurukshetra, to be held from June to September, 2021	1.00 crore	02% of Approx. cost	5000	17.05.2021 (10.00 AM)	31.05.2021 (10.00 AM)	31.05.2021 (12.00 Noon)	After Technical Evaluation)

For other terms/conditions of tenders may visit on website:

<https://etenders.hry.nic.in>

For any query may contact through email: arconduct@kuk.ac.in

Assistant Registrar(Conduct)

GENERAL RULES AND DIRECTIONS FOR THE GUIDANCE OF FIRMS/AGENCIES/BIDDERS

1. In the event of the Tender being submitted by a firm, it must be signed separately by each member thereof, or in the event of the absence of any partner, it must be signed on his behalf by a person holding a Power of Attorney authorizing him to do so.
2. In case, the contractor backs out to work or do not abide by the Contract Agreement, the earnest money deposited by him shall be forfeited besides any other action as may be considered necessary by the University authorities, Kurukshetra University, Kurukshetra.
3. The quantity may increase or decrease as the case may be.
4. The University authorities reserve the right to reject or accept any bid without assigning any reason.
5. All disputed shall be subject to jurisdiction of District Court, Kurukshetra.
6. The order shall be placed on the basis of lowest item/items wise rates.
7. Conditional tenders will not be accepted.

NOTICE INVITING E-TENDER (NIT)

TENDER FOR ENGAGEMENT OF AGENCY TO CONDUCT REMOTE PROCTORED ONLINE EXAMINATIONS OF VARIOUS COURSES OF KURUKSHETRA UNIVERSITY TO BE HELD FROM JUNE TO SEPTEMBER, 2021.

Kurukshetra University was established in 1956 as a unitary residential University and its foundation stone was laid by late Dr. Rajendra Prasad, the first President of India. Located in the holy city of Kurukshetra, land of the historical battle of 'Mahabharata' and the great message of Bhagwad Gita, its campus is situated on the western bank of Brahm Sarover (the holy tank) and extends over an area of over 400 acres. Starting with only the Department of Sanskrit, it has grown into a multi-faculty University as one of the premier centres for advanced study and research in the region.

Kurukshetra University intends to avail the services of agency/firm capable of providing image based/AI based remote proctoring as mentioned in Financial Bid for various courses for the online examinations to be held from June to September 2021 so as to ensure the integrity of the appearing students and to maintain the sanctity of Examinations. Accordingly, bids are invited from remote proctoring solution providers that can provide Image based proctoring as a service to conduct the online examinations to the nearly 700 courses (on average four papers per course) numbering above two lacs students of the Kurukshetra University.

In light of the above, Kurukshetra University Kurukshetra invites online two bid system tender from reputed agencies/firms with relevant experience, who meet the eligibility Criteria through E-Procurement portal for the following work(s):

Name of the Work: ENGAGEMENT OF AGENCY/FIRM TO CONDUCT REMOTE PROCTORED ONLINE EXAMINATIONS OF VARIOUS COURSES OF KURUKSHETRA UNIVERSITY, TO BE HELD FROM JUNE TO SEPTEMBER 2021.

Broad Scope 700 courses (on average 4 papers per course), above 2 lacs students appr.

Tender No: AR(Conduct)/2021/1

dated 17.05.2021

A detailed notice for inviting online bids is given below. Interested eligible Agency/Firm may obtain further information and the tender form along with terms & conditions of tender from the website: <https://etenders.hry.nic.in> and <http://www.kuk.ac.in>.

