



Request for Proposal for selection of Service Provider to Conduct Computer Based Admission Test (CBAT) for Indian Institute of Management Bangalore

IIMB/T&C/UG/2025-26/01

Date: 30/04/2026

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However, EMD(if applicable) should be submitted as mentioned in the tender document.

Bidders are hereby cautioned that any person claiming to act on behalf of the TIA or the Institute and seeking money or any other benefit in relation to this tender is doing so fraudulently.

In the event of any such fraudulent communication, call, email, or solicitation, bidders are advised to immediately report the matter to the Tender Inviting Authority at the details mentioned below:

E-mail ids: cao@iimb.ac.in; tenders@iimb.ac.in

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Indian Institute of Management Bangalore

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1. ABOUT IIMB:

Indian Institute of Management Bangalore (IIMB) (hereinafter referred to as the “Institute”), an Educational Institute of National Importance, invites E- bids on two bids system **for selection of Service Provider to Conduct Computer Based Admission Test (CBAT) for identifying the students to be considered for enrollment for the Undergraduate Programmes at Indian Institute of Management Bangalore.** The tender document can be downloaded from the central public Procurement Portal (<https://eprocure.gov.in/eprocure/app>) and on Institute website at URL Link: https://www.iimb.ac.in/tender_notice. The submission of e-Bids will be only through the e-Tender portal <https://eprocure.gov.in/eprocure/app>. Bids will not be accepted in any other form.

2. ABOUT THE TENDER:

IIMB is launching two four-year residential B.Sc. (Hons) Programmes in Data Science and Economics, with the first batch scheduled to commence in August 2026. These full-time undergraduate Programmes embody IIMB’s broader goal of providing high-quality undergraduate education in India, maintaining the same academic excellence found in its graduate and executive education Programmes.

IIMB desires to conduct a **Computer Based Admission Test (CBAT)** with the purpose of selecting suitable students for its Undergraduate Programmes.

The duration of the test is 3 hours, conducted on a single day with one or two or three test sessions. The test contains multiple-choice questions (MCQs). CBAT will be conducted on the first or second Sunday in the month of November. The days and months may vary based on contingencies. The total number of candidates registered for the admission test last year was approximately 12,000 and is expected to rise in the current and future years.

The purpose of this tender to select a service provider to conduct the CBAT from 2026 onwards for a period of three years.

3. SCOPE OF WORK:

IIMB conducted computer-based UG Test last year (2025). Now, IIMB invites responses to its Request for Technical and Financial Proposals from service providers. IIMB intends to select a service provider who can manage and conduct this test throughout India.

The main activities comprise the following:

- Receiving Applications and handling of necessary documents
- Providing Call Center support
- Processing Applications and Issuing Admit Cards
- Item Bank Development
- Test Construction
- Preparation of adequate Test Centers and assurance of infrastructure quality
- Test Delivery, including biometric (IRIS) registration, security and contingency arrangements during the test

- Test score processing and Publishing Test results
- Post Test analysis, and stage-wise reporting of key performance metrics
- Independent third-party process and technology audit
- Any other processes required for the successful outcome of the service required.

Automation is to be implemented at all stages including application processing, issuing admit cards, item bank development, test construction, test delivery, score processing and result publishing.

A) Technical Proposal:

- **Approach and Methodology:**

1. The Service Provider shall clearly describe its detailed approach and methodology for the execution of each of the following tasks:
 - a) Receiving applications and uploading of necessary documents.
 - b) Providing call center support services.
 - c) Processing applications and issuing Admit Cards.
 - d) Item bank development.
 - e) Test construction.
 - f) Preparation of adequate test centers, including assurance of required infrastructure quality and readiness.
 - g) Test delivery, including frisking of candidates, biometric registration, security arrangements, and contingency management during the test.
 - h) Test score processing and publication of test scores.
 - i) Handling the post-test objection management system.
 - j) Post-test analysis and stage-wise reporting of key performance metrics.

2. **Operational Plan :** The Service Provider shall submit a comprehensive operational plan for conducting the CBAT, clearly outlining the execution framework and the proposed mechanism for collaborative engagement and coordination with IIMB.

3. Subcontracting / Business Partners:

In case the Service Provider proposes to engage any business partners and/or subcontractors for non-critical activities under this project, the proposal shall include:

- Name of the firm(s)
- Registered address
- Contact person(s) with contact details
- Nature and scope of work proposed to be subcontracted

4. Project Management and Performance Framework

The Service Provider shall provide detailed information on project coordination and management mechanisms, including:

- Benchmarks and operational performance targets
- Service levels, metrics, and measurement mechanisms
- Timelines and task-wise breakdown structure
- Proposed schedule of deliverables

5. Certifications and Compliance

The Service Provider shall provide details and copies of relevant certifications, including but not limited to:

- CERT-In certification
- SEI CMMI Level 3 or above
- ISO 27001
- ISO 20000
- ISO 9001:2015 or ISO 9001:2008

In the absence of the above certifications, the Service Provider shall provide details of the proposed independent, credible third-party process and technology audit mechanism, the reports of which shall be shared with IIMB.

6. Business Continuity and for Pandemic like situations

The Service Provider shall describe its operational model and contingency framework to address pandemic-like situations or force majeure events, including scalability, flexibility, and rapid adaptation mechanisms to ensure uninterrupted service delivery.

- **Communication and Coordination Requirements:**

Communication Plan

The Service Provider shall submit a comprehensive communication plan outlining the proposed lines of communication for the CBAT activities throughout the entire contract period. The plan shall clearly define reporting hierarchies, points of contact, escalation mechanisms, and communication channels.

1. Progress Meetings and Reporting

The Service Provider shall specify the proposed schedule and structure for progress review meetings and the submission of written reports to IIMB. The proposal shall indicate the frequency, format, and level of detail of such meetings and reports.

2. Stakeholder Collaboration Experience

The Service Provider shall provide relevant examples demonstrating effective collaboration with key stakeholders in similar projects, highlighting coordination mechanisms, conflict resolution approaches, and outcomes achieved.

3. Issue Management and Continuous Communication

The Service Provider shall describe the systems and processes in place to ensure prompt, proactive, and continuous communication with IIMB, particularly with regard to early identification, escalation, and resolution of potential issues.

4. Milestone and Reporting Schedule

The Service Provider shall provide a detailed milestone chart covering monthly, quarterly, and annual timelines, clearly identifying key activities, deliverables, review meetings, and reporting obligations.

5. Public Relations and Media Management

The Service Provider shall outline the proposed approach to managing public relations during routine test administration as well as during emergency or crisis situations, including coordination with IIMB for official communications.

6. Expectations from IIMB

The Service Provider may specify its expectations from the IIMB in terms of coordination, information sharing, approvals, and decision-making timelines to ensure effective partnership and successful project execution.

- **Staff and Management Responsibilities:**

1. Management Processes and Risk Mitigation

The Service Provider shall describe the management processes and governance framework proposed for the project, clearly explaining how operational and business risks will be identified, assessed, mitigated, and monitored to ensure the smooth conduct of the Computer-Based Admission Test.

2. **Project Organization and Accountability**

The Service Provider shall describe the proposed project organization structure, clearly defining roles, responsibilities, reporting relationships, and accountability mechanisms for all key functional areas associated with the assignment.

