

Amendment No. 1

Date: 02.09.2023

Sub: Amendment to the RFP for providing END TO END solution for Computer Based Test (CBT) Examination for HLL Lifecare Limited and it's Client Organizations.

**Ref: RFP No. HLL/CHO/HR//REC/CBT/23-24 dated 24/08/2023
CPP Tender id: 2023_HLL_165772_1**

The following Amendments are hereby made to above referred RFP:-

1.FACT SHEET

In Clause 6(ii)

For:-

DO NOT'S

Bidders are requested NOT to submit the hard copy of the Financial/Price bid. In case the Financial/Price bid is submitted in physical form (hard copy), the tender shall be straightaway rejected. Also, uploading of the financial/price bid in **commercial** bid will RESULT IN REJECTION of the proposal.

AMENDED TO READ AS:-

DO NOT'S

Bidders are requested NOT to submit the hard copy of the Financial/Price bid. In case the Financial/Price bid is submitted in physical form (hard copy), the tender shall be straightaway rejected. Also, uploading of the financial/price bid in **Technical** bid will RESULT IN REJECTION of the proposal.

3. SCOPE OF WORK

For:-

The Bidder shall provide a facility to candidates for static mock link for mock test within **a fortnight of signing the contract**. The same facility should also be available online to be run through web server. The mock test should be a replica of the examination software.

AMENDED TO READ AS:-

The Bidder shall provide a facility to candidates for static mock link for mock test within **7 days before the examination date**. The same facility should also be available online to be run through web server. The mock test should be a replica of the examination software.

3.1 Examination Phase**For:-**

RAM	16 GB or higher.
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AMENDED TO READ AS:-

RAM	8 GB or higher.
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3.2 Post Examination Phase**For:-**

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.

AMENDED TO READ AS:-

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 **provided by HLL**. After receipt of the representation of the candidates, the bidder will upload the final answer key within 3 days.

4.1 Organizational Level**For:-**

- 4) The average annual turnover of the bidder should be minimum Rs.100crores during last **3 consecutive** financial years. The turnover should be of the bidder and not of the group companies or consortium. The turnover refers to a company and not the composite turnover of its subsidiaries/sister concerns etc. for 2020-21, 2021–22 and 2022-23.

- 5) The bidder's Average Annual Turnover during last **three** financial years should be Rs50crores or more in India from Computer Based Examination (Attach documentary evidence such as audited Balance Sheet etc.).
- 6) The bidder should **not have incurred any loss** during last **three** years up to financial year ending 31 March 2023. The bidder should submit certified copies of their company Balance Sheet and Profit and Loss Account duly audited for the last **three** financial years.

AMENDED TO READ AS:-

- 4) The average annual turnover of the bidder should be minimum Rs.100crores during last **5** financial years. The turnover should be of the bidder and not of the group companies or consortium. The turnover refers to a company and not the composite turnover of its subsidiaries/sister concerns etc. for **2018-2019, 2019-2020, 2020-21, 2021-22 and 2022-23.**
- 5) The bidder's Average Annual Turnover during last **five** financial years should be Rs.50 crores or more in India from Computer Based Examination (Attach documentary evidence such as audited Balance Sheet etc.).
- 6) The bidder should **be in profit for atleast 3 years** during last **five** years up to financial year ending 31 March 2023. The bidder should submit certified copies of their company Balance Sheet and Profit and Loss Account duly audited for the last **five** financial years.

5. Scoring Model

For:-

1.

Sr. No.	Criteria	Score
1.1	Bidder's profile	10
1.1.1	Bidder's Organizational Legal Structure	5
	Partnership /Proprietary	1
	Private Limited	3
	Public Limited Company	5
1.1.2	Overallregular staff strength (Project Management/ Development/ Quality Assurance /Implementation/ Operations)	5
	=300	1
	>300 - 500	3
	>500	5
1.2	Bidder's Certification	20
1.2.1	CMMi level Development	10

	CMMi level 5 Development	10
	CMMi level Service	10
1.2.2	CMMi level 5 Service	10
1.3	Bidder's Financial Capability	15
1.3.1	Average annual turnover for the period 2020-21, 2021-22 and 2022-23	15
	More than 100 CR and Less than 200 Crore INR	5
	More than 200 CR and Less than 300Crore INR	10
	More than 300Crore INR	15
1.4	Bidder's experience in CBT	10
1.4.1	Maximum no of candidates appeared in computer based examination in single shift completed in India in last five financial years (as on date of bid submission)	10
	75,000 –1,00,000 Candidates	5
	>1,00,000 Candidate	10
1.5	Bidder's infrastructure capability	25
1.5.1	Owned/ hired Node (available 24X7 with minimum 150 nodes in each canter) Capability across India (Proof to be submitted)	10
	<=50,000	2
	50,001 – 1,00,000	5
	>1,00,000	10
1.5.2	Primary Data Center with Secondary DC site to be managed by the bidder for data Security	15
	1. Tier III DC infrastructure with Secondary DC outsourced by the bidder with Cert-in Certified infrastructure	5
	2. Tier III DC infrastructure with Secondary DC owned by the bidder with Cert-in Certified infrastructure	10
	3. Tier IV DC infrastructure with Secondary DC owned/ hired by the bidder with Cert-in Certified infrastructure	15
1.6	Bidder's Presentation and Demonstration	20
1.6.1	Presentation and Demonstration	20

