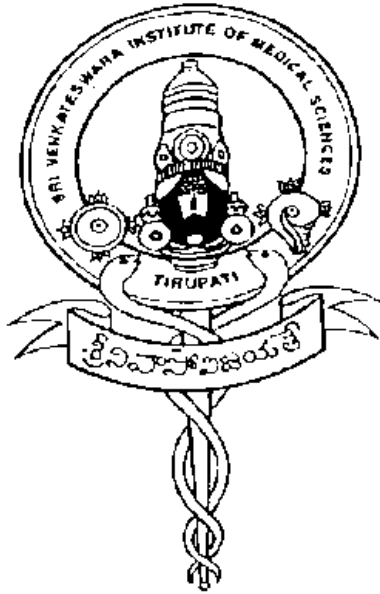# SRI VENKATESWARA INSTITUTE OF MEDICAL SCIENCES

(A University established by an act of Andhra Pradesh State Legislature)

TIRUMALA TIRUPATI DEVASTHANAMS

TIRUPATI-517 507

QUOTATION FOR COMPUTER BASED ENTRANCE TEST FOR MD, DM/MCh COURSES AND ADMISSION SUPPORT FOR MBBS & ALLIED HEALTH SCIENCES – 2016

INDEX

SRI VENKATESWARA INSTITUTE OF MEDICAL SCIENCES, TIRUPATI

1. NATURE OF WORK:

Sealed quotations are invited from the service providers having experience in conducting **Computer based online** application processing, examination and admission process for MBBS, MD/MS and DM/MCh courses for Medical Universities / Reputed institutions. SVIMS requires services of such firms for development, hosting of online application, processing data, conduct of online examination and admission process for MD/MS and DM/MCh courses and also for receipt of online application, processing data and admission process for MBBS and Allied Health Sciences courses offered by the University.

2. INTRODUCTION:

Sri Venkateswara Institute of Medical Sciences (SVIMS), Tirupati, established in the year 1993, under the aegis of Tirumala Tirupati Devasthanams, as a modern super specialty hospital, was granted the status of a university in the year 1995 by an act of A.P. State legislature vide act no.12 of 1995.

The institution, spread in a 107 acre campus, is gradually growing into a prestigious university. Today, SVIMS has 24 super/broad specialty medical departments two colleges and two inter-disciplinary departments and is developing into a centre of excellence for providing medical care, education and research activities of a high standard in the field of medical and other allied sciences including inter-disciplinary fields of physical and biological sciences. In addition to these, SVIMS also provides training in para-medical and allied fields, particularly related to super-specialties.

The Institution is recognized by the University Grants Commission (UGC) under section 12 (B) of the UGC act, 1956. The Institution is a member of Association of Indian Universities. The Medical Council of India (MCI) has granted permission to start DM/MCh Super-Specialty courses in Cardiology, Neurology, Nephrology, Endocrinology, Medical Oncology, CT Surgery, Neurosurgery, Urology, Surgical Oncology & Surgical Gastroenterology and MD courses in Anesthesiology, Microbiology, Biochemistry, Emergency Medicine, Transfusion Medicine, Medicine, Nuclear Medicine, Pathology, Radiotherapy and Radiodiagnosis.

3. SCOPE OF WORK

The services required for the following courses :

      I.   MD/MS (Modern Medicine)

     II.   DM / MCh(10 Super Specialty courses)

    III.   MBBS

    IV.   Allied Health Sciences (UG level)

I. MD / MS (Modern Medicine)

1. Computer Based Test (CBT) using Internet / Intranet shall be conducted across the states of Andhra Pradesh & Telangana in 4 centres.

