



Krishna Kanta Handiqui State Open University

Tender for Pilot Implementation of an On-Screen Evaluation (OSE) System for Semester-End Examination

Tender enquiry No. KKHSOU/Exam./39/2008/PT/517, dated 26-09-2026

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Date: 26th September, 2026**Sub: Tender for Pilot Implementation of an On-Screen Evaluation (OSE) System for Semester-End Examination, December 2026 Session**

Krishna Kanta Handiqui State Open University (KKHSOU), invites sealed **Tenders** from reputed/experienced and technically competent Agencies/Firms/Companies for **Pilot Implementation of an Integrated On-Screen Evaluation (OSE) System** for the University's Semester-End Examination, December 2026 Session. The tender form complete in all respect should reach to the **Office of the Registrar, KKHSOU**, in duly sealed envelope, clearly superscribed with “**Pilot Implementation of an On-Screen Evaluation (OSE) System**” on or before **1.00 PM, 26/10/ 2026**.

The proposed pilot is intended to digitize physical answer scripts through secure scanning and facilitate centralized, controlled and auditable digital evaluation through an On-Screen Evaluation platform. The system shall provide appropriate mechanisms for confidentiality, evaluator authentication, controlled script allocation, evaluation monitoring, automatic marks processing, moderation, audit trails, reporting, archival and secure data management. The pilot shall be implemented in close coordination with the **Office of the Controller of Examinations, KKHSOU**.

The tender is intended to establish a secure and scalable OSE framework which may subsequently be considered for wider deployment by the University, subject to the University's requirements, evaluation of the pilot and applicable procurement procedures.

1.1 Particulars of the Tender

Sl. No.	Particular	Details
1	Name of the Work	Pilot Implementation of On-Screen Evaluation (OSE) System for Semester-End Examination, December 2026 Session
2	Tender Reference No.	KKHSOU/Exam./39/2008/PT/517
3	Issuing Authority	Registrar, KKHSOU
4	Nature of Work	End-to-end answer-script scanning, digitization, On-Screen Evaluation, evaluation management, marks processing, reporting, archival and associated technical/operational support
5	Proposed Examination Session	Semester-End Examination, December 2026
6	Indicative Learners	Approximately 8,000
7	Indicative Answer Scripts	Approximately 48,000
8	Indicative Pages	Approximately 9,60,000 pages
9	Average Papers per Learner	Approximately 6
10	Average Pages per Answer Script	Approximately 20 pages
11	Contract/Pilot Period	As specified in the Tender Document/Work Order
12	Earnest Money Deposit (EMD)	₹ 2.5% of the total Bid Amount
13	Tender Fee	₹ 1000.00 (Rupees One Thousand) - not refundable.
14	Bid Validity	180 days from the date of opening of the Technical Bid , unless otherwise specified
15	Mode of Submission	As prescribed in the University's e-procurement/tendering procedure
16	Technical Bid Opening	As per Tender Schedule
17	Financial Bid Opening	Only for technically qualified bidders, as per the Tender Document
18	Performance Security	10% of the Work Order value , subject to the detailed conditions of the Tender Document

19	Pre-Bid Meeting	As per Tender Schedule
20	Place of Work	KKHSOU and other locations/centres identified by the University, as required for the pilot
21	Tender Inviting Authority	Registrar, KKHSOU

Note: The quantities indicated above are **provisional/indicative and may vary** depending upon the actual number of learners, answer scripts, pages, courses, examination centres and other operational requirements of the University. Payment shall be regulated in accordance with the actual accepted quantities/services and the terms of the Work Order/Contract.

The estimated pilot volume is based on the University's present planning for approximately 8,000 learners, 48,000 answer scripts and approximately 9,60,000 pages for scanning.

1.2 Scope of the Tender

The selected agency shall be responsible for providing the necessary **software, hardware/infrastructure, scanning facilities, technical manpower, operational manpower, implementation support, training, system administration, security controls and technical support** required for successful implementation of the pilot.

The broad scope shall include, but shall not be limited to:

1. Collection/receipt and controlled handling of answer scripts as assigned by the University;
2. High-speed scanning and digitization of physical answer scripts;
3. Image quality assurance and page-level reconciliation;
4. Secure coding/masking and digital identification of answer scripts;
5. Secure storage and management of digitized answer-script images;
6. Secure On-Screen Evaluation platform;
7. Evaluator authentication and role-based access;
8. Controlled and randomized allocation of answer scripts;
9. Question-wise and component-wise evaluation;
10. Evaluation monitoring and workload management;
11. Dummy/control scripts and quality-assurance mechanisms;
12. Moderation, scrutiny and related examination workflows;
13. Re-evaluation/rechecking workflows, wherever required by the University;
14. Automatic calculation and processing of marks;
15. Integration/transfer of approved marks and relevant examination data;
16. Dashboards, MIS and real-time monitoring;
17. Comprehensive audit trails;
18. Cybersecurity, confidentiality, backup and disaster-recovery arrangements;
19. Training of authorized University officials/evaluators;
20. Technical support and issue resolution;
21. Digital archival and retrieval;
22. Secure data handover and exit/transition support.

The detailed functional, technical, security and operational requirements shall be governed by the subsequent sections of this Tender Document.

The KKHSOU draft already establishes the core pilot objective of digitizing physical answer scripts and implementing a secure, transparent and auditable OSE environment.

1.3 Invitation to Eligible Bidders

The University invites bids from agencies/firms/companies having **demonstrable experience and technical competence in On-Screen Evaluation, answer-script digitization/scanning, examination workflow automation, evaluation management, result processing and related secure examination technology services**.

Bidders shall be required to demonstrate their eligibility, technical capability, relevant experience, infrastructure, manpower strength, security capability and ability to successfully execute the proposed pilot.

Only bidders satisfying the **mandatory eligibility/pre-qualification conditions** specified in this Tender Document shall be considered for further evaluation.

1.4 Two-Bid System

The tender shall follow a **two-bid system**, consisting of:

A. Technical Bid

The Technical Bid shall contain all eligibility documents, technical compliance information, experience credentials, proposed solution, implementation methodology, infrastructure details, manpower details, security compliance, declarations and other documents prescribed in the Tender Document.

B. Financial Bid

The Financial Bid shall contain the bidder's complete commercial offer in the prescribed format.

The bidder shall not disclose or indicate its financial quotation in the Technical Bid. Any financial information found in the Technical Bid may render the bid liable for rejection, in accordance with the Tender conditions.

Only those bidders who satisfy the mandatory technical requirements and achieve the prescribed minimum technical qualifying score shall be considered for opening/evaluation of the Financial Bid.

1.5 Tender Schedule

The detailed dates and timings relating to the tender process shall be as follows:

Sl. No.	Activity	Date & Time
1	Publication of Tender	26-09-2026
2	Availability of Tender Document	26-09-2026
3	Last date for submission of Pre-Bid Queries	06-10-2026 up to 5.00 PM
4	Pre-Bid Meeting	12-10-2026 at 11.00 AM
5	Issue of Clarifications/Corrigendum, if any	15-10-2026
6	Last Date & Time for Submission of Bid	26-10-2026, on or before 1.00 PM
7	Technical Bid Opening	26-10-2026 at 3.00 PM
8	Technical Presentation/Demonstration, if required	To be communicated to shortlisted bidders
9	Declaration of Technically Qualified Bidders	To be intimated on due time
10	Opening of Financial Bids	To be communicated to technically qualified bidders
11	Finalization/Award of Contract	As per University procedure

The University reserves the right to modify the above schedule through an official corrigendum/notification.

1.6 Important Instructions to Bidders

1. Bidders are advised to carefully examine the complete Tender Document, including all technical specifications, eligibility criteria, contractual conditions, annexures and prescribed formats before submitting their bids.
2. The bid shall be **unconditional**. Conditional bids, bids containing material deviations, or bids not conforming to the prescribed requirements may be treated as non-responsive.
3. All documents required under the Tender Document shall be submitted in the prescribed manner.
4. The bidder shall be solely responsible for ensuring that the bid is submitted successfully within the prescribed date and time.
5. The University may seek clarification from a bidder during the evaluation process. Such clarification shall not ordinarily permit alteration of the substance of the bid.
6. The University reserves the right to verify the credentials, experience, infrastructure, client references, certifications and other claims made by any bidder.
7. The University may require shortlisted bidders to provide a **technical presentation and/or live demonstration** of the proposed OSE solution before the Technical Evaluation Committee.
8. The University reserves the right to reject any or all bids, wholly or partly, in accordance with applicable rules and the terms of this Tender Document.
9. The University shall not be bound to accept the lowest financial bid if the tender is evaluated under the prescribed **Quality and Cost Based Selection (QCBS)** methodology.

10. The University's decision of the duly constituted Bid Evaluation/Technical Evaluation Committee shall be final, subject to applicable rules and remedies available under law.

1.7 Confidentiality and Examination Security

The proposed OSE implementation involves **confidential examination material, answer-script images, learner information, evaluator information, marks and examination-related data**. Accordingly, the successful bidder shall maintain strict confidentiality and shall implement all security, access-control, audit, data-protection and examination-integrity measures specified in this Tender Document.

No examination data, answer-script image, evaluation record, learner information or other University information shall be copied, extracted, disclosed, transferred, commercially exploited or used for any purpose other than the authorized execution of the University's examination work.

1.8 Reservation of Rights

KKHSOU reserves the right to:

- accept or reject any bid;
- reject any or all bids;
- cancel or modify the tender process;
- seek clarification from bidders;
- verify bidder credentials;
- require technical demonstration;
- amend specifications through corrigendum;
- increase or decrease the indicative volume;
- partially accept/reject components of the proposed services where permitted under the Tender conditions; and
- take any other action permissible under the applicable procurement rules and the terms of the Tender Document.

No bidder shall have any claim against the University merely by reason of participation in the tender process or non-selection.

SECTION 2 - DEFINITIONS, ABBREVIATIONS AND INTERPRETATION:

2.1 Definitions

Unless the context otherwise requires, the following terms shall have the meanings assigned to them below. Words importing the singular shall include the plural and vice versa. References to any gender shall include all genders.

Sl. No.	Term	Definition
1	University / KKHSOU	Means Krishna Kanta Handiqui State Open University , established under the applicable Assam State legislation and recognized by the University Grants Commission (UGC), and includes its authorized officers, departments, committees, centres and representatives.
2	Tender / Tender Document	Means this complete document, including the Notice Inviting Tender, instructions to bidders, technical specifications, eligibility criteria, contractual conditions, schedules, annexures, forms, corrigenda and clarifications issued by the University from time to time.
3	Tender Inviting Authority	Means the Controller of Examinations, KKHSOU , or any other officer duly authorized by the University for the purpose of this tender.
4	Bid	Means the complete offer submitted by a bidder in response to this Tender, comprising the Technical Bid and Financial Bid together with all prescribed documents, declarations and supporting information.
5	Bidder / Tenderer	Means any eligible agency, firm, company or other legally constituted entity submitting a bid in response to this Tender.
6	Selected Bidder / Successful Bidder	Means the bidder whose bid is accepted by the University in accordance with the prescribed evaluation procedure and to whom the Work Order/Letter of Award is issued.

7	Agency / Service Provider	Means the Successful Bidder appointed by KKHSOU for implementation and operation of the Pilot OSE System.
8	Contract	Means the formal agreement, Work Order, Letter of Award and all documents forming part of the contractual arrangement between KKHSOU and the Successful Bidder.
9	Work Order (WO)	Means the written order issued by the competent authority of KKHSOU authorizing the Successful Bidder to commence and perform the specified services.
10	Pilot Project / Pilot Implementation	Means the limited-scale implementation of the OSE System proposed for the University's designated Semester-End Examination, December 2026 Session, for the purpose of operational validation and assessment before any wider deployment.
11	OSE	Means On-Screen Evaluation , whereby digitized answer scripts are securely presented to authorized evaluators through an electronic platform for evaluation and marking.
12	OSE System / OSE Platform	Means the complete software application, infrastructure, database, security architecture, interfaces, workflows and associated components proposed by the Successful Bidder for implementing On-Screen Evaluation.
13	Answer Script / Answer Book	Means the physical answer booklet/script written by a learner in response to a University examination, including all pages and permitted supplementary sheets associated with that examination.
14	Digitized Answer Script	Means the electronic image representation of a physical answer script generated through approved scanning and digitization processes.
15	Scanning	Means the controlled conversion of physical answer scripts into digital images using approved scanning equipment and procedures.
16	Image Quality Assurance (IQA)	Means the process of verifying the completeness, legibility, orientation, sequencing, resolution and overall quality of scanned answer-script images before they are released for evaluation.
17	Evaluator / Examiner	Means a person authorized or nominated by KKHSOU to evaluate answer scripts through the OSE System.
18	Chief Evaluator / Head Evaluator	Means an evaluator designated by the University to perform supervisory, quality-control, moderation or other responsibilities as prescribed by the University.
19	Moderator	Means a person authorized by the University to undertake moderation or quality-assurance activities in relation to evaluation and marks, as per University rules.
20	Scrutiny	Means the process of checking evaluated answer scripts and/or marks for omissions, inconsistencies, calculation errors, procedural compliance or other prescribed quality parameters.
21	Re-evaluation	Means the process of re-evaluating an answer script or portion thereof by an authorized evaluator in accordance with the University's examination rules.
22	Randomization	Means the controlled and system-based allocation of digitized answer scripts to authorized evaluators in a manner designed to prevent predictable or unauthorized allocation.
23	Masking / Coding	Means the process by which the learner's identity and/or other identifying information is concealed from the evaluator and a unique examination identifier is used for controlled evaluation.
24	Dummy / Control Script	Means an answer script or evaluation sample designated by the University for testing, calibration, quality assurance, evaluator assessment or monitoring purposes.
25	Evaluation	Means the process of assessing a learner's answers and assigning marks through the OSE System in accordance with the approved question paper, marking scheme, instructions and University examination rules.

26	Marks Data	Means marks awarded to a learner for an answer script, question, component or examination, together with associated metadata and validation information.
27	Examination Data	Means all data generated, received, processed, stored or transmitted in connection with the University's examination, including learner data, answer-script images, evaluator information, allocation records, marks, moderation records, audit logs, reports and related metadata.
28	Confidential Information	Means any information disclosed or made available to the bidder by or on behalf of KKHSOU which is confidential in nature, including examination materials, question papers, answer scripts, learner information, evaluator information, marks, system credentials, security information and examination-related records.
29	Authorized User	Means a person expressly authorized by KKHSOU to access or use the OSE System for a specified purpose and role.
30	Role-Based Access Control (RBAC)	Means the mechanism through which access to system functions and information is granted according to the defined role and authorization of a user.
31	Multi-Factor Authentication (MFA)	Means an authentication mechanism requiring two or more independent authentication factors before access is granted to a protected system or function.
32	Audit Trail / Audit Log	Means the chronological and tamper-evident record of relevant system activities, transactions, user actions, access events, changes and other events required for monitoring, investigation and accountability.
33	Dashboard / MIS	Means the system-generated management information, reports, visualizations and monitoring interfaces provided for authorized University officials to monitor examination and evaluation activities.
34	Service Level Agreement (SLA)	Means the prescribed service-performance standards, response and resolution timelines, availability requirements, quality parameters and associated obligations applicable to the Successful Bidder.
35	KPI	Means Key Performance Indicator , being a measurable parameter used by the University to assess the performance and service quality of the Successful Bidder.
36	UAT	Means User Acceptance Testing , being the formal testing process conducted by or on behalf of KKHSOU to verify whether the proposed OSE System satisfies the specified functional, technical, security and operational requirements before acceptance.
37	Go-Live	Means the date on which the OSE System is formally authorized by KKHSOU for operational use for the designated examination activity following successful testing and acceptance.
38	Incident	Means any event affecting or potentially affecting the availability, confidentiality, integrity, security, performance or proper functioning of the OSE System or examination data.
39	Critical Incident	Means an incident that materially affects examination operations, evaluation continuity, examination confidentiality, data integrity, security or the University's ability to meet prescribed examination timelines.
40	Backup	Means a securely maintained copy of system/application data and examination data intended for restoration in the event of data loss, corruption, system failure or disaster.
41	Disaster Recovery (DR)	Means the documented processes, infrastructure and technical arrangements for restoring the OSE System and examination data following a major failure, disaster or service disruption.
42	Business Continuity	Means the arrangements adopted by the Successful Bidder to ensure continuity or timely restoration of critical examination services during disruptions.

43	RPO	Means Recovery Point Objective , i.e., the maximum acceptable period of data loss measured in time in the event of a disruption.
44	RTO	Means Recovery Time Objective , i.e., the maximum targeted time within which a specified service/system is to be restored following a disruption.
45	Data Handover	Means the controlled transfer of examination data, answer-script images, marks, reports, logs, metadata and other University-owned information to KKHSOU in the prescribed format and manner.
46	Exit Management	Means the activities required for orderly closure, transition, migration and handover of the OSE services and University data upon completion, expiry or termination of the Contract.
47	Deliverable	Means any software, hardware, report, dataset, document, service, configuration, training, implementation activity or other output required to be supplied or performed by the Successful Bidder under the Tender/Contract.
48	Working Day	Means a day on which the offices of KKHSOU are ordinarily open for official business, unless otherwise specified by the University.
49	Competent Authority	Means the authority/officer of KKHSOU competent to take a particular decision under the applicable University rules, statutes, ordinances, regulations or delegated powers.
50	Applicable Law	Means all applicable Acts, rules, regulations, statutory requirements, notifications, directions, orders, policies and legally binding requirements applicable to the services under this Tender and the Contract.

2.2 Abbreviations

The following abbreviations shall be used throughout the Tender Document:

Abbreviation	Full Form
KKHSOU	Krishna Kanta Handiqui State Open University
UGC	University Grants Commission
ODL	Open and Distance Learning
OSE	On-Screen Evaluation
NIT	Notice Inviting Tender
RFP	Request for Proposal, wherever applicable
RFP/Tender	Request for Proposal/Tender Document
Bid	Technical and Financial Offer submitted by the Bidder
EMD	Earnest Money Deposit
PBG	Performance Bank Guarantee
SLA	Service Level Agreement
KPI	Key Performance Indicator
UAT	User Acceptance Testing
IQA	Image Quality Assurance
QA	Quality Assurance
QC	Quality Control
RBAC	Role-Based Access Control
MFA	Multi-Factor Authentication
OTP	One-Time Password
MIS	Management Information System
API	Application Programming Interface
DBMS	Database Management System
DR	Disaster Recovery
BCP	Business Continuity Plan
RTO	Recovery Time Objective
RPO	Recovery Point Objective

VAPT	Vulnerability Assessment and Penetration Testing
IPR	Intellectual Property Rights
NDA	Non-Disclosure Agreement
IT	Information Technology
ICT	Information and Communication Technology
SSL/TLS	Secure Sockets Layer / Transport Layer Security
HTTPS	Hypertext Transfer Protocol Secure
PDF	Portable Document Format
TIFF	Tagged Image File Format
DPI	Dots Per Inch
CSV	Comma-Separated Values
API	Application Programming Interface
SOP	Standard Operating Procedure
PM	Project Manager
WO	Work Order
LOA	Letter of Award
TAT	Turnaround Time
PQC	Pre-Qualification Criteria
QCBS	Quality and Cost Based Selection
L1	Lowest Evaluated Bidder
GST	Goods and Services Tax
PAN	Permanent Account Number
GSTIN	Goods and Services Tax Identification Number
DSC	Digital Signature Certificate

2.3 Interpretation of the Tender Document

2.3.1 General

The Tender Document shall be read as a whole. The headings and sub-headings are provided for convenience and shall not affect the interpretation of the provisions contained herein.

2.3.2 "Including"

The expression **"including"** shall mean including without limitation, unless the context expressly indicates otherwise.