AMENDED TO READ AS:-**2.**

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1.1	Bidder's profile	10
1.1.1	Bidder's Organizational Legal Structure	5
	Partnership /Proprietary	1
	Private Limited	3

	Public Limited Company	5
1.1.2	Overall regular staff strength (Project Management/ Development/ Quality Assurance /Implementation/ Operations)	5
	=300	1
	>300 - 400	3
	> 400	5
1.2	Bidder's Certification	20
1.2.1	CMMi level Development	10
	CMMi level 5 Development	10
	CMMi level Service	10
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1.5.2	Primary Data Center with Secondary DC site to be managed by the bidder for data Security	15
	4. Tier III DC infrastructure with Secondary DC outsourced by the bidder with Cert-in Certified infrastructure	5
	5. Tier III DC infrastructure with Secondary DC owned by the bidder with Cert-in Certified infrastructure	10
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1.6.1	Presentation and Demonstration	20

Note:

The bidder(s) who achieved a minimum score of 70% shall be eligible. The bidder(s) who scored lesser than 70% shall be non-responsive and shall not be considered for further process.

6.1 Technical Evaluation

For:-

1. Detailed technical evaluation shall be carried out along with other conditions in the RFP document to determine the substantial responsiveness of each RFP. For this clause, the substantially responsive bid is one that conforms to all the eligibility and terms and condition of the RFP without any material deviation.

2 The evaluation committee shall call the responsive bidder(s) who comply with all terms and conditions of the RFP for discussion and presentation to facilitate and assess their understanding of the scope of work and its execution. The bidder should give a detailed presentation on how their technology is best suited for HLL Lifecare Limited. In case any bidder failed to demonstrate/ present on the schedule date given by HLL, then the mark will be recorded as 'Zero'.

AMENDED TO READ AS:-

1. Detailed technical evaluation shall be carried out along with other conditions in the RFP document to determine the substantial responsiveness of each RFP. For this clause, the substantially responsive bid is one that conforms to all the eligibility and terms and condition of the RFP without any material deviation.

2. The bidder(s) who achieved a minimum score of 70% shall be eligible. The bidder(s) who scored lesser than 70% shall be non-responsive and shall not be considered for further process.

3. The evaluation committee shall call the responsive bidder(s) who comply with all terms and conditions of the RFP for discussion and presentation to facilitate and assess their understanding of the scope of work and its execution. The bidder should give a detailed presentation on how their technology is best suited for HLL Lifecare Limited. In case any bidder failed to demonstrate/ present on the schedule date given by HLL, then **such bidder(s) shall be treated non-responsive and shall not be considered for further process.**

7. Important Instructions

For:-

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.

AMENDED TO READ AS:-

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 **8** hours.

8. General Information

For:-

The Responses should be typewritten 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.

AMENDED TO READ AS:-

The Responses should be typewritten and without any overwriting or cutting. Correction, if any, shall be made by neatly crossing out, initialing, endorsing the date and rewriting. The name and signature (**physical / digital**) 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.

8. General Information

For:-

The successful bidder shall be required to deposit performance security in form of bank guarantee valid for 15 months, equal to three percent (3%) of contract value within **10 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.

AMENDED TO READ AS:-

The successful bidder shall be required to deposit performance security in form of bank guarantee valid for 15 months, equal to three percent (3%) of contract value within **15 days from the date signing the agreement provided by HLL in line with the terms and conditions of the RFP**. 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.

9.6 Penalty Clause / Liquidated Damage

For:-

If not completed satisfactorily as per the approved time schedule, forming part of the contract agreement due to reasons attributable to the bidder, a penalty @ **1.0%** of the bid value, per day (subjected to maximum 10%) may be imposed. If the delay adversely affects or issues **occurred** in conduct of examination the security deposit will be forfeited and other legal action would be initiated. If the service providing agency does not provide the required numbers of invigilators or CCTV's in labs as well as other facilities mentioned in the tender document at Centre/s, the penalty will be imposed.