3. **Staffing Plan and Key Personnel**

The Service Provider shall submit a detailed staffing plan including:

- The number of dedicated personnel proposed for the project.
- The percentage of time that key personnel will devote to the assignment.
- Brief profiles highlighting relevant qualifications, experience, and background of key team members.
- Detailed resumes of key personnel proposed for the project, particularly the Project Manager responsible for overall scheduling, coordination, and performance management.

4. **Staff Training and Capacity Building**

The Service Provider shall provide details of regular staff training and capacity-building programmes conducted within its organization and, where applicable, within partner or subcontracted organizations, specifically in relation to test administration, security, technology systems, and candidate management.

5. **Emergency and Business Continuity Planning**

The Service Provider shall describe its emergency response and business continuity plans to ensure uninterrupted operations across all services relevant to the successful conduct of the Computer-Based Admission Test, including redundancy measures, disaster recovery mechanisms, and contingency staffing arrangements.

- **Copyright and Control:**

1. **Ownership, Protection and Transfer of Copyright**

IIMB shall retain overall ownership and control over item generation, test construction, and the test delivery mechanism for the Computer-Based Admission Test.

The Service Provider shall:

- Ensure strict protection and confidentiality of the item bank and all related intellectual property throughout the contract period.
- Implement robust security measures to safeguard the item bank against unauthorized access, breach, duplication, or misuse.
- Maintain the confidentiality and integrity of all candidate data in a secure manner throughout the contract period.
- Facilitate the secure and complete transfer of all test items, item banks, associated databases, metadata, system documentation, and candidate data to IIMB within six (6) months from the expiry or termination of the contract.

The Service Provider shall clearly describe the policies, processes, technological safeguards, and contractual controls proposed to protect IIMB's Intellectual property rights relating to the Computerized Admission Test, including its delivery processes, test items, item banks, software systems (if any), and associated confidential information.

2. **Operationalization of Control**

The Service Provider shall describe in detail the mechanisms by which IIMB's control over item generation, test construction, and delivery processes will be operationalized. This shall include:

- Governance and approval frameworks
- Access control mechanisms
- Role-based permissions
- Audit trails and monitoring systems
- Reporting and oversight structures
- Data ownership and system access protocols

The proposal shall clearly demonstrate how IIMB's ownership, supervisory authority, and decision-making control will be preserved at all stages of the engagement.

- **Organizational Structure and Governance:**

1. **Organizational Structure**

The Service Provider shall clearly describe the organizational structure of the entity proposed for the construction and delivery of the CBAT. The description shall include:

- The overall organizational framework and reporting hierarchy.
- Key functional divisions involved in test development, technology management, operations, security, logistics, and quality assurance.

- Roles and responsibilities of core teams and key personnel.
- The governance model and oversight mechanisms supporting project execution.
- Integration and coordination mechanisms among internal teams and, where applicable, partner or subcontracted entities.

An organizational chart depicting reporting relationships and lines of authority shall be included as part of the proposal.

B) Test Development Plan:

• Introduction

The Computer-Based Admission Test shall involve phases, including item development, test development, packaging of items for different test forms, and continuous improvement of test design and delivery.

The Service Provider shall submit a comprehensive proposal detailing its approach to each stage of item and test development. At appropriate stages, the Service Provider shall clearly specify the manpower and staff support required from IIMB during item development and test development processes.

1. Item Development

Item development for IIMB would include writing, pre-testing, evaluating, and operationalizing new questions with answers suitable for use in a Computer-Based UG Test. This shall apply to all sections of the UG Test, namely:

- English Comprehension
- Logical Reasoning
- Quantitative Ability & Data Interpretation
- Any new sections proposed for enhancement of the test

The Service Provider shall provide substantiated details on the following:

a) Item Authoring Platform

The Service Provider shall describe and/or demonstrate a secure, writer-friendly template or software platform for item creation, review, and approval, including version control and audit trail features.

b) Item Development Timeline

The Service Provider shall provide a detailed timeline covering:

- Item writing
- Review and moderation
- Formatting and validation
- Preparation for pre-testing

1.1 Pre-Testing of Items

The Service Provider shall submit a detailed pre-testing plan including:

- Minimum sample size requirements
- Psychometric analysis methodology
- Criteria for screening and eliminating unsuitable items
- Handling of new formats or new categories of questions
- Alignment with syllabus and prior test patterns

1.2 Database, Software, Security and Copyright

The Service Provider shall provide details on:

- Formats and structure of electronic item databases to be shared with IIMB.
- Software tools and systems used for item development and management.
- Security architecture, firewalls, encryption protocols, and due diligence practices across all stages of item bank development.
- Mechanisms to ensure copyright of each item in the name of the IIMs.
- Secure handover procedures for item banks during or after the contract period, subject to approval by the appropriate authority.

2. Test Development

Test development shall include the construction of computerized tests comprising:

- Verbal Ability & Reading Comprehension
- Quantitative Ability
- Data Interpretation & Logical Reasoning
- Any new sections introduced subsequently

Sections may vary in future years in terms of number, type, and difficulty level. Test development shall also include statistical analysis and performance monitoring.

2.1 Test Construction Procedures

The Service Provider shall:

- a) Describe the procedures to deliver computerized tests (adaptive, if required and agreed) meeting defined psychometric standards, and justify the selected methodology.

- b) Explain methods to control and monitor item exposure rates.
- c) Explain the methodology for ensuring comparability across multiple sessions.
- d) Describe scoring procedures, percentile calculation methodology, and the maximum proposed time between test administration and score release.
- e) Provide examples of innovative testing strategies used in prior experience, including approaches for:
 - o Discriminating effectively among large candidate pools (e.g., 25,000+ candidates)
 - o Ensuring fairness and gender neutrality
 - o Avoiding bias toward specific demographic groups

2.2 Back-Up Computer-Based Tests

The Service Provider shall describe:

- o Development of at least one fully comparable back-up test
- o Psychometric equivalence assurance
- o Infrastructure readiness for nationwide deployment if required
- o Logistics and contingency planning for alternate test dates

2.3 Security

The Service Provider shall describe end-to-end security measures ensuring confidentiality and integrity of test items throughout test development and delivery.

3. Communication

IIMB expects structured communication regarding test development, including routine reports, audits, technical documentation, and periodic review meetings.

The Service Provider shall:

- a) Specify the type and frequency of quality-related reporting concerning the Computer-Based Admission Test.
- b) Describe plans for producing an Annual Report, including alignment with external auditor findings (where applicable).
- c) Describe procedures for producing incident reports, including reporting of anomalies and significant score deviations.
- d) Explain mechanisms to provide IIMB access to candidate registration and performance data.

- e) Describe how information will be captured and presented in standardized formats and provide a sample reporting template.

C) Test Delivery Plan:

• Introduction

The secure and seamless conduct of the Computer-Based Admission Test is critical not only for enabling prospective students and IIMB to make informed choices, but also for maintaining and enhancing the reputation and credibility of the Admission Test brand.

In this context, IIMB invites detailed proposals from Service Providers outlining their approach, candidate registration, call centre operations, channel management, test centre operations, score reporting, and maintenance of test-taker records.

