



राष्ट्रीय मुक्त विद्यालयी शिक्षा संस्थान
NATIONAL INSTITUTE OF OPEN SCHOOLING

एनआईएसओ 9001 : 2015 प्रमाणित/ISO 9001 : 2015 CERTIFIED

(स्कूल शिक्षा और साक्षरता विभाग, शि.मं., भारत सरकार के अंतर्गत एक स्वायत्त संस्था)
(An Autonomous Institution Under Deptt. of School Education and Literacy, MoE., Govt. of India)

F.No. NIOS/IT/SAP/ODE/TENDER/112420

Date: 20th November 2024

To

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Subject: **LIMITED TENDER ENQUIRY FOR DEVELOPING AND MANAGING QUESTION BANK
MANAGEMENT SYSTEM (QBMS)**

Madam/sir,

The National Institute of Open Schooling (NIOS) is an autonomous organisation of Ministry of Education (MOE), Government of India. NIOS is providing a number of Vocational, Life Enrichment and community-oriented courses besides General and Academic Courses at Secondary and Senior Secondary level. It also offers Elementary level Courses through its Open Basic Education Programmes (OBE). Government of India through a gazette notification vested NIOS with the authority to examine and certify learners registered with it upto pre degree level courses whether Academic, Technical or Vocational.

As you are having considerable experience in development of software applications with relevant certifications and past project success, NIOS is pleased to invite you to submit your proposal in the form of technical and financial bid for **DEVELOPING AND MANAGING QUESTION BANK MANAGEMENT SYSTEM (QBMS) FOR NIOS**. The detailed Limited Tender enquiry document is attached herewith.

Your proposal in the form of duly signed technical and financial bids shall reach NIOS as per the schedule given in the LTE document.

Naveen Bhatia
(System Analyst and Programmer)



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F.No. NIOS/IT/SAP/ODE/TENDER/112420

20/11/2024

**LIMITED TENDER ENQUIRY
FOR DEVELOPING AND MANAGING QUESTION BANK MANAGEMENT SYSTEM (QBMS)**

The National Institute of Open Schooling (NIOS) provides several Vocational, Life Enrichment and community-oriented courses besides General and Academic Courses at the Secondary and Senior Secondary levels. It also offers Elementary Level Courses through its Open Basic Education Programmes (OBE). The NIOS requires a Computer Based Automated Question Bank Management System (QBMS) for managing its On Demand Examination (ODE).

Sealed tenders are invited by National Institute of Open Schooling (NIOS), A-24-25, Institutional Area, Sector-62, NOIDA from the eligible **firms capable of similar or identical activities of development of software.**

The NIOS reserves the right to amend/withdraw any of the terms and conditions in the Tender Document or to reject the tender without giving any notice or assigning any reason. The decision of the Chairperson, NIOS in this regard shall be final and binding on all.

Naveen Bhatia
(System Analyst and Programmer)

ए-24-25, इंस्टीट्यूशनल एरिया, सेक्टर-62, नोएडा-201309 (उ.प्र.) दूरभाष : 0120-4089800 फैक्स : 0120-2403172
A-24-25, Institutional Area, Sector-62, NOIDA-201309 (U.P.) Phone : 0120-4089800 Fax : 0120-2403172
Website : www.nios.ac.in

(IMPORTANT INFORMATION/DATES AND TIME)

Amount of Earnest Money Deposit (EMD)	Rs. 25,000/-
Performance Security	Rs. 50,000/-
Bid Currency	Rupees/INR
LTE Date	20 TH NOVEMBER 2024
Date & Time of Pre-bid meeting for Clarifications	25 TH NOVEMBER 2024 / 1100HRS
Bid Submission Start Date & Time	25 TH NOVEMBER 2024 / 1000HRS
Bid Submission End Date & Time	29 TH NOVEMBER 2024 / 1500HRS
Bid Opening Date & Time	29 TH NOVEMBER 2024 / 1530HRS
Tentative date & time for opening of Financial Bid of eligible Bidders	To be intimated in due course.

