



### Kannur University

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### NOTICE INVITING e-TENDER

The Controller of Examinations, Kannur University, invites e-tenders under the **Two-Cover (Two-Bid) System** for the e procurement of end-to-end services for **Digitisation of Answer Booklets and On-Screen Digital Evaluation** for all examinations of the University. Bids are invited from established IT/ITeS firms possessing **proprietary On-Screen Marking Software** and proven experience in executing large-scale scanning and digital evaluation projects for **UGC-recognised universities**, using **in-house high-end infrastructure and Tier III / Tier IV data centres**, in accordance with the technical specifications detailed below.

The quoted price shall be on an all-inclusive basis and shall cover the cost of the complete scope of work, including all applicable taxes, duties, levies, cess, installation charges and any other statutory or incidental charges as applicable on the date of bid submission. Taxes and statutory components shall be indicated separately in the Financial Bid (BoQ) for transparency, but the total quoted amount shall be treated as firm and all-inclusive for evaluation and contract purposes.

Given the mission-critical nature of examination evaluation, stringent confidentiality requirements, technical complexity, mandatory CERT-In certification, and the requirement of proven software capability and Tier III / Tier IV data centre infrastructure, higher weightage is assigned to technical quality over cost. Accordingly, the Quality-cum-Cost Based Selection (QCBS) method is adopted in accordance with the provisions of the Kerala Stores Purchase Manual, 2013, with 70% weightage for the Technical Score and 30% weightage for the Financial Score.

Only bidders registered on the **Government of Kerala e-Procurement Portal** ([www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in)) with a valid Digital Signature Certificate (DSC) may participate. The tender documents containing the complete technical and commercial conditions will be available on the portal. The Controller of Examinations reserves the right to accept or reject any or all tenders, without signing any reason.



## 1. TENDER SUMMARY & SCHEDULE

Item	Details
<b>Name of Organisation</b>	Kannur University
<b>E-Tender ID</b>	2026_KnrU_825121
<b>Description of Work</b>	End-to-end digitisation and on-screen digital evaluation of answer booklets, including secure hosting and structured result data output, for all examinations of the University, as per the specifications detailed in the tender document.
<b>Annual Volume</b>	Approximately <b>4,62,000</b> answer booklets per year ( $\pm 10\%$ ).
<b>Contract Period</b>	Three (3) years initially, extendable by one year at a time, up to a maximum total of five (5) years (i.e., 3 years initial + up to 2 years extension, subject to satisfactory performance and mutual agreement)
<b>Pre-bid Meeting – Date, Time, and Venue</b>	13.01.2026 11.00 a.m. to 12.00 p.m. University Headquarters, Thavakkara, Civil Station P.O., Kannur, Kerala – 670002
<b>Start Date and Time for Online Submission of e-Tender</b>	15.01.2026, 3.00 p.m.
<b>Last Date and Time for Online Submission of e-Tender</b>	23.01.2026, 11.00 a.m.
<b>Date and Time of Bid Opening</b>	24.01.2026, 3.00 p.m.
<b>Tender Fee*</b> <b>(including 18% GST)</b>	<b>₹25,000/- (Rupees Twenty-Five Thousand Only)</b> , payable online (SBI MOPS), as indicated on the e-tender website. <ul style="list-style-type: none"> <li>GST Payment on Tender Fee: As per the prevailing GST regulations and Announcement No. 9 of the Kerala e-Procurement Portal, the Bidder shall be liable to pay GST at</li> </ul>