2.3.3 "Shall" and "May"

- **"Shall"** indicates a mandatory requirement or obligation.
- **"May"** indicates a right, discretion or option of the University, unless otherwise specified.

2.3.4 Mandatory Requirements

Where a requirement is expressly stated as **mandatory, essential, must, shall, or non-negotiable**, the bidder shall comply with such requirement. Non-compliance may result in rejection of the bid where the requirement is material.

2.3.5 University Instructions

Any clarification, amendment, corrigendum, addendum or written instruction issued by KKHSOU in connection with this Tender shall form part of the Tender Document and shall be binding on all bidders.

2.3.6 Conflict Between Documents

In the event of any inconsistency between different parts of the Tender Document, the University shall determine the applicable interpretation. Unless otherwise specified in the Contract, the following order of precedence shall generally apply:

1. Letter of Award/Work Order;
2. Executed Contract/Agreement;
3. Corrigenda/Addenda issued by KKHSOU;
4. Special Conditions of Contract;
5. Technical and Functional Requirements;

6. General Conditions of Tender/Contract;
7. Annexures and prescribed formats;
8. Bidder's proposal, to the extent accepted by the University.

No provision contained in the bidder's proposal shall override an express mandatory provision of the Tender unless specifically accepted in writing by KKHSOU.

2.3.7 Measurement of Time

Any period specified in days shall be calculated from the relevant date/event specified in the Tender, unless otherwise stated. Where a particular date or time is prescribed, the bidder shall comply strictly with the same.

2.3.8 Examination Confidentiality

Any provision of this Tender relating to examination confidentiality, learner information, answer scripts, marks, evaluation data, access control, security, auditability or data ownership shall be interpreted strictly to protect the integrity and confidentiality of the University's examination process.

2.3.9 No Implied Authority

Nothing in this Tender shall authorize the bidder, its employees, personnel, subcontractors or representatives to make academic, examination, evaluation or result-related decisions on behalf of KKHSOU unless such authority is expressly delegated in writing by the University.

2.3.10 University's Examination Rules

The OSE System and all associated processes shall operate in accordance with the examination rules, instructions, marking schemes, academic decisions and operational directions issued by the competent authority of KKHSOU from time to time.

The bidder shall provide the technical capability to implement such approved examination workflows but shall not independently alter academic or examination rules.

2.4 Nature of the Pilot

The Pilot OSE System is intended to establish and validate a **secure, scalable and auditable digital evaluation framework** for KKHSOU. The pilot shall not, by itself, constitute any commitment by the University for continuation, expansion or award of any subsequent phase beyond the scope expressly approved under the Contract.

The pilot concept is consistent with KKHSOU's stated objective of establishing a scalable framework for potential future University-wide deployment. Any future expansion, continuation or procurement shall be subject to the University's requirements, satisfactory performance, administrative approval, financial provisions and applicable procurement rules.

SECTION 3 - BACKGROUND, RATIONALE, OBJECTIVES AND EXPECTED OUTCOMES OF THE PILOT OSE SYSTEM

3.1 Background

Krishna Kanta Handiqui State Open University (KKHSOU) conducts Semester-End Examinations for learners enrolled across its various academic programmes, study centres and examination centres. The University's examination system consequently involves the generation, collection, transportation, processing, evaluation, scrutiny, tabulation and archival of a substantial volume of physical answer scripts. At present, the evaluation of answer scripts is predominantly dependent upon a manual process involving physical handling and transportation of confidential examination materials, sorting and bundling of answer scripts, coding and masking, physical allocation to evaluators, evaluation, collection and reconciliation of scripts, manual entry of marks, scrutiny, tabulation and preparation of results.

The existing process requires substantial administrative and human intervention and involves considerable movement of confidential examination materials across geographically distributed locations. Such processes may create operational challenges relating to evaluation turnaround time, monitoring of evaluator performance, confidentiality, reconciliation, manual data entry, quality assurance, moderation, archival and timely preparation of examination results.

The University has therefore decided to explore the implementation of a secure and technology-enabled **On-Screen Evaluation (OSE) System** through a pilot implementation.

The proposed system shall facilitate the conversion of physical answer scripts into secure digital images through controlled scanning and shall make such digitized scripts available to authorized evaluators through an integrated OSE platform.

The existing KKHSOU draft identifies the principal stages of the present manual process as collection, transportation, sorting, coding, physical distribution, reconciliation, manual mark entry, scrutiny, tabulation, result preparation and archival.

3.2 Rationale for Implementation

The implementation of the Pilot OSE System is intended to address the operational limitations associated with the conventional physical evaluation process and to establish a more secure, transparent, accountable and technology-enabled evaluation environment.

The University has identified the following principal challenges associated with the existing system:

1. Delay in completion of answer-script evaluation;
2. Difficulty in continuously monitoring evaluator performance;
3. Limited real-time visibility of evaluation progress;
4. Increased dependence on manual marks entry and tabulation;
5. Possibility of human error during manual processing;
6. Challenges associated with physical transportation and handling of confidential answer scripts;
7. Difficulties in maintaining consistent moderation and scrutiny processes;
8. Administrative burden associated with physical storage and archival;
9. Difficulty in retrieving examination records in a timely manner; and
10. Challenges in providing efficient examination-related services to learners.

These issues have been identified in the existing KKHSOU draft as important reasons for transitioning towards an integrated digital evaluation environment.

Accordingly, the Pilot OSE System is proposed as an institutional technology intervention intended to improve the efficiency, transparency, security and accountability of the answer-script evaluation process.

3.3 Purpose of the Pilot

The purpose of the pilot is to **design, configure, implement, operate and evaluate an end-to-end On-Screen Evaluation framework** for the designated Semester-End Examination of KKHSOU.

The pilot shall provide the University with an opportunity to assess the operational suitability, scalability, security, reliability and effectiveness of the proposed OSE approach before considering any wider deployment.

The pilot shall particularly enable the University to assess:

- the effectiveness of high-speed answer-script scanning and digitization;
- quality and completeness of digital answer-script images;
- security of digitized examination material;
- effectiveness of evaluator authentication and access control;
- efficiency of digital answer-script allocation;
- evaluator productivity and monitoring;
- reliability of online/on-screen evaluation;
- effectiveness of moderation and quality-control mechanisms;
- accuracy of marks processing;
- availability of real-time monitoring and MIS;
- auditability of examination activities;
- digital archival and retrieval capability; and
- overall impact on examination evaluation turnaround time.

3.4 Objectives of the Tender

The primary objectives of this Tender are as follows:

3.4.1 Digitization of Answer Scripts

To establish a secure mechanism for high-speed scanning and digitization of physical answer scripts while maintaining image quality, completeness, sequencing and examination confidentiality.

3.4.2 Implementation of Secure OSE

To implement a secure and controlled On-Screen Evaluation platform through which authorized evaluators can access and evaluate assigned answer scripts.

3.4.3 Reduction in Evaluation Turnaround Time

To reduce the time required for completion of answer-script evaluation and thereby facilitate timely processing and declaration of examination results.

3.4.4 Enhancement of Examination Security

To reduce unnecessary physical movement of confidential answer scripts and establish appropriate controls for authentication, authorization, access, monitoring and auditability.

3.4.5 Improved Transparency and Accountability

To establish system-generated records of key evaluation activities, including user access, script allocation, evaluation activity, marks entry and other prescribed transactions.

3.4.6 Reduction of Manual Errors

To minimize manual intervention in marks entry, calculation, tabulation and related processes through controlled digital workflows and automated validation.

3.4.7 Evaluator Performance Monitoring

To enable authorized University officials to monitor evaluator-wise allocation, progress, productivity and completion status through appropriate dashboards and reports.

3.4.8 Quality Assurance and Moderation

To provide appropriate technological mechanisms for dummy/control scripts, quality assurance, scrutiny and moderation as directed by the University.

3.4.9 Digital Archival

To establish a secure digital repository for answer-script images and associated examination records, enabling authorized retrieval whenever required.

3.4.10 Scalable Framework

To establish a scalable technological and operational framework capable of supporting future expansion of OSE services, subject to the University's requirements and applicable approvals.

These objectives are consistent with the existing KKHSOU draft, which specifically identifies digitization, secure OSE, faster evaluation, transparency, accountability, reduction of manual errors, scalability and digital archival as key objectives.

3.5 Expected Outcomes

Successful implementation of the Pilot OSE System is expected to result in the following institutional outcomes:

1. **Reduced dependence on physical movement of answer scripts** for evaluation purposes.
2. **Faster evaluation workflow** through centralized access to digitized answer scripts.
3. **Improved examination confidentiality** through controlled digital access and reduced unnecessary handling of physical scripts.
4. **Improved evaluator accountability** through authenticated access and system-generated activity records.
5. **Real-time monitoring** of examination evaluation progress by authorized University officials.
6. **Improved accuracy of marks processing** through controlled digital workflows and automated calculations.
7. **Improved quality assurance** through systematic monitoring, scrutiny, moderation and related controls.
8. **Digital availability of answer scripts** for authorized examination-related purposes.
9. **Improved reporting and management information** for the Office of the Controller of Examinations.
10. **Improved retrieval and archival capability** for examination records.

11. Creation of a measurable institutional framework for assessing the feasibility of wider OSE implementation.

The expected outcomes directly reflect the existing KKHSOU proposal, which identifies faster evaluation, centralized monitoring, improved confidentiality, reduced manual error, digital archival, transparency, scalability, evaluator efficiency and robust examination-data management as intended outcomes.

3.6 Regulatory and Governance Context

The proposed Pilot OSE System shall be implemented in accordance with the applicable statutory, regulatory, administrative, examination and information-security requirements applicable to KKHSOU. The University intends that the proposed system support the broader objectives of:

1. Applicable UGC requirements relating to Open and Distance Learning;
2. Technology-enabled examination administration;
3. Digital governance in higher education;
4. Examination integrity and confidentiality;
5. Timely processing and declaration of results;
6. Learner-centric examination administration;
7. Appropriate information-security practices; and
8. Digitization and systematic management of examination records.

The existing KKHSOU draft expressly identifies UGC regulations relating to ODL, NEP 2020, digital governance, ICT integration, examination reforms, timely declaration of results and learner-centric academic administration as relevant policy and governance considerations.

The bidder shall comply with all applicable laws, regulations, statutory directions and University rules in force during the period of implementation. Where any requirement is subsequently modified by a competent statutory or regulatory authority, the Successful Bidder shall provide reasonable technical support for implementation of such requirement, subject to the terms of the Contract.

3.7 Indicative Pilot Coverage

The Pilot OSE System is presently envisaged for the designated Semester-End Examination of the **2nd Semester, 2nd Cycle learners** for the December 2026 examination session, as proposed by the University.

The indicative volume is:

Particular	Indicative Quantity
Learners	Approximately 8,000
Average papers per learner	Approximately 6
Answer scripts	Approximately 48,000
Average pages per answer script	Approximately 20
Total pages for scanning	Approximately 9,60,000

The above figures are indicative and may vary according to the actual examination volume. The existing KKHSOU document expressly states that these quantities are indicative only.

The bidder shall accordingly design and propose a solution capable of accommodating reasonable variations in examination volume without adversely affecting the prescribed service levels.

3.8 Guiding Principles of the OSE Implementation

The Pilot OSE System shall be designed and implemented based on the following principles:

a. Examination Integrity

The system shall preserve the integrity of the University's examination and evaluation process.

b. Confidentiality

Examination material and examination-related information shall be accessible only to duly authorized persons.

c. Transparency

Appropriate system records, reports and monitoring mechanisms shall enable authorized University officials to verify examination processes.

d. Accountability

All significant system activities shall be attributable to authorized users through appropriate authentication and audit mechanisms.

e. Accuracy

The system shall incorporate appropriate validation and quality-control mechanisms to minimize errors in scanning, evaluation and marks processing.

f. Availability

The system shall be designed to remain available during critical examination and evaluation periods in accordance with the applicable SLA.

g. Scalability

The architecture shall permit future enhancement or expansion subject to the University's requirements.

h. Auditability

The system shall maintain appropriate records of user access, transactions, allocation, evaluation and other prescribed activities.

i. Learner-Centric Administration

The implementation shall ultimately support the University's objective of timely, reliable and transparent examination administration.

j. Data Ownership and Control

All University examination data generated or processed under the Contract shall remain under the ownership and control of KKHSOU, subject to the specific contractual provisions governing software, third-party technology and intellectual property.

3.9 Pilot Evaluation and Future Expansion

The University shall evaluate the Pilot OSE System on the basis of parameters including, but not limited to:

- implementation readiness;
- scanning quality;
- completeness of digitization;
- system availability;
- security and confidentiality;
- evaluator authentication;
- script allocation;
- evaluator productivity;
- evaluation turnaround time;
- marks accuracy;
- moderation and quality assurance;
- reporting capability;
- system usability;
- technical support;
- SLA compliance;
- data integrity;
- archival and retrieval; and
- overall operational effectiveness.

The successful completion of the pilot shall **not automatically create any right or entitlement in favour of the Successful Bidder for continuation, extension or future University-wide deployment**. Any subsequent procurement or expansion shall be considered separately by the University in accordance with its requirements, approvals and applicable procurement procedures.

3.10 Role of the Successful Bidder

The Successful Bidder shall act as the University's **technology and implementation service provider** for the Pilot OSE System and shall provide the complete technical and operational support necessary for successful execution of the approved scope.

The Successful Bidder shall work under the overall direction and supervision of the **Office of the Controller of Examinations, KKHSOU**.

The Successful Bidder shall **not independently determine or modify academic decisions, examination rules, marking schemes, moderation policies, result decisions or learner eligibility**. Such matters shall remain within the authority of KKHSOU and its duly authorized academic/examination authorities.

The bidder's responsibility shall be to provide the technological and operational capability required to implement the University's approved examination processes accurately, securely and efficiently.

3.11 Principle of "End-to-End" Responsibility

For the purpose of this Tender, **end-to-end OSE implementation** shall mean that the Successful Bidder shall be responsible for coordinating all technology, infrastructure, software, scanning, digitization, manpower, implementation, training, technical support, security, monitoring and related activities falling within the approved scope, so that the University receives an operational OSE service rather than merely a software application.

This approach is consistent with the existing KKHSOU draft, which requires the selected agency to provide complete operational, technical, software, manpower, training and implementation support.

SECTION 4 - SCOPE OF WORK

4.1 General Scope

The Successful Bidder shall design, configure, deploy, operate and support a **secure, integrated and auditable On-Screen Evaluation (OSE) System** for the Pilot Semester-End Examination of Krishna Kanta Handiqui State Open University (KKHSOU).

The scope shall cover the complete workflow from **receipt and preparation of physical answer scripts through scanning, digitization, quality assurance, coding/masking, secure allocation, on-screen evaluation, moderation, scrutiny, re-evaluation, marks processing, reporting, archival and final data handover**.

The Successful Bidder shall provide all software, hardware/infrastructure, scanning equipment, technical manpower, operational manpower, implementation support, training, security controls, backup, disaster-recovery arrangements and technical support necessary for successful execution of the Pilot.

The existing KKHSOU draft specifically envisages the agency providing end-to-end operational, technical, software, manpower, training and implementation support.

4.2 Scope Components

The scope of work shall broadly comprise the following components:

1. Project planning and implementation;
2. Examination material receipt and controlled handling;
3. Pre-scanning preparation;
4. High-speed scanning and digitization;
5. Image quality assurance;
6. Page and script reconciliation;
7. Coding/masking and anonymization;
8. Secure digital storage;
9. OSE platform implementation;
10. User management and authentication;
11. Answer-script randomization and allocation;
12. On-screen evaluation;
13. Evaluator workload and productivity management;
14. Dummy/control script management;
15. Evaluation quality assurance;
16. Moderation and scrutiny;
17. Re-evaluation/rechecking;
18. Marks calculation and processing;
19. Practical/internal/other marks integration, where required;
20. Examination dashboards and MIS;
21. Audit trail and monitoring;
22. Learner-facing answer-script services, where authorized;
23. Data security and cybersecurity;
24. Backup and disaster recovery;
25. Training and capacity building;
26. Technical support and incident management;
27. Digital archival;
28. Data handover;
29. Exit and transition support.

4.3 Project Initiation and Implementation Planning

Immediately upon issuance of the Work Order, the Successful Bidder shall prepare and submit a detailed **Project Implementation Plan (PIP)** for approval by KKHSOU.

The Implementation Plan shall include, at minimum:

- project milestones;
- implementation methodology;
- resource deployment plan;
- scanning plan;
- infrastructure deployment plan;
- software configuration plan;
- security implementation plan;
- evaluator onboarding plan;
- training plan;
- testing and UAT plan;
- examination-day operational plan;
- support and escalation mechanism;
- backup and disaster-recovery plan;
- quality-assurance plan;
- risk-management plan;
- data-handover plan; and
- exit/transition plan.

The Successful Bidder shall nominate a **Project Manager/Single Point of Contact (SPOC)** responsible for coordination with KKHSOU.

4.4 Receipt and Controlled Handling of Answer Scripts

Where the University entrusts physical answer scripts to the Successful Bidder for scanning, the bidder shall establish a controlled receipt and custody mechanism.

The process shall include:

1. Receipt of answer scripts from authorized University personnel;
2. Verification of received bundles/packages;
3. Recording of receipt details;
4. Identification of examination/course/paper;
5. Physical counting/reconciliation;
6. Secure storage before scanning;
7. Controlled movement of scripts within the scanning facility;
8. Maintenance of chain-of-custody records; and
9. Return/storage of physical scripts as directed by KKHSOU.

No physical answer script shall be removed from the designated custody area without authorization.

The bidder shall ensure that physical examination material remains protected against unauthorized access, loss, damage, substitution or tampering.

4.5 Pre-Scanning Preparation

Before scanning, the Successful Bidder shall undertake necessary preparation of answer scripts, including, as applicable:

- removal of binding/staples where required;
- page separation;
- identification of damaged or problematic pages;
- orientation correction;
- barcode/identifier preparation;
- bundle identification;
- detection of missing pages;
- detection of duplicate pages;
- identification of blank or non-standard pages;
- segregation of exceptional cases; and
- preparation for high-speed scanning.

Any discrepancy identified during pre-scanning shall be recorded and brought to the notice of the designated University authority wherever University intervention is required.

4.6 Scanning and Digitization

The Successful Bidder shall provide adequate scanning infrastructure and manpower to digitize the prescribed examination volume within the timeline approved by KKHSOU.

The scanning process shall ensure:

- complete capture of every page;
- correct page sequence;
- adequate resolution;
- legibility of handwritten content;
- appropriate image orientation;
- appropriate image compression without loss of readability;
- appropriate image format;
- identification of missing or duplicate pages;
- association of pages with the correct answer script; and
- secure transfer of scanned images to the OSE environment.

The proposed KKHSOU pilot presently anticipates approximately **48,000 answer scripts and approximately 9,60,000 pages**, based on the indicative examination volume.

The bidder shall provide sufficient scanning capacity to accommodate the University's actual volume and reasonable variation in volume.

4.7 Scanning Quality Assurance

The Successful Bidder shall implement a documented **Image Quality Assurance (IQA)** process.

The quality-control process shall verify, at minimum:

1. Page completeness;
2. Page sequence;
3. Image clarity;
4. Legibility;
5. Correct orientation;
6. Correct association with the answer script;
7. Absence of unacceptable cropping;
8. Absence of significant distortion;
9. Correct barcode/identifier association;
10. Duplicate-page detection; and
11. Missing-page detection.

The bidder shall establish mechanisms for detecting and rectifying defective scans before the answer script is released for evaluation.

Where an image fails the prescribed quality criteria, the corresponding physical page shall be rescanned at no additional cost to the University.

4.8 Page and Answer-Script Reconciliation

The Successful Bidder shall maintain complete reconciliation between:

Physical Answer Script → Number of Physical Pages → Digitized Pages → Digital Answer Script → Evaluation Record.