1	GENERAL CONDITIONS	
	1.1	The Tenderer must read carefully all the terms, conditions and specification before filling up the technical and the financial bid.
	1.2	The tenderer shall be bound by all terms, conditions and specifications as detailed in this tender document.
	1.3	The tenderer who are confident of executing the contract in time need only participate in this tender.
	1.4	Canvassing in any form will be viewed seriously and if any bidder found to be resorting to such practice, the tender of such Company will be rejected.
	1.5	Conditional Tenders will also not be considered and rejected.
	1.6	Tender received after the closing date/time shall be summarily rejected.
	1.7	In case of any clarification is required, the bidder may attend the pre-bid meeting on given date and time. The bidders may also contact the Computer Division for understanding the scope of work.
	1.8	The National Institute of Open Schooling (NIOS) reserves the right to reject any or all tender(s) without assigning any reason.
	1.9	The successful bidders will have to execute a contract with NIOS within a period of 7 days after award of the work.
	1.10	The successful bidders will deliver and implement the system with-in 45 days from the date of award of work. The time period of 45 days will include all development and testing stages.
2	METHOD FOR SUBMISSION OF BIDS	
	2.1	The Bidder must quote their details and rates for undertaking the work in National Institute of Open Schooling (NIOS), A-24-25, Institutional Area, Sector-62, NOIDA on the enclosed prescribed tender proforma of Technical Bid (Annexure-I) and Financial Bid (Annexure-II) only .
	2.2	Bids not in the prescribed proforma will be rejected.
	2.3	Conditional Tenders/bids are not allowed. Such tenders/bids will not be considered and rejected.
	2.4	The Technical bid should accompany requisite EMD as mentioned in the important information above by way of Demand Draft in favour of "Secretary, NIOS payable at NOIDA.
	2.5	The bid proformas, duly filled in shall be sealed in two separate envelops superscribed as "TENDER (LTE) FOR DEVELOPING AND MANAGING QUESTION BANK MANAGEMENT SYSTEM (QBMS) for National Institute of Open Schooling (NIOS), A-24-25, Institutional Area, Sector-62, NOIDA" . It should be mentioned/superscribed on the envelops whether they contain technical bid or financial bid respectively.
	2.6	Further, the technical bid and financial bid envelopes shall be placed in a one big envelop and sealed.

	2.7	The envelope containing bids should be submitted in the tender box kept for the purpose in NIOS Hqrs, A-24/25, Institutional Area, Sector– 62, NOIDA by the date given in the “IMPORTANT INFORMATION” on pre-page(s).
	2.8	Technical bids will be opened in the presence of the representatives of the bidders, if any, present at the time of opening of the Technical Bid.
	2.9	The Financial Bids of only those bidders who will qualify in the Technical Bid will be opened, for which date, time and venue will be intimated separately.
	2.10	The bidders can seek Clarifications from NIOS on any issue related to the details and scope of work related to present tender.
3	ELIGIBILITY CONDITIONS	
	3.1	The bidder should be a company registered under the Indian Companies Act 1956.
	3.2	The bidder have been in existence for at least 3 years as on 01/01/2024 post registration as a company.
	3.3	The Bidder should have valid Income Tax PAN Number in their own name.
	3.4	The Bidder should have valid GST Number in their own name.
	3.5	The bidder should have proven capabilities for development of a comprehensive Question Bank Management System (QBMS)
	3.6	The bidder should have an average annual turnover of Rs. One Crore in the Financial Years 2021-22, 2022-23 and 2023-24 from software development services.
	3.7	The bidder should have a net worth of at least Rs. Five Crores as on 31st March 2024.
	3.8	The bidder should participate as a single entity; no consortium or group companies will be allowed.
	3.9	The bidder should at least possess valid ISO certifications such as ISO 9001:2008 or ISO 27001
	3.10	No bid will be entertained without Earnest Money Deposit (EMD).
	3.11	The bidder should not have been black listed /delisted or banned /debarred by any agency /Govt. Department /Public Sector Undertaking
	3.12	None of the officer/employee of NIOS or his close relative shall have any stake in the bidding firm.
4	Scope of Work	