1. Registration

The Service Provider shall provide a comprehensive plan addressing the following components:

a) Application Collection and Document Upload

The Service Provider shall describe its proposed system for receiving online applications, including the collection of relevant documents from candidates. The response shall include details of:

- Application workflow and user interface design
- Secure document upload mechanisms
- Validation checks and error handling
- Data storage, encryption, and access control protocols

b) Registration Solution

The Service Provider shall describe the registration solutions proposed for IIMB, including online, mail-based (if any), and telephonic support mechanisms. The proposal shall clearly specify:

- End-to-end registration workflow
- User authentication mechanisms
- Accessibility features

c) Test Center Search and Selection

The Service Provider shall describe the search and selection functionality to be provided to test takers for identifying and selecting test centres/venues. The proposal shall include:

- Search filters and geographic mapping features
- Real-time seat availability tracking
- Allocation logic
- Prior experience in managing similar large-scale centre selection systems

d) Integration of Tutorial / Test Preparation Material

The Service Provider shall describe any proposed integration of tutorials or test preparation materials during the registration process, including optional practice tests, instructional guides, or candidate orientation modules.

e) Website Hosting and Maintenance

A dedicated website shall be developed and maintained for information dissemination, fee collection, candidate registration, and result reporting.

The Service Provider shall describe:

- Website architecture and hosting environment
- Server capacity planning for peak registration and result periods
- Disaster recovery and redundancy mechanisms
- Staffing support for website management
- Candidate query handling systems
- Web security certifications and compliance standards
- Data protection and cybersecurity safeguards

f) Registration of SC/ST and Persons with Disabilities (PwD) Candidates

The Service Provider shall describe the process for registering candidates belonging to SC/ST and Persons with Disabilities (PwD) categories, including:

- Secure upload and verification of category certificates
- Validation workflows and exception handling
- Compliance with applicable government guidelines

g) Verification of Eligibility Qualifications

The Service Provider shall describe the proposed mechanism for verification of candidate eligibility qualifications, including educational certificates and other required documentation. The proposal shall clearly outline:

- Verification workflow
- Manual and automated validation processes
- Fraud detection measures
- Escalation and rejection protocols
- Record maintenance and audit capability

2. Admission Test Call Centre

The Service Provider shall establish and operate a dedicated Call Centre to manage domestic and international candidate issue-tickets through multiple communication channels, including website-based ticketing systems, telephone calls, email, written correspondence, and messaging platforms:-

- Candidate issue-tickets may relate to, but are not limited to:
- Registration-related queries
- Test centre facilities and logistics
- Support for PwD candidates
- Tutorials and preparatory materials
- Test policies and guidelines
- Score reporting and interpretation
- Technical issues during the test
- Test-day grievances and objections
- Reports of suspected improprieties

The Service Provider shall provide detailed responses to the following:

2.1 Response Time and Service Levels

The Service Provider shall specify guaranteed response and resolution timelines for issue-tickets categorized by severity levels (e.g., critical, high, medium, low), across different communication modes (phone, email, web ticketing, messaging platforms), during both normal and peak-load periods.

Service Provider shall clearly define:

- First response time
- Average handling time
- Maximum resolution time
- Escalation triggers

2.2 Technical and Academic Support Capability

The Service Provider shall describe the mechanisms in place to ensure that customer support personnel possess adequate technical knowledge and academic familiarity to address candidate queries accurately and efficiently.

The proposal shall include:

- Availability of subject matter experts
- Tiered support structure
- Knowledge management systems and FAQs

2.3 Quality Control Procedures

The Service Provider shall describe quality assurance and monitoring mechanisms to ensure high standards of service delivery, including:

- Call monitoring and recording
- Ticket audit processes
- Performance scorecards
- Feedback-based performance improvement
- Periodic service reviews

2.4 Location of Call Centres

The Service Provider shall specify the proposed locations of call centres catering to pan-India and international candidates.

2.5 Dispatch of Test-Related Materials

The Service Provider shall specify the response timelines within which test-related materials will be received by the requesting party.

2.6 Issue-Ticket Logging and Tracking

The Service Provider shall describe the system for maintaining an issue-ticket log, including:

- Unique ticket identification numbers
- Timestamping
- Status tracking
- Categorization by issue type and severity
- Audit trails
- Reporting dashboards accessible to IIMB

2.7 Call Centre Leadership

The Service Provider shall provide a brief professional profile of the designated person-in-charge of Call Centre operations who shall:

- Be responsible for overall call centre performance
- Serve as the primary point of contact for IIMB
- Be accountable for real-time issue resolution and reporting

2.8 Escalation Hierarchy

The Service Provider shall define the internal escalation matrix to be followed in cases where an issue is not resolved within the stipulated time frame. The escalation structure shall include:

- Level-wise responsibility
- Time thresholds for escalation
- Reporting obligations to IIMB

2.9 Integration with Online Registration System

The Service Provider shall describe how Call Centre operations will be integrated with the online registration system to enable:

- Real-time access to candidate records
- Seamless ticket generation from registration portal
- Data synchronization and reporting

3. Channel Management

Channel Management encompasses the management of personnel, processes, infrastructure, and resources necessary to operate and provide access to high-quality test centres. This includes technology management, candidate support facilities, and material services for test administration. It also covers alternative testing environments, including mobile test centres or paper-and-pencil test administration centres, if required.

The Service Provider shall ensure the following:

3.1 Organizational Investment and Strategic Direction

Demonstrate strategic investment and commitment to providing pan-India and international access to the Computer-Based Admission Test.

3.2 Historical Experience

- The Service Provider **shall demonstrate prior experience** in conducting large-scale computer-based tests across pan-India locations, including management of candidate demand, test capacity, and operational delivery.

3.3 Demand Projection and Capacity Planning

- Maintain adequate test sites and dedicated, concurrent seats, with clear geographic distribution.
- Ensure capacity planning covers major cities, smaller towns, and remote locations.
- Implement mechanisms to address any mismatch between demand and available capacity in consultation with IIMB.

- Capture candidate city preferences and maximize alignment with available capacity, minimizing inconvenience in case of over-demand.

3.4 Security, Fraud Prevention, and Technology

- Establish secure data gathering, storage, and retrieval systems to prevent, detect, and respond to impersonation, fraud, and theft of IIMB intellectual property.
- Implement biometric verification and video surveillance with specified resolution, quality, and security protocols.
- Maintain integration of test centre operations with candidate verification systems and fraud-monitoring tools.
- Provide regular reporting to IIMB on test fraud incidents, status of investigations, and resolution actions.

4. Test Venues

The Computer-Based Admission Test is currently conducted in around 30 cities and 40 test venues across India, with potential extension to international venues. All venues shall provide a secure, peaceful, and high-quality testing environment. The number of Centres in India may also increase based on the increase in the number of students.

The Service Provider shall ensure the following for all test venues:

4.1 Physical Layout and Standardization

- Test venues shall have a well-defined physical layout, including reception areas, candidate workstations, and administration spaces that meet world-class standards.
- Describe how the physical layout can be **standardized across all venues** to the greatest extent feasible to ensure consistency of test delivery and candidate experience.

4.2 Safety Measures

Venues shall comply with all applicable safety regulations, including:

- Building safety
- Electrical wiring and equipment safety
- Fire safety
- Safe access to and from the venue
- Other relevant safety measures

Adequate and uninterrupted power supply shall be ensured, with appropriate backup arrangements such as generators or UPS systems.

4.3 Regulatory Compliance and Cleanliness

- Test venues shall comply with all local legal and regulatory requirements.
- Venues shall maintain high standards of cleanliness, hygiene, and sanitation at all times.
- Candidate convenience and comfort shall be ensured, including seating ergonomics, lighting, temperature control, and minimal environmental noise.

4.4 Accessibility and Support for Persons with Disabilities (PwD)

Venues shall provide facilities and support for candidates with disabilities, including accessible workstations, assistive devices, and trained personnel for assistance.