The system shall provide appropriate reconciliation reports enabling the University to identify:

- scripts received;
- scripts scanned;
- pages scanned;
- scripts pending scanning;
- scripts rejected during QA;
- scripts rescanned;
- scripts successfully digitized;
- scripts allocated for evaluation;
- scripts evaluated; and
- scripts pending evaluation.

Any unexplained discrepancy shall be immediately reported to the designated University authority.

4.9 Coding, Masking and Anonymization

The OSE System shall support secure masking/coding of learner identity and other identifying information from the evaluator wherever prescribed by KKHSOU.

The system shall:

- assign a unique digital identifier to each answer script;
- prevent unauthorized disclosure of learner identity;
- maintain controlled mapping between the physical script, digital script and University examination data;
- restrict access to mapping information;
- maintain an audit trail of authorized access to identity-related information; and
- permit authorized University officials to retrieve the original identity mapping when required.

The evaluator shall ordinarily see only the information necessary to perform the assigned evaluation.

4.10 Secure Digital Repository

The Successful Bidder shall establish secure storage for digitized answer scripts and associated metadata.

The repository shall support:

- controlled access;
- encryption;
- redundancy;
- backup;
- indexing;
- search/retrieval;
- audit logging;
- data integrity;
- appropriate retention;
- controlled download/printing restrictions; and
- secure archival.

The bidder shall ensure that examination data is not stored or processed in unauthorized locations or environments.

4.11 OSE Platform

The Successful Bidder shall provide a web-based or otherwise approved OSE platform capable of supporting the University's prescribed evaluation workflow.

The platform shall provide, as applicable:

- secure evaluator login;
- role-based access control;
- multi-factor authentication;
- evaluator dashboard;
- assigned-script queue;
- digital answer-script viewer;
- question-wise navigation;
- marking interface;
- mandatory/optional question handling;
- automatic mark calculation;
- annotation tools, where approved;
- save and resume functionality;
- submission and locking of evaluated scripts;
- evaluation progress monitoring;
- moderation workflow;
- re-evaluation workflow;
- audit trail;
- reporting; and
- administrative controls.

The existing KKHSOU specification already provides for evaluator authentication, controlled access, script allocation, question-wise evaluation, monitoring, moderation, re-evaluation and auditability.

4.12 User Management and Authentication

The Successful Bidder shall configure separate access roles for, at minimum, the following categories, as applicable:

- System Administrator;
- Examination Administrator;
- University Officer;
- Evaluator;
- Chief Evaluator;
- Moderator;
- Scrutiny Officer;
- Re-evaluation Evaluator;
- Technical Support Personnel;
- Auditor/Inspection User; and
- other roles approved by KKHSOU.

Each user shall be provided access strictly according to the role assigned by the University.

The system shall support:

- unique user credentials;
- strong password controls;
- MFA;
- account activation/deactivation;
- session controls;
- failed-login monitoring;
- privileged-access controls; and
- complete login/logout audit records.

4.13 Evaluator On boarding

The Successful Bidder shall provide mechanisms for on boarding evaluators nominated by KKHSOU.

The on boarding process shall include:

1. Creation of evaluator profiles;
2. Verification of required information;
3. Assignment of appropriate role;
4. Secure credential generation;
5. MFA activation;
6. Training/orientation;
7. System-readiness verification; and
8. activation only after authorization by KKHSOU.

The Successful Bidder shall not independently appoint or authorize academic evaluators.

4.14 Answer-Script Randomization and Allocation

The system shall support controlled and auditable random allocation of answer scripts to authorized evaluators.

The allocation mechanism shall be configurable according to University-approved parameters, including:

- course/paper;
- programme;
- language;
- evaluator;
- evaluator capacity;
- geographical/administrative grouping, where required;
- workload limits;
- script type; and
- other approved criteria.

The system shall prevent unauthorized access to unassigned answer scripts.

Allocation shall be recorded in the audit trail.

4.15 On-Screen Evaluation

The Successful Bidder shall provide the complete technical environment required for authorized evaluators to evaluate digitized answer scripts.

The evaluation interface shall, at minimum, support:

- clear display of answer-script pages;
- page navigation;
- question-wise navigation;
- mark entry;
- automatic calculation;
- save and resume;
- evaluation completion;
- submission/locking;
- error prevention mechanisms;
- controlled correction before final submission;
- evaluator instructions;
- marking scheme/reference material where authorized; and
- system-generated evaluation records.

The system shall preserve the integrity of submitted marks and prevent unauthorized alteration after final submission.

4.16 Evaluator Workload Management

The system shall support configurable evaluator workload limits.

The University shall be able to define:

- maximum scripts per evaluator;
- daily/periodic workload;
- pending allocation;
- completed scripts;
- scripts returned/rejected;
- scripts requiring moderation; and
- other workload parameters.

The existing KKHSOU technical specification specifically requires evaluator-wise workload limits, monitoring and automated allocation controls.

4.17 Dummy and Control Scripts

The OSE System shall support controlled insertion and management of **dummy/control scripts** for quality assurance and evaluator monitoring.

The system shall support:

- designation of dummy scripts;
- controlled insertion;
- evaluator-wise tracking;
- recording of evaluator performance;
- comparison against prescribed/reference marks;
- alerts for significant deviations; and
- generation of QA reports.

The University's prescribed methodology for dummy/control scripts shall prevail over any default workflow of the bidder.

4.18 Evaluation Quality Assurance

The Successful Bidder shall provide technical mechanisms to support quality assurance throughout the evaluation process.

The system shall permit authorized University officials to monitor:

- evaluator-wise progress;
- time spent on evaluation;
- scripts evaluated;
- pending scripts;
- abnormal evaluation patterns;
- dummy/control-script performance;

- marks distribution;
- question-wise marking patterns;
- incomplete evaluations;
- rejected/returned scripts; and
- other approved quality indicators.

The bidder shall not independently make academic judgments regarding evaluator performance. The system shall provide information and alerts to enable authorized University officials to take appropriate decisions.

4.19 Moderation and Scrutiny

The OSE System shall support University-approved moderation and scrutiny workflows.

Such functionality may include:

- selection of scripts for moderation;
- identification of scripts requiring review;
- moderator access;
- controlled mark modification;
- reason/remarks capture;
- approval workflow;
- audit trail;
- comparison of original and revised marks; and
- generation of moderation reports.

Any modification of marks shall be attributable to an authorized user and shall be permanently recorded in the audit trail.

4.20 Re-Evaluation / Rechecking

The platform shall support re-evaluation/rechecking workflows as prescribed by KKHSOU.

The system shall permit authorized officers to:

- identify eligible scripts;
- assign scripts for re-evaluation;
- restrict access according to University rules;
- record revised marks;
- maintain original marks;
- record reasons/remarks where required;
- preserve the complete history of changes; and
- generate re-evaluation reports.

No original evaluation record shall be permanently overwritten.

4.21 Marks Processing and Result Data

The system shall support secure generation and processing of marks data arising from OSE.

The system shall provide:

- automatic mark calculations;
- question-wise totals;
- paper-wise totals;
- validation checks;
- exception reports;
- approved mark exports;
- controlled integration/interface with University examination systems, where applicable; and
- reconciliation between evaluated scripts and marks data.

Any export of marks shall be subject to authorization by KKHSOU.

The bidder shall not publish, modify or independently finalize examination results.

4.22 Integration of Other Marks

Where required by KKHSOU, the system shall support integration of marks from other approved components, such as:

- practical examinations;
- assignments;
- internal assessment;

- project work; or
- other examination components.

Such integration shall be performed only using University-approved data and rules.

4.23 Dashboard and MIS

The Successful Bidder shall provide dashboards and reports for authorized University officials.

The dashboards shall provide, as applicable:

- total scripts;
- scripts scanned;
- scripts pending scanning;
- scripts under QA;
- scripts allocated;
- scripts evaluated;
- scripts pending evaluation;
- evaluator-wise performance;
- course-wise progress;
- programme-wise progress;
- centre-wise information, where applicable;
- moderation status;
- re-evaluation status;
- exception reports;
- SLA status;
- system availability; and
- other reports prescribed by KKHSOU.

The existing specification requires real-time dashboards and MIS for examination monitoring and evaluation progress.

4.24 Audit Trail

The OSE System shall maintain a comprehensive and tamper-evident audit trail.

At minimum, the system shall record, as applicable:

- user login/logout;
- authentication events;
- script access;
- script allocation;
- evaluation start;
- evaluation save;
- evaluation submission;
- mark changes;
- moderation;
- re-evaluation;
- administrative changes;
- data exports;
- privileged-user activity;
- configuration changes; and
- security incidents.

Audit records shall be retained for the period specified by KKHSOU and shall be made available to authorized University officials/auditors.

4.25 Information Security and Confidentiality

The Successful Bidder shall implement adequate technical and organizational safeguards for protection of examination information.

The system shall provide, at minimum:

- encryption during transmission;
- encryption at rest where applicable;
- role-based access;
- MFA;
- secure session management;

- firewall/security controls;
- malware protection;
- security logging;
- vulnerability management;
- regular backup;
- controlled administrative access;
- secure API/interface controls;
- incident management; and
- secure deletion/retention mechanisms.

The bidder shall comply with the detailed cybersecurity requirements prescribed elsewhere in this Tender.

4.26 Backup and Disaster Recovery

The Successful Bidder shall maintain appropriate backup and disaster-recovery arrangements throughout the pilot.

The bidder shall submit a **Business Continuity and Disaster Recovery Plan** specifying:

- backup frequency;
- backup location;
- backup security;
- retention;
- restoration procedure;
- RPO;
- RTO;
- failover arrangements;
- disaster-recovery testing;
- restoration validation; and
- responsibility matrix.

The University may require demonstration/testing of the DR arrangement before or during the pilot.

4.27 Training and Capacity Building

The Successful Bidder shall provide training to University personnel and authorized evaluators.

Training shall cover, as applicable:

- administrator functions;
- evaluator login;
- OSE interface;
- script evaluation;
- moderation;
- re-evaluation;
- dashboards;
- reports;
- troubleshooting;
- security practices; and
- escalation procedures.

Training material, user manuals, SOPs and relevant technical documentation shall be provided to KKHSOU.

4.28 Technical Support and Helpdesk

The Successful Bidder shall establish a dedicated support mechanism during the implementation and operational phases.

The support mechanism shall include:

- helpdesk;
- telephone support;
- email/ticket-based support;
- technical escalation;
- incident tracking;
- response and resolution timelines;
- designated technical personnel; and
- emergency support during critical examination/evaluation periods.

The detailed service levels and penalties shall be governed by the **SLA/KPI provisions** of this Tender.

4.29 Learner-Facing Services

Where specifically authorized and activated by KKHSOU, the system may provide controlled learner-facing facilities for:

- viewing/accessing eligible digitized answer scripts;
- submitting applications for permitted examination services;
- tracking approved requests; and
- other examination-related services.

Such access shall be strictly controlled and shall not expose:

- other learners' data;
- evaluator identity;
- confidential system information;
- internal moderation information; or
- any information not authorized for learner disclosure.

4.30 Digital Archival

The Successful Bidder shall provide secure digital archival of examination records for the period specified by KKHSOU.

The archive shall maintain appropriate associations between:

Learner → Examination → Course/Paper → Answer Script → Pages → Evaluation → Marks → Moderation/Re-evaluation → Audit Record.

The archive shall support authorized retrieval without compromising data integrity or confidentiality.

4.31 Data Ownership and Use

All examination-related data generated, supplied or processed under the Contract, including:

- learner data;
- answer-script images;
- examination metadata;
- evaluator allocation records;
- evaluation data;
- marks;
- moderation records;
- re-evaluation records;
- audit logs;
- reports; and
- other examination records

shall remain the property/control of **KKHSOU**, subject to the specific provisions of the Contract relating to pre-existing intellectual property, third-party software and licensed technology.

The Successful Bidder shall use such data solely for authorized execution of the Contract.

The bidder shall not:

- sell the data;
- disclose the data;
- commercially exploit the data;
- use the data for unrelated purposes;
- transfer the data to unauthorized third parties; or
- use University examination data for developing or training unrelated artificial-intelligence/machine-learning models,

unless specifically authorized in writing by KKHSOU.

4.32 Data Handover

At the completion of each examination cycle and/or upon expiry or termination of the Contract, the Successful Bidder shall hand over University-owned data in the format prescribed by KKHSOU.

The handover shall include, as applicable:

1. Digitized answer scripts;
2. Metadata;
3. Script-to-learner mapping;

4. Script-to-course mapping;
5. Evaluation records;
6. Marks;
7. Moderation records;
8. Re-evaluation records;
9. Audit logs;
10. Reports;
11. Configuration information required for interpretation of the data;
12. Backup copies where required; and
13. Other examination records specified by KKHSOU.

The data shall be supplied in commonly usable, non-proprietary formats wherever technically feasible.

4.33 Exit and Transition Management

The Successful Bidder shall provide orderly transition support upon completion or termination of the pilot.

The exit process shall include:

- data handover;
- knowledge transfer;
- documentation handover;
- system/account closure;
- return/deletion of University information as directed;
- transfer of required records;
- assistance in migration, where required;
- confirmation of data deletion from bidder-controlled environments after authorized handover; and
- submission of an Exit/Closure Certificate.

The bidder shall not withhold University data, records or examination materials because of any commercial or contractual dispute.

4.34 Physical Answer Script after Digitization

The Successful Bidder shall not destroy, dispose of, transfer or otherwise deal with physical answer scripts unless specifically authorized in writing by KKHSOU.

The University shall determine the retention, return, storage or disposal procedure for physical answer scripts.

4.35 Compliance with University Directions

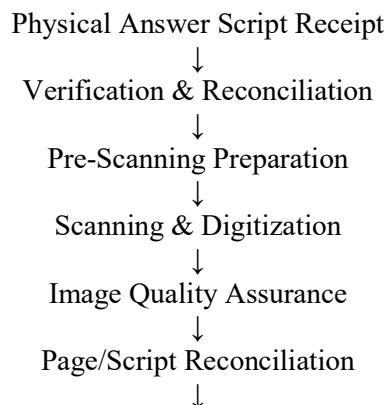
The Successful Bidder shall comply with all reasonable written instructions issued by the competent authority of KKHSOU relating to the execution of the OSE pilot.

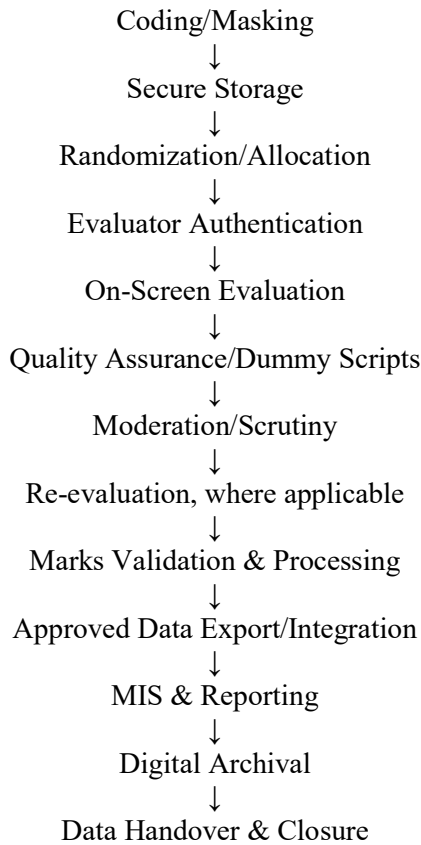
Where a University instruction affects the technical configuration or workflow, the bidder shall promptly assess and implement the approved change in accordance with the Contract.

The bidder shall not alter examination workflows, marks, allocation rules, moderation rules or other academic/examination parameters without prior authorization.

4.36 Minimum End-to-End Workflow

The Successful Bidder shall ensure that the proposed solution is capable of supporting the following minimum workflow:





4.37 Responsibility for End-to-End Operational Readiness

The Successful Bidder shall be responsible for ensuring that all components falling within its approved scope are **fully operational, integrated and tested** before commencement of live evaluation.

The University shall not be required to coordinate separately with multiple technology vendors for components included within the Successful Bidder's scope.

The bidder shall identify all dependencies on KKHSOU in its Implementation Plan and shall promptly notify the University of any dependency that may affect the approved timeline.

4.38 Variation in Examination Volume

The quantities specified in this Tender are indicative. The actual number of learners, answer scripts, pages, courses, evaluators and other examination parameters may vary.

The Successful Bidder shall have sufficient capacity and flexibility to accommodate reasonable variations in volume.

Any material change beyond the contracted scope or quantity shall be dealt with in accordance with the applicable contractual and procurement provisions of KKHSOU.

4.39 Deliverables

The minimum deliverables under the Pilot shall include:

Sl. No.	Deliverable
1	Project Implementation Plan
2	System Architecture and Technical Design
3	Infrastructure Deployment
4	Configured OSE Platform
5	Scanning Infrastructure
6	Security Implementation Plan
7	Business Continuity/DR Plan
8	Test Plan and Test Reports
9	UAT Report/Acceptance
10	Digitized Answer Scripts
11	QA/Reconciliation Reports

12	Evaluator Onboarding and Training
13	Evaluation Progress Reports
14	Moderation/Re-evaluation Reports
15	Marks Data and Reconciliation Reports
16	MIS/Dashboards
17	Audit Logs
18	Technical/Operational Documentation
19	Examination Data Archive
20	Final Data Handover
21	Exit/Closure Report

4.40 Performance Standard

The Successful Bidder shall perform the services in accordance with:

- the specifications contained in this Tender;
- the accepted Technical Proposal;
- the approved Implementation Plan;
- the approved SOPs;
- the Service Level Agreement;
- directions issued by KKHSOU;
- applicable examination rules; and
- the executed Contract/Work Order.

Where the bidder has offered a capability or performance level higher than the minimum requirement specified in this Tender and such offer has been accepted by KKHSOU, the accepted commitment shall form part of the bidder's contractual obligations.

4.41 Scope Boundary

The OSE System is intended to **support the University's examination process, not to replace the University's statutory, academic or examination authority.**

Accordingly:

- academic decisions shall remain with KKHSOU;
- evaluator appointment shall remain with KKHSOU;
- marking schemes shall be approved by KKHSOU;
- moderation policy shall be determined by KKHSOU;
- final result approval shall remain with KKHSOU; and
- the bidder shall provide the technology and operational support necessary to implement such decisions securely and accurately.

SECTION 5 - DETAILED TECHNICAL AND FUNCTIONAL REQUIREMENTS

5.1 General Requirements

The Successful Bidder shall provide a **fully integrated, secure, scalable and auditable On-Screen Evaluation (OSE) solution** capable of supporting the complete examination-evaluation workflow of KKHSOU.

The proposed solution shall include all software, infrastructure, scanning equipment, storage, networking, security controls, technical manpower, implementation support and other resources necessary to meet the requirements specified in this Tender.

The requirements in this Section shall be treated as the **minimum technical and functional requirements**. Bidders may propose additional features, provided such features do not compromise examination confidentiality, University control or the prescribed workflow.

The KKHSOU draft specifies answer-script scanning, digital image management, evaluator allocation, OSE workflow, marks processing, security architecture, infrastructure, reporting, archival, training, technical support and SLA management as core technical areas.

5.2 Technical Architecture

The proposed OSE System shall:

1. Be based on a secure web-enabled architecture.
2. Support deployment on secure cloud infrastructure and/or dedicated infrastructure, subject to approval by KKHSOU.
3. Support concurrent access by multiple authorized users.
4. Be capable of scaling according to examination volume.
5. Provide logical separation of administrative, evaluation and technical functions.
6. Support secure database management.
7. Provide secure application and database backup.
8. Support integration with existing University examination systems through standard interfaces, where required.
9. Support operation through modern web browsers.
10. Provide adequate system capacity for the indicative pilot volume of approximately **48,000 answer scripts and 9,60,000 pages**.