4.1	<p>Objective:</p> <p>The objective of this project is to design, develop, implement, and maintain a comprehensive Question Bank Management System (QBMS) for the National Institute of Open Schooling (NIOS).</p> <p>The QBMS should be capable of:</p> <p>(a) Efficiently managing, storing questions and their marking schemes in the question bank in a format usable by NIOS.</p> <p>(b) Generating and retrieving question papers and the respective marking schemes from the QBMS as per the configurable template according to NIOS requirements.</p>
4.2	<p>System Requirements:</p>
	<p>(a) The QBMS should be a standalone, platform independent comprehensive system and accessible from any computer on which it has been installed and implemented.</p>
	<p>(b) The QBMS should have user-friendly interfaces for administrators, question setters, moderators and other functionaries.</p>
	<p>(c) The QBMS should have the capability to handle a large volume of questions, answers and metadata. The metadata shall include various descriptions about questions including question-id, marks, topic/sub-topic, domain and difficulty level etc.</p>
	<p>(d) The QBMS Editor should be able to handle questions with complex mathematical formulae and equations.</p>
	<p>(e) The QBMS should support various question formats such as multiple-choice, true/false, fill in the blanks, match the columns, short answer, and descriptive questions etc. with or without alternative choices in the questions.</p>
	<p>(f) The QBMS should have capabilities and features for randomization and shuffling of questions to create unique question papers based on pre-defined parameters based on metadata with the ability to detect and avoid any duplication of the questions in the generated question paper.</p>
	<p>(g) The QBMS should support the integration of multimedia elements such as images, formulae/equations, audio, and video in questions.</p>
	<p>(h) The QBMS should support multi-level security features to ensure data confidentiality and integrity.</p>
4.3	<p>Key Features</p> <p>The platform should have the following features</p>

	(a)	Individual question creation of various typologies,
	(b)	Bulk question bank upload supporting all languages fonts, Images in different formats and mathematical equations in all versions of equation editor(s)like/including mathtype editor, chemdraw etc.
	(c)	Capability to Implement the feature of WYSIWYG rich text editor which facilitates writing content directly inside of web pages or online applications to add images in questions, options, add mathematical formulas, chemistry equations etc.
	(d)	Translation of question in one or more languages
	(e)	Classification of questions on the basis of metadata of each question. The metadata may contain a number of descriptors to classify questions on the basis of course, type, subject, chapter, topic, sub-topic, marks, difficulty level etc.
	(f)	Moderation of questions.
	(g)	Creation of Question Paper Templates based on the various descriptors given in metadata.
	(h)	Creation of question papers in one or more than one language and their marking schemes on the basis of templates from the question bank and meta data.
	(i)	Generation of pdf printable format question paper and its marking scheme separately once the question paper sets are finalized.
4.4	Post-delivery Maintenance Service The successful bidder will have to maintain the successful running of all the modules of QBMS on at least three computers for a period of 6 (six) years post-delivery/implementation of the QBMS.	
4.5	Deliverables, Training and Support: The successful bidder shall provide the following documents: a) System documentation including requirements documents, design decisions, architecture descriptions, and program source code, b) User documentation including user manuals for end-users and system administrators, c) Configuration manual, DB architecture document. The successful bidder shall provide training to NIOS staff on how to use the QBMS and the bidder shall provide ongoing technical support and maintenance services.	
4.6	Security and Compliance:	
	(a)	The QBMS should comply with relevant data protection regulations and standards.