4.5 Test Quality, Security, and Fraud Prevention

Venues shall implement procedures to ensure high-quality test administration, including:

- Detection, deterrence, and management of test fraud or irregularities
- Integration of biometric verification systems
- Use of security technologies for candidate authentication and monitoring
- Implementation of secure data capture and transmission systems

4.6 Staff and Operations

- Venue staff shall undergo formal training, certification, and periodic audits to ensure compliance with IIMB operational standards.
- Roles and responsibilities of test administrators and support staff shall be clearly defined.
- All operational procedures, including emergency and contingency protocols, shall be documented and followed consistently.

4.7 Technology Infrastructure

- Internet connectivity, networks, and servers shall be provided at each venue with sufficient capacity to ensure uninterrupted test delivery.
- Contingency technology solutions shall be in place for locations with unstable connectivity.
- Test activity shall be continuously monitored and recorded for quality assurance and security purposes.

4.8 Candidate Experience and Environment

- Measures shall be in place to minimize disturbances, such as noise, interruptions, or environmental distractions.
- Operational attention to detail, including noiseless air conditioners, carpeted floors, and a controlled testing environment, shall be ensured.

4.9 Irregularity Reporting

- All test irregularities, disturbances, or operational deviations shall be documented and reported to IIMB promptly.
- Reports shall include the type of irregularity, actions taken, and outcomes for monitoring and review.

4.10 Emergency Preparedness

Provide a detailed plan to handle pandemic like and other emergency situations and the actions undertaken by you in handling such situations in the past.

5. Score Reporting and Records

The score reporting process may include reporting scores for each component of the UG Test exam, including dispatch of scores to test takers (and designated institutions) using biometric information. IIMB will also require access to candidate records on a continuous basis. IIMB intends to use the information to have interface with various stakeholders. IIMB needs assurance that candidate data are secure and protected.

The Service Provider **shall meet the following requirements:**

5.1 Candidate Identification and Score Matching

- Implement systems and procedures to accurately match each test taker with their respective records to ensure that all UG Test scores are correctly assigned and reported.

5.2 Verification and Validation

Establish robust verification and validation processes for all UG Test scores, including automated checks and manual audits, to ensure accuracy before release.

5.3 Score Access and Reporting

- Provide secure access to official Admission Test scores for candidates and through multiple channels (online portal, email, etc.,) with appropriate safeguards.

5.4 Access and Analytics for IIMB

Ensure continuous access to candidate information, including test scores, test volumes, and section-wise performance data.

Provide detailed analytics, including:

- Raw scores and percentile scores
- Normalization procedures, if applicable
- Demographic and performance analysis for the top-ranked candidates (e.g., top 1,000)

5.5 Data Storage, Archival, and Retrieval

- Implement secure processes for storage, archival, and retrieval of all test-related data, including biometrics, candidate records, and score history.
- Ensure database integrity and provide assurances that candidate data cannot be tampered with or disassociated from prior test records.

5.6 Challenge Management

- Establish procedures to jointly address challenges raised by candidates or stakeholders regarding score processing, verification, and reporting.
- Ensure timely investigation, resolution, and reporting of such challenges to IIMB.

5.7 Post-Test Data Security

- Maintain rigorous post-test data security, including controlled access, encryption, secure backups, and audit trails for all candidate and test-related information.
- Ensure compliance with applicable data protection standards and IIMB confidentiality requirements.

4. ELIGIBILITY CRITERIA:

All the Bidders must fulfil the following eligibility criteria and submit the scanned documents and the declarations in support of their claim along with the Technical Bid. The Technical Bids not meeting the Eligibility Criteria stated below and not accompanied with the requisite documents as sought below shall be treated as incomplete and will be rejected.

| Sl.No | Qualifying Criteria | Supporting Documents |
|-------|---|---|
| a) | Nature of Organization should be registered under applicable acts in India. | Copies of company establishment/ company license. |

| | | |
|----|---|--|
| b) | The bidder should be a firm registered and operating in India for at least 3 years, with a focus on providing services for conducting Computer Based Tests at the identified Test centres. | Documents supporting the bidder status as a CBT based company to be submitted |
| c) | The bidder's annual turnover in each of the previous three financial years (2022- 23, 2023 24 and 2024- 25) ₹ 15 crores should be from conducting Computer Based Tests only. This turnover should be that of the bidder alone and not of the group that the bidder belongs. | Documents supporting the turnover, turnover certificate certified by CA and balance sheet to be submitted. |
| d) | The bidder should have successfully executed at least Five similar assignments of conducting computer-based tests in the last three years for a minimum of 25,000 candidates in a single day at multiple cities and multiple test centres in India, out of which at least one test must have been conducted post 31 March 2025. | Documents supporting the Experience such as work order, work completion and invoices to be submitted. |
| e) | The bidder should have minimum 100 fully functional Test Centres for conduct of Computer Based tests. | To submit duly authenticated documentary proof for this. |
| f) | The bidder must have a data centre with disaster recovery infrastructure located in India. | To submit duly authenticated documentary proof for this. |
| g) | The bidder must give a detailed documents for Technical Proposal | Write up with requisite documents supporting Clause 3A to be submitted . |
| h) | The bidder must give a detailed documents for Test Development Plan | Write up with requisite documents supporting Clause 3B to be submitted . |

| | | |
|----|---|---|
| i) | The bidder must give a detailed documents for Test Delivery Plan | Write up with requisite documents supporting Clause 3C to be submitted |
| j) | The bidding entity should have Permanent Account Number(PAN) and GST | A copy of the PAN (Permanent Account Number) and GST |
| k) | The bidding firm should be neither blacklisted by any Government Dept., nor is any criminal case registered / pending against the firm or its owner / partners anywhere in India. | A duly completed certificate to this effect is to be submitted as per Annexure-III. |
| l) | Annexures | Annexures I, II, IV, V to VIII duly filled, signed and with company seal |

Note: Exemption for only EMD will be provided to the MSE and startups. No Exemption or relaxation for Prior turnover and prior experience will be provided as the services are related to conducting an All-India examination with its own complexities.

5. Pre-bid Meeting:

Pre-bid meeting will be held on May 8th, 2026, at 1100 Hrs online through Zoom platform to address the queries of the bidders regarding the Tender. Interested bidders may send their queries on or before May 7th 2026 by 1700 Hrs. to the email id tenders@iimb.ac.in. The prospective bidders interested in participating in the Prebid meeting must send the email IDs to which the meeting link has to be shared to the mail id tenders@iimb.ac.in. The replies to the queries will be uploaded on the CPP Portal / IIMB Website.

6. EMD:

Interested Bidders are requested to pay the EMD for an amount of Rs 2,00,000/- (Rupees Two Lakhs Only) should be submitted through NEFT, RTGS or Bank Guarantee in favor of Indian Institute of Management Bangalore.

Bank details for NEFT/RTGS transfer to IIMB.

Bank Name : HDFC Bank Ltd
Bank Street Address : J.P. NAGAR BRANCH, BANGALORE
Branch Code : 0133
IFSC CODE : HDFC0000133
Customer HDFC Bank a/c name : Indian Institute of Management
Customer HDFC Bank a/c number : 01331450000019

Copy of the UTR details for NEFT/RTGS transfer should be enclosed with the technical bid.

The scanned copy of the Bank Guarantee should be uploaded with the technical bid and the original must be delivered to the address below on or before the submission date; failing to do so may result in rejection of the bid.