2. The question paper will contain 150 objective type questions. The duration of the examination is 135 minutes.

3. The No. of candidates expected to appear the exam shall be 2500.

4. The medium of communication for the examination and its various components shall be in English.

5. The proposed Cities for conduct of the Entrance Tests shall be:

   Tirupati, Vijayawada, Visakhapatnam and Hyderabad

II. DM / MCh (in 10 super specialties)

1. Computer Based Test Shall be conducted (CBT) using Internet / Intranet in Tirupati centre only.

2. The question paper will contain 100 objective type questions. The duration of the examination is 90 minutes.

3. The No. of candidates expected to appear the exam shall be 700.

4. The medium of communication for the examination and its various components shall be in English.

The scope of work has been divided into three phases for MD/ MS and DM/MCh courses :

   (i)   Pre Examination Phase
   (ii) Examination Phase
   (iii) Post Examination Phase

(i) Pre Examination Phase

The following pre-examination phase processes shall be carried out in consultation with the University.

- Application design
- Hosting of application
- Establishing payment gateway
- Continuous customer support including on holidays to the candidates
- Facility for scrutiny of applications
- Download of application abstract
- Periodical transfer of applicants data
- Transfer of application fee to the university account
- Preparation of eligible candidates list
- Selection and confirmation of examination centres (venue)
- Generation of hall tickets
- SMS / Email alert facility to applicants (at 4 stages)
- Continuous technical support for solving applicants grievance
- Availability of MOCK TEST on the web

Development, Hosting and Maintenance of Application Form: The Firm should have experience in the field of developing and maintenance of online applications and hosting it on the web. Throughout the period of availability of applications on Internet the Firm has to support the University. After the last date of downloading applications the Firm has to assist in Registration of applications, fee transfer, preparation of database, nominal rolls, issuing hall tickets and preparation of merit lists. Required hardware, stationery and manpower to be provided by the agency.

Web hosting: The online application will be hosted on a web server which maintains highest security standards and has reputation of hosting such sensitive software and data.

Security Audit: The software should pass through all the Quality and Security validation procedures before being hosted on the web and approved by the University.

The Firm shall maintain the security of the information of the applicants

(ii) Examination Phase

1. Prepare and provide Standard Operating Procedure (SOP) for all processes for safe and secure conduct of examination and handling/ emergency procedures.

2. The following facilities are to be provided by the Firm:

   - Secured COE server to be provided in the University by the Firm
   - Installation of CC cameras (2 Nos.) with recording facility for 15 days at COE, SVIMS
   - Installation of secured door lock system with scratch card entry for 15 days at COE, SVIMS.
   - Hardware used in Examination Centers
   - Devices and systems to be used for authentication and audit trail mechanisms required for Examination.
   - QP authoring and Exam Delivery from SVIMS Campus
   - Complete data & QP under SVIMS control for fool proof security

3. To provide consulting, training and manpower support to handle the entire Examination.

4. To ensure that in all the Examination Centers should have the required Hardware, Software, Internet and LAN connectivity, UPS, generator and AC facility for conducting Examination.

5. To carry periodic audit at Examination Centers for

   - Hardware, Operating System, Processor Speed, RAM, Network and internet connectivity, Key Boards etc.
   - Software - Screen resolution, bandwidth for internet and LAN connectivity, Browser.
   - Working conditions of Power, UPS and Generator.

6. To ensure drinking water and separate toilet facilities both for Male and Female.

7. To deploy technical people at all the centres two days before the examination for checking of the systems, servers etc.

8. To deploy sufficient technical staff from the Firm to attend the problems during the examination

9. To provide refreshments and lunch to the observers deployed by the University

10. To supply 500 ml mineral water bottles to each candidate during examination.

11. The Question Paper shall be created by SVIMS and uploaded to the Examination centres through the COE server to be installed by the Firm in SVIMS Examination section.

12. The Firm has to engage sufficient skilled personnel for all the Examination related activities at COE, SVIMS before, during and after the examination with required hardware / software / stationery etc.

13. Questions and the choices have to be jumbled.

14. Partitions between the systems to be arranged at all examination centres

15. All the servers, systems, facilities available at examination centers, jammers etc., are to be shown to University Observers for inspection.