1. IMPORTANT TENDER DETAILS

S. No.	Particulars	Details
1.	Tender Notification No.	Conduct/2021/1
2.	Tender Notification Date	17.05.2021
3.	Tender Issued by	Kurukshetra University, Kurukshetra
4.	Estimated Cost	Rs. 1 Crore (approx.)
5.	EMD	<p>The agency/firm need to deposit EMD amount of Rs. 2.00 Lacs through online mode. In case of non receipt of EMD within the stipulated time, the bid will be rejected.</p> <p>Apart from submission of EMD in physical form, scanned copy of EMD duly attested and countersigned by the firms shall also be uploaded. The EMD of successful bidder shall be returned after receipt of Security Deposit and the EMD of unsuccessful bidder will be returned immediately upon tender finalization.</p> <p>For startup exemption on the payment of Earnest Money Deposit(EMD) subject to fulfilment of conditions as per eligibility shall be given.</p>
6.	Contact authority to whom the bids are to be addressed	<p>Assistant Registrar (Conduct Branch), Kurukshetra University, Kurukshetra</p> <p>E-mail : arconduct@kuk.ac.in</p> <p>Phone No. : 01744-238966</p>
7.	Last date and time for online Tender submission	31.05.2021 (10.00 AM)
8.	Opening of Technical bid cover	31.05.2021 (12.00 Noon)
9.	Presentation & demonstration by Qualified bidders, if any	Time of presentation will be informed through email/mobile.

10.	Opening of Financial bid of technically eligible bidders.	The date will be intimated later.
11.	Bid validity Period	120 days
12.	Mode of Tender Submission	Tender documents shall be submitted in electronic form using the e-procurement system at https://etenders.hry.nic.in
13.	Tentative no. of students	Approx. 2 lacs

Note: In case the specified date for the submission of offers happens to be Saturday/Sunday or Holiday, the bid-closing deadline shall stand extended to the next working day up to the same time.

2. SCOPE OF WORK

The agency/firm shall provide the operational solutions for the conduct of the proctored blended mode(mixture of online & offline) Examinations (Descriptive Paper & Pen Examination) on the basis of the schedule to be conveyed by the Assistant Registrar (Conduct Branch), Kurukshetra University. The tentative number of students expected to appear in the Examinations to be held from June to September, 2021 will be 2 Lac (approx.) which may vary.

Remote Proctoring (AI & Human Proctoring) activity shall involve the activation of Remote Proctoring facility for the test takers. This should be on a Real Time basis but without compromising the credibility and sanctity of the test. Service provider/Bidder will be completely responsible for conducting the examinations.

The Remote Proctoring activity must have the following features:

- i. Establish candidate authentication; agency/firm to share the authentication process which will have to be mutually agreeable.
- ii. The Remote Proctoring facility should allow for human proctoring through Live Feed of the examination of each candidate. Solution should be able to work on the low internet bandwidth of 512 kbps. The Online exam should smoothly run on Android Mobile, desktop or laptop or any other similar device having net connectivity. The browser should be compatible with all modern Operating system.

- iii. Familiarization of candidate to Remote Proctoring, Do's & Don'ts, Instructions etc. Bidder must have a provision in their solution of giving Mock/Trial test before the main examination.
- iv. Option to mandate candidate authorization by a remote authorizer before the candidate starts the test.
- v. Limit allocation of candidates to a proctor randomly and automatically.
- vi. Proctor should be able to validate the successful completion of the test.
- vii. Question Paper closing timing would be about four hours.
- viii. Paper-wise/Student-wise objectionable Images will be supplied by the firm/company to the concerned Evaluation Centres to be created by the University and the concerned Dept./Institute/College will check these objectionable images and will make Unfair Means Case, if necessary.
- ix. Invigilation during the exam:
 - The proctors will compare the facial recognition photo & the photo ID card and authorize the students to the exam page. The photo, name and date to be verified by the proctor prior to allowing the student in the exam page
 - Monitor the exam taker continuously and provide support till the end of the exam.
 - Remote proctors should also ensure proper conduct of examination and ensure that candidates use no unfair means during the exam, as per the details agreed upon by Vendor and Kurukshetra University, Kurukshetra.
 - Image capturing/streaming of the candidate for the entire duration of the exam at interval of 60 seconds.
- x. Details to be displayed on candidate console as part of Exam software during the exam:
 - Display of instructions to candidates on login and before start of examination. The candidate must be able to retrieve instructions at any time during the examination as well.
 - Start and closure of the examination at scheduled time (candidates must not be able to start their examination even if they login before the scheduled time).
 - Display of remaining time available