Senior Manager,

Tendering and Contracts

Indian Institute of Management Bangalore

Bannerghatta Road, Bangalore-560076

i) Micro and Small Enterprises (MSEs) only as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) are exempted from EMD. However, they have to enclose valid UDYAM Registration Certificate for relevant category along with the Technical Bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

ii) The bidders who seek exemption from EMD as per clause no. 6(i) above, if they withdraw or modify their bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for the period of three years or as decided by the competent authority from being eligible to submit bids for contracts with the entity that invited the bids.

iii) EMD of unsuccessful bidders will be returned within 30 days of finalization of the tender. EMD of the successful bidder will be returned only after receipt of Performance Security.

iv) The amount of EMD (if any) is liable to be forfeited if the tenderer withdraws from the offer after submission of the tender or after the acceptance of the offer fails to enter a contract.

v) No interest will be paid on EMD.

7. TENDER SCHEDULE:

| | | | |
|-------------------------------------|---------------------|-----------------------------------|---------------------|
| Publish Date | 30.04.2026 1700 Hrs | Bid Opening Date | 22.05.2026 1230 Hrs |
| Document Download Start Date | 30.04.2026 1700 Hrs | Document Download End Date | 21.05.2026 1230 Hrs |
| Pre- Bid Meeting Date | 08.05.2026 1100Hrs | | |
| Bid Submission Start Date | 30.04.2026 1700 Hrs | Bid Submission End Date | 21.05.2026 1230 Hrs |

Note:

- i. If the bid opening date is declared an Institute holiday, the bids will be opened on the next working day.
- ii. IIMB may at its discretion extend/ change the schedule of any activity and intimate the prospective bidders by notifications through CPP Portal/IIMB Website
- iii. IIMB reserves the rights to accept or reject any bids or accept all bids either in part or in full or to split the order, or to annul the bidding process without assigning any reasons thereof.

8. BID VALIDITY PERIOD:

- The bid must be valid for 120 days from the date of opening of Technical Bids. A bid valid for a shorter period shall be rejected, being non-responsive. In exceptional circumstances, IIMB may request the bidders for the extension of the validity period.
- The bidders shall not be entitled during the said period, to revoke or cancel their tenders or to change the tenders given or any term thereof. In case of bidders revoking or canceling their bids or varying any terms in regard thereof, the earnest money (if any) deposited by bidder with their offers, will be forfeited and the bidder may be debarred / blacklisted as per IIMB/Govt of India Rules.

9. INSTRUCTIONS TO ONLINE BID SUBMISSION:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, preparing their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information was useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

9.1. Registration:

- a. Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “Online bidder Enrollment” on the CPP Portal which is free of charge.
- b. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- c. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal. Upon enrolment, the bidders

will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.

- d. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- e. Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token.

9.2. Preparation of Bids:

- a. Bidder should consider any corrigendum published on the tender document before submitting their bids.
- b. Bidder to go through 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 documents that need to be submitted. Any deviations from these may lead to rejection of the bid.
- c. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- d. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

Note: My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.

9.3. Submission of Bids:

1. **Language of bid:** Bids and all related documents as well as all subsequent correspondence between the Bidder and IIMB shall be in English language. Supporting documents and printed literature furnished by the Bidder may be in another language provided they are

accompanied by an accurate translation of the relevant passages in English, in which case for purpose of interpretation of the bid, the translation in English shall prevail.

2. Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
3. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
4. Bidders are requested to note that they should necessarily submit their financial bids in the BoQ format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
5. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this during bid submission.
6. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128-bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
7. Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
8. The bid summary has to be printed and kept as an acknowledgment of the submission of the bid.

9. The bid should be submitted in two Bids

A. Technical Bid:

(a) EMD: Copy of the UTR details for online transfer to IIMB or Copy of the Bank guarantee as per Annexure IV Or Udyam Registration Certificate for EMD exemption

(b) Copies of the documents supporting Eligibility Criteria 4 a. to 4.l

(c) Annexures I-III and V-VIII duly filled and signed.

B. Financial Bid:

Bidders are requested to note that they should submit their financial bid in the BoQ format provided and no other format is acceptable.

A Screenshot of the BoQ is as below

Validate Print Help **Item Rate BoQ**

Tender Inviting Authority: CAO

Name of Work: Request for Proposal for selection of Service Provider to Conduct Computer Based Admission Test (CBAT) for Indian Institute of Management Bangalore

Contract No: IIMB/T&C/UG/2025-26/01

| Name of the Bidder/ Bidding Firm / Company : | | | | | | |
|--|---|-------------|-------|--|----------------------------|-----------------------|
| PRICE SCHEDULE (This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only) | | | | | | |
| SL No. | Item Description | Per Student | Units | BASIC RATE In Figures To be entered by the Bidder Rs. P | TOTAL AMOUNT Without Taxes | TOTAL AMOUNT In Words |
| 1 | Request for Proposal for selection of Service Provider to Conduct Computer Based Admission Test (CBAT) for Indian Institute of Management Bangalore | | | | | |
| 1.01 | Fee for managing and conducting the Computer Based Admission Test (CBAT) (fee on per candidate basis) for Year 1 | 1.000 | Nos | | 0.00 | INR Zero Only |
| 1.02 | Fee for managing and conducting the Computer Based Admission Test (CBAT) (fee on per candidate basis) for Year 2 | 1.000 | Nos | | 0.00 | INR Zero Only |
| 1.03 | Fee for managing and conducting the Computer Based Admission Test (CBAT) (fee on per candidate basis) for Year 3 | 1.000 | Nos | | 0.00 | INR Zero Only |
| Total in Figures | | | | | 0.00 | INR Zero Only |
| Quoted Rate in Words | | | | | INR Zero Only | |

| Additional Services that may be required by IIMB | | | |
|--|---|-----|--|
| Sl.No | Description | Qty | Basic Rate to be entered by the Bidder |
| 1 | Per item(question) cost of Item Bank Development as per the Scope of work | 1 | |

- The number of items(questions) for the list is likely to be 60-75 and there should be an equivalent back up. The pricing for item may be provided accordingly.
- The additional services as above will not be considered for Financial Bid evaluation. IIMB at its discretion may or may not avail the services of Item Bank Development.

This is for reference only and not to be filled and submitted along with the Technical Bid.

Note for Financial bid and the Price quoted by the Bidders:

- Bidders must quote in Indian Rupees only.
- The Prices quoted shall be kept firm throughout the duration of contract of this work and no price escalation shall be entertained.
- Price schedule should include all required services of the modules as per the tender.

9.4. ASSISTANCE TO BIDDERS:

- Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the email id tenders@iimb.ac.in on or before **May 7th 2026**.
- Any queries relating to the process of online bid submission or queries relating to CPP Portal, in general, may be directed to the 24x7 CPP Portal Helpdesk numbers.

10. OPENING OF BIDS:

- Technical Bids will be opened on 22th May 2026.
- Financial Bids of the eligible bidders will be opened on a later date. The date and time for opening of Financial Bids will be intimated through CPP Portal.

11. EVALUATION OF BIDS:**11.1. Technical Bid Evaluation:**

Bidders should comply with scope of work and eligibility criteria; no deviations are acceptable. The bidder is to complete the same in all respect and submit accordingly. The bids which meet all the eligibility criteria and submitted all the documents for the same will be qualified on eligibility criteria and eligible for further evaluation. Bids not meeting the eligibility criteria will be rejected and not considered for further evaluation. If any information/documents provided in the technical bids are proved to be false, the technical bid will be rejected.