16. To host and manage the examination process through intranet based solution at Examination Centers.

17. The manpower deployment at each examination Centre per room with capacity of 25 shall be: Invigilator – 1 No., Support Staff – 1 No., Technical staff – 1 No., and adequate Security personnel at each centre.

18. Provision for backup of the Q & R – Packs to be transferred to COE server after the examination.

19. To ensure Q & R – Packs are deleted from the concerned server in the test centre.

20. Provision of personnel for checking of original identity proof and Hall Ticket of the candidates before permitting the applicants at the examination centre.

21. To provide personnel for Biometric registration, capture the photograph and obtaining the signature of the Candidate in the attendance sheet and verify with the hall ticket and shall be handed over to University within two days of conclusion of each exam.

22. To arrange adequate display material for convenience of the candidates to reach the venue.

23. The Firm should make arrangements in case of failure of hardware or network, the candidate should be shifted to another system to start the answering of question where he left

24. To maintain audit trails of all activities of candidate (click by click) during the course of examination.

(iii) Post Examination Phase

1. The Firm should be able to hand over the raw responses/data to SVIMS immediately after the candidate's response upload from local exam server within 60 minutes.

2. The candidate's responses, audit trails should be uploaded automatically from the local server to COE, SVIMS server in a secured manner. There should not be any traces of data left at the venue servers

3. The question paper and provisional key has to be provided immediately after the exam.

4. The result has to be processed on the same day after uploading of answer key and should be handed over to SVIMS in a secured manner.

5. Final key has to be provided as per the schedule.

6. To calculate the marks obtained by each candidate and allotment of ranks as per instructions shared by the University. The relevant data has to be sent to COE, SVIMS from time to time.

7. The Firm should be able to support SVIMS with audit trails, individual question paper and response reports on demand.

8. The merit list formation/creation has to be done by the Firm as per the guidelines laid down by SVIMS.

9. Rank card: After final key, provision shall be made available for download the rank card by the candidates.

10. The Firm shall support the counseling process for the following

- Biometric authentication of the candidates
- Display of candidate details along with photo, rank and course opted

11. To provide documented inputs and support for handling

- Candidates queries – objections raised online
- Press interaction
- RTI queries
- Court Cases

Note:

- The Firm shall demonstrate complete end to end System Test Run (STR) with test data to the SVIMS before implementation in the University campus. The Firm should also be able to demonstrate click by click audit trail for any type of enquiry.

- The Firm should also be able to demonstrate Application server logs to capture all errors, warnings and exceptions that are generated in applications along with the time at which they occurred.

- Question paper and key to be kept in SVIMS website.

III. MBBS course:

1. The admissions shall be made based on AP EAMCET rank secured by the candidates.
2. SVIMS will not conduct separate entrance test.
3. The Firm is expected to support the University in development, hosting of application, payment of fee through online, compilation of data, preparation of merit list and admission support.
4. The No. of candidates expected to apply for admission shall be 5000

IV. Allied Health Sciences:

1. The admissions are made based on Intermediate (+2) merit secured by the candidates.
2. SVIMS will not conduct separate entrance test
3. The Firm is expected to support the University in development, hosting of application, payment of fee through online, compilation of data and preparation of merit list and admission support.
4. The No. of candidates expected to apply for admission shall be 1500

4. SPECIAL CONDITIONS

1. The Firm should be registered in India. The registered Firm should be operating in India for a minimum of three years with an objective of offering IT Solutions and Services related to Digital Assessments.

2. It is mandatory that the Firm should own the copyright of the source code of the software being used for conducting the exam. The organization should be able to make changes as required in any of the components of the software.

3. The Firm should be certified for compliance with established Quality Information Security standards.

4. The Firm should follow defined Software Change Management processes to manage changes in the software. Such a process would include Change Request Management, Impact Analysis, Change Approval, Change Implementation, Version Control, Version labeling, Testing, QA Certification and Deployment into production.