	18% on the Tender Fee directly to the GST Department under the Reverse Charge Mechanism (RCM). The amount collected through the e-tender portal (SBI MOPS) shall be limited to the Tender Fee only.
<b>Earnest Money Deposit (EMD)*</b>	<b>₹ 2,00,000/- (Rupees Two Lakh Only)</b> payable online (SBI MOPS), as indicated on the e-tender website.
<b>Performance Security</b>	The successful bidder shall, before signing the agreement and within the period specified in the letter of acceptance of his tender, deposit a sum equivalent to <b>5 % of the value of the contract</b> by way of Demand Draft drawn in favour of the Finance Officer, Kannur University payable at SBI Kannur Branch or Kannur Branch of other Nationalized or Scheduled bank, <b>as performance security</b> for the satisfactory fulfilment of the contract.
<b>Nature of Agreement &amp; Stamp Duty</b>	<ul style="list-style-type: none"> <li>The contract shall be executed as a <b>Service Level Agreement (SLA)</b>.</li> <li>The Supplier shall bear stamp duty in accordance with the Kerala Stamp Act, 1959 and its subsequent amendments.</li> <li>Duty rate: <b>₹1 per ₹1,000 (or part thereof) of the total contract value</b>, subject to a <b>minimum of ₹200</b> and a <b>maximum of ₹1,00,000</b>.</li> <li>The executed agreement must be duly stamped <b>before commencement of services</b>.</li> <li>Supplementary agreements shall attract stamp duty only on the incremental value.</li> </ul>
<b>Place of Service Delivery</b>	Kannur University Headquarters, Thavakkara, Civil Station P.O., Kannur, Kerala – 670002, and any other examination locations notified by the University.
<b>Validity of Bid</b>	120 (One Hundred and Twenty) days from the date of opening of the Technical Bid.
<b>Mode of Tender</b>	<b>Two-Bid System</b> (Technical Bid and Financial Bid) – Open e-Tender through the Government of Kerala e-Procurement Portal ( <a href="http://www.etenders.kerala.gov.in">www.etenders.kerala.gov.in</a> ).
<b>Contact Person</b>	<ol style="list-style-type: none"> <li>The Controller of Examinations, Kannur University, University Headquarters, Thavakkara, Civil Station P.O., Kannur, Kerala – 670002. Phone: 0497-2715350 Email: <a href="mailto:ce@kannuruniv.ac.in">ce@kannuruniv.ac.in</a></li> <li>The Section Officer, EXC VI – Section, Examinations Branch, Kannur University, University Headquarters, Thavakkara, Civil</li> </ol>



	Station P.O., Kannur, Kerala – 670002. Phone: 0497-2715454 Email: soexc6@kannuruniv.ac.in
<b>Pilot Phase Requirement</b>	<p>The Pilot Phase shall be treated as the first operational milestone after execution of the Agreement. The successful bidder shall execute scanning and digital evaluation process up to 10,000 answer booklets within 15 days from the date of assignment of Pilot Project, following the execution of the agreement.</p> <p>This Pilot Phase shall form an integral part of the contractual obligations. Failure to complete the Pilot Phase satisfactorily after the rectification period of 21 days shall be treated as a Material Breach of Contract, leading to termination of the Agreement and forfeiture of 10% of the contract value.</p>

\* *MSME Service Providers registered in Kerala are exempt from Tender Fee and EMD (details in EMD section).*

## 2. SCOPE OF WORK

The successful agency shall provide comprehensive, end-to-end On-screen Digital Evaluation and Digitisation Services for all examinations conducted by Kannur University. The service shall also include complete post-examination result processing for all University programmes.

The total approximate annual volume of work shall be **4,62,000 answer booklets per year (2,31,000 answer booklets per semester)** comprising different types of answer booklets ranging from 16 to 40 (Sixteen - Forty) pages, subject to a permissible variation of  $\pm 10\%$ . The Bidder shall quote a single per-booklet rate, which shall be all-inclusive in respect of services, covering digitisation, scanning, reconciliation, biometric authentication, proprietary OSMS usage, hosting, manpower, logistics, insurance, handling and all incidentals operational charges required for complete delivery of the service, including applicable taxes, which shall be quoted separately in the Financial Bid (BoQ).