The bidder shall submit a detailed **System Architecture Diagram** showing application, database, storage, network, security, backup and disaster-recovery components.

5.3 Answer-Script Scanning and Digitization

The scanning subsystem shall satisfy the following minimum requirements:

1. Scanning shall be performed using high-speed production-grade scanners.
2. Minimum scanning resolution shall be **300 DPI**.
3. The system shall support grayscale and black-and-white scanning.
4. The system shall support appropriate digital formats, including PDF/TIFF as required.
5. Automatic page sequencing shall be supported.
6. Blank-page detection shall be supported.
7. Image skew correction shall be supported.
8. Image enhancement shall be available to improve readability.
9. Barcode-based indexing shall be supported.
10. Script-wise image integrity shall be maintained.
11. The system shall detect missing pages.
12. The system shall detect duplicate pages wherever technically feasible.
13. Each digitized script shall be uniquely associated with its examination metadata.
14. Scanning activity shall be logged.
15. A scanning dashboard shall be available to authorized University officials.
16. Bulk transfer/upload of digitized scripts to the secure evaluation environment shall be supported.
17. Scanned examination content shall be encrypted during transmission and protected in storage.
18. The scanning process shall not permit unauthorized copying or extraction of examination material.

These requirements are directly based on the existing KKHSOU technical draft, which specifies 300 DPI scanning, grayscale/B&W support, PDF/TIFF generation, page sequencing, blank-page detection, skew correction, barcode indexing, audit logs, dashboard, bulk upload and encrypted storage.

5.4 Scanning Capacity and Throughput

The bidder shall clearly specify:

- number of scanners proposed;
- scanner make and model;
- rated scanning speed;
- actual expected production throughput;
- number of scanning operators;
- daily scanning capacity;
- quality-control manpower;
- backup scanning capacity; and
- contingency arrangements in case of scanner failure.

The proposed infrastructure shall be sufficient to complete scanning within the timeline approved by KKHSOU.

The bidder shall not rely on a single scanner or single point of failure for the entire pilot volume.

5.5 Barcode/QR Code and Coding System

The system shall support:

1. Barcode and/or QR-code generation.
2. Unique identification of every answer script.
3. Dummy coding of answer scripts.
4. Automatic masking of learner identity.
5. Multiple-level coding where required.
6. Automatic script indexing.
7. Script-to-course/paper mapping.
8. Script-to-learner mapping under controlled access.
9. Confidential evaluator allocation.
10. Randomization of scripts.
11. Reconciliation between physical and digital identifiers.

The coding/mapping mechanism shall ensure that an evaluator cannot ordinarily determine the identity of the learner from the digitized answer script.

The existing KKHSOU specification expressly requires barcode/QR coding, dummy coding, identity masking, script indexing, script-to-paper mapping, confidential allocation and randomization.

5.6 Image Quality and Quality Control

The system shall incorporate quality-control mechanisms to ensure that:

1. Every page received for scanning is digitized.
2. No page is inadvertently omitted.
3. Pages are maintained in the correct sequence.
4. Images are readable.
5. Images are correctly oriented.
6. Important portions of pages are not cropped.
7. Images are associated with the correct answer script.
8. Poor-quality images are identified.
9. Defective images can be rescanned.
10. Re-scanning activity is recorded.
11. QA status of every script can be tracked.

The University may prescribe sample-based or 100% quality checks depending upon the examination requirement.

5.7 Digital Answer-Script Repository

The bidder shall provide secure digital storage capable of maintaining:

- answer-script images;
- script identifiers;
- examination/session information;
- course/paper information;
- learner mapping;
- evaluation records;
- marks;
- moderation records;
- re-evaluation records; and
- related metadata.

The repository shall support:

1. Secure indexing;
2. Controlled retrieval;
3. Encryption;
4. Backup;
5. Redundancy;
6. Audit logging;
7. Retention controls;
8. Secure archival; and
9. Controlled data export.

5.8 On-Screen Evaluation Platform

The OSE platform shall provide a secure environment for evaluation of digitized answer scripts.

The platform shall support:

1. Web-based access.
2. Multi-user concurrent evaluation.
3. Role-based access control.
4. Separate user credentials.
5. Auto-save.
6. Question-wise marking.
7. Automatic total-mark calculation.
8. Moderation workflow.
9. Re-evaluation workflow.
10. Digital audit logs.
11. Real-time monitoring.
12. Evaluation progress tracking.
13. Answer-script locking.
14. Script randomization.
15. Multi-location evaluation.
16. Secure evaluator dashboard.
17. Marking discrepancy alerts.
18. Detection of unmarked questions.
19. Authorized mark modification.
20. Backup.
21. Report generation.
22. PDF/report export.
23. Digital archival.
24. Modern browser compatibility.
25. Unicode support.
26. Support for Assamese and English examination content.

These features are expressly contained in the existing KKHSOU draft.

5.9 User Roles and Access Control

The system shall provide separate access privileges for authorized categories of users, including:

- University Administrator;
- Examination Controller/Authorized Examination Officer;
- Evaluator;
- Scrutinizer;
- Tabulator;
- Moderator;
- Re-evaluation Evaluator;
- Technical Operator;
- System Administrator; and
- other roles approved by KKHSOU.

Each user shall be able to access only those functions and data authorized for the user's role.

The bidder shall provide a detailed **Role and Access Control Matrix** as part of the Technical Proposal.

5.10 Authentication and Login Security

The system shall provide:

1. Unique user IDs.
2. Strong password policy.
3. Multi-factor authentication.
4. Mobile OTP authentication where configured.
5. Session timeout.
6. Failed-login controls.
7. Account lockout mechanisms.
8. Password reset controls.

9. User activation/deactivation.
10. Privileged-user controls.
11. Login/logout logging.
12. IP logging.

The existing KKHSOU specification includes MFA, mobile OTP, SSL-encrypted communication, session timeout and IP logging.

5.11 Evaluator Database and Mapping

The system shall provide evaluator database management covering:

1. Evaluator profile;
2. Subject/course expertise;
3. Department/institution;
4. Contact details;
5. Authorization status;
6. Assigned course/paper;
7. Maximum allocation;
8. Evaluation progress;
9. Completed scripts;
10. Pending scripts; and
11. relevant performance information.

Evaluator mapping shall remain confidential and shall be accessible only to authorized University personnel.

The existing KKHSOU draft specifically requires evaluator database management, subject-wise allocation, confidential mapping and multiple allocation rules.

5.12 Answer-Script Randomization and Allocation

The system shall support configurable allocation rules, including:

- course-wise allocation;
- evaluator-wise allocation;
- workload-based allocation;
- maximum script limits;
- randomization;
- reassignment;
- pending-script identification; and
- controlled redistribution.

The system shall maintain a permanent record of allocation and reassignment activity.

No evaluator shall be able to select answer scripts manually unless such functionality is expressly authorized by KKHSOU.

5.13 Evaluation Interface

The evaluator interface shall provide:

1. Secure login;
2. Evaluator dashboard;
3. Assigned-script list;
4. Answer-script viewer;
5. Page navigation;
6. Question-wise navigation;
7. Mark entry;
8. Automatic total calculation;
9. Save/resume;
10. Completion status;
11. Submission/locking;
12. Warning for unmarked questions;
13. Approved marking instructions;
14. Appropriate annotation functionality, if enabled;
15. Controlled correction before final submission; and
16. Confirmation before final submission.

The evaluator shall not be permitted to alter a finally submitted evaluation except through an authorized University workflow.

5.14 Answer-Script Locking

After final submission:

1. The evaluated script shall be locked.
2. Ordinary evaluator access shall not permit modification.
3. Any authorized reopening shall require appropriate authority.
4. Reopening shall be logged.
5. Changes after reopening shall be recorded.
6. Original marks shall remain traceable.

This shall ensure that the evaluation history cannot be silently altered.

5.15 Auto-Save and Session Recovery

The system shall provide auto-save functionality to minimize loss of evaluation work because of:

- network interruption;
- browser failure;
- system interruption;
- accidental logout; or
- other technical failures.

After reconnection, the evaluator shall be able to resume from the last securely saved state, subject to the University's security policies.

5.16 Unmarked Question Detection

The system shall provide automated warnings for:

- unanswered questions;
- questions without marks;
- incomplete evaluation;
- mandatory fields not completed; and
- other configured evaluation exceptions.

The evaluator shall be required to resolve or explicitly confirm such exceptions before final submission, where configured by KKHSOU.

The existing draft specifically requires auto-detection of unmarked questions.

5.17 Marks Processing

The system shall provide:

1. Question-wise mark entry;
2. Automatic aggregation;
3. Question-wise validation;
4. Paper-wise total;
5. Absent handling;
6. Withheld-result handling;
7. Moderation support;
8. Grace-mark processing where applicable;
9. Tabulation register generation;
10. Statistical reports;
11. Exception reports;
12. Marks reconciliation; and
13. Controlled export.

These requirements are expressly included in the existing KKHSOU draft.

5.18 Data Export and Integration

The system shall support export of approved data in appropriate formats, including, where required:

- Excel;
- CSV;
- XML;
- PDF; and

- API-based exchange.

The bidder shall provide API/data-integration capability for integration with University systems, subject to technical approval by KKHSOU.

No unauthorized export of examination or marks data shall be permitted.

5.19 Moderation

The system shall support University-prescribed moderation workflows.

It shall allow:

- identification of scripts for moderation;
- controlled moderator access;
- review of evaluated scripts;
- mark modification where authorized;
- capture of remarks/reasons;
- approval;
- comparison of original and revised marks; and
- audit logging.

The system shall preserve the original evaluation record.

5.20 Re-Evaluation

The system shall support re-evaluation/rechecking where authorized under KKHSOU examination rules.

The system shall maintain:

- original evaluation;
- re-evaluation;
- revised marks;
- evaluator details;
- authorization;
- date/time;
- reason/remarks, where prescribed; and
- complete audit history.

5.21 Evaluator Monitoring

The system shall provide real-time information relating to:

- scripts allocated;
- scripts opened;
- scripts evaluated;
- scripts pending;
- evaluation completion percentage;
- daily productivity;
- average evaluation time;
- incomplete evaluations;
- reassigned scripts; and
- other approved indicators.

The existing KKHSOU requirements specifically include daily evaluation tracking, productivity reports, completion alerts and examiner-wise marks analysis.

5.22 Dashboard and MIS

The University shall have access to administrative dashboards showing, at minimum:

Parameter	Dashboard Requirement
Scripts received	Yes
Scripts scanned	Yes
Scripts pending scanning	Yes
Scripts under QA	Yes
Scripts successfully digitized	Yes
Scripts allocated	Yes
Scripts evaluated	Yes
Scripts pending evaluation	Yes
Evaluator-wise progress	Yes

Course-wise progress	Yes
Moderation status	Yes
Re-evaluation status	Yes
Exception status	Yes
Marks processing status	Yes
System status	Yes

The dashboards shall support filtering and report generation as required by KKHSOU.

5.23 Reporting

The system shall generate appropriate reports, including:

1. Scanning report;
2. QA report;
3. Reconciliation report;
4. Script allocation report;
5. Evaluator progress report;
6. Evaluator productivity report;
7. Pending-script report;
8. Moderation report;
9. Re-evaluation report;
10. Marks report;
11. Exception report;
12. Audit report;
13. System availability report;
14. SLA report; and
15. final examination report.

5.24 Security Architecture

The bidder shall implement appropriate security measures covering:

- application security;
- network security;
- database security;
- access control;
- authentication;
- encryption;
- endpoint protection;
- malware protection;
- logging;
- monitoring;
- backup;
- vulnerability management; and
- incident response.

5.25 Encryption

The system shall use secure encryption mechanisms for:

1. Data transmission;
2. User authentication;
3. Sensitive examination data;
4. Stored answer-script images, where applicable;
5. Backup data; and
6. Secure system interfaces.

Communication between users and the OSE platform shall use secure encrypted protocols.

The KKHSOU draft specifically requires SSL-encrypted communication and encrypted storage of scanned scripts.

5.26 Audit Trail

The system shall maintain an immutable or appropriately protected audit trail of:

- login;

- logout;
- script access;
- allocation;
- evaluation;
- save;
- submission;
- reopening;
- mark modification;
- moderation;
- re-evaluation;
- administrative actions;
- data export;
- configuration changes; and
- security events.

The audit trail shall include user, date/time and relevant transaction information.

5.27 IP Logging and Access Monitoring

The system shall maintain appropriate records of:

- source IP;
- login time;
- logout time;
- user;
- session;
- system activity; and
- relevant access events.

Where the bidder proposes geo-tagging or related controls, the same shall be clearly described in the Technical Proposal and implemented only in accordance with applicable requirements.

5.28 Cybersecurity Audit

The bidder shall provide evidence of security assessment/cybersecurity audit of the proposed solution and infrastructure as required by the Tender.

For KKHSOU, the bidder shall specifically disclose:

- audit agency;
- date of audit;
- scope;
- validity;
- major findings;
- remediation status; and
- applicable certificates/reports.

5.29 Vulnerability and Security Testing

The bidder shall conduct appropriate security testing of the deployed environment before Go-Live.

The testing shall cover, as applicable:

- application vulnerabilities;
- authentication;
- authorization;
- session management;
- API security;
- database security;
- network security;
- configuration vulnerabilities; and
- other material security weaknesses.

Critical vulnerabilities identified before Go-Live shall be remediated before production deployment.

5.30 Malware Protection

The bidder shall maintain appropriate protection against:

- viruses;

- malware;
- spyware;
- ransomware;
- unauthorized software; and
- other malicious threats.

Security software and signatures shall be kept appropriately updated.

5.31 Data Privacy and Confidentiality

The bidder shall maintain strict confidentiality of:

- learner information;
- answer scripts;
- question papers, where accessed;
- evaluator information;
- marks;
- examination schedules;
- system credentials;
- audit logs;
- University communications; and
- all other confidential information.

All personnel deployed by the bidder shall be bound by appropriate confidentiality obligations.

5.32 Restriction on Use of Examination Data

The Successful Bidder shall not use examination data for any purpose unrelated to the Contract.

In particular, the bidder shall not:

- sell examination data;
- share examination data with unauthorized parties;
- use answer scripts for commercial purposes;
- publish answer-script images;
- use examination data for unrelated research without written permission;
- use University examination data for AI/ML training without express written authorization; or
- retain data beyond the authorized retention period.

5.33 Data Backup

The bidder shall maintain secure backups of critical:

- application data;
- database;
- answer-script images;
- marks;
- configuration;
- audit logs; and
- other essential examination data.

The bidder shall specify:

- backup frequency;
- backup type;
- retention;
- storage location;
- encryption;
- restoration procedure; and
- backup verification mechanism.

5.34 Disaster Recovery

The bidder shall provide a Disaster Recovery mechanism capable of restoring critical OSE services following major technical failure.

The bidder shall submit a detailed DR plan containing:

- DR architecture;
- backup arrangement;
- RPO;

- RTO;
- failover mechanism;
- restoration procedure;
- DR testing procedure; and
- responsibility matrix.

5.35 System Availability

During critical operational periods, the bidder shall maintain the system at the minimum availability level prescribed in the SLA.

The current KKHSOU draft specifies a **minimum 99% system uptime** as an SLA requirement.

The final SLA shall define exclusions, planned maintenance, measurement methodology and service credits/penalties, as applicable.

5.36 Performance and Scalability

The system shall be capable of handling simultaneous evaluator access without material degradation of performance.

The bidder shall provide details of:

- expected concurrent users;
- server capacity;
- database capacity;
- network capacity;
- storage capacity;
- scalability mechanism;
- performance-testing methodology; and
- proposed contingency capacity.

5.37 Assamese and English Language Support

The system shall support examination content and interface requirements necessary for handling **Assamese and English** answer scripts.

The digital image viewer shall preserve the visual characteristics of handwritten Assamese and English content without loss of legibility.

The existing KKHSOU specification expressly requires Unicode compatibility and the ability to handle Assamese and English scripts.

5.38 Browser Compatibility

The system shall operate on commonly used modern browsers and shall not require unnecessary proprietary browser plugins.

The bidder shall identify the supported browser versions in its Technical Proposal.

5.39 Technical Support

The bidder shall provide dedicated technical support during:

- implementation;
- testing;
- evaluator training;
- scanning;
- evaluation;
- moderation;
- marks processing; and
- post-examination activities.

The support structure shall include escalation levels and defined response/resolution times.

The KKHSOU draft requires dedicated support personnel and defined technical issue-resolution timelines.

5.40 Training

The bidder shall provide training to:

- University administrators;
- examination officials;
- evaluators;

- moderators;
- scrutinizers;
- technical operators; and
- other authorized users.

Training shall include both demonstration and hands-on practice.

The existing implementation schedule envisages training/mock testing within 15 days and pilot examination support around the December 2026 examination period.

5.41 Mock Testing and UAT

Before Go-Live, the bidder shall conduct:

1. System configuration testing;
2. Scanning testing;
3. Script indexing testing;
4. Allocation testing;
5. Evaluator login testing;
6. Evaluation testing;
7. Marks calculation testing;
8. Moderation testing;
9. Re-evaluation testing;
10. Reporting testing;
11. Security testing;
12. Backup/restore testing; and
13. User Acceptance Testing.

The bidder shall rectify defects identified during UAT before Go-Live.

5.42 Technical Demonstration

KKHSOU may require shortlisted bidders to demonstrate their proposed solution.

The demonstration may include:

1. Live scanning;
2. Dummy coding;
3. Script masking;
4. Script allocation;
5. Evaluator login;
6. On-screen marking;
7. Auto-tabulation;
8. Security controls;
9. Dashboard;
10. Reporting;
11. Audit trails; and
12. Result/data export.

These demonstration areas are already identified in the KKHSOU draft.

5.43 Technical Documentation

The bidder shall provide:

- system architecture;
- technical specifications;
- database architecture;
- security architecture;
- workflow diagrams;
- user manuals;
- administrator manuals;
- SOPs;
- backup/DR plan;
- API documentation, where applicable;
- troubleshooting guide;
- training material; and
- data-handover documentation.

5.44 Accessibility and Usability

The OSE platform shall be designed to be reasonably usable by authorized evaluators and University personnel with varying levels of technical proficiency.

The interface should provide:

- clear navigation;
- readable text;
- intuitive controls;
- clear error messages;
- minimum unnecessary steps;
- stable page navigation; and
- appropriate help/instruction facilities.

5.45 System Administration

Authorized University administrators shall be provided controlled facilities for:

- user management;
- role management;
- evaluator management;
- course/paper configuration;
- examination configuration;
- allocation rules;
- workflow configuration;
- reporting;
- monitoring; and
- audit review.

Changes to critical configuration shall be logged.

5.46 Configuration Management

The bidder shall maintain records of all production configuration changes.

No material change affecting:

- evaluation;
- marks;
- allocation;
- security;
- authentication;
- examination workflow; or
- data processing

shall be made without authorization from KKHSOU.

5.47 Error and Exception Management

The system shall identify and report exceptions such as:

- missing pages;
- duplicate pages;
- failed scans;
- incomplete evaluation;
- unmarked questions;
- failed uploads;
- failed data transfers;
- duplicate marks;
- invalid marks;
- system errors; and
- other configured exceptions.

Each critical exception shall have an appropriate resolution/status mechanism.

5.48 Physical and Digital Chain of Custody

The bidder shall maintain appropriate records from:

Receipt of Physical Script → Scanning → Digitization → QA → Coding → Allocation → Evaluation → Marks Processing → Archival.

The system shall permit authorized University officials to trace the status and history of a script.

5.49 Data Retention and Archival

The bidder shall retain examination data for the period prescribed by KKHSOU.