5. The Firm must employ multiple backup systems including offline backups to securely maintain the software and its corresponding source code.

6. The Firm should have an in-house quality assurance and product testing team with a robust quality management processes that are followed to test and certify the system used to conduct the exam. The organization should maintain documented test cases and maintain evidence of successful test execution covering all test cases. Rigorous testing must be done for major as well as minor releases.

7. Testing should not be limited to system features and functionality. The system used to conduct the exam must be tested for performance, security, usability, high-availability, business continuity, and disaster-recovery.

8. The Firm should design a high-performance system and conduct performance tests to verify successful achievement of high concurrency, fast response time, and long-stress duration required for the system used to conduct the exam. Results of such performance tests should be made available for each major release of the system used to conduct the exam.

9. The Firm should design a highly secure system with no vulnerabilities that can make the system susceptible to attacks. Comprehensive testing of source code, software binaries, and the infrastructure must be carried out. Results of such security tests should be made available for each major release of the system used to conduct the exam.

10. Suitable emergency management plan shall be available towards any crisis situations/redundancy of servers, nodes additional center locations, students' data.

11. The candidate console should have a Zoom feature.

12. All software for question paper authoring, computer based examination, biometric, candidate handling etc. must be owned by Firm.

13. The Firm shall provide facility to each candidate to view both the exam paper and attempted answers.

14. The Firm shall ensure the maximum security of processes, infrastructure, servers, networks, etc as per the plan drawn in consultation with SVIMS.

15. The Firm shall provide alternate server to meet the failure.

5. TERMS & CONDITIONS

ELIGIBILITY

The Firm should have required registrations to take up projects for development of software services. The Firm should have executed similar nature of work for Government organizations/ Medical Universities. The Firm should have his/her own internally developed proven software used earlier for Government organizations/Medical Universities.

1. The Firms should use the prescribed Application form only, duly filled up and signed by the Firm/ authorized person wherever necessary. No paper in the schedule shall be deleted.

2. All the enclosures as prescribed in the quotation and application are to be attached. Incomplete application will be rejected without further notice and fees will not be refunded.

3. Application Fee:
   - An amount of Rs.3000/- shall be paid by way of DD in favour the Director-cum-VC, SVIMS, Tirupati
   - Fees once paid will not be refunded under any circumstances.

4. Firm shall enclose PAN of Income Tax.

5. Deductions: Income Tax and other taxes if any as applicable would be deducted from the bill as per the Government norms.

6. The rate quoted should be in figures and words. If there is any discrepancy, the words would prevail.

7. The application should be submitted in a sealed cover addressed to The Registrar, SVIMS, Tirupati with the name of work superscribed on the cover on or before the last date notified. The application received after last date will be rejected.

8. The Firm should get themselves clear of all doubts if any from the Registrar or his nominee before submitting the application.

9. The successful Firm should enter into an agreement with Registrar, SVIMS, Tirupati.

10. EMD: At the time of signing the agreement, the firm has to submit a demand draft for Rs. 50,000/- in favour of the Director-cum-VC, SVIMS, Tirupati, which will be returned after successful execution / completion of the work.

11. The University reserves the right to reject any or all the applications without assigning any reasons thereof.

12. No escalation of rate at any type shall be entertained during the period of agreement.

13. The agency shall ensure that software system developed have all the features, as stated and approved by the committee at SVIMS. An operational manual shall also be provided.

14. The agency shall deploy the software to SVIMS, Tirupati server and shall demonstrate the applications before the committee, which shall be tested using live data.

15. The ruling language according to which the contract, which is to be constructed and interpreted, shall be English.

16. Prior to the commencement of the work, the successful Firm shall send representative through whom all communication shall be transmitted.

17. The Software development for the project shall be under overall guidance and supervision of official representatives on behalf of successful Firm.