- Display of candidate details on the screen including a photograph during the examination.
 - Viewing the complete question paper or a section in the case of sectional papers.
- xi. **Monitoring:** The server of agency/firm shall have the capability to start the examination for all candidates, monitor the status of each candidate (whether logged in, examination started, idle/active, disconnected, submitted, etc.). The server MUST maintain an audit trail of every operation of the students on the server.
- xii. **Master Control Facility:** The exam should be accessible for monitoring by Kurukshetra University, Kurukshetra, ably supported by technical personnel who are well versed with the Online Examination Software. At the end of examination in each session, the candidate response data and audit trail data of each candidate to be shared with Kurukshetra University, Kurukshetra. The vendor should provide the facility to monitor the pre-examination, during examination and post examination activities of all candidates taking exams simultaneously.
- xiii. **Post Examination Work:**
- Download of the answer scripts/books (readable format like PDF) and handing over soft copy of answer books in PDF format paper-wise and class-wise to the concerned evaluation centres to be created by the University.
 - For Remote proctored paper/pen exams, the scanned copies (readable format like pdf paper-wise and class-wise) must be shared on the day of the exam or next day. Audit logs for each and every candidate that covers the computer activity done by him/her should be shared with the Kurukshetra University, Kurukshetra.
 - Individual candidate-wise, item-wise responses and audit trail will be captured and shared with Kurukshetra University, Kurukshetra. The agency/firm will maintain the data in a secure manner till instructed by Kurukshetra University, Kurukshetra before deleting the same.

3. PREPARATION OF BIDS AND ON-LINE TENDER SUBMISSION

Before submission of the tender, the agency/firm must verify the eligibility criteria and also ensure fulfilling all the terms and conditions. The bids without EMD or

with late receipt of EMD shall be summarily rejected. The agency/firms are required to submit soft copies of their bids electronically on <https://etenders.hry.nic.in> using valid Digital Signature Certificates.

- (i) Downloading and submission of tender will be done by e-tendering process through the website <https://etenders.hry.nic.in>.
- (ii) Agency/firm should take into account any corrigendum published on the tender document before submitting their bids for which no separate advertisements shall be issued.
- (iii) Agency/firm should go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the tender.
- (iv) Agency/firm, in advance, should get the tender documents ready to be submitted as indicated in the tender document/schedule and they should be in PDF format.
- (v) The PDF file of the financial bid should be strictly password protected and the same password shall be obtained from the firms at the time of opening of financial bid.
- (vi) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- (vii) Upon the successful and timely submission of tender, the portal will give a successful bid submission message and a bid summary will be displayed with the bid No. and the date & time of submission of the bid with all other relevant details.
- (viii) The tender submission portal i.e. <https://etenders.hry.nic.in> is being maintained by National Informatics Centre(NIC). Any queries relating to the process of online bid submission or queries relating to above portal in general may be directed to the said portal helpdesk. Kurukshetra University, Kurukshetra shall not be responsible for any technical issues/errors relating to the portal.

- (ix) The Technical bids and financial bids must be uploaded on-line (PDF format) in separate e-packets/covers through <https://etenders.hry.nic.in>. The PDF file of the financial bid should be strictly **password protected** and the same password shall be obtained from the firms at the time of opening of financial bid.
- (x) All the supporting documents to be submitted in each e-packet/cover should be in line with the requirements mentioned in this tender document.
- (xi) All the documents listed in Technical bid & Financial bid and supporting documents must be stamped and signed by the authorized signatory of the bidder.
- (xii) Kurukshetra University reserves the right to reject the bid, if, any of the above listed conditions are not met.

4. ELIGIBILITY CRITERIA

The bidder should possess the requisite resources and capabilities in providing the services necessary to meet the requirement of Kurukshetra University Kurukshetra. The bid must be complete in all respect and should cover the entire cost of work as stipulated in the document. The bidder not meeting the eligibility criteria will not be considered for further evaluation. The PDF files of the technical and financial bids along with other supporting documents are to be submitted online at <https://etenders.hry.nic.in> under two separate E-packets/covers i.e. Pre-Qualification/Technical Bid (Technical Envelope) and Financial Bid (comprising of price bid proposal).

PART -I (TECHNICAL BID)

Technical Bid to be uploaded shall contain the information mentioned in the Table-I below along with all the supporting documents. Technical evaluation would be done based on the criteria mentioned in the Table-I and each eligible bidder should qualify this minimum pre-qualification/technical criterion. Responses not meeting the minimum pre-qualification/technical criteria will be rejected and will not be evaluated. The Kurukshetra University reserves the rights to have demo with the firms before opening of the financial bid.