No examination data shall be deleted before the authorized retention period expires.

At the end of the retention period, deletion/destruction shall be undertaken only with written authorization from KKHSOU and in accordance with applicable contractual requirements.

5.50 Data Handover

The bidder shall provide all University-owned examination data in a structured and usable form at the end of the pilot.

The handover shall include, as applicable:

- digitized answer scripts;
- metadata;
- learner-script mapping;
- course mapping;
- evaluation data;
- marks;
- moderation data;
- re-evaluation data;
- audit records;
- reports; and
- relevant documentation.

5.51 Prohibition on Unauthorized Subcontracting

The bidder shall not subcontract any critical component involving:

- answer-script custody;
- scanning;
- examination data;
- evaluation;
- data hosting;
- security; or
- marks processing

without prior written approval of KKHSOU.

Where subcontracting is approved, the Successful Bidder shall remain fully responsible for the subcontractor's performance, security and confidentiality.

5.52 Minimum Technical Compliance

The bidder shall submit a **Technical Compliance Matrix** against every requirement specified in this Section.

The bidder shall clearly indicate:

- **Complied;**
- **Partially Complied;** or
- **Not Complied,**

and shall provide documentary evidence/reference wherever required.

A bidder shall not merely state "Yes" without explaining the manner of compliance where the requirement is material.

5.53 Bidder's Technical Proposal

The Technical Proposal shall include at minimum:

1. Solution overview;
2. Technical architecture;
3. Scanning architecture;
4. OSE workflow;
5. Coding/masking methodology;

6. Randomization methodology;
7. Evaluator management;
8. Marks-processing methodology;
9. Security architecture;
10. Backup and DR architecture;
11. Infrastructure details;
12. Manpower deployment;
13. Implementation methodology;
14. Training plan;
15. Support mechanism;
16. SLA compliance;
17. Data protection methodology;
18. Data-handover methodology;
19. Technical compliance matrix; and
20. Any additional features proposed.

5.54 Minimum Technical Standard

The requirements specified in this Section represent the **minimum acceptable technical and functional standard** for the Pilot OSE System.

Where a bidder proposes a solution exceeding the minimum requirements, the additional capability may be considered during technical evaluation, provided that:

- it is clearly documented;
- it is available as part of the proposed solution;
- it does not create additional undisclosed financial liability for KKHSOU; and
- it does not compromise examination confidentiality or University control.

5.55 Technical Evaluation Readiness

The technical specifications in this Section shall form the basis for the **Technical Compliance Matrix, Technical Evaluation, Technical Presentation/Demonstration and UAT**.

SECTION 6 - IMPLEMENTATION METHODOLOGY, PROJECT TIMELINE, MANPOWER AND DELIVERABLES

6.1 General Implementation Responsibility

The Successful Bidder shall be responsible for the **complete implementation and operational readiness** of the Pilot OSE System in coordination with the Office of the Controller of Examinations, KKHSOU.

The implementation shall cover system deployment, infrastructure readiness, software configuration, scanning readiness, testing, training, evaluator onboarding, live examination support, evaluation support, marks processing, reporting and final data submission.

The bidder shall ensure that all components under its scope are operational before commencement of live evaluation. The existing KKHSOU draft expressly places responsibility on the selected agency for scanning infrastructure, scanners, servers, software, manpower, digitization, reconciliation, QA, secure hosting, evaluator allocation, authentication, monitoring, marks processing, training, backup/DR and information security.

6.2 Implementation Approach

The implementation shall be undertaken in the following broad phases:

Phase I – Project Initiation

- Work Order/Letter of Award;
- appointment of Project Manager;
- constitution of implementation team;
- kick-off meeting with KKHSOU;
- collection of University requirements;
- finalization of implementation plan.

Phase II – Infrastructure Deployment

- deployment of servers/infrastructure;
- scanning workstations;

- high-speed scanners;
- network connectivity;
- storage;
- backup infrastructure;
- security controls;
- power backup; and
- support infrastructure.

Phase III – Software Configuration

- deployment/configuration of OSE platform;
- examination master configuration;
- course/paper configuration;
- user-role configuration;
- evaluator configuration;
- workflow configuration;
- marks configuration;
- reporting configuration;
- security configuration; and
- integration/API configuration, where required.

Phase IV – Testing, Training and Mock Evaluation

- system testing;
- scanning test;
- image QA test;
- coding/masking test;
- allocation test;
- evaluator login test;
- evaluation test;
- moderation test;
- marks-processing test;
- report test;
- security test;
- backup/restore test;
- administrator training;
- evaluator training;
- operator training; and
- mock evaluation.

Phase V – Live Pilot Implementation

- receipt of answer scripts;
- scanning;
- quality assurance;
- digitization;
- allocation;
- evaluation;
- monitoring;
- moderation/scrutiny;
- marks finalization; and
- result-data preparation.

Phase VI – Post-Evaluation and Closure

- reconciliation;
- final data transfer;
- archival;
- report generation;
- data handover;
- technical documentation;
- closure report; and
- transition/exit support.

6.3 Project Kick-Off

Within the period prescribed by KKHSOU after issuance of the Work Order, the Successful Bidder shall conduct a formal project kick-off meeting.

The bidder shall submit:

1. Project Implementation Plan;
2. Project organization chart;
3. Contact details of key personnel;
4. Detailed activity schedule;
5. Risk register;
6. Communication/escalation matrix;
7. Security plan;
8. Infrastructure deployment plan;
9. Scanning plan;
10. Training plan;
11. Testing and UAT plan;
12. Business Continuity/DR Plan; and
13. Data-handover plan.

6.4 Project Implementation Plan

The Project Implementation Plan shall identify:

Component	Required Information
Project governance	Roles and responsibilities
Infrastructure	Deployment schedule
Software	Configuration schedule
Scanning	Capacity and schedule
Manpower	Deployment plan
Security	Controls and implementation
Testing	Test cases and milestones
Training	Users and schedule
Evaluation	Operational readiness
Support	Helpdesk and escalation
DR	Backup and recovery readiness
Data	Handover and archival
Risks	Risk mitigation
Reporting	Deliverables and frequency

Any proposed change to the approved Implementation Plan shall require approval of KKHSOU where such change may affect examination timelines, quality, security or deliverables.

6.5 Indicative Implementation Timeline

The following timeline shall be treated as the **minimum implementation framework**, subject to the actual date of issuance of the Work Order and the University's examination schedule.

Sl. No.	Activity	Tentative Timeline
1	Award/Work Order	November 2026
2	Project Kick-Off	Immediately after Work Order
3	Infrastructure Setup	Within 7 days
4	Software Configuration	Within 10 days
5	Security Configuration	Before UAT/Go-Live
6	Testing	Within implementation period
7	Administrator Training	Within 15 days
8	Evaluator/Operator Training	Within 15 days
9	Mock Testing/Evaluation	Within 15 days
10	UAT and Rectification	Before Go-Live
11	Pilot Examination Support	Mid-December 2026 / as per University schedule

12	Scanning & Digitization	As per examination schedule
13	Evaluation Support	As per prescribed evaluation schedule
14	Moderation/Scrutiny	As prescribed by KKHSOU
15	Marks Finalization	As per University timeline
16	Result Data Submission	Within prescribed University timeline
17	Final Archival/Data Handover	As directed by KKHSOU

The original KKHSOU implementation schedule specifies infrastructure setup within 7 days, software configuration within 10 days, training/mock testing within 15 days, pilot examination support in mid-December 2026, scanning/evaluation according to the examination schedule and result-data submission within the University's prescribed timeline.

The above dates may be modified by KKHSOU depending upon the actual examination schedule and date of award of the Work Order.

6.6 Infrastructure Readiness

The Successful Bidder shall ensure that all infrastructure required for the pilot is ready before the commencement of live operations.

Infrastructure shall include, as applicable:

- production scanners;
- scanning workstations;
- servers/cloud infrastructure;
- database;
- storage;
- backup systems;
- network connectivity;
- firewall/security systems;
- UPS/power backup;
- monitoring systems;
- evaluation support infrastructure; and
- technical support facilities.

The KKHSOU draft specifically requires software licences, dedicated technical manpower, server infrastructure, database management, backup systems, scanning workstations, high-speed scanners, evaluation support, monitoring, helpdesk, training support, data storage, UPS/power backup and network infrastructure.

6.7 Software Configuration

The bidder shall configure the OSE platform according to the approved University workflow.

Configuration shall include:

1. Examination session;
2. Programme;
3. Course/paper;
4. Examination centre, where applicable;
5. Answer-script identifiers;
6. Evaluator database;
7. Evaluator allocation rules;
8. Marking scheme;
9. Maximum marks;
10. Question structure;
11. Moderation rules;
12. Re-evaluation workflow;
13. User roles;
14. Dashboard;
15. Reports;
16. Data export;
17. Audit logs; and
18. Other University-approved parameters.

No production configuration affecting academic or examination rules shall be altered without authorization from KKHSOU.

6.8 Testing and User Acceptance

Before Go-Live, the bidder shall complete testing of all critical components.

Testing shall include:

- functional testing;
- performance testing;
- security testing;
- scanning testing;
- image-quality testing;
- coding/masking testing;
- allocation testing;
- evaluator testing;
- evaluation testing;
- moderation testing;
- re-evaluation testing;
- marks-processing testing;
- report testing;
- integration testing;
- backup/restore testing; and
- DR testing.

The University may conduct or witness UAT.

The bidder shall rectify all critical and high-priority defects identified during UAT before Go-Live.

6.9 Go-Live Approval

The OSE System shall not be used for live evaluation until the University is satisfied that:

1. Infrastructure is ready;
2. Software configuration is complete;
3. Security controls are operational;
4. Testing is completed;
5. Critical defects are resolved;
6. Users have been trained;
7. Scanning capability is operational;
8. Backup/DR arrangements are ready;
9. Technical support is available; and
10. KKHSOU has provided Go-Live authorization.

6.10 Training and Capacity Building

The Successful Bidder shall conduct comprehensive training for all categories of authorized users.

The training programme shall include:

A. Administrator Training

- system administration;
- user management;
- evaluator management;
- examination configuration;
- dashboards;
- reports;
- audit logs;
- system monitoring.

B. Evaluator Training

- login;
- authentication;
- accessing scripts;
- navigating pages;
- question-wise marking;
- saving;
- submission;
- error correction;

- evaluation completion.

C. Technical Operator Training

- scanning;
- barcode processing;
- indexing;
- QA;
- reconciliation;
- upload;
- troubleshooting.

D. Examination Officer Training

- monitoring;
- allocation;
- moderation;
- reports;
- marks processing;
- exception management.

The source KKHSOU document specifically requires administrator, evaluator and technical-operator training, hands-on demonstrations, mock evaluation, user manuals, video tutorials and troubleshooting workshops.

6.11 Training Materials

The bidder shall provide:

- user manuals;
- administrator manual;
- evaluator manual;
- technical operator manual;
- SOPs;
- quick-reference guides;
- troubleshooting documents;
- training presentations; and
- video tutorials, where proposed/required.

All documentation shall be supplied in electronic form and, where required by KKHSOU, in printed form.

6.12 Mock Evaluation

Before live implementation, the bidder shall conduct at least one complete mock evaluation covering the complete workflow:

Scanning → QA → Coding → Upload → Allocation → Login → Evaluation → Submission → Moderation → Marks Processing → Reporting.

The mock exercise shall identify technical, operational and workflow deficiencies before Go-Live.

A mock evaluation shall not be considered complete merely by demonstrating individual software modules; the bidder shall demonstrate the **integrated end-to-end workflow**.

6.13 Deployment of Manpower

The Successful Bidder shall deploy adequate manpower to ensure uninterrupted implementation and operation.

The minimum organizational structure shall include:

Position	Principal Responsibility
Project Manager	Overall project coordination
Technical Lead	Technical architecture and deployment
Application/OSE Specialist	OSE configuration and support
Database/System Administrator	Database and infrastructure
Security Specialist	Security controls and incident support
Scanning Supervisor	Scanning operations
Scanning Operators	Scanning and digitization
QA Personnel	Image quality and reconciliation

Position	Principal Responsibility
Support Engineers	Technical support
Helpdesk Personnel	User support and ticket management
Training Personnel	Training and onboarding
Data/Reporting Personnel	Data processing and reports

The bidder shall specify the **number of personnel proposed for each role**, together with qualifications and relevant experience.

6.14 Manpower Adequacy

The bidder shall ensure that sufficient manpower is available during peak periods.

The bidder shall increase manpower where required to meet the University's prescribed:

- scanning timeline;
- QA timeline;
- evaluation timeline;
- marks-processing timeline; and
- result-data submission timeline.

Shortage of bidder manpower shall not constitute a valid reason for failure to meet the agreed timelines.

6.15 Project Manager

The bidder shall nominate a Project Manager who shall act as the principal point of coordination with KKHSOU.

The Project Manager shall be responsible for:

- project planning;
- coordination;
- progress monitoring;
- issue escalation;
- manpower deployment;
- milestone achievement;
- reporting;
- risk management; and
- communication with University officials.

The bidder shall not replace the Project Manager during the critical implementation period without prior intimation to KKHSOU.

6.16 Scanning Team

The scanning team shall include adequate:

- scanning operators;
- scanning supervisors;
- QA personnel;
- reconciliation personnel; and
- technical support personnel.

The bidder shall maintain separate QA responsibility from primary scanning operations to the extent necessary to ensure independent quality checking.

6.17 Evaluation Support Team

During live evaluation, the bidder shall deploy adequate technical support personnel to address:

- login problems;
- connectivity problems;
- script-loading problems;
- display problems;
- marking-interface problems;
- save/resume issues;
- submission issues;
- system performance issues; and
- other technical incidents.

The bidder shall maintain emergency escalation arrangements during critical evaluation periods.

6.18 Helpdesk

A dedicated helpdesk shall be operational during the implementation and evaluation period.

The helpdesk shall maintain:

- ticket number;
- date/time;
- user;
- issue description;
- priority;
- assigned support person;
- action taken;
- resolution;
- closure date/time; and
- escalation history.

KKHSOU shall be provided access to relevant helpdesk reports.

6.19 Incident Management

The bidder shall classify incidents according to severity.

Critical Incident

Examples include:

- complete system outage;
- major data loss;
- security breach;
- corruption of examination data;
- inability of a substantial number of evaluators to access the system;
- incorrect marks processing affecting examination integrity.

High-Priority Incident

Examples include:

- significant degradation;
- failure affecting a group of evaluators;
- scanning/upload failure affecting examination progress;
- material reporting/data issue.

Normal Incident

Examples include:

- individual user issues;
- minor interface problems;
- non-critical reporting issues.

Detailed response and resolution times shall be prescribed in the SLA.

6.20 Daily Operational Reporting

During active scanning and evaluation, the bidder shall submit operational reports to KKHSOU at the frequency prescribed by the University.

The reports shall include, as applicable:

- scripts received;
- scripts scanned;
- scripts pending;
- scripts under QA;
- scripts rejected/re-scanned;
- scripts uploaded;
- scripts allocated;
- scripts evaluated;
- scripts pending;
- evaluator-wise progress;
- exceptions;
- system availability;
- incidents; and
- corrective actions.

6.21 Milestone-Based Monitoring

KKHSOU shall monitor implementation against approved milestones.

The bidder shall submit milestone completion reports supported by appropriate evidence.

A milestone shall be treated as completed only when the relevant deliverables have been provided and accepted by the University where acceptance is prescribed.

6.22 Examination-Day/Peak-Period Support

During critical examination and evaluation periods, the bidder shall maintain enhanced technical support.

The bidder shall provide:

- adequate support personnel;
- system monitoring;
- incident escalation;
- infrastructure monitoring;
- backup readiness;
- emergency contact;
- technical troubleshooting; and
- senior-level escalation.

6.23 Result Data Submission

After completion of evaluation and required scrutiny/moderation, the bidder shall prepare the approved examination data in the format prescribed by KKHSOU.

The data shall be:

1. Validated;
2. Reconciled;
3. Checked for duplication;
4. Checked for missing records;
5. Checked for calculation errors;
6. Securely transferred; and
7. Accompanied by appropriate reports.

The bidder shall not independently declare or publish results.

6.24 Final Reconciliation

Before final data submission, the bidder shall reconcile:

Number of physical scripts received

with

Number of scripts scanned

with

Number of digitized scripts

with

Number of scripts allocated

with

Number of scripts evaluated

with

Number of marks records generated.

Any discrepancy shall be identified and resolved or formally reported to KKHSOU.

6.25 Final Deliverables

The Successful Bidder shall submit the following minimum deliverables:

Sl. No.	Deliverable	Stage
1	Project Implementation Plan	Project initiation
2	Project Organization & Contact Matrix	Project initiation
3	System Architecture	Pre-deployment
4	Infrastructure Deployment Report	Pre-Go-Live
5	Software Configuration Report	Pre-Go-Live
6	Security Configuration Report	Pre-Go-Live
7	Test Plan	Testing

8	Test Reports	Testing
9	UAT Report	Pre-Go-Live
10	Training Materials	Training
11	Training Completion Report	Training
12	Mock Evaluation Report	Pre-Go-Live
13	Scanning/QA Reports	Live implementation
14	Reconciliation Reports	Live implementation
15	Allocation Reports	Evaluation
16	Evaluation Progress Reports	Evaluation
17	Moderation Reports	Post-evaluation
18	Re-evaluation Reports, where applicable	Post-evaluation
19	Marks Reconciliation Report	Result processing
20	Approved Result Data	Result processing
21	Audit Logs	Throughout
22	MIS/Dashboard Reports	Throughout
23	Backup/DR Test Report	Pre-Go-Live/periodic
24	Final Examination Report	Closure
25	Digital Archive	Closure
26	Complete Data Handover	Closure
27	Exit/Closure Report	Closure

6.26 Acceptance of Deliverables

KKHSOU shall review deliverables submitted by the Successful Bidder.

Where deficiencies are identified, the bidder shall rectify the same within the timeline prescribed by the University.

Acceptance of a deliverable shall not relieve the bidder of responsibility for:

- latent defects;
- security vulnerabilities;
- data integrity issues;
- incorrect processing;
- contractual obligations; or
- SLA obligations.

6.27 Risk Management

The bidder shall maintain a project risk register covering, at minimum:

- infrastructure failure;
- scanner failure;
- network failure;
- storage failure;
- software failure;
- evaluator access issues;
- insufficient manpower;
- scanning backlog;
- evaluation backlog;
- data corruption;
- security incident;
- power failure;
- disaster;
- delay in data transfer; and
- other material risks.

The bidder shall provide mitigation and contingency measures for each identified high-risk item.

6.28 Business Continuity

The bidder shall ensure continuity of critical operations through:

- backup scanners;
- redundant infrastructure;

- backup connectivity;
- backup power;
- data backups;
- technical support;
- DR arrangements; and
- alternate operational arrangements.

The bidder shall not depend on a single infrastructure component where failure could materially disrupt the examination.

6.29 Transition to University Control

The implementation shall be designed so that KKHSOU retains appropriate administrative and operational control over its examination data and examination processes.

The bidder shall provide necessary documentation and training to enable authorized University personnel to understand and monitor the system.

6.30 Post-Pilot Closure

At completion of the pilot, the Successful Bidder shall submit a comprehensive **Pilot Closure Report** containing:

1. Total scripts received;
2. Total pages scanned;
3. QA statistics;
4. Scripts evaluated;
5. Evaluation completion timeline;
6. Evaluator statistics;
7. Moderation/re-evaluation statistics;
8. Marks-processing statistics;
9. System uptime;
10. Incidents;
11. SLA performance;
12. Security incidents, if any;
13. Backup/DR performance;
14. Data handover status;
15. Outstanding issues;
16. Lessons learned; and
17. Recommendations for future deployment.