18. The firm should be flexible to extend the logical needs that arise during the development and completion of work.

19. In case of any dispute relating to or arising out of the agreement, such dispute shall be resolved amicably on mutual consultation. Any litigation shall be within the jurisdiction of Tirupati.

20. In the event of any occurrence of any development, which may make the carrying out of the contract unworkable the SVIMS, Tirupati shall be at liberty to terminate the contract duly canceling the agreement without prior notice and SVIMS shall relieve and are at liberty to carryout the same job, through another agency as the nature of work is emergency. The excess cost if any so incurred by the University will be penalized.

21. The SVIMS, Tirupati reserves the right to terminate the contract if they are not satisfied with the product by successful Firm at various stages of its development without prior notice. Upon such event, and the successful Firm shall not be paid any amount for the work done and the EMD paid shall be forfeited by SVIMS, Tirupati.

22. The Software shall be developed and put into utilization as per the schedule.

23. Payment of the bill would be made after successful completion of the work for each course on Certification from the concerned as per the payment schedule.

24. The firm should depute their technical expert to the University during all days of the schedules which will be intimated by the University.

25. The firm should provide all sort of technical support to the University and to the University bankers during above period.

26. The Firm should inform Server Capacity, No. of Hits received and hosting server details to SVIMS.

27. The Firm should provide uninterrupted power supply to the server during the execution of the work.

28. The firm should attend any work relating to the said work at any time. In case of failure penalty will be levied as per discretion of University authorities.

6. TECHNICAL PRESENTATION AND NEGOTIATION:

The Short listed firms will be invited for making technical presentation before the committee at SVIMS, Tirupati for assessing the strength of the firm, capacity, Technical capability, manpower support, confidentiality etc,. Mere quoting of L1 does not guarantee the sanction of work unless the firm fits in all respects for conduct of online entrance examination with highest confidentiality and technical support.

7. PAYMENT SCHEDULE:

On completion of work and on certification by the concerned in the University, the payment will be released to the agency.

8. PRE REQUISITE/ CRITERIA:

Sl. No.	Basic Requirement	Specific Requirements	Documents Required
1	Turnover	Average annual turnover of the company should be at-least 5 Crores during the last three financial Years ending March 2015 and average turnover generated from the services related to computer based assessment (LAN based and not internet based) exams during the last three financial years (as per the last published Income Statement), should be at least Rs. 3 Crores. The turnover refers to a company and not the composite of its subsidiaries/sister concerns, etc.	Extracts from the audited balance sheet and profit & loss account; OR Certificate from auditor appointed by the company
2	Service Tax and Income Tax	Company should have a valid service tax registration and income tax returns.	Copy of Service Tax Registration • Income tax returns for last 3 financial years (till 2014-15) • Audit report from CA for last 3 financial years (till 2014-15)
3	Legal Entity	Firm should be a Company registered under the Indian companies act, 1956 (or) a firm registered under the Limited Liability Partnership Act,2008 (or) a firm registered under the Partnership Act,1932	Certificate of Incorporation
4	Blacklisting	Participant should not be an entity which has been black-listed by Government/PSU on any IT related work.	Undertaking on company letter head certified by authorized signatory.
5	Technical Capability	The Firm must have successfully conducted :- • End to end Computer based examination of at least 5,000 candidates in a single session for Government Sector / Public Sector Undertaking Institutions [in the last one year].	Completion Certificates from the client; OR Work Order + Self certificate of Completion (Certified by Authorised Signatory)
6	Certifications	The Firm should be certified for compliance with Information security standard	Copy of the certificate with the signature of authorized signatory