	(b)	It should have features to prevent unauthorized access and data breaches.
	(c)	The QBMS should be got security audited by a CERT-IN empaneled agency by the successful bidder before delivery. The charges for such security audit shall be included in the rates quoted by the bidder.
	4.7	Reports The QBMS should have capabilities for generation of various transactional and operations reports, which may be specific to services or consolidated in a format specified by the NIOS. These reports would help in understanding the effectiveness of the service, an issue faced, potential improvement areas, infrastructure, and other complements under its scope of operations.
5	BID EVALUATION METHODOLOGY	
	5.1	Envelope containing Technical Bid shall be opened first and the same shall be examined by a duly constituted Committee of the NIOS.
	5.2	Financial Bids of only those bidders, who qualify in the Technical Bids, will be opened at a later stage.
	5.3	The date of opening financial bids will be informed separately to the respective bidders separately before the opening of Financial Bids.
6	INDEMNITY The bidder will indemnify and hold harmless NIOS, its affiliates, successors, agents, assigns, officers, employees, associates, and representatives from and against any losses, damages, liability, claim, costs, penalty and expenses incurred because of: (a) any breach or alleged breach of obligations, role, representations, or warranties; (b) any violation of applicable law or regulation.	
7	TERMS OF PAYMENT	
	7.1	No payment shall be made in advance on the basis of the order of award of work.
	7.2	The payment will be made after satisfactory execution of the contract. 88% of the payment will be made after the commissioning of the QBMS as a onetime payment. Thereafter, 2%, of the cost of work quoted by the bidder, will be released by NIOS every year towards the maintenance charges for total period of six years.
	7.3	The successful bidder shall submit the bill along-with all supporting documents for sanction of the amount of bill and passing the bill for payment.
	7.4	All payments shall be made by e-payment only.
	7.5	The NIOS, shall be at liberty to withhold any of the payments in full or in part subject to recovery of penalties, if any.

	7.6	The term 'payment' mentioned in this Para includes all types of payment due to the successful bidder arising on account of this contract excluding Earnest Money and Security Deposit governed by the separate clauses of the contract.
8	VALIDITY OF THE BIDS	<p>The bids shall be valid for a period of 90 days from the date of opening the financial bid.</p> <p>The contract shall commence from the date of consent of the firm to the terms and conditions.</p>
9	INTELLECTUAL PROPERTY	The functional software and the source code handed over to NIOS by successful bidder will be the intellectual property of NIOS and shall not be shared with any other person or entity by the successful bidder.
10	CONFIDENTIALITY CLAUSE	<p>The successful bidder will treat all the Information/data of the NIOS as confidential information/data and shall not disclose such confidential information to any third party without the express prior written consent of the NIOS. The information supplied by NIOS to successful bidder shall be considered as confidential even if the same is available in public domain.</p> <p>The successful bidder shall take all reasonable care to ensure that intellectual property, privacy and confidentiality of the information/data are not compromised.</p>
11	RIGHT OF ACCEPTANCE	The NIOS, reserves all rights to reject any bid without assigning any reason whatsoever, and does not bind itself to accept the lowest or any specific bid. The decision of the competent authority of the NIOS, in this regard shall be final and binding.
12	EARNEST MONEY DEPOSIT (EMD)	All the bidders are required to submit EMD in the form of a bank draft in the name of the " Secretary, NIOS ". The EMD of the unsuccessful bidders will be returned. The EMD of the successful bidder will either be returned or adjusted against performance security.
13	PERFORMANCE SECURITY	<p>The successful bidder shall furnish performance security of Rs. 50,000/- in the form of Bank Guarantee in the name of the "Secretary, NIOS" from a Nationalized bank within 7 days from the date of acceptance of the tender.</p> <p>The performance security shall remain valid for a period of 60 days beyond the date of completion of all contracted obligations of the service provider.</p> <p>The performance security can be forfeited by order of the competent authority of the NIOS, in the event of any breach, negligence, or non-observance of any term or condition of the contract, for unsatisfactory performance, or for non-acceptance of the work order. On expiry of the</p>