11.2. Technical and Financial Bid Evaluation:

IIMB will evaluate the proposals based on several criteria. Each criterion will be assigned a specific score. The overall evaluation of a proposal will be determined by the **total score obtained across all the criteria**. The details of the evaluation criteria along with the **maximum score allocated to each criterion** are provided below.

| Sl.No | Description | Max Marks |
|-------------|---|-----------|
| a) | Understanding of Requirements & Institutional Fit. <ul style="list-style-type: none"> • Understanding of objectives • Legal and compliance awareness • Public relations considerations | 8 |
| b) | Organizational Capability & Experience <ul style="list-style-type: none"> • Institutional strength • Relevant experience • Crisis handling capability (e.g., pandemic situations) | 7 |
| c) | Test Development, Construction & Design <ul style="list-style-type: none"> • Question bank development process • Secure storage and handover protocols • Test design methodology (blueprinting, randomization, etc.) | 12 |
| d) | Test Delivery, Technical Capacity & Reporting <ul style="list-style-type: none"> • End-to-end test delivery • Infrastructure and concurrent capacity • Monitoring and result processing | 15 |
| e) | Security & Scalability Framework <ul style="list-style-type: none"> • End-to-end security (item creation to score reporting) • Anti-cheating systems • Scalability and system reliability | 8 |
| f) | Presentation | 20 |
| g) | Financial Proposal as per BOQ | 30 |
| Total Score | | 100 |

Note: The evaluation of the criteria a) to e) above will be based on the Technical Bid more specifically responses to 3a, 3b and 3c of the scope of work.

11.2(f) Presentation:

The presentation be made in 15- 20 PPT slides. The presentation will be at IIMB Campus before the IIMB Purchase Committee. The presentation will be for 35 min followed by 15 min for Q & A. The IIMB committee will evaluate the presentation made by each bidder and provide marks.

| Sl.No | Description | Max Marks |
|-------|---|-----------|
| a) | End-to-End Solution Walkthrough <ul style="list-style-type: none"> • High-level walkthrough of the complete examination lifecycle • From candidate registration to result declaration • Focus on how all components integrate smoothly | 4 |

| | | |
|-------------|---|----|
| b) | Live System Demonstration <ul style="list-style-type: none"> • Demo of candidate interface and admin interface • Key user journeys (login, test taking, submission, monitoring dashboard) • Ease of use and accessibility | 4 |
| c) | Candidate Experience & Support Framework <ul style="list-style-type: none"> • Candidate journey and usability considerations • Helpdesk, grievance handling, and communication strategy • Accessibility and inclusivity measures | 4 |
| d) | Risk Management & Business Continuity Approach <ul style="list-style-type: none"> • Handling disruptions (technical failures, internet issues, emergencies) • Backup plans and failover mechanisms • Real-time issue resolution approach | 4 |
| e) | Innovation, Future Readiness & Value Additions <ul style="list-style-type: none"> • Unique features beyond RFP requirements • Use of AI, analytics, or automation • Roadmap for future enhancements | 4 |
| Total Score | | 20 |

METHOD OF SELECTION

Quality and Cost Based Selection (QCBS) wherein 70% weightage will be given to the technical proposal (Clause 11.2 (a) to (f)) and 30% to the financial proposal (clause 11.2 (g)).

- QCBS – 70:30 (Quality (70%) cum Cost (30%) Based Selection)
- QCBS Evaluation: The selection of agency will be evaluated as per the combined quality cum cost-based system: The Technical proposals will be allotted weightage of 70%, while the financial proposals will be allotted weightages of 30%.
- Financial proposal with the lowest cost will be given a financial score of 100 and other proposals will be given financial scores that are inversely proportional to their prices.

The total score, both technical and financial, shall be obtained by weighing the quality and cost scores and adding them up.

- Based on the combined weighted score for quality and costs, the agency shall be ranked in terms of the total score obtained. The proposal obtaining the highest total score in evaluation of quality and costs will be ranked as H-1 followed by the proposals securing lesser marks as H-2, H-3 etc. The proposal securing the highest combined marks and ranked H 1 would be recommended for award of the contract.
- An example to explain the evaluation methodology to be adopted is given below for the information of the agency:
 - o Suppose 3 proposals are received from agency A, B & C respectively, they would first be given marks for evaluation of their technical proposal/presentation as per the criteria given above. Suppose the

- agency A, B and C are allotted 75, 80 and 90 marks respectively, they would all become eligible for opening of their financial proposal.
- o Suppose the committee examined the financial proposals and evaluated the quoted prices as under: Proposal Evaluated cost: - A Rs.120 ,B Rs.100, C Rs.110
 - Using the Formula LEC/EC, where LEC stands for Lowest Evaluated Cost and EC stands for Evaluated Cost. The financial proposal will be given the following points for financial proposals:
 - o A: $(100/120) \times 100 = 83$ Points
 - o B: $(100/100) \times 100 = 100$ Points
 - o C: $(100/110) \times 100 = 91$ Points
 - Thereafter, for the purpose of obtaining the combined score proposals will be evaluated by using the Formula as shown below:
 - A. Proposal A: $75 \times 0.70 + 83 \times 0.30 = 77.40$ Points
 - B. Proposal B: $80 \times 0.70 + 100 \times 0.30 = 86.00$ Points
 - C. Proposal C: $90 \times 0.70 + 91 \times 0.30 = 90.30$ Points
 - The 3 proposals in the combined technical and financial evaluation will, thus be ranked as under:-
 - A. Proposal A: 77.40 Point: H3
 - B. Proposal B: 86.00 Point: H2
 - C. Proposal C: 90.30 Point: H1
 - Proposal C, which has the highest combined score, with the bid cost of Rs.110 would, therefore, be declared as the winner and recommended for approval of the competent authority for award of work.
 - In the event the composite bid scores are “tied”, the Bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the Project.
- Note: The purchase preference will be given to MSEs having valid Udhyam Registration and whose credentials are validated online through Udhyam Registration Portal as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 12.02.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. In respect of bid for Services, the bidder must be Service provider of the offered service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service.

12.AMENDMENT/ CANCELLATION OF TENDER DOCUMENT:

At any time prior to the deadline for submission of proposals, Institute may for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder modify the Tender Document by issuing an addendum/corrigendum. Any Addendum/corrigendum thus issued shall become a part of the Tender Document and will also be posted on the website of the Institute. To provide reasonable time to the prospective Bidders to take an addendum into account while preparing their proposals, the deadline for submission of proposals may be extended, at the discretion of IIMB, if required.

IIMB has the right to cancel this tender at any point of time without assigning any reasons.

13. AWARD OF CONTRACT AND COMMENCEMENT OF OPERATION:

The IIMB will award the Contract to the successful service provider as determined above, provided further that the Bidder has been determined to be qualified to satisfactorily perform the Contract.

Before issuing a Letter of Award (LoA) to the successful service provider, IIMB may, at its discretion, ask Bidder to submit for verification the originals of all such documents whose scanned copies were submitted online along with the technical bid.

13.1. Letter of Award (LoA):

The Bidder, whose bid has been accepted and documents verified (at the discretion of IIMB), shall be issued a Letter of Award by IIMB.

13.2. Performance Security:

A Performance security(PS) at 5% on the contract value in the form of Bank Guarantee drawn from any nationalized bank or in the form of online bank transfer to IIMB shall be provided by the Bidder within 14 days from the date of issue of letter of award. The PS shall be valid for the contract period and additional three months.