6.31 Pilot Performance Assessment

KKHSOU may assess the pilot against measurable indicators, including:

- implementation timeliness;
- scanning throughput;
- scan quality;
- reconciliation accuracy;
- system uptime;
- evaluator accessibility;
- evaluation turnaround time;
- marks accuracy;
- incident response;
- security compliance;
- data-handover accuracy; and
- overall SLA compliance.

Such assessment may be used by the University for determining the effectiveness of the pilot and for future procurement/technology planning.

6.32 No Automatic Extension or Future Award

Successful completion of the pilot shall not confer any automatic right upon the Successful Bidder for:

- extension of the Contract;
- continuation of services;

- increase in scope;
- University-wide implementation; or
- any future procurement.

Any future requirement shall be considered separately by KKHSOU in accordance with applicable rules and approvals.

6.33 Responsibility Matrix

The bidder shall submit a detailed **Responsibility Assignment Matrix (RAM/RACI)** clearly identifying responsibilities of:

- KKHSOU;
- Successful Bidder;
- University examination officials;
- evaluators;
- moderators;
- technical personnel; and
- any approved third-party service provider.

The matrix shall be finalized before Go-Live.

7. ELIGIBILITY AND PRE-QUALIFICATION CRITERIA

7.1 General

KKHSOU invites bids from reputed, technically competent and financially sound agencies having demonstrable experience in **On-Screen Evaluation (OSE), answer-script scanning/digitization and examination-related technology services**.

The purpose of the eligibility criteria is to ensure that the selected agency possesses adequate experience, financial capacity, technical capability, manpower and infrastructure to execute the Pilot OSE Project without compromising examination confidentiality, data integrity or the University's examination schedule.

7.2 Mandatory Pre-Qualification Criteria

A bidder shall satisfy **all mandatory criteria** specified below.

Sl. No.	Eligibility Criterion	Minimum Requirement	Documentary Evidence
1	Legal status	Bidder shall be a legally registered entity in India and authorized to undertake the proposed services	Certificate of Incorporation/Registration
2	Experience in OSE	Minimum 3 years' experience in On-Screen/Digital Evaluation or examination digitization services	Work Orders/Contracts + Completion Certificates
3	University/Board experience	Successfully completed OSE/digital evaluation work for at least 2 Universities/Educational Boards/Government institutions during the last 5 years	Work Orders/Completion Certificates
4	Examination experience	At least one completed assignment involving not less than 1,00,000 answer scripts through scanning/digital evaluation in the last 5 years	Contract + completion certificate
5	Financial turnover	Average annual turnover from relevant IT/examination services of at least ₹5 Crore during the last 3 completed financial years	CA-certified statement
6	Net worth	Positive net worth in the latest completed financial year	CA Certificate
7	GST	Valid GST registration	GST Certificate
8	PAN	Valid PAN	PAN copy

9	Statutory compliance	Bidder shall comply with applicable statutory requirements	Undertaking/Certificates
10	Blacklisting	Bidder shall not have been blacklisted/debarred by any Central/State Government, PSU, University or Government educational institution as on the bid submission date	Self-declaration
11	Litigation/insolvency	Bidder shall not be under insolvency, liquidation or similar proceedings that materially affect its ability to perform the Contract	Declaration
12	Technical capability	Bidder shall own, possess, license or have legally enforceable access to the proposed OSE solution and required infrastructure	Undertaking + supporting documents
13	Security capability	Bidder shall demonstrate appropriate information-security controls applicable to the proposed solution	Certificates/audit reports/undertaking
14	Manpower	Adequate technical and operational manpower shall be available for implementation and support	Manpower declaration
15	Acceptance of tender conditions	Bidder shall accept the material terms and conditions of the Tender	Signed declaration

7.3 Experience in On-Screen Evaluation

The bidder shall have a minimum of **three years of demonstrable experience** in On-Screen/Digital Evaluation, scanned answer-script evaluation, or substantially similar examination-automation services. Experience shall be counted up to the last date prescribed for submission of bids.

The bidder shall submit documentary evidence establishing:

- client name;
- nature of work;
- period of service;
- number of scripts processed;
- examination/session;
- scope of services; and
- successful completion.

The KKHSOU draft itself identifies **three years of relevant OSE/examination-automation experience** as an eligibility requirement.

7.4 Experience with Universities/Educational Boards

The bidder shall have successfully implemented OSE/digital evaluation services for at least **two Universities, Government Educational Boards or other recognized examination bodies in India during the last five years.**

Preference may be given during technical evaluation to bidders having experience with:

- Open Universities;
- Central Universities;
- State Universities;
- affiliating Universities;
- Government examination bodies; or
- Government educational Boards.

7.5 Large-Volume OSE Experience

Considering the proposed scale of KKHSOU's pilot, the bidder shall have successfully completed at least **one assignment involving a minimum of 2,00,000 answer scripts** through digital/OSE processing during the last five years.

For avoidance of doubt:

Pilot, proof-of-concept, demonstration or partially completed assignments shall not be counted as completed experience.

The bidder shall submit documentary evidence clearly indicating the number of answer scripts processed.

7.6 Additional Experience for Technical Scoring

Large-volume experience exceeding the minimum eligibility requirement may be considered under technical evaluation.

For example:

Experience in a single/comparable assignment	Indicative Technical Marks
1.00–2.00 lakh scripts	3
>2.00–5.00 lakh scripts	5
>5.00 lakh scripts	8
>10.00 lakh scripts	10

The final technical scoring matrix shall be specified separately in Section 8.

7.7 Relevant Financial Turnover

The bidder shall have an average annual turnover of not less than **₹5 Crore from relevant IT/examination-technology services during the last three completed financial years.**

For this purpose, relevant revenue may include:

- examination software services;
- digital evaluation;
- OSE;
- answer-script scanning/digitization;
- examination automation;
- examination data processing; and
- related managed IT services.

Revenue solely from:

- sale of computer hardware;
- unrelated trading;
- general BPO;
- call-centre services; or
- unrelated commercial activities

shall not ordinarily be considered as relevant turnover.

7.8 Financial Capacity

The bidder shall have a **positive net worth** in the latest completed financial year.

The bidder shall submit a certificate issued by a Chartered Accountant clearly stating:

- turnover;
- relevant turnover, where separately required;
- net worth; and
- financial year.

7.9 Statutory Registrations

The bidder shall possess valid:

- PAN;
- GST registration; and
- other registrations required under applicable law.

Copies of relevant certificates shall be submitted with the bid.

7.10 Information Security

The bidder shall have an established information-security management framework appropriate to the nature of the assignment.

The bidder shall submit, where available:

- ISO/IEC 27001 certificate;
- cybersecurity audit report;
- VAPT report;
- information-security policy;

- data protection policy; and
- other relevant security certifications/reports.

Where any certification is not made a mandatory eligibility criterion, it may be considered under technical evaluation.

This is important because examination data involves highly confidential learner and evaluation information.

7.11 Proposed OSE Software

The bidder shall have legal rights to deploy and operate the proposed OSE platform.

The bidder shall clearly state whether the solution is:

1. owned by the bidder;
2. licensed by the bidder;
3. developed by the bidder; or
4. obtained from an authorized technology partner.

Where third-party software is proposed, the bidder shall submit evidence of its lawful right to use and deploy the software for KKHSOU.

7.12 Scanning Capability

The bidder shall demonstrate access to adequate production-grade scanning infrastructure for the KKHSOU pilot.

The bidder shall provide:

- scanner make/model;
- scanner capacity;
- number of scanners proposed;
- scanning locations;
- expected daily throughput;
- backup scanner arrangement;
- scanning manpower; and
- QA arrangement.

The bidder shall ensure that the proposed capacity is sufficient for the University's actual examination schedule.

7.13 Manpower Capability

The bidder shall demonstrate availability of qualified personnel for:

- project management;
- system administration;
- software/OSE support;
- database administration;
- scanning;
- quality assurance;
- technical support;
- helpdesk;
- security;
- training; and
- reporting.

The bidder shall provide a proposed manpower chart along with qualifications and relevant experience.

7.14 Blacklisting/Debarment

The bidder shall submit a declaration that it has not been:

- blacklisted;
- debarred;
- banned;
- suspended from bidding; or
- declared ineligible

by any Central Government Department, State Government Department, Government University, PSU, statutory authority or Government educational institution during the period applicable under such order.

The bidder shall disclose any material adverse order or proceeding relevant to its eligibility.

False declaration shall constitute a material breach and may result in rejection of the bid/termination of the Contract and forfeiture of applicable security, subject to the Tender conditions.

7.15 Insolvency and Financial Distress

The bidder shall not be:

- insolvent;
- under liquidation;
- under a court/authority-appointed administrator;
- subject to bankruptcy proceedings; or
- otherwise legally prohibited from undertaking the Contract.

The bidder shall submit a declaration to this effect.

7.16 Litigation

The bidder shall disclose material litigation, arbitration or proceedings that may materially affect:

- its financial position;
- ability to execute the Contract;
- reputation concerning examination services; or
- ability to provide the proposed solution.

Mere existence of litigation shall not automatically disqualify a bidder unless the Tender specifically provides otherwise.

7.17 Consortium/Joint Venture

For a pilot of this nature, KKHSOU may prescribe that the bid shall be submitted by a **single legal entity**. However, if consortium participation is permitted, the Tender shall clearly specify:

- lead member responsibility;
- eligibility sharing;
- experience attribution;
- financial-capacity requirements;
- joint and several liability;
- responsibility for data security; and
- responsibility for performance.

For examination-related services, the bidder should remain fully responsible for the entire OSE solution irrespective of internal technology partnerships.

7.18 Subcontracting

The bidder shall disclose all proposed subcontractors/technology partners involved in critical activities. No subcontractor shall independently obtain access to confidential examination data without authorization from KKHSOU.

The Successful Bidder shall remain fully responsible for the acts and omissions of approved subcontractors.

7.19 Documentary Evidence

For every claimed experience assignment, the bidder shall preferably submit:

1. Work Order/Purchase Order/Contract;
2. Agreement/MOU, where applicable;
3. Completion Certificate;
4. Client certificate, wherever available;
5. Evidence of number of answer scripts/candidates processed; and
6. Contact details of the client for verification.

KKHSOU reserves the right to verify submitted experience directly with the concerned institution.

7.20 Experience Claim Verification

KKHSOU may verify:

- authenticity of work orders;
- project scope;
- volume of answer scripts;

- duration;
- completion status;
- client identity;
- technical solution used; and
- performance of the bidder.

If a bidder is found to have materially misrepresented experience, KKHSOU may reject the bid or take contractual action as applicable.

7.21 No Transfer of Experience

Experience of:

- directors in their individual capacity;
- employees' previous employers;
- parent companies;
- sister concerns; or
- group companies

shall not automatically be considered as bidder experience unless the Tender expressly permits such consideration and the bidder establishes the legal and operational relationship required by KKHSOU.

7.22 New Entity/Company

A newly incorporated entity shall not claim the experience of another legal entity merely because its promoters/directors have been associated with that entity.

However, experience of a predecessor entity may be considered where legally permissible and adequately supported by documentary evidence establishing continuity of business and contractual responsibility.

7.23 Mandatory Undertakings

The bidder shall submit undertakings confirming that:

1. All information submitted is true and complete.
2. Documents submitted are genuine.
3. The bidder is eligible to participate.
4. The bidder is not blacklisted/debarred, except as disclosed.
5. The bidder has sufficient financial capacity.
6. The proposed solution can meet the Tender requirements.
7. The bidder will maintain confidentiality.
8. The bidder will comply with applicable data-security requirements.
9. Examination data will not be used for unauthorized purposes.
10. No material information has been deliberately suppressed.

7.24 Rejection at Pre-Qualification Stage

A bid may be rejected at the pre-qualification stage where the bidder:

- fails to meet a mandatory criterion;
- fails to submit mandatory documents;
- submits materially false information;
- fails to provide documentary evidence;
- is legally ineligible;
- is blacklisted/debarred as applicable; or
- otherwise fails to satisfy the mandatory conditions of the Tender.

7.25 Relaxation/Modification of Criteria

Any relaxation, modification or clarification concerning eligibility criteria shall be issued only through an official corrigendum/addendum by KKHSOU.

No oral communication or informal clarification shall modify the eligibility requirements.

7.26 Pre-Qualification Compliance Checklist

The bidder shall complete the following checklist:

Sl. No.	Requirement	Complied (Y/N)	Document Reference/Page No.
1	Legal registration		

2	Minimum 3 years OSE experience		
3	Experience with minimum 2 Universities/Boards		
4	Minimum 1 lakh answer-script assignment		
5	Relevant average turnover ₹5 Crore		
6	Positive net worth		
7	PAN		
8	GST		
9	Information-security capability		
10	OSE software ownership/licensing rights		
11	Scanning capability		
12	Adequate manpower		
13	No blacklisting/debarment		
14	No material insolvency proceedings		
15	Statutory compliance		
16	Confidentiality undertaking		
17	Data protection undertaking		
18	Acceptance of Tender conditions		

SECTION 8 - TECHNICAL EVALUATION AND SELECTION PROCESS

8.1 Evaluation Committee

KKHSOU shall constitute an appropriate Evaluation Committee for evaluation of the bids.

The Committee may comprise officers/experts as approved by the competent authority of the University. The Committee shall evaluate the bids strictly in accordance with the criteria prescribed in the Tender Document.

8.2 Stages of Evaluation

The evaluation shall ordinarily be conducted in the following stages:

1. Preliminary scrutiny;
2. Eligibility/Pre-Qualification evaluation;
3. Technical evaluation;
4. Technical presentation/demonstration;
5. Technical scoring;
6. Financial bid opening of technically qualified bidders; and
7. Financial evaluation and determination of the successful bidder.

KKHSOU reserves the right to seek clarification from bidders where necessary. However, such clarification shall not ordinarily permit a bidder to substantially alter its bid or cure a material deficiency after the bid submission deadline.

8.3 Technical Evaluation

The technical evaluation may be based on the following indicative parameters:

Sl. No.	Evaluation Parameter	Maximum Marks
1	Relevant OSE experience	15
2	Experience in examination digitization/scanning	10
3	Technical capability of proposed OSE platform	20
4	Security architecture & cybersecurity	10
5	Scanning, QA and reconciliation methodology	10
6	Implementation methodology & project plan	10
7	Proposed manpower and support mechanism	5
8	Technical presentation/demo	15
9	Training, SLA and support methodology	5
Total		100

The final weightage may be modified by KKHSOU before publication of the final Tender.

8.4 Minimum Technical Qualifying Score

A bidder shall be required to obtain a minimum technical score of **70 out of 100** to qualify for opening of its Financial Bid.

KKHSOU may prescribe a higher qualifying threshold if considered necessary.

A bidder failing to achieve the minimum technical qualifying score shall not be considered for financial evaluation.

8.5 Technical Demonstration

Technically eligible bidders may be required to demonstrate their proposed OSE solution before the Evaluation Committee.

The demonstration may cover:

- answer-script scanning;
- image quality;
- barcode/QR processing;
- dummy coding;
- learner identity masking;
- script allocation;
- evaluator login;
- on-screen evaluation;
- auto-save;
- question-wise marking;
- automatic tabulation;
- moderation;
- re-evaluation;
- dashboard;
- audit trail;
- security controls;
- reporting; and
- data export.

The existing KKHSOU draft specifically contemplates a live technical demonstration covering scanning, coding, masking, allocation, evaluation, tabulation, security, dashboards and audit trails.

8.6 Demonstration Data

KKHSOU may provide sample/dummy answer scripts or examination data for demonstration.

No actual confidential examination material shall be provided to a bidder unless specifically authorized by KKHSOU.

Any sample data provided shall be used only for the purpose of evaluation.

8.7 Technical Compliance

The bidder shall submit a clause-by-clause Technical Compliance Matrix.

A response such as merely "Yes", without supporting details where required, may not be considered adequate.

The bidder shall identify:

- compliance status;
- proposed solution;
- relevant product/module;
- supporting evidence; and
- deviations, if any.

8.8 Financial Evaluation

Financial Bids shall be opened only for bidders who have:

- satisfied eligibility requirements; and
- obtained the prescribed minimum technical score.

The Financial Bid shall be evaluated on the basis of the **total evaluated cost for the complete scope of the Pilot OSE implementation**, including all applicable components specified in the Financial Bid Schedule.

The bidder shall quote all applicable costs necessary for successful implementation.

No additional charge shall ordinarily be payable for an activity that is necessary for fulfilling the scope of work but has been omitted from the bidder's Financial Bid.

8.9 Total Cost

The Financial Bid shall clearly identify:

1. Scanning/digitization charges;
2. OSE software/platform charges;
3. Infrastructure/hosting charges;
4. Technical manpower;
5. Training;
6. Technical support;
7. Security;
8. Backup/DR;
9. Reports/data processing;
10. Data handover;
11. Applicable taxes; and
12. Any other component forming part of the scope.

The financial format shall be designed so that bidders cannot artificially quote a low base price and subsequently seek additional payment for essential components.

8.10 Selection Method

KKHSOU may adopt the **Quality and Cost Based Selection (QCBS)** methodology where technically capable solutions are required and quality is a significant consideration.

An indicative model may be:

- Technical Score – **70%**
- Financial Score – **30%**

The final methodology shall be specified in the published Tender.

Under QCBS, the financial score may be calculated as:

Financial Score = (Lowest Evaluated Bid Price / Bidder's Evaluated Bid Price) × 100

The combined score shall then be calculated according to the approved technical and financial weightage.

SECTION 10 - PAYMENT TERMS

10.1 General Principle

Payment shall be made against **verified and accepted deliverables/milestones** and shall not be treated as an unconditional payment merely upon submission of an invoice.

The bidder shall submit invoices supported by:

- milestone completion report;
- relevant deliverables;
- performance report;
- acceptance certificate, where applicable; and
- other documents prescribed by KKHSOU.

10.2 Indicative Milestone-Based Payment

The payment structure may be as follows:

Milestone	Payment
On successful infrastructure deployment, software configuration and acceptance	20%
On successful testing, UAT, training and Go-Live readiness	15%
On completion of scanning/digitization and successful QA/reconciliation	20%
On completion of evaluation and submission of evaluation data	20%
On completion of moderation/scrutiny and final marks reconciliation	10%
On successful final data handover, archival and submission of closure report	15%
Total	100%

Important: The percentages above are a proposed structure for the KKHSOU tender and should be finalized by the competent authority after considering the actual financial model of the pilot.

10.3 Payment for Accepted Work

Payment shall be released only for work that has been satisfactorily completed and accepted by KKHSOU. Where a milestone is partially completed, KKHSOU may:

- defer payment;
- release payment for the accepted component, where contractually permissible; or
- require completion/rectification before payment.

10.4 Invoice Submission

The bidder shall submit invoices to the designated authority of KKHSOU along with supporting documents.

Invoices shall clearly indicate:

- Contract/Work Order number;
- milestone;
- period;
- quantity, where applicable;
- applicable rate;
- applicable taxes;
- deductions, if any; and
- net payable amount.

10.5 Statutory Deductions

Applicable statutory deductions, including TDS and other deductions required under applicable law, shall be made from payments.

10.6 Performance Security

The Successful Bidder shall furnish Performance Security as prescribed in the Tender/Contract.

The Performance Security shall remain valid for the period prescribed by KKHSOU.

The University shall have the right to invoke the Performance Security in accordance with the Contract in cases including material breach, failure to perform contractual obligations or recovery of amounts due under the Contract.

SECTION 11 - SLA, PENALTY, LIQUIDATED DAMAGES AND SERVICE CREDITS

11.1 General

The Successful Bidder shall comply with the Service Level Agreement prescribed by KKHSOU.

The purpose of penalties/service credits shall be to ensure:

- timely implementation;
- system availability;
- examination-data integrity;
- timely scanning;
- timely evaluation;
- effective technical support;
- confidentiality; and
- timely submission of final data.