	<p>contract, such portion of the said performance security, as may be considered sufficient by the NIOS, to cover any incorrect or excess payments made on the bills to the firm shall be retained until the final audit report on the account of the firm's bill has been received and examined.</p>
14	<p>PENALTY</p> <p>In case of breach of any conditions of the contract and for all type of losses, the NIOS shall make deductions as per the recommendation of a Committee duly constituted by the Competent Authority of the NIOS time to time from the bills preferred by the Contractor or that may become due to the contractor under this or any other contract or from the security deposit or may be demanded from him to be paid within seven days to the credit of the NIOS.</p> <p>Further a penalty of 10% of the contract value will be levied on the successful bidder for delay of every 7 days or part thereof in delivery/implementation of the QBMS.</p> <p>The powers of the NIOS, under this condition shall in no way affect or prejudice the powers in certain events to terminate the contract vested in him as herein provided nor forfeiture of deposit mentioned above.</p>
15	<p>BREACH OF TERMS AND CONDITIONS</p> <p>In case of breach of any of terms and conditions mentioned above, the Competent Authority will have the right to cancel the work order without assigning any reason thereof, and nothing will be payable by NIOS in that event and the security deposit in the form of performance Bank Guarantee shall be forfeited.</p>
16	<p>SUB-LETTING OF WORK</p> <p>The firm shall not assign or sublet the work or any part of it to any other person or party. The tender is not transferable.</p>
17	<p>ARBITRATION</p> <p>If any difference arises concerning this Agreement, its interpretation on the payment to be made there under, the same shall be settled by mutual consultations and negotiations. If attempts for conciliation do not yield any results within a period of 30 days, either of the parties may make a request to the other party for submission of the dispute for decision by an arbitral tribunal containing a Sole Arbitrator to be appointed by mutual consensus, the arbitration proceedings shall take place in the NIOS, A-24-25, Sector-62, NOIDA, U.P. The provisions of Arbitration and Conciliation Act, 1996 and the rules framed there under and in force shall be applicable to such proceedings.</p>
18	<p>LEGAL JURISDICTION</p> <p>This Agreement shall be governed by and construed in accordance with the laws of India and the courts in the city of New Delhi alone shall have jurisdiction to entertain any suit, application or other proceeding arising under it.</p>

TENDER FOR QUESTION BANK MANAGEMENT SYTEM (QBMS), NIOS

TECHNICAL BID

1	Name of the bidder company			
2	Address of the bidder company			
3	Telephone No. (with STD code) Mobile no. of authorized person			
4	Is the bidder a company registered under the Indian Companies Act 1956.			
5	Registration number and date of registration as a company. (Attach copy of registration certificate)			
6	No. of years for which the bidder company is in existence as on 01/01/2024 post registration as a company.			
7	PAN Number (Attach copy of PAN Card)			
8	GST Number (Attach copy of GST Card)			
9	Annual turnover from software services (In Crores) (Attach copy of annual financial statements duly authenticated by CA)	F.Y. 2021-22	F.Y. 2022-23	F.Y. 2023-24
10	Average annual turnover from software services (In Crores) from F.Y. 2021-22 , F.Y. 2022-23 , F.Y. 2023-24	F.Y. 2021-22	F.Y. 2022-23	F.Y. 2023-24
11	Total net worth of the company as on 31st March 2024. (Attach copy of annual financial statement duly authenticated by CA)			
12	Is the bidder participating as a single entity or consortium or group of companies?			

13	Details of ISO 9001:2008 certification (Attach copy)	
14	Details of ISO 27001 certification (Attach copy)	
15	Details of Earnest Money Deposit (EMD). (Amount and instrument No.) <i>(DD shall be submitted only with the Technical Bid)</i>	
16	Details how the company considers and proves itself to be capable of development of a comprehensive Question Bank Management System (QBMS) (Upto 200 words only)	Attach separate sheet (if required)
17	Has the bidder been ever blacklisted by any agency/entity. (Attach undertaking on the Non-Judicial Stamp Paper worth Rs. 100/-)	
18	Does any officer/employee of NIOS or his close relative has any stake in the bidding firm.	
This is to undertake that I am the authorized signatory of the bidder agency and I/we have carefully studied all the terms and conditions and understood the parameters of the proposed work of the NIOS and shall abide by all the conditions of this tender.		
Place..... Date.....		Signature Name Seal of the Bidder Agency

TENDER FOR QUESTION BANK MANAGEMENT SYTEM (QBMS), NIOS

FINANCIAL BID

Having examined the tender documents, terms and conditions stipulated therein and in continuation of the technical bid, we the offer the rates as quoted below:

Name of bidder Company/ Firm/ Agency	:	
Consolidated amount for completion of complete project including maintenance for 6 years. (Excluding GST) ➤ GST will be paid as per rules and applicable rates in addition to the above amount by NIOS)	:	

This is to undertake that I am the authorized signatory of the bidder agency and I/we have carefully studied all the terms and conditions and understood the parameters of the proposed work of the NIOS and shall abide by all the conditions of this tender.

Place..... Date.....	Signature Name Seal of the Bidder Agency
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