### Note:

1. Payment will be made strictly based on the actual number of answer booklets processed and certified by the University. Payment will be released on satisfactory completion and certification of all the work assigned to the Bidder for each semester.
2. Any new programmes or courses introduced during the contract period shall be processed at the same approved per-booklet rate, without additional charges.
3. The complete Scanning and Reconciliation Centre shall be installed, configured, and made operational as per the schedule notified by the University.



## A. Reconciliation of Answer Booklets

The Bidder shall have a mechanism to automate the reconciliation of answer booklets using suitable machines/equipment, cross-verifying the count with the attendance data provided. This automated reconciliation shall be carried out **daily**, ensuring that **no answer booklets are missed, misplaced or untraceable**. Reconciliation data shall be submitted to the University every day.

## B. Scanning and Digitisation of Answer Booklets

1. Scanning and digitising all pages of the answer booklets and providing their images for **On-screen Marking (e-Evaluation)** using high-end book scanners.
2. Setting up a **Digital Scanning Centre at Kannur University**, Kannur, capable of handling the University's scanning workload.
3. Scanning and digitisation shall be carried out **without cutting the spine** of the answer booklets, using high-end book scanners.
4. The scanned image of each answer booklet shall be captured at a **minimum optical resolution of 300 DPI**, under appropriate lighting and glare-free conditions, ensuring clarity and readability at maximum zoom levels. The University may inspect and verify sample images.
5. The scanning system shall support a minimum throughput of 200 pages per hour per scanner under normal operating conditions. The Bidder shall ensure adequate workforce and infrastructure to meet daily volume targets fixed by the University.

**Note:** The standard answer booklet consists 16-40 pages. If the University modifies the number of pages during the contract period, the rate shall be revised with mutual consent.

## C. On-screen Marking

- a. Facilitating the evaluation of digitised answer booklets using the On-screen Marking Software.
- b. Enabling evaluators to evaluate answer booklets at the identified evaluation centres or from their homes/workplaces, ensuring complete secrecy of the process.
- c. Dynamic allocation of answer booklets to eligible evaluators.
- d. The evaluator shall be able to award marks directly on the digitised booklet (to the answers written on the digitised booklet) using mouse clicks. **Keyboard entry of marks is not desirable.**

**D. Training to Evaluators:** Providing training to the identified evaluators as per the schedule issued by **Kannur University**.

**E. Mapping of evaluator data and communication:** Mapping evaluator details and sending SMS/email notifications as required.

**F. Submission of Tabulated Marks:** Submitting tabulated marks to the University in the prescribed format.

## G. Online Evaluation System Requirements

1. The solution must provide a simple and effective mode for faster and accurate evaluation of answer booklets. All the peripheral tasks of totalling, validation of marks awarded (with the



condition that, the marks awarded should not exceed the maximum marks), ensuring all answers are marked and taking care of optional sections/questions/extra questions answered, are to be taken care automatically by the software system as per the business logic provided by the University thus reducing the evaluator's burden.