TENTATIVE EXAMINATIONS SCHEDULE – 2016 SESSION

Sl. No	Course	Notifica-tion	Availability of applications	Last date for receipt of Application	Entrance Test in	Release of Key	Release of Result	Counseling
1	MD/MS	JAN. 2016	JAN.2016	JAN .2016	FEB/MAR 2016	XXXX	XXXX	April/ May 2016
2	DM/M.Ch (SS)	MAY 2016	JUNE 2016	JUNE/ 2016	JUNE/ JULY 2016	XXXX	XXXX	July / Aug
3	MBBS	JUNE 2016	JUNE 2016	JUNE/ JULY 2016	Not applicable	Not applicable	Not applicable	July / Aug
4	Allied Health Sciences	MAY 2016	MAY 2016	JUNE 2016	Not applicable	Not applicable	Not applicable	June / July

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SRI VENKATESWARA INSTITUTE OF MEDICAL SCIENCES, TIRUPATI
(A University established by an act No.12/95 of A.P. State Legislature)
TIRUMALA TIRUPATI DEVASTHANAMS

QUOTATION FOR PROVIDING SERVICES FOR CONDUCT OF ONLINE COMPUTER BASED ENTRANCE EXAMINATION AND OTHER ADMISSION RELATED WORKS (2016-17)

Last Date for Receipt of Quotation   **08-12-2015**

1. Particulars of payment of application Fee :

DD No.	Name of the bank & place	Date	Amount
			Rs. 3,000/-

2. Name of the Firm   :

3. Address of the Firm   :

        Phone No :

        E-mail   :

4. Experience in conduct of computer based entrance examination
     (For Medical University/ reputed institutions. Please specify for the last three years)

Sl. No	Name of the University / Institute	Course	No. of applicants	No. of centers	Other information if any
1					
2					
3					
4					
5					
6					

Note: i) Enclose Proof of satisfactory service certificate from the institutions mentioned above.
*   ii) Additional sheet may be enclosed if required.*

5. For SVIMSPGET (MD) to be conducted in   Rs.
      4 centers, price per candidate and

(in words)

     For SVIMSPGSSET (DM/MCh - 10 specialties)
      to be conducted in Tirupati, price per candidate

     If jammer facility is required additional price per   Rs.
     candidate   *(in words)*

6. For SVIMS – MBBS & Allied Health Sciences admissions   Rs.
     (development, hosting and admission process)   *(in words)*

7. Are you willing to extend the services with the above price
       for two more academic years (Subject to satisfactory
       service and discretion of the head of the institute) - Yes/No

8. PAN Card No. :

9. VAT No. / C.S.T. No.:

DECLARATION

     I declare that, I am working for .... Firm in

the capacity as ....is empowered to submit the quotation and

held responsible for the entire process. I further declare that each statement and contents

of this quotation and enclosures are absolutely true and correct. In the event of any

statement made in this declaration and enclosures subsequently turning out to be

incorrect or false, the undersigned has understood and accepted that such firm in respect

to any content of this application shall be rejected without prior notice and the institution

is at liberty to take necessary action including imposing penalty / blacklisting / legal

action.

                                            Authorized Signatory with Seal

Station:

Date:

LIST OF ENCLOSURES:

S.No.	Documents	Submitted
1	Demand Draft for Rs. 3000/-	Yes/No
2	Xerox copies of satisfactory service certificate from the Medical Universities/ Reputed institutions for last three years	Yes/No
3	Copy of the PAN card	Yes/No
4	Copy of VAT Registration / C.S.T.	Yes/No
5	Copy of Extracts from the audited balance sheet and profit & loss account; (or) Certificate from auditor appointed by the company	Yes/No
6	Copy of Service Tax Registration • Income tax returns for last 3 financial years (till 2014-15) (or) • Audit report from CA for last 3 financial years (till 2014-15)	Yes/No
7	Copy of the Certificate of the Firm as registered company as per the act.	Yes/No
8	Undertaking on company letter head certified by authorized signatory that they are not blacklisted by Govt. / PSU	Yes/No
9	Copy of the certificate that the Firm is certified for compliance with information security standard	Yes/No

Note: If the above requirements are not furnished, the quotation will be rejected.