AMENDED TO READ AS:-

If not completed satisfactorily as per the approved time schedule, forming part of the contract agreement due to reasons attributable to the bidder, a penalty @ **0.50%** of the bid value, per day (subjected to maximum 10%) may be imposed. If the delay adversely affects or issues **occurred** in conduct of examination the security deposit will be forfeited and other legal action would be initiated. If the service providing agency does not provide the required numbers of invigilators or CCTV's in labs as well as other facilities mentioned in the tender document at Centre/s, the penalty will be imposed.

9.9 Payment schedule

For:-

The payment to the service provider shall be made in Indian rupees and shall be paid only after the successful completion of the entire work as per the schedule, without any errors, subject to recovery, if any. No advance payment shall be made.

AMENDED TO READ AS:-

The payment to the service provider shall be made in Indian rupees **within a period of 45 days upon submission of undisputed non-discrepant invoices** and shall

be paid only after the successful completion of the entire work as per the schedule, without any errors, subject to recovery, if any. No advance payment shall be made.

9.11 Force Majeure

For:-

Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics.

AMENDED TO READ AS:-

Natural phenomenon, including but not limited to floods, droughts, earthquakes, **pandemic** and epidemics.

9.14 Termination for Material Breach.

For:-

HLL may terminate this Contract immediately by a written notice to the **Service Provider** (i) in the event of a material breach by the other Party, by a written notice immediately, if the breach is not curable and by a written notice of 30 days, if the breach is curable and is not cured within the said notice period; or (ii) in the event of any proceedings in bankruptcy, insolvency or winding up filed by or against the **Service provider** or for the appointment of an assignee or equivalent for the benefit of creditors or of a receiver or of any similar proceedings.

AMENDED TO READ AS:-

Either party may terminate this Contract immediately by a written notice to the **other party** (i) in the event of a material breach by the other Party, by a written notice immediately, if the breach is not curable and by a written notice of 30 days, if the breach is curable and is not cured within the said notice period; or (ii) in the event of any proceedings in bankruptcy, insolvency or winding up filed by or against the **other party** or for the appointment of an assignee or equivalent for the benefit of creditors or of a receiver or of any similar proceedings.

Termination of Contract shall not release or discharge either party from any obligation, debt or liability which may previously have occurred and remains to be performed upon the date of termination.

In case of any assignment awarded by HLL is pending, then in such cases the Service provider shall terminate the contract only once that assignment is successfully completed as per the contract condition.

ANNEXURE-I FINANCIAL INFORMATION.
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For:-

ANNEXURE- I

FINANCIAL INFORMATION

Financial Analysis: Details to be furnished duly supported by figures in Balance Sheet/ Profit & Loss Account for the last 3 (three) years and certified by the Chartered Accountant, as submitted by the Bidder to the Income-Tax Department (copies to be attached).

S.No.	Details	(1) 2019-20	(2) 2020-21	(3) 2021-22
i)	Gross annual turnover similar works.			
ii)	Profit/Loss			
iii)	Financial Position: <ul style="list-style-type: none"> • Cash • Current Assets • Current Liabilities • Working Capital (b-c) • Current Ratio: Current Assets/Current Liabilities (b/c) 			

- Up to date IT return acknowledgement.

Note: Attach additional sheets, if necessary. Copies of Annual Reports to be attached.

(Signature of Bidder)

AMENDED TO READ AS:-**ANNEXURE- I****FINANCIAL INFORMATION**

Financial Analysis: Details to be furnished duly supported by figures in Balance Sheet/ Profit & Loss Account for the last **5 (Five)** years and certified by the Chartered Accountant, as submitted by the Bidder to the Income-Tax Department (copies to be attached).

S.No.	Details	(1) 2017- 18	(2) 2018- 19	(3) 2019-20	(4) 2020-21	(5) 2021-22
i)	Gross annual turnover similar works.					
ii)	Profit/Loss					
iii)	Financial Position: <ul style="list-style-type: none"> • Cash • Current Assets • Current Liabilities • Working Capital (b-c) • Current Ratio: Current Assets/Current Liabilities (b/c) 					

- Up to date IT return acknowledgement.

Note: Attach additional sheets, if necessary. Copies of Annual Reports to be attached.

(Signature of Bidder)

FORMAT-01 DECLARATION.

For:-

I/ We, further specifically certify that our company is not been Black Listed/De-Listed/ debarred / suspended or put to any Holiday by any Institutional Agency/

Govt. Department/ Public Sector Undertaking/ Court **in the last three years prior to the opening date of this RFP.**

AMENDED TO READ AS:-

I/ We, further specifically certify that our company is not been Black Listed/De-Listed/ debarred / suspended or put to any Holiday by any Institutional Agency/ Govt. Department/ Public Sector Undertaking/ Court **as on the bid submission date.**

All other contents of the RFP including terms & conditions remain Unaltered.

Note: Prospective Bidders are also advised to check the website regularly prior to the closing date and time of online submission of bids.

-END-