2. Upon award of the contract, the Bidder shall provide the implementation plan and the training schedule to Kannur University.
3. Kannur University shall supply master data related to Colleges, Courses, Regional Centres, Students, and the subject-wise pool of examiners.
4. The system shall enable digitisation of handwritten answer booklets with appropriate resolution and store them in servers for distributed online evaluation. The **maximum size of each scanned booklet image shall not exceed 2.5 MB.**
5. The Bidder's proposed solution shall strictly adhere to all applicable provisions, standards, and technical protocols prescribed in the Government of India guidelines available at <https://guidelines.india.gov.in>, and any subsequent amendments thereof.
6. The Bidder shall ensure that the entire online evaluation solution, including servers and communication channels, is secured through Secure Socket Layer (SSL) / Secure Site Authentication (SSA) certification issued by a recognised authority, valid for the full contract period.
7. All biometric devices used for capturing finger or thumb impressions shall be certified by the Standardisation Testing and Quality Certification (STQC) Directorate, Government of India and shall comply with all prevailing STQC
8. The digitisation process shall include:
  - (i) Ability to read Barcode/QR/ICR/other codes from answer sheets.
  - (ii) Automatic generation of **unique random numbers** for each answer booklet to ensure anonymity.
  - (iii) Masking selected fields on any or all pages of the answer booklet.
  - (iv) Scanning software with auto-flattening, smart tilt correction, and the ability to switch between colour and black-and-white modes.
9. The system shall support tracking of the entire life cycle of on-screen evaluation: receipt of physical answer booklets, scanning and digitising, making them available for evaluation, and returning them to the University after completion.
10. Authentication of evaluators using login ID and password, with **OTP, biometric and facial authentication** at login and random intervals. Passwords shall also be sent to the registered mobile numbers of evaluators.
11. The software shall support **evaluator face recognition** during evaluation for random identity verification.
12. The system shall dynamically allocate digitised answer booklets to registered evaluators through automated randomisation, ensuring complete secrecy.
13. The digital evaluation interface shall be user-friendly, displaying answer booklets, question paper, scheme, and marks entry in a single window, with zoom controls.



14. Any answer booklet left unevaluated by an evaluator shall automatically return to the common pool and be available for reallocation without delay.
15. The software shall include annotation tools for highlighting, underlining, drawing shapes/arrows, and placing marks directly on the answer booklet near the relevant answer.
16. It shall also support awarding and summing part-marks, ensuring that the total does not exceed the maximum marks allotted.
17. A proper tracking system shall be made available for monitoring: the number of answer booklets received, scanned, and digitised, evaluated, and pending evaluation. Daily progress dashboards shall be accessible to the University.
18. The system shall support **revaluation** of answer booklets without displaying marks from the previous evaluation(s).
19. The system shall provide facilities to extract digitised answer booklets (with fast search capability) along with the marks immediately after publication of results for record-keeping purposes.
20. The system shall include a stacking module for proper storing and retrieval of physical answer booklets after scanning.
21. The University shall provide the list of evaluators. **Bidder prices are exclusive of payments to evaluators/examiners.**
- 22. The system shall make scanned answer booklets available to students when required and authorised by the University.**
- 23. Revaluation and its allied works.**
24. The RTI booklet extracted through software should have a provision to print the marks placed on the booklet.

**Note:- *PILOT PHASE – EXECUTION AND ACCEPTANCE***

Upon execution of the Service Level Agreement (SLA), the Bidder shall demonstrate compliance through a Pilot Phase as detailed below:

**Scope and Timeline:** Execute scanning and digital evaluation process of up to 10,000 answer booklets from a recent University examination within 15 days from the date of execution of the Agreement.

**Evaluation Criteria:** The Pilot Phase shall be evaluated on a Pass / Fail basis against the following parameters:

- Scanning quality and image clarity
- Accuracy of reconciliation
- Functionality of the On-Screen Marking Software (OSMS)
- Biometric / authentication mechanisms
- Zero incidents of data breach or security violation



Consequences of Failure: In the event the bidder failed in the Pilot Phase, there shall be provided one opportunity to rectify the deficiencies within 21 days, at its own cost. Failure to successfully complete the Pilot Phase even after such rectification shall be treated as a Material Breach of Contract, leading to termination of the Agreement and forfeiture of 10% of the contract value.