Table I: TECHNICAL BID

S. No.	Technical / Pre-qualification Criteria	Supporting Compliance Document	Supporting Document enclosed (Yes/No)
1.	Profile of the company/agency. The applicant shall be a firm/ company registered under the Indian Companies Act, 2013 and who have their registered offices in India.	Copy of Certificate of incorporation or any other relevant documents, brief company profile with copy of GST & PAN. Please specify the certifications, if any, viz. ISO 27001 certified/Tier III compliant data centre/CMMI level/ISO 9001:2015 certified etc.	
2.	The firm should be in the business of providing similar services for at least 03 years.	Certificate by Company Secretary of the Bidder's Organization or any other relevant documents.	
3.	The Bidder has to be profitable and should not have incurred loss in any of the last 3 consecutive Financial Years (FY 2017-18, 2018-19, 2019-20)	Attach certificate from CA or any other relevant certificate.	
4.(A)	The Bidder should have an annual turnover of Rupees 2 Crore in each of the last 3 consecutive Financial Years (FY 2017-18, 2018-19, 2019-20).	CA certified document with name of CA registration number, signature and stamp or any other relevant certificate.	
4.(B)	For MSMEs duly registered with the Government of India, the turnover criteria shall be relaxed by 20% (i.e. these firms should have Annual turnover of at least INR 1.60 Crores in the last three financial years (FY 2017-18, 2018-19, 2019-20)), Subject to meeting of quality, scope technical specification and other criteria asked in this document. For Start-Ups duly registered with the Government of India, the turnover criteria shall be relaxed by 80% (i.e. these firms should have Annual turnover of at least INR 40 Lacs in the last three financial years (FY 2017-18, 2018-19, 2019-20)), Subject to meeting of quality, scope technical specification and other	Valid registration certificate issued by NSIC/MSME or other appropriate government authorities.	

	criteria asked in this document.		
5.	The bidder must have successfully executed 3 similar projects in the last 3 years for the conduct of Remote Proctored Online Exams. Bidder should have experience of conducting Remote Proctored Online Examinations of minimum 20,000 candidates in a single session and minimum 2.50 lacs students exam in full session. The documentary evidence in the form of work order/contract and performance report must be enclosed on the client's letterhead. (Bidder's past achievement in this regard shall be considered for technical evaluation). Any experience as a consortium partner will not be considered. Relaxation to startup shall be given as per Haryana Govt. notification No. 2/2/2016-41B-II dated 03.01.2019 issued by Department of Industries & Commerce, Govt. of Haryana.	Copy of Work Order.	
6.	Names & addresses of clients (at least three) alongwith their contact details	1. 2. 3.	
7.	The firm should not be blacklisted by any Central Govt./State Govt./PSU/ Govt. Bodies/IITs & IIMs/Reputed Educational Institutes in India.	Certificate signed by the Authorized Signatory	
8.	The bidding agency shall ensure a single point of contact with the Kurukshetra University, Kurukshetra and shall be solely responsible for the execution and delivery of the work.	Yes <input type="checkbox"/> / No <input type="checkbox"/>	
9.	The bidder should participate as a single entity; no consortium or group companies will be allowed.	Yes <input type="checkbox"/> / No <input type="checkbox"/>	

10.	The Bidder should be registered with appropriate tax authorities such as Income tax, GST etc., and should submit valid certificates of registration with these authorities.	Yes <input type="checkbox"/> / No <input type="checkbox"/>	
11.	Bidder Data Centre should be certified as per Govt. of India Guidelines. The infrastructure of the bidder must be CERT-In certified as per Govt. of India guidelines.	Yes <input type="checkbox"/> / No <input type="checkbox"/>	
12.	The bidding agency should own the copyright of the source code being used for software to enable Remote Proctored Online Exam. The agency should be able to make changes as and when required in any of the components of the software. Attach proof in this regard.	Yes <input type="checkbox"/> / No <input type="checkbox"/>	
13.	The bidder should have all relevant facilities and logistics available to execute the work. Appropriate technology, hardware and software, dedicated connectivity, trained remote proctoring staff, adequate security measures with due diligence should be available.	Yes <input type="checkbox"/> / No <input type="checkbox"/>	
14.	The agency should have an in-house quality assurance and product testing team with proven and robust quality management processes required for the remote proctored computer based online examination. Bidder should have minimum 10 employees on rolls for programming and supporting activities.	Yes <input type="checkbox"/> / No <input type="checkbox"/>	
15.	The agency should design a high-performance system and conduct performance exams to verify successful achievement of high concurrency, quick response time, and long-stress duration required of the system used to conduct the examination. Results of such performance exams should be made	Yes <input type="checkbox"/> / No <input type="checkbox"/>	