11.2 System Availability

The OSE system shall maintain a minimum availability of **99% during the agreed operational period**, excluding approved scheduled maintenance and other exclusions specifically defined in the SLA.

The KKHSOU draft presently specifies a minimum 99% uptime requirement.

11.3 Uptime Measurement

System availability shall be calculated using an agreed monitoring mechanism.

The bidder shall maintain system logs and provide uptime reports to KKHSOU.

Where an outage is attributable to the bidder's infrastructure, software, hosting, technical failure or inadequate support, such downtime shall be considered for SLA assessment.

11.4 Penalty for System Downtime

A proposed penalty structure may be:

Monthly Availability	Service Credit/Penalty
≥ 99.0%	Nil
98.0%–<99.0%	2% of applicable monthly service component
97.0%–<98.0%	5%
95.0%–<97.0%	10%
<95.0%	15%

For critical examination/evaluation periods, KKHSOU may prescribe enhanced penalties.

The final penalty mechanism should be linked to the **affected service component**, rather than automatically applying a percentage to the entire Contract value.

11.5 Delay in Implementation

Where the bidder fails to complete an agreed implementation milestone within the prescribed timeline for reasons attributable to the bidder, KKHSOU may impose liquidated damages/service credits.

An indicative provision is:

0.5% of the value of the delayed milestone for each completed week of delay, subject to a maximum of 10% of the value of that milestone.

The University may recover such amount from pending payments or Performance Security, subject to the Contract.

11.6 Delay in Scanning/Digitization

Where scanning and digitization are delayed beyond the approved examination schedule due to reasons attributable to the bidder, KKHSOU may impose a penalty/service credit.

The penalty may be calculated based on the number of scripts/pages delayed and the applicable service component.

The bidder shall not be penalized where delay is demonstrably attributable to:

- delayed delivery of physical scripts by KKHSOU;
- change in examination schedule by the University;
- force majeure; or
- other circumstances expressly accepted by KKHSOU.

11.7 Delay in Evaluation Support

Failure to provide adequate technical support resulting in material disruption to evaluator operations may attract SLA penalties.

Repeated technical failures affecting evaluation shall be treated as a higher-priority service-level violation.

11.8 Critical Incident Response

The bidder shall maintain a defined response mechanism.

An indicative SLA may be:

Severity	Initial Response	Target Resolution/Workaround
Critical	15 minutes	2 hours
High	30 minutes	4 hours
Medium	2 hours	1 working day
Low	4 hours	2 working days

For Critical incidents, the bidder shall immediately escalate the issue to its senior technical team and designated KKHSOU officials.

11.9 Failure to Resolve Critical Issues

Where a Critical Incident remains unresolved beyond the prescribed period without an acceptable workaround, KKHSOU may impose an additional service credit.

Repeated failure may constitute a material contractual breach.

11.10 Data Loss or Data Corruption

Any data loss/corruption attributable to bidder negligence, inadequate backup, technical failure or violation of prescribed procedures shall be treated as a **serious contractual default**.

Depending upon the severity and consequences, KKHSOU may:

- require immediate restoration;

- require incident investigation;
- require corrective action;
- impose financial penalty;
- recover additional costs;
- invoke Performance Security; and/or
- initiate termination proceedings.

11.11 Confidentiality/Security Breach

Any unauthorized disclosure, access, copying, transfer or use of examination data shall constitute a serious breach.

Depending upon severity, KKHSOU may:

1. Require immediate containment;
2. Require forensic investigation;
3. Require notification and reporting;
4. Recover costs/damages as contractually applicable;
5. Impose contractual penalty;
6. Invoke Performance Security;
7. Suspend access; and/or
8. Terminate the Contract.

The bidder shall remain responsible for breaches caused by its employees, agents, subcontractors or other persons engaged by it.

11.12 Unauthorized Data Use

The bidder shall not:

- copy examination scripts for unauthorized purposes;
- retain examination data beyond the permitted period;
- disclose marks;
- provide data to third parties;
- use answer scripts for commercial purposes; or
- use University examination data for AI/ML model training without explicit written permission.

Any such unauthorized use shall be treated as a material breach.

11.13 Incorrect Marks/Data Processing

Where incorrect marks or result data are generated due to bidder-side system/process errors, the bidder shall:

- immediately identify affected records;
- correct the errors;
- conduct reconciliation;
- submit an incident report; and
- bear reasonable costs arising directly from rectification where attributable to the bidder.

Where the error materially affects examination integrity, KKHSOU may invoke additional contractual remedies.

11.14 Failure to Maintain Adequate Manpower

If the bidder fails to deploy the manpower committed in its Technical Proposal and such failure affects service delivery, KKHSOU may:

- direct immediate deployment of replacement/additional personnel;
- impose applicable service credits;
- recover additional reasonable costs; and/or
- treat repeated failure as contractual non-performance.

11.15 Penalty Ceiling

To maintain proportionality and procurement defensibility, the Tender should specify an overall ceiling for routine SLA/service-credit deductions.

A suggested provision is:

Routine SLA penalties/service credits shall ordinarily be capped at 10% of the total Contract value, without prejudice to the University's rights in cases involving fraud, willful misconduct,

confidentiality breach, unauthorized disclosure/use of examination data, gross negligence, data destruction, or other serious breaches for which separate contractual remedies may apply.

The final ceiling should be vetted by the University's legal/finance authorities.

11.16 No Double Penalty

The same specific event shall not ordinarily be penalized twice under different penalty provisions.

However, where one event constitutes separate and independently measurable breaches—for example, prolonged outage accompanied by failure to respond within the prescribed SLA—the Contract may specify how the applicable service credits are to be treated.

11.17 Force Majeure

Penalties shall not ordinarily be imposed for delays directly caused by Force Majeure events, provided that:

1. The bidder promptly informs KKHSOU;
2. Appropriate evidence is furnished;
3. Reasonable mitigation measures are taken; and
4. The event genuinely prevents performance.

Force Majeure shall not automatically excuse failures arising from inadequate manpower, lack of preparedness, equipment shortage, poor planning or ordinary technical failures.

11.18 Recovery of Penalties

Penalties/service credits may be recovered from:

- pending invoices;
- subsequent payments;
- Performance Security; or
- other amounts payable to the bidder,

as permitted under the Contract.

11.19 Repeated Non-Performance

Repeated failure to meet SLA requirements may result in escalation.

KKHSOU may issue a **Performance Improvement Notice** requiring the bidder to submit a corrective-action plan.

Continued failure despite such notice may constitute grounds for:

- additional contractual remedies;
- invocation of Performance Security;
- suspension of services; and/or
- termination in accordance with the Contract.

11.20 Termination for Material Breach

KKHSOU may terminate the Contract in accordance with the applicable contractual provisions where the bidder:

- repeatedly fails to meet critical milestones;
- commits serious confidentiality/security violations;
- causes material examination-data loss;
- abandons the project;
- repeatedly fails critical SLA requirements;
- engages in fraud/misrepresentation; or
- otherwise commits a material breach which remains unremedied within the prescribed cure period.

Recommended addition:

SECTION 12 – PAYMENT, SLA AND PENALTY MATRIX

For the final tender, I strongly recommend putting the critical financial provisions into **one consolidated annexure** so that there is no ambiguity during contract administration:

Area	KPI	Target	Measurement	Consequence
Infrastructure	Readiness	As approved schedule	Acceptance test	Delay LD
Software	Configuration	As approved schedule	UAT	Payment withheld
System	Uptime	≥99%	System logs	Service credit
Scanning	Completion	Examination schedule	Reconciliation	Service credit
Scan quality	Accuracy	As prescribed	QA	Re-scan/cost
Evaluation	Availability	As schedule	Dashboard	Service credit
Support	Critical response	15 min	Helpdesk	SLA penalty
Support	Critical resolution	2 hrs/workaround	Ticket logs	SLA penalty
Data	Accuracy	100% reconciliation	Audit	Rectification/penalty
Security	Confidentiality	Zero unauthorized disclosure	Audit/incident	Major contractual remedy
Result data	Submission	University timeline	Acceptance	Delay LD
Handover	Complete data	100%	Acceptance	Final payment withheld

ANNEXURES

ANNEXURE-I

CHECKLIST OF DOCUMENTS TO BE SUBMITTED WITH TECHNICAL BID

Sl. No.	Document	Submitted (Yes/No)	Page No.
1	Technical Bid Covering Letter		
2	Bidder's Company/Organization Profile		
3	Certificate of Incorporation/Registration		
4	PAN Card		
5	GST Registration Certificate		
6	Constitutional documents, where applicable		
7	Audited Financial Statements		
8	Chartered Accountant Turnover Certificate		
9	Net Worth Certificate		
10	Relevant OSE Experience Certificates		
11	Work Orders/Contracts		
12	Work Completion Certificates		
13	List of University/Government Clients		
14	Large-volume OSE experience evidence		
15	Proposed Technical Architecture		
16	Infrastructure Details		
17	Scanning Infrastructure Details		
18	Security Architecture		
19	Cybersecurity/VAPT/Audit Certificates, where applicable		
20	Proposed OSE Workflow		
21	Staffing/Manpower Plan		
22	Project Implementation Plan		
23	Training Plan		
24	Backup & Disaster Recovery Plan		
25	Technical Compliance Matrix		
26	Non-Blacklisting Declaration		
27	Confidentiality/NDA Undertaking		
28	Data Protection & Data Ownership Undertaking		
29	Non-Infringement Declaration		
30	Acceptance of Tender Conditions		
31	Other documents specifically requested in the Tender		

TECHNICAL BID COVERING LETTER

To

The Controller of Examinations
Krishna Kanta Handiqui State Open University
Guwahati, Assam

Subject: Technical Bid for Pilot On-Screen Evaluation System – KKHSOU

Sir/Madam,

We, the undersigned, hereby submit our Technical Bid for implementation of the **Pilot On-Screen Evaluation (OSE) System for KKHSOU**.

We confirm that:

1. We have examined the Tender Document and all applicable amendments/corrigenda.
2. We accept the terms and conditions contained in the Tender.
3. The information furnished in our Technical Bid is true and correct.
4. We possess the required technical, financial and operational capability.
5. We shall provide the complete services specified in the Tender.
6. We shall maintain confidentiality of examination data.
7. We shall comply with the prescribed SLA and security requirements.
8. We shall provide adequate manpower and infrastructure.
9. We agree to demonstrate the proposed solution whenever required by KKHSOU.
10. Our Technical Bid shall remain valid for the period specified in the Tender.

For and on behalf of the Bidder

Name:

Designation:

Organization:

Address:

Telephone:

Email:

Signature:

Date:

Seal:

BIDDER COMPANY/ORGANISATION PROFILE

Particular	Details
Name of Organization	
Legal Status	
Year of Establishment	
Registered Office	
Corporate Office	
CIN/Registration No.	
PAN	
GSTIN	
Website	
Name of Authorized Signatory	
Designation	
Telephone	
Email	
Total Employees	
Technical Employees	
OSE/Examination Employees	
Number of OSE Projects	
Number of University Clients	
Number of Government Clients	
Average Annual Turnover	
Net Worth	
ISO Certifications	
Cybersecurity Certifications	
Other Relevant Certifications	

PRE-QUALIFICATION COMPLIANCE MATRIX

Sl. No.	Eligibility Requirement	Minimum Requirement	Bidder's Compliance	Documentary Evidence
1	Legal registration	Mandatory		
2	OSE experience	Minimum 3 years		
3	University/Board experience	Minimum 3 Public Universities including at least 1 (one) Public Open University		
4	Large-volume experience	Minimum 1 lakh scripts		
5	Relevant turnover	As prescribed		
6	Positive net worth	Mandatory		
7	PAN	Mandatory		
8	GST	Mandatory		
9	Security capability	Mandatory		
10	Technical manpower	Mandatory		
11	OSE solution	Available/legal deployment rights		
12	Non-blacklisting	Mandatory declaration		
13	Insolvency status	No disqualifying proceedings		
14	Statutory compliance	Mandatory		

RELEVANT EXPERIENCE FORMAT

Sl. No.	Client/University/Board	Project	Year	No. of Scripts	Scope	Contract Value	Completion Status	Supporting Document
1								
2								
3								
4								

Bidder's Declaration

We certify that the information furnished above is correct and supported by documentary evidence enclosed with the Technical Bid.

Authorized Signatory:

Date:

Seal:

UNIVERSITY/GOVERNMENT CLIENT EXPERIENCE

Sl. No.	Name of University/Board/Institution	State	Nature of OSE Work	Period	Scripts Processed	Completion Certificate
1						
2						
3						
4						
5						

Preference/technical marks, where applicable, shall be determined only on the basis of verifiable experience.

PROPOSED PROJECT TEAM

Sl. No.	Position	Name	Qualification	Experience	OSE Experience	Proposed Responsibility
1	Project Manager					
2	Technical Lead					
3	OSE Specialist					
4	System Administrator					
5	Database Administrator					
6	Security Specialist					
7	Scanning Supervisor					
8	QA Personnel					
9	Support Engineer					
10	Helpdesk Personnel					

The bidder shall attach CVs of key personnel wherever required.

PROJECT IMPLEMENTATION PLAN

The bidder shall provide a detailed project plan.

Activity	Planned Start	Planned Completion	Responsible Person	Deliverable
Project Kick-off				
Infrastructure Deployment				
Software Installation				
Configuration				
Security Setup				
Scanning Setup				
Testing				
UAT				
Training				
Mock Evaluation				
Go-Live				
Scanning				
Evaluation				
Moderation				
Marks Processing				
Data Handover				
Closure				

TECHNICAL ARCHITECTURE AND INFRASTRUCTURE FORMAT

The bidder shall provide details of:

A. Application Architecture

- Application servers;
- database servers;
- storage;
- load balancing;
- network architecture;
- APIs;
- authentication architecture.

B. Scanning Infrastructure

Parameter	Proposed
Scanner Make	
Scanner Model	
Scanning Speed	
Resolution	
Number of Scanners	
Number of Workstations	
Daily Capacity	
Backup Scanner	
QA Capacity	

C. Hosting

Parameter	Proposed
Hosting Model	
Primary Location	
DR Location	
Storage Capacity	
Backup Capacity	
Network Bandwidth	
Firewall	
Monitoring	

The bidder shall attach an architecture diagram.

TECHNICAL COMPLIANCE MATRIX

This annexure shall be completed **clause-by-clause**.

Sl. No.	Tender Requirement	Compliance (Yes/No)	Proposed Solution/Specification	Evidence/Reference
1	High-speed scanning			
2	Minimum 300 DPI			
3	Barcode/QR integration			
4	Dummy coding			
5	Learner identity masking			
6	Image QA			
7	OSE platform			
8	Role-based access			
9	MFA			
10	Audit trail			
11	Random allocation			
12	Evaluator dashboard			
13	Auto-save			
14	Unmarked-question detection			
15	Auto-tabulation			
16	Moderation			
17	Re-evaluation			
18	Encryption			
19	Backup			
20	Disaster recovery			
21	99% uptime			
22	Reporting/MIS			
23	Assamese/English support			
24	Data export			
25	Data handover			

The bidder shall not alter the wording of the University's mandatory requirements in this matrix.

INFORMATION SECURITY AND CYBERSECURITY COMPLIANCE

Sl. No.	Security Control	Compliance	Details
1	Encryption in transit		
2	Encryption at rest		
3	MFA		
4	Role-based access		
5	Password policy		
6	Session timeout		
7	IP logging		
8	Audit trail		
9	Firewall		
10	Malware protection		
11	Vulnerability assessment		
12	Penetration testing		
13	Security audit		
14	Backup security		
15	DR security		
16	Incident response		
17	Data deletion mechanism		
18	Personnel confidentiality		

DATA SECURITY, CONFIDENTIALITY AND OWNERSHIP UNDERTAKING

We hereby undertake that:

1. All examination data shall be treated as confidential.
2. Examination data shall be accessed only by authorized personnel.
3. No examination data shall be disclosed to an unauthorized person.
4. No answer script shall be copied or reproduced for unauthorized purposes.
5. No data shall be transferred to any third party without written authorization from KKHSOU.
6. All deployed personnel shall comply with confidentiality requirements.
7. All examination data shall remain the exclusive property of KKHSOU.
8. We shall not claim ownership over scanned answer scripts, evaluation records, marks or reports.
9. Examination data shall not be used for AI/ML training or any unrelated commercial/research purpose without written authorization.
10. Data shall be returned/deleted as directed by KKHSOU after completion of the Contract.

The present KKHSOU draft expressly establishes that scanned images, evaluation records, reports and associated examination data remain the exclusive property of KKHSOU.

Authorized Signatory

Name:

Designation:

Date:

Seal:

NON-BLACKLISTING / NON-DEBARMENT DECLARATION

We hereby declare that:

Our organization has not been blacklisted, debarred, banned or declared ineligible by any Central Government Department, State Government Department, Government University, Government Educational Institution, PSU, statutory authority or other competent Government authority, except as specifically disclosed below.

Details, if any: _____

We further declare that no material fact relating to our eligibility has been suppressed.

We understand that any false declaration may result in rejection of the bid and/or contractual action in accordance with the Tender.

Authorized Signatory:

Name:

Designation:

Date:

Seal:

NON-INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS

We hereby certify that the proposed OSE solution, software, platform, technology and related components do not knowingly infringe any third-party copyright, patent, trademark, trade secret or other intellectual property rights.

We undertake to defend and indemnify KKHSOU against claims arising from infringement attributable to the solution supplied by us, subject to the terms of the Contract.

Authorized Signatory:

Name:

Designation:

Date:

Seal:

DISASTER RECOVERY AND BUSINESS CONTINUITY PLAN

The bidder shall provide:

Parameter	Bidder's Proposal
Primary Infrastructure	
DR Infrastructure	
DR Location	
Backup Frequency	
Backup Retention	
RPO	
RTO	
Failover Mechanism	
Data Restoration Method	
DR Testing Frequency	
Emergency Contact	
Recovery Team	

The bidder shall describe the procedure for restoration of:

- application;
- database;
- answer-script images;
- marks;
- audit logs; and
- other critical data.

TRAINING PLAN

User Category	No. of Users	Training Mode	Duration	Topics	Proposed Date
University Administrators					
Examination Officials					
Evaluators					
Moderators					
Technical Operators					
Helpdesk					

The bidder shall also specify the training materials to be provided.

MOCK TEST / UAT ACCEPTANCE FORMAT

Test No.	Function	Test Result	Status	Remarks
1	Login			
2	MFA			
3	Scanning			
4	Barcode			
5	Dummy coding			
6	Identity masking			
7	Upload			
8	Allocation			
9	Evaluation			
10	Auto-save			
11	Total calculation			
12	Unmarked question alert			
13	Moderation			
14	Re-evaluation			
15	Reports			
16	Audit trail			
17	Backup			
18	Restore			
19	Data export			

UAT Acceptance**For KKHSOU:** _____**For Bidder:** _____**Date:** _____

SERVICE LEVEL AGREEMENT AND PENALTY MATRIX

Sl. No.	Service Parameter	Required Level	Measurement	Penalty/Service Credit
1	System uptime	Minimum 99%	System logs	As SLA
2	Critical incident response	15 minutes	Helpdesk	As SLA
3	Critical workaround/resolution	2 hours	Ticket logs	As SLA
4	Scanning completion	University schedule	Reconciliation	As SLA
5	Image quality	Prescribed QA	QA report	Re-scan/penalty
6	Data reconciliation	100%	Reconciliation	Rectification
7	Result data	University deadline	Acceptance	Delay LD
8	Security breach	Zero unauthorized disclosure	Security audit	Major contractual remedy
9	Data loss	Zero attributable loss	Audit	Major contractual remedy
10	Confidentiality	100% compliance	Audit	Contractual action

The KKHSOU draft presently identifies delay in implementation/scanning, downtime, security breach, data loss, wrong result generation, SLA failure and confidentiality violation as grounds for penalty.