The PS shall be released after the completion of the work pursuant to this Contract based on the "Completion Certificate" issued by IIMB stating that the Bidder has completed the work in all respects, satisfactorily. The PBG, however, shall be released only after the expiry of the contract period, and after clearance of the final bill based on "**No Claim Certificate**" from the Bidder.

In case where the Contract has been rescinded, the PS will be forfeited, and the Bank Guarantee shall be encashed and the balance work shall be completed independently by IIMB at the risk and cost of the Original successful Bidder.

In case the contract being determined as terminated or rescinded under provision of the contract, the PS shall be forfeited in full.

Within 14 days of receipt of the Letter of Award, Performance security shall be submitted by the contractor to IIMB.

13.3. Signing of Contract:

Within seven working days of receiving performance security, the successful bidder should execute a contract with IIMB. A non-disclosure agreement also needs to be entered into.

13.4. Commencement of operations:

The successful bidder shall commence the service within 7 days from the date of LOA.

13.5. Period of the Contract:

The contract is for a period of 3 years and the same would be from the date of commencement of service. The contract Price shall be as per the Quote for each year.

14. GENERAL CONDITIONS OF CONTRACT

- i) **Default:** In the event the Bidder contravenes any of the provisions of the Contract or neglects to carry out his obligations of the Contract, IIMB may give notice in writing thereof requiring the Bidder to remedy the breach within seven days, or within such period as IIMB may agree to be reasonable and in the event of the Bidder failing to do so, IIMB will be at liberty to procure the services from third party vendors or have the work which the Bidder has neglected to do, carried out by a third party at the Bidder's cost and risk. In such an event IIMB shall have the right to terminate the Contract.
- ii) **Intellectual Property Rights (IPR)**
 - a. The Bidder undertakes not to, in any manner, claim all or any part of the IPR or commercially exploit all or any of the proprietary rights generated and developed by IIMB as vested whether trademarked, copyrighted or not.
 - b. The Bidder acknowledges that all IPR relating to the entire content of the existing IIMB website, and all the output relating to the service belongs to and vests exclusively with IIMB and under no circumstances whatsoever the Bidder shall claim all or any rights proprietary or otherwise over all or any portion of the IPR belonging to IIMB.
 - c. **Work made for hire:** The Bidder expressly acknowledges that the material contributed by it hereunder, and its services hereunder, are being specially ordered and commissioned by IIMB for use in connection with the service. The work contributed by the Bidder hereunder shall be

considered a "work made for hire" as defined by the copyright laws. IIMB shall be the sole and exclusive owner and copyright proprietor of all rights and title in and to the results and proceeds of the Bidder's services hereunder in whatever stage of completion. If for any reason the results and proceeds of the Bidder's services hereunder are determined at any time not to be a "work made for hire", the Bidder hereby agrees to irrevocably transfer and assign to IIMB all right, title and interest therein, including all copyrights, as well as all renewals and extensions thereto.

- iii) Data Security:** The Bidder shall use inputs provided by IIMB solely for performing its obligations under this Contract, and will not, at any time, transfer, save, download, print, disclose, or in any other way use the inputs other than as directly required for the provision of the services under this Contract or as directed by IIMB in writing.
- iv) Access transfer:** The Bidder shall share complete knowledge transfer of user ids, passwords, and other access details etc. to IIMB at any time.
- v) Confidentiality:** Both the Parties hereby undertake that under no circumstances whatsoever they shall disclose any of the Terms of this Contract and all or any Confidential Information belonging to the other party like financial plans, business plans, and others, declared confidential to which they might have access during the association with one another in terms of this Contract, except to the extent that is already in public knowledge/ domain. The Confidential Information as hereinabove detailed shall not be disclosed during the subsistence of this Contract and thereafter for a period of five years from the date of termination of this Contract for whatever reason. The successful bidder is required to enter into a non-disclosure agreement.
- vi) Indemnity:** Either Party (Indemnifying Party) shall indemnify, defend and hold harmless the other Party (Indemnified Party), its directors, officers and employees from and against any and all claims, demands, liabilities, and reasonable attorney's fees but only in proportion to and to the extent such claims, liabilities, and attorney's fees arise from any errors and any act/commission/omission on part of the Indemnifying Party or in connection with any work, authority or jurisdiction delegated to the Indemnifying Party under this Contract.
- vii) Arbitration:** Any dispute arising under the terms of this Contract which cannot be resolved by the Parties shall be referred to arbitration as mutually agreed by the parties, in writing. The said Arbitration shall act under the provisions of the Arbitration and Conciliation Act, 1996 or any statutory modifications or re-enactment thereof or any rules made thereof. The arbitration shall take place in Bangalore, India. Proceedings

shall be conducted, and documentation presented in English. It shall further be agreed that, the decision of the arbitration shall be final and binding on both the Parties.

viii) Jurisdiction: This Contract shall be governed and construed in accordance with the Indian Laws and subject to the exclusive jurisdiction of competent courts at Bangalore, India.

ix) Termination:

a. **Termination for convenience:** Either Party can terminate the Contract for convenience, by giving at least 120 days prior written termination notice to the other Party.

b. **Termination due to Breach:** In the event the successful bidder materially breaches the Contract, IIMB may, without prejudice to its other rights and remedies, terminate the Contract by giving prior written notice of thirty (30) days, provided that the breach remains uncured at the end of such notice period.

c. **Termination for Insolvency:** IIMB may terminate the Contract Agreement upon written notice to the successful bidder in the event the said bidder (i) seeks reorganization or release under applicable law, (ii) seeks the appointment of a trustee, receiver or custodian, (iii) becomes the subject of a proceeding seeking the liquidation, winding-up, dissolution, reorganization or the like of the said bidder, and such proceeding is not dismissed within sixty (60) days of the commencement thereof, (iv) makes an assignment for the benefit of creditors, or (v) has a substantial part of the said bidder's property become subject to any levy, seizure, assignment, application or sale for or by any creditor or government agency.

d. **Effect of termination:** In the event of termination of the Contract, the successful bidder agree to promptly deliver all the deliverables applicable to the fullest extent conceived, created or developed prior to the date of termination.

Further, upon termination of the Contract, (i) the successful bidder shall cease to provide the Services (ii) IIMB's only liability shall be to pay the fees for the Services completed to the satisfaction of IIMB.

x) Assignment: The Bidder shall not transfer, assign or sublet the Contract or any part thereof without the prior written consent of IIMB. Any permitted transfer/assignment or subletting shall not relieve the Bidder of any of his obligations which might have arisen before such permission was given.

xi) Notice: All notices, including notice of address change, required to be sent hereunder shall be in writing and shall be deemed to have been delivered when mailed by first class mail or reputed courier service return receipt requested, to the address stated in the first page of the SLA. Electronic

communications are admissible provided these are sent with delivery confirmation receipt and followed by physical copy mailed as set forth above.

xii) Force Majeure: No Party shall be in default under this Contract by reason of its failure or delay in the performance of its obligation, if such failure or delay is caused by acts of God, Government Laws and Regulations, Strikes/lock-outs, war, natural calamities or any other cause beyond its control and without its fault or negligence. The Party claiming the relief under force majeure shall notify the other Party thereof without undue delay and if the impediment continues for more than three (3) months due to such causes as mentioned above, either party shall be entitled to terminate the Contract by written notice to the other party without incurring any liability for breach of contract.

xiii) Rejection of Bids: In addition to rejection of bids for any reasons mentioned in the tender document, the bid is liable for rejection for the following reasons.