	available to the client as and when required. Sometimes these exams may have to be conducted within a short notice and with strict deadlines.		
16.	The agency 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 and the infrastructure must be carried out. Results of such security tests should be made available to the client, when requested.	Yes <input type="checkbox"/> / No <input type="checkbox"/>	
17.	The bidder should sign & stamp all the pages of subject tender document as a token of their acceptance and the scan copy of the same need to be uploaded in the E-Packet-1.	Yes <input type="checkbox"/> / No <input type="checkbox"/>	
18.	The bidder should upload the scan copy of annexure-A and B duly filled signed & stamped.	Yes <input type="checkbox"/> / No <input type="checkbox"/>	
19.	The bidder should fill relevant details in this technical bid and the same along with supporting documents should be uploaded in the Technical bid as a PDF file.	Yes <input type="checkbox"/> / No <input type="checkbox"/>	

Note: The bidders those who qualify the Technical/Pre-Qualification criteria shall only be considered for opening of financial bid and rest of the bids shall be rejected at this stage and Kurukshetra University, Kurukshetra decision will be final for the evaluation of Technical Bids.

PART-II (FINANCIAL BID)

- (a) The password protected PDF file of the financial bid should be uploaded online in the below mentioned format:

<u>FINANCIAL BID</u>			
<u>Rates for Remote Proctoring Blended Mode Examinations</u>			
<u>(Subjective/Descriptive Examinations (Paper & Pen Examination))</u>			
1. For Subjective Exams (With Image/Stream Proctoring)			
Sr. No.	Item	Unit	Rate
1	Remote Proctored Exam Platform (Fully Loaded AI Features). Proctors will be managed by the Firm/Company & Collection of Answer Books including conduct of exams & Handing over the soft copy of the Answer Books to the concerned Evaluation Centres to be created by the University in PDF Format paper wise & class wise.	Per candidate per paper	
2	Remote Proctored Exam Platform (with Image/Stream proctoring). Proctors will be managed by the Firm/Company & Collection of Answer Books including conduct of exams & Handing over the soft copy of the Answer Books to the concerned Evaluation Centres to be created by the University in PDF Format paper wise & class wise.	Per candidate per paper	

- (b) The financial bid shall contain only schedule of all the rates duly filled in. No stipulation, deviation, terms & conditions, presumptions etc. is permissible in financial bid. Kurukshetra University, Kurukshetra shall not take any cognizance of any such conditions and may at its discretion reject such bids.
- (c) Price offered by the bidder shall not appear anywhere in any manner in the technical bid.
- (d) The GST rate to be filled without fail. In case of receipt of bid without GST rate, it shall be construed that the rate quoted is inclusive of GST for further process.