FINANCIAL BID FORMAT

The current KKHSOU draft identifies cost per page scanned, cost per answer script, software licensing, infrastructure, training, technical manpower, implementation support, taxes, annual support and additional charges.

I recommend a more structured format:

Sl. No.	Component	Unit	Estimated Quantity	Unit Rate (₹)	Amount (₹)
1	Answer-script scanning/digitization	Per page	9,60,000*		
2	OSE/evaluation service	Per script	48,000*		
3	Software/platform	Lump sum	1		
4	Hosting/server/infrastructure	Lump sum	1		
5	Security implementation	Lump sum	1		
6	Technical manpower	Lump sum	1		
7	Training	Lump sum	1		
8	Implementation & configuration	Lump sum	1		
9	Backup/DR	Lump sum	1		
10	Technical support/helpdesk	Lump sum	1		
11	Reports/data processing	Lump sum	1		
12	Data handover/archival	Lump sum	1		
13	Other mandatory charges	Lump sum	1		
	Subtotal				
	GST				
	Grand Total				

*The quantities are **indicative pilot quantities** and shall be subject to actual examination volume certified/accepted by KKHSOU.

FINANCIAL BID SUMMARY

Particular	Amount (₹)
Total Basic Cost	
GST	
Other Statutory Taxes, if applicable	
Total Contract Value	
Total Contract Value in Words	

Declaration

We certify that the rates quoted above are inclusive of all costs necessary for execution of the complete scope except those specifically identified in the Financial Bid.

Authorized Signatory:

Date:

Seal:

MILESTONE-BASED PAYMENT SCHEDULE

Milestone	Deliverable/Condition	% of Contract Value
M1	Infrastructure and software deployment accepted	20%
M2	Testing, UAT, training and Go-Live readiness	15%
M3	Scanning, QA and reconciliation completed	20%
M4	Evaluation and evaluation-data submission	20%
M5	Moderation/scrutiny and final marks reconciliation	10%
M6	Final data handover, archival and closure	15%
Total		100%

Note: Payment shall be subject to applicable deductions, SLA/service credits, statutory deductions and acceptance requirements.

DECLARATION BY THE BIDDER

We hereby declare that:

1. All information furnished by us is true and correct.
2. We have examined the complete Tender Document.
3. We have understood the scope of work.
4. We agree to comply with the technical requirements.
5. We agree to comply with the SLA.
6. We agree to maintain confidentiality.
7. We accept KKHSOU's ownership of examination data.
8. We shall provide adequate manpower and infrastructure.
9. We shall comply with applicable laws and regulations.
10. We shall not use examination data for unauthorized purposes.
11. We shall comply with all applicable security requirements.
12. We shall accept the University's decision regarding technical qualification in accordance with the Tender.
13. We have disclosed all material information relevant to our eligibility.
14. We have not knowingly submitted any false or misleading document.

Authorized Signatory:

Name:

Designation:

Organization:

Date:

Place:

Seal:

UNDERTAKING FOR DATA HANDOVER AND EXIT

The bidder undertakes that upon completion/termination of the Contract, it shall hand over to KKHSOU all University-owned examination data generated or maintained under the Contract.

The handover shall include, as applicable:

- scanned answer scripts;
- metadata;
- learner-script mapping;
- evaluator records;
- marks;
- moderation data;
- re-evaluation data;
- reports;
- audit logs; and
- other University-owned information.

The bidder shall provide reasonable technical assistance required for migration/handover.

INCIDENT REPORT FORMAT

Particular	Details
Incident ID	
Date/Time	
System/Module	
Incident Severity	Critical/High/Medium/Low
Description	
Users Affected	
Examination Affected	
Immediate Action	
Root Cause	
Corrective Action	
Preventive Action	
Resolution Date/Time	
Downtime	
Data Impact	
Security Impact	
Reported By	
Closed By	

SCRIPT RECONCILIATION FORMAT

Particular	Number
Physical Answer Scripts Received	
Scripts Scanned	
Scripts Passing QA	
Scripts Requiring Re-scan	
Scripts Successfully Uploaded	
Scripts Allocated	
Scripts Evaluated	
Scripts Pending	
Scripts Under Moderation	
Scripts Under Re-evaluation	
Final Marks Records	
Variance/Exception	

Certified by Bidder:**Verified by KKHSOU:**

FINAL DATA HANDOVER CERTIFICATE

This is to certify that the Successful Bidder has handed over the examination data relating to the Pilot OSE implementation to KKHSOU in accordance with the Contract.

Data handed over:

- Scanned Answer Scripts
- Script Metadata
- Learner Mapping
- Evaluation Data
- Marks
- Moderation Data
- Re-evaluation Data
- Reports
- Audit Logs
- Other relevant data

For KKHSOU

Name:

Designation:

Signature:

Date:

For Successful Bidder

Name:

Designation:

Signature:

Date:

FINAL PILOT COMPLETION CERTIFICATE

It is certified that the Successful Bidder has completed the agreed Pilot OSE services for KKHSOU subject to the observations/conditions recorded below:

Key parameters

Parameter	Status
Infrastructure deployment	
Scanning	
QA	
Digitization	
Evaluation	
Moderation	
Marks processing	
Data reconciliation	
Data handover	
SLA compliance	
Security compliance	
Pending issues	

Observations:**For KKHSOU:**

Name:

Designation:

Signature:

Date:

(To be printed on Supplier's letterhead)

INTEGRITY PACT**General**

This pre-bid pre-contract Agreement hereinafter called the Integrity Pact is made on day of the month of , between, on one hand, the Registrar, KKHSOU Guwahati hereinafter called the “BUYER” of the first part and M/s.....represented by Shri Director/Chief Executive Officer/ General Manager hereinafter called the “BIDDER/Seller” of the second part.

WHEREAS the BUYER proposes to procure(Name of the Stores/Equipment/Item) and the BIDDER/Seller is willing to offer/has offered the stores and WHEREAS the BIDDER is a private company/public company/Government undertaking/partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is a Autonomous Body/Department of the Government of Assam performing its functions in Assam.

NOW, THEREFORE, to avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to enabling the BUYER to obtain the desired said stores / equipment at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures. The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

Commitments of the BUYER

- 1.1 The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the Contract.
- 1.2 The BUYER will, during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.
- 1.3 All the officials of the Buyer will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.
2. In case any such preceding misconduct on the part of such official (s) is reported by the BIDDER to the BUYER, with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

Commitments of BIDDERS :

3. The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:
 - 3.1 The BIDDER will not offer, directly or through intermediaries, any bribe, consideration, gift, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the Contract.
 - 3.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the Contract or any other Contract with the Government for showing or forbearing to show favour or disfavour to any person in relation to the Contract or any other Contract with the Government.

- 3.3 BIDDERS shall disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.
- 3.4 BIDDERS shall disclose the payments to be made by them to agents / brokers or any other intermediary, in connection with this bid/contract.
- 3.5 The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacturer/ integrator/ authorized government sponsored export entity of the defiance stores and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER, or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.
- 3.6 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.
- 3.7 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.
- 3.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- 3.9 The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
- 3.10 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- 3.11 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- 3.12 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the BUYER, or alternatively, if any relative of an officer of the BUYER has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of tender. The term relative for this purpose would be as defined in Section 6 of the Companies Act 1956.
- 3.13 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER.

4. Previous Transgression

- 4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India, that could justify BIDDER's exclusion from the tender process.
- 4.2 The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

5. Earnest Money Deposit

- 5.1 While submitting bid, the BIDDER shall deposit an amount mentioned in tender document as Earnest Money, with the Institute through the following instruments:

A confirmed Bank Guarantee by an Indian Nationalized Bank, promising payment of the guaranteed sum to the BUYER on demand within three working days without any demur whatsoever and

without seeking any reasons whatsoever. The demand for payment by the Institute shall be treated as conclusive proof of payment.

- 5.2 The Earnest Money shall be valid up to a period of 180 days or the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and the BUYER, including warranty period, whichever is later.
- 5.3 No interest shall be payable by the BUYER to the BIDDER on Earnest Money for the period of its currency.
- 5.4 In case of successful BIDDER, EMD will be returned within 30 days from the date of submission of Performance Bank Guarantee/Security Deposit.

6. **SECURITY DEPOSIT /PERFORMANCE GUARANTEE:**

- 6.1 Security Deposit/Performance Bank Guarantee is mandatory.
- 6.2 Successful tenderer/ bidder should submit performance guarantee as prescribed above to be received in the office of Dy. Registrar, Stores & Purchase Section on or before 30 days from the date of issue of order acknowledgement. The performance bank guarantee to be furnished in the form of Bank Guarantee as per Annexure-V of the tender documents, for an amount covering 10% of the purchase order value.
- 6.3 The Performance Bank Guarantee should be established in favour of “**Registrar, KKHSOU**” through any Bank situated at Guwahati or outstation with a clause to enforced the same on their local branch at Guwahati
- 6.4 Performance Bank Guarantee shall be for the due and faithfully performance of the contract and shall remain binding, notwithstanding such variations, alterations for extensions of time as may be made, given, conceded or agreed to between the successful tenderer and the buyer under the terms and conditions of acceptance to tender.
- 6.5 The successful tenderer is entirely responsible for due performance of the contract in all respects according to the speed, intent and meaning of the terms and conditions and specification and all other documents referred to in the acceptance of tender.
- 6.6 Bank guarantee against Security Deposit shall be kept valid during the period of contract and shall continue to be enforceable for a period of two years from the date of order acknowledgement.

7. **Sanctions for Violations**

- 7.1 Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required:
 - (i) To immediately call off the pre-contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.
 - (ii) The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/Performance Bank Guarantee (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.
 - iii) To immediately cancel the contract, if already signed without giving any compensation to the BIDDER.
 - (iv) To recover all sums already paid by the BUYER, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of a BIDDER from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER from the BUYER in connection with any other contract for any other stores, such outstanding payment could also be utilized to recover the aforesaid sum and interest.
 - (v) To encash the advance bank guarantee and performance guarantee/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.
 - (vi) To cancel all or any other contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.

- (vii) To debar the BIDDER from participating in future bidding processes of the Government of India for a minimum period of two years, which may be further extended at the discretion of the BUYER.
 - (viii) To recover all sums paid in violation of this pact by the BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
 - (ix) In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with the BIDDER, the same shall not be opened.
 - (x) Forfeiture of Performance Bank Guarantee in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
- 7.2 The BUYER will be entitled to take all or any of the actions mentioned at para 7.1(i) to (x) of this Pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.
- 7.3 The decision of the BUYER to the effect that a breach of the provisions of this pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the independent monitor(s) appointed for the purposes of this pact.

8. **Fall Clause**

The BIDDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PSU and if it is found at any stage that similar product/system or subsystem was supplied by the BIDDER to any other Ministry/Department of the Government of India or PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.

9. **Independent monitors**

- 9.1 The BUYER has appointed Independent Monitors (hereinafter referred to as Monitors) for this pact.
- 9.2 The task of the Monitor shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this pact.
- 9.3 The Monitor shall not be subject to instructions by the representatives of the parties and performs their functions neutrally and independently.
- 9.4 Both the parties accept that the Monitor have the right to access all the documents relating to the project/procurement, including minutes of the meetings.
- 9.5 As soon as the Monitor notices, or believes to notice, a violation of this pact, he will so inform the Authority designated by the BUYER.
- 9.6 The BIDDER(s) accepts that the Monitor has the right to access without restriction to all project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.
- 9.7 The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.
- 9.8 The Monitor will submit a written report to the designated Authority of BUYER/ Secretary in the Department within 8 to 10 weeks from the date of reference or intimation to him by the BUYER / BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.
10. **Facilitation of Investigation**
In case of any allegation of violation of any provisions of this pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information & documents in English and shall extend all possible help for the purpose of such examination.

11. **Law and Place of Jurisdiction**

This Pact is subject to Indian Law. The place of performance and Jurisdiction is the Seat of the BUYER.

12. **Other Legal Actions**

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

13. **Validity**

13.1 The validity of this Integrity Pact shall be from date of its signing and extend upto 5 years or the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER/ Seller, including warranty period, whichever is later. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

13.2 Should one or several provisions of this pact turn out to be invalid, the remainder of this pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

14. The parties hereby sign this Integrity Pact.

BUYER
Registrar, KKHSOU
Date & Place

BIDDER
Signature with seal
Date & Place

Witness

1. _____

2. _____

Witness

1. _____

2. _____

FORMAT FOR EARNEST MONEY DEPOSIT / BID SECURITY

(To be typed on Non-judicial stamp paper of the value of Indian Currency of One Hundred)

(TO BE ESTABLISHED THROUGH ANY OF THE NATIONALISED BANKS (WHETHER SITUATED AT GUWAHATI OR OUTSTATION) WITH A CLAUSE TO ENFORCE THE SAME ON THEIR LOCAL BRANCH AT GUWAHATI OR ANY SCHEDULED BANK (OTHER THAN NATIONALISED BANK) SITUATED AT GUWAHATI. BONDS ISSUED BY CO-OPERATIVE BANKS ARE NOT ACCEPTED)

LETTER OF GUARANTEE

To,
Registrar,
KKHSOU
Resham Nagar, Khanapara, Guwahati - 781022

IN ACCORDANCE WITH YOUR TENDER for supply of,
M/S (hereinafter called the "Bidder") having its
Registered Office at wish to participate in the said bid for the supply
..... as an irrevocable Bank Guarantee against Earnest Money Deposit for an amount of
Rs. (Rupees) valid upto (180
days from the date of issue of Bank Guarantee), is required to be submitted by the bidder as a condition
precedent for participating in the said bid, which amount is liable to be forfeited by the Buyer on (1) the
withdrawal or revision of the offer by the bidder within the validity period, (2) Non acceptance of the
Letter of Indent / Purchase order by the Bidder when issued within the validity period, (3) failure to execute
the contract as per contractual terms and condition with in the contractual delivery period and (4) on the
happening of any contingencies mentioned in the bid documents.

During the validity of this Bank Guarantee:

We, ... (Bank name) having its Registered Office at guarantee and
undertake to pay immediately on first demand by the amount of Rs
(Rupees) without any reservation, protest, demur and recourse. Any such
demand made by the University shall be conclusive and recourse. Any such demand made by the buyer
shall be binding on the Bank irrespective of any dispute or difference raised by the Bidder.

The Guarantee shall be irrevocable and shall remain valid up to (180 days from the date
of issue of Bank Guarantee) If any further extension is required, the same shall be extended to such required
period on receiving instruction form the Bidder, on whose behalf the is Guarantee is issued.

Notwithstanding anything contained herein

- i. Our liability under this Bank Guarantee shall not exceed Rs..... (Rupees.....) .
- ii. This Bank Guarantee shall be valid up to(date).
- iii. We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and
only if you serve upon us a written claim or before (date).

This Bank further agrees that the claims if any, against this Bank Guarantee shall be enforceable at our
branch office at situated at (Address of local branch).

Yours truly,

Signature and seal of the guarantor:
Name of Bank:
Address:
Date:

Instruction to Bank: Bank should note that on expiry of Guarantee Period, the Original Guarantee
will not be returned to the Bank. Bank is requested to take appropriate necessary action on or after
expiry of guarantee period.

FORMAT FOR PERFORMANCE BANK GUARANTEE

(To be typed on Non-judicial stamp paper of the value of Indian Rupees of One Hundred)

(TO BE ESTABLISHED THROUGH ANY OF THE NATIONAL BANKS (WHETHER SITUATED AT GUWAHATI OR OUTSTATION) WITH A CLAUSE TO ENFORCE THE SAME ON THEIR LOCAL BRANCH AT GUWAHATI OR ANY SCHEDULED BANK (OTHER THAN NATIONALISED BANK) SITUATED AT GUWAHATI. BONDS ISSUED BY CO-OPERATIVE BANKS ARE NOT ACCEPTED.)

To,
Registrar,
KKHSOU
Resham Nagar, Khanapara, Guwahati - 781022

LETTER OF GUARANTEE

WHEREAS Krishna Kanta Handiqui State Open University, Guwahati (Buyer) have invited Tenders vide Tender No..... Dt. for purchase of
AND WHEREAS the said tender document requires that any eligible successful tenderer (seller) wishing to supply the equipment /machinery etc. in response thereto shall establish an irrevocable Performance Guarantee Bond in favour of “**Registrar, Krishna Kanta Handiqui State Open University, Guwahati**” in the form of Bank Guarantee for Rs and valid till **two years** from the date of issue of Performance Bank Guarantee may be submitted within 30 (Thirty) days from the date of acceptance as a successful bidder.

NOW THIS BANK HEREBY GUARANTEES that in the event of the said tenderer (seller) failing to abide by any of the conditions referred in tender document / purchase order / performance of the equipment / machinery, etc. this bank shall pay to Krishna Kanta Handiqui State Open University, Guwahati on demand and without protest or demur Rs (Rupees.....).

This bank further agrees that the decision of Krishna Kanta Handiqui State Open University, Guwahati (Buyer) as to whether the said Tenderer (Seller) has committed a breach of any of the conditions referred in tender document / purchase order shall be final and binding.

We, ... (name of the bank & branch) hereby further agree that the guarantee herein contained shall not be affected by any change in the constitution of the Tenderer (Seller) and/ or Krishna Kanta Handiqui State Open University, Guwahati (Buyer).

Notwithstanding anything contained herein:

1. Our liability under this Bank Guarantee shall not exceed Rs. (Indian Rupees only).
2. This Bank Guarantee shall be valid up to(date) and
3. We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if University serve upon us a written claim or demand on or before(date).

This Bank further agrees that the claims if any, against this Bank Guarantee shall be enforceable at our branch office at situated at (Address of local branch).

Yours truly,
Signature and seal of the guarantor:
Name of Bank:
Address:
Date:

Instruction to Bank: Bank should note that on expiry of Guarantee Period, the Original Guarantee will not be returned to the Bank. Bank is requested to take appropriate necessary action on or after expiry of bond period.

Annexure-XXXX

MANDATE FORM FOR ELECTRONIC FUND TRANSFER/RTGS TRANSFER

Date: / /

To
The Registrar,
Krishna Kanta Handiqui State Open University
Resham Nagar, Khanapara
Guwahati – 781022

Sub: Authorization for release of payment / dues from Krishna Kanta Handiqui State Open University, Guwahati through Electronic Fund Transfer/RTGS Transfer.

1. Name of the Party/Firm/Company/Institute:

2. Address of the Party:

City _____ Pin Code _____
E-Mail ID _____ Mob No: _____
Permanent Account Number(PAN) _____

3. Particulars of Bank:

Bank name		Branch Name	
Branch Place		Branch City	
PIN Code		Branch Code	
MICR No.			
(9 digit number appearing on the MICR Bank of the Cheque supplied by the Bank, Please attach a Xero copy of a cheque of your bank for ensuring accuracy of the bank name, branch name and code number)			
IFS Code: (11 digit alpha numeric code)			
Account Type	Savings	Current	Cash Credit
Account Number			

DECLARATION

I hereby declare that the particulars given above are correct and complete. If any transaction delayed and not effected for reasons of incomplete or incorrect information I shall not hold Registrar, KKHSOU, Guwahati responsible. I also undertake to advise any change in the particulars of my account to facilitate updating of records for purpose of credit of amount through NEFT/RTGS Transfer.

Place: _____

Date: _____

Signature & Seal of the Authorized Signatory of the Party

Certified that particulars furnished above are correct as per our records

Bankers Stamp:

Date: _____

Signature of the Authorized Official from the Bank

N.B: Please fill in the information in CAPITAL LETTERS, computer typed; please TICK wherever it is applicable