- Bid not submitted in accordance with this document.
- Bid is received in incomplete form.
- Bid is not accompanied by all requisite documents.
- Information submitted in technical proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period, if any.
- In case any party submits multiple proposals.

ANNEXURE I

Bidder Information

(Please submit this in your letter head along with technical bid)

Bidder's Name:

[Address and Contact Details]

Tender Document No. Tender No./_____;

Date:

Tender Title:

Note: Bidder's wrong or misleading information may result in bid being rejected as nonresponsive, in addition to other punitive actions provided for such misdemeanours in the Tender Document.

Bidder/ Contractor particulars:

(a) Name of the Company:

(b) Legal Entity of Bidder (Proprietorship
/Partnerships /Private Company
/Government Institutions:

(c) Place of Registration/ Principal place of business/ manufacture:

(d) Complete Postal Address:

(e) Pin code/ ZIP code:

(f) Telephone nos. (with area codes):

(g) Mobile Nos.:

(h) Contact persons/ Designation:

(i) Email IDs:

Taxation Registrations:

(j) PAN number:

(k) GSTIN number:

Bidder's Authorized Representative Information

Name:

Address:

Telephone/ Mobile numbers:

Email Address:

(Signature)

(Name, designation, and seal of company)

ANNEXURE II

Undertaking

(Please submit this in your letter head along with technical bid)

To,

Chief Administrative Officer
Indian Institute of Management Bangalore
Bannerghatta Road
Bangalore-560076

Tender Ref No:

(Tender For _____)

Sir,

- i. I /We hereby submit our bid for..... along with other required documents.
- ii. This is to certify that I/We before submitting this bid have read and fully understood all the terms and conditions, Scope of Service and instructions contained therein and undertake myself / ourselves abide by all of them.
- iii. Our bid is valid for 120 days from the date of opening of Technical Bid.

Yours faithfully,

(Signature)

(Name, designation, and seal of company)

Date:

ANNEXURE III

DECLARATION REGARDING BLACKLISTING / DEBARRING FOR TAKING PART IN TENDER
(Please submit this in your letter head along with technical bid)

To

Chief Administrative Officer
Indian Institute of Management Bangalore
Bannerghatta Road
Bangalore-560076

I / We **(name of the bidder)** hereby declare that the bidder / bidder namely M/s **(name of the firm/company of the bidder)** has not been blacklisted or debarred in the past by Union / State Government or organization from taking part in Government tenders in India and should not have any litigation in any of the labour courts.

OR

I / We **(name of the bidder)** hereby declare that the bidder / bidder namely M/s **(name of the bidder of the bidder)** was blacklisted or debarred by Union / State Government or any organization from taking part in Government tenders for a period of years w.e.f. To The period has been completed on and now the bidder / bidder is entitled to take part in Government tenders.

In case the above information is found false, I / We are fully aware that the tender / contract will be rejected / cancelled by the Institute and the EMD submitted by the bidder will be forfeited. In addition to the above, Institute will not be responsible to pay the bills for any completed / partially completed work.

(Signature)

(Name, designation, and seal of company)

Date:

ANNEXURE IV

Bank Guarantee towards EMD
(Please submit this in your letter head along with technical bid)

Whereas _____ (hereinafter called the bidder”) has submitted their offer dated _____ for the supply of _____ (hereinafter called the tender”) against the purchaser’s tender enquiry No. _____

KNOW ALL MEN by these presents that WE _____ of having our registered office at _____

are bound unto _____ (hereinafter called the “Purchaser”)

In the sum of _____

for which payment will and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this ___ day of _____ 20____.

THE CONDITIONS OF THIS OBLIGATION ARE:

(1) If the bidder withdraws or amends or modifies or impairs or derogates from the Tender in any respect within the period of validity of this tender.

Or

(2) If the bidder having been notified of the acceptance of his tender by the Purchaser during the period of its validity:-

(a) If the bidder fails to furnish the Performance Security for the due performance of the contract.

(b) Fails or refuses to accept/execute the contract.

WE undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including 120 days after the opening of technical bids i.e., up toand any demand in respect thereof should reach the Bank not later than this date.

(Signature of the authorized officer of the Bank)

ANNEXURE V

VENDOR BANK DETAIL FORM

(Please submit this in your letter head along with technical bid)

The Indian Institute of management Bangalore
Bannerghatta Road
Bangalore – 560 076

Dear Sir,

I / We hereby request you to remit our payments to our bank account as per the details furnished below:

| Sl. No. | Particulars | Details |
|---------|--|---------|
| 1 | Name of the Agency /Company | |
| 2 | Complete Address | |
| 3 | Name of the Contact Person | |
| 4 | Contact Numbers and Email ID | |
| 5 | Savings /current Account No. | |
| 6 | Name of the Bank | |
| 7 | Name of the branch with complete address | |
| 8 | IFSC Code | |
| 9 | PAN Number | |

I / we hereby declare that I /we are authorized to sign this form and that the particulars furnished above are correct and complete in all respects. If the transaction is delayed or not effected at all for reasons of incomplete or incorrect information, I /we shall not hold IIMB responsible.

Please find enclosed a cancelled cheque for your reference.

Authorized Signatory:
Banker

Name:

Designation:

Date:

Signature Attested by

Name:

Designation:

Date:

ANNEXURE VI

DECLARATION LETTER

(Please submit this in your letter head along with technical bid)

To

Indian Institute of Management Bangalore
Bannerghatta Road
Bangalore - 560 076

SUB: ENGAGEMENT CONDUCT COMPUTER BASED COMMON ADMISSION TEST (UG TEST) OF IIMB.

Dear Sir,

Please find herewith enclosed the Technical Bid document comprising of Terms & conditions, General & Special Conditions and Safety Code relating to the works specified in the Technical Bid Document hereinafter set out and having acquired the requisite information relating thereto as affecting the Technical Bid, I / We hereby offer to execute the works specified in the said document in accordance with the conditions, scope of work & instructions in writing referred to in conditions of Technical Bid, articles of agreement, general conditions of contract, annexures, safety conditions and in all other respects in accordance with such conditions so far as they may be applicable.

The document being read and understood all the contents of the Technical Bid Document do hereby accept all the Terms and conditions laid down in the said Technical Bid document and will abide by the same on acceptance and award of work.

Yours faithfully,

FOR M/s _____

Sign and Seal of the Company/Firm

ANNEXURE VII

Previous Work Experience
(Please submit this in your letter head along with technical bid)

The bidder should have successfully executed at least Five similar assignments (conducting Computer Based Tests for minimum 25,000 candidates in a day at multiple cities and multiple test centers for the academic institutions in India, out of which at least one test must have been conducted post 31 March 2025.

| Sl.No | Name of the Institute | Number of Candidates that participated in the Exam | Reference Document name and Page number. |
|---|-----------------------|--|--|
| Five similar assignments for minimum 25,000 candidates | | | |
| 1 | | | |
| 2 | | | |
| 3 | | | |
| 4 | | | |
| 5 | | | |
| One test conducted post 31st March 2025 | | | |
| 1 | | | |

FOR M/s _____

Sign and Seal of the Company/Firm

ANNEXURE VIII

Financial Turnover
(Please submit this in your letter head along with technical bid)

The minimum average annual financial turnover from conducting Computer Based Tests only during the last three financial years ending 31st March 2025 should be 15 crores.

| FY | 2022-23 | 2023-24 | 2024-25 |
|-----------------|---------|---------|---------|
| Annual Turnover | | | |
| | | | |

(Signature)

(Name, designation, and seal of company)