5. **EVALUATION PROCEDURE AND SELECTION:** Bidders will be evaluated technically and will be qualified based on Information/documents provided and Technical presentation, if any. Only those Technical Bids that are found compliant/suitable after technical evaluation done by Kurukshetra University, Kurukshetra will be called for demo, if required and further considered for opening of financial bids.
6. **SECURITY DEPOSIT:** - The successful bidder is required to furnish the Security Deposit in INR equivalent to 10% of the Contract / Order value (excluding taxes) in the form of Performance Bank Guarantee or Demand Draft drawn in favor of Registrar, Kurukshetra University Kurukshetra payable at Kurukshetra within 15 days of award of Contract/receipt of Order(s). The amount of Security Deposit will be forfeited to the extent of financial loss suffered by Kurukshetra University, Kurukshetra, if the successful bidder fails to execute the order and fulfill its terms and conditions. Relaxation to startup shall be given as per Haryana Govt. notification No. 2/2/2016-41B-II dated 03.01.2019 issued by Department of Industries & Commerce, Govt. of Haryana.
7. **PAYMENT PROCESS:** - The payment shall be made in Indian rupees and shall be paid only after the successful completion of the entire work without any delays or errors. Payment would be made to the successful bidder as per the charges quoted by the agency in the financial bid.
8. **PENALTIES:** - Work should strictly be completed within the limit as per the work plan offered by the successful bidder and agreed upon by the Kurukshetra University, Kurukshetra. In case of any delay in completion beyond the stipulated time, liquidated damage @ 0.5% of the total contract value for delay per week shall be levied subject to maximum of 10% of the total contract value.
9. **TERMS AND CONDITIONS:** -
- (i) Earnest Money is liable to be forfeited and bid is liable to be rejected, if the bidder withdraws or amends, impairs or derogates from the tender in any respect within the validity period of the tender.
 - (ii) The Earnest Money of all unsuccessful bidders shall be returned as early as possible within the Bid Validity period but not before 120 days from the date

of Work Order. No interest will be payable by Kurukshetra University, Kurukshetra on the Earnest Money Deposit. The Earnest Money of successful bidder shall be returned to the successful bidder after submission of Performance Bank Guarantee (BG) or DD equivalent to 10% of order value towards “Security Deposit”.

- (iii) Govt. Levies like GST, etc. shall be paid at actual rates applicable on the date of submission of Bid. Rates should be quoted accordingly giving the basic price, GST etc.
- (iv) **Offer Validity:** Offers should be valid for minimum One Twenty(120) Days from the date of opening the Technical Bid. A bid, valid for a shorter period, is liable to be rejected. Kurukshetra University, Kurukshetra may ask the bidders to extend the period of validity, if required.
- (v) Kurukshetra University, Kurukshetra reserves the right to accept/reject the offers or cancel the whole tender proceedings without assigning any reason whatsoever. Offers through Email/Fax etc. and open offers shall not be accepted. Late/Delayed offers shall not be accepted under any circumstances. Incomplete offers will be rejected. In case the specified date for the submission of offers being a holiday or declared holiday for Kurukshetra University, Kurukshetra, the bid-closing deadline shall stand extended to the next working day up to the same time.
- (vi) E-tender bidders are requested to note that all communication will be made through procurement portal only.
- (vii) Kurukshetra University, Kurukshetra shall not be responsible for delayed submission or non-submission of bid due to any reason whatsoever. The bidders are requested to submit the bid online much before date & time of submission, failing which Kurukshetra University, Kurukshetra shall not be responsible for any such technical problem.
- (viii) The Cost quoted should be inclusive of all cost elements including all statutory charges/fee/GST/royalty fee etc., for completing the entire scope work given at serial number 3.

- (ix) Payment will be made as per clause 8.
 - (x) Kurukshetra University, Kurukshetra reserve the right to cancel the entire tender process without assigning any reason.
 - (xi) The work should be completed within stipulated time frame for which a work plan needs to be submitted by the bidders and should be mutually agreeable by Kurukshetra University, Kurukshetra.
 - (xii) The successful bidder should not sub contract the awarded work in whatsoever manner. In case of any such activities come to the notice of Kurukshetra University, Kurukshetra's knowledge, appropriate action shall be taken on such bidder including termination of contract and blacklisting upto 3 years.
 - (xiii) **Unsatisfactory Performance:** The Parties herein agree that Kurukshetra University, Kurukshetra shall have the sole and discretionary right to assess the performance(s) of the Bidder, either primary and or final, and Kurukshetra University, Kurukshetra, without any liability whatsoever, either direct or indirect, may cancel the order, without any explanation to the Bidder, either during the pre and or post contract period should the same be unsatisfactory and not to the acceptance of Kurukshetra University, Kurukshetra.
 - (xiv) **Disclaimer:** This e-Tender is not an offer by Kurukshetra University, Kurukshetra but an invitation for bidder's response.
10. **ARBITRATION:** -Matters regarding any dispute shall be referred for arbitration to any officer appointed by the Vice Chancellor, Kurukshetra University, Kurukshetra, whose decision shall be binding and final. Even after arbitration if any questions, disputes and/or differences arises under and out of, or in connection with the contract, if concluded, shall be referred to the District Court, Kurukshetra (Haryana).
11. **CANCELLATION OF CONTRACT:** - Kurukshetra University, Kurukshetra reserves the right to accept or reject the tender in full or in part at its Sole discretion without assigning any reason whatsoever.
12. **FORCE MAJEURE:** - Should any of the force majeure circumstances, namely act

of God, natural calamity, fire, Government of India Policy, restrictions, strikes or lock-outs by workmen, war, military operations of any nature and blockades preventing the Kurukshetra University, Kurukshetra/Successful Bidder from wholly or partially carrying out his contractual obligations, the period stipulated for the performance of the Contract shall be extended for as long as these circumstances prevail. In the event of these circumstances continuing for more than three months, either party shall have the right to refuse to fulfill its contractual obligations without title to indemnification of any losses it may thereby sustain.

13. **CONFIDENTIALITY:** - This Tender's provisions and existence, as well as any commercial data including price or technical data and any information provided in accordance herewith to the other **party shall be considered as confidential. Such information shall not be disclosed** to any third party unless required by any applicable law or authorized in writing by the other party. All such information shall be used by the other party only for the purposes of performance of this Tender. Confidentiality will be maintained during existence of this Tender and even on termination/expiry.
14. **INDEMNIFICATION:** -The successful bidder shall fully indemnify, hold harmless and defend Kurukshetra University, Kurukshetra and its officers etc., from and against all claims, liabilities, suits, damages including any criminal liability due to false declaration by the successful bidder with regard to the subject tender transaction etc., caused due to negligence/commission/omission of the Successful bidder or its agents and representatives or sub-contractors or any other person claiming or any other person claiming under this tender or under the applicable laws of India.

ANNEXURE-A

General Particulars of Bidder

S. No.	Particulars	To be filled in by the Bidder
1	Name of the Bidding Agency/firm	
2	Date of establishment of the Agency (Attach a copy of Registration certificate)	
3	Address of the Agency with office telephone number, E-Mail ID, Mobile number and the name of the contact person	
4	Details of GST (Copy to be enclosed)	
5	Enclosed/uploaded Technical Bid + Supporting documents. (Kindly mention YES or NO)	
6	Enclosed/uploaded Financial Bid (password protected) (Kindly mention YES or NO)	

Seal of the Bidder

Signature:
(Authorized signatory of the Bidder)

ANNEXURE-B

TENDER ACCEPTANCE LETTER

(To be given in Company Letter Head)

To

**The Assistant Registrar (Conduct),
Examination Branch,
Kurukshetra University,
Kurukshetra**

Subject: Acceptance of Terms & Conditions

Tender Reference No: _____

TENDER FOR ENGAGEMENT OF AGENCY/FIRMS TO CONDUCT REMOTE PROCTORED BLENDED MODE EXAMINATIONS (MIXTURE OF ONLINE & OFFLINE) OF VARIOUS COURSES OF KURUKSHETRA UNIVERSITY TO BE HELD FROM JUNE TO SEPTEMBER, 2021.

Dear Sir,

- (i) I/We have downloaded/obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely: <https://www.kuk.ac.in> and <https://etenders.hry.nic.in> etc. as per your NIT/advertisement, given in the above-mentioned website(s).
- (ii) I/We hereby certify that I/We have read the entire terms and conditions of the tender documents (including all documents like annexure(s), schedules (s), etc.), which form part of the contract agreement and I/We shall abide hereby by the terms/conditions/clauses contained therein.
- (iii) The corrigendum(s) issued from time to time by your department/organization too has also been taken into consideration, while submitting this acceptance letter.
- (iv) I/We hereby unconditionally accept the tender conditions of above mentioned tender document(s)/corrigendum(s) in its totality/entirety.
- (v) I/We do hereby declare that our firm has not been blacklisted/debarred by any Govt. Department/Public Sector Undertaking.
- (vi) I/We certify that all information furnished by our firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/organization shall without giving any notice or reason thereof or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the fully said earnest money deposit absolutely.

**Yours faithfully, Authorized Signatory.
(Signature of the Bidder, with official Seal)
Email Id for correspondence.
Mobile No. _____**