### 3. ELIGIBILITY CRITERIA (Pre-Qualification Criteria)

S. No.	Mandatory Eligibility Criteria for the Bidder	Documentary Evidence to be Attached with the Bid
1	The Bidder should be a Private or Public Limited Company incorporated under the Companies Act, 2013, and should have been in continuous business for the past five years.	Incorporation Certificate issued by the Registrar of Companies.
2	<p>The Bidder should have authorised and globally accepted certifications, such as</p> <p><b>a) ISO 27001:2022 (Mandatory) AND</b></p> <p><b>b) Either ISO 9001:2015 OR CMMI Level 3.</b></p> <p>Possession of ISO 20000-1 certification shall be considered an added advantage.</p>	Valid ISO and CMMI certifications. ( <b>ANNEXURE – IV</b> )
3	The Bidder should be registered with appropriate tax authorities, such as Income Tax and GST, and with statutory bodies such as ESI and EPF.	GST Registration Certificate, PAN, and ESI/EPF registration documents.
4	The Bidder should not have any instances of debarment or blacklisting, nor any civil or criminal cases or enquiries registered or pending against them.	Declaration to be given on the Company's Letterhead and signed by the Authorised Signatory ( <b>ANNEXURE – VII</b> )
5	The Bidder should have an average annual turnover of over ₹10 Crore from IT and ITeS services in the last four fiscal years and should be profitable in each of the Financial Years: FY 2021–22, 2022–23, 2023–24 and 2024–25. Turnover from the supply of material and the sale of equipment will not be considered.	ITRs, CA-certified Balance Sheet, and Profit & Loss Statements for Financial Year; FY 2021–22, 2022–23, 2023–24 and 2024–25. ( <b>ANNEXURE – III</b> )
	The Bidder should own a minimum of sixty (60) high-end branded book scanners with a minimum 18-megapixel	Invoice copies showing the manufacturer's name. Invoices for equipment other than book





	(MP) high-resolution camera integrated with software for noise elimination from any reputed company.	scanners will not be considered. <b>(ANNEXURE – VI)</b>
7	The Bidder should have an in-house Software Development/Services team consisting of a minimum of fifty (50) employees on its payroll as of 31 March 2025.	EPF and ESI receipts and challans indicating the number of employees for the last three fiscal years, i.e., FY 2022–23, FY 2023–24, and FY 2024–25. <b>(ANNEXURE – V)</b>
8	The On-screen Marking Software should be owned by the Bidder. The software should have the feature of facial authentication of the evaluator periodically during the on-screen evaluation. The Bidder should have experience in implementing facial biometric authentication intermittently during evaluation.	a) Certificate of Registration of Trademark showing the software product registered in the name of the Bidder. b) Client certificate clearly mentioning the software product and confirming execution of software with the feature of periodic facial authentication of evaluators during on-screen evaluation.
9	The Bidder should have a CERT-In certificate for the On-screen Marking Software in the name of the application/software product having a registered trademark.	Valid CERT-In Certificate.
10	The Bidder should have experience in post-examination results processing work for at least two UGC-recognised Central or State Government Universities in at least four academic years, covering a minimum of fifty thousand students. OMR-related work will not be considered.	Work Order(s) and experience certificate(s).
11	The Bidder should have implementation experience of on-screen evaluation with answer booklet scanning using high-end book scanners without cutting the spine of the booklet, for at least one UGC-recognised University, using their own On-screen Marking Software. The number of answer booklets scanned and evaluated on-screen should be a minimum of <b>4,00,000</b> (Four Lakh only) per academic year in at least three of the last four academic years (2021–22, 2022–23, 2023–24, and 2024–25).	Purchase/Work Orders along with experience certificates for each academic year, indicating the number of booklets scanned and evaluated in the project(s).

12	Accounting and Reconciliation of Answer Booklets: The Bidder should have a mechanism for machine-based automatic answer booklet accounting and reconciliation.	Relevant documentation showing the availability of the mechanism.
13	The Bidder should have experience in hosting their On-screen Marking Software on a Tier III / Tier IV Data Centre for at least two years as of the date of publication of the tender.	Tier III / IV Data Centre usage invoices for the previous two years from the tender publication date.

**Note –**

- a. **Validity of Documents:** All mandatory certificates, registrations and licences submitted by the Bidder shall be **valid as on the last date of online tender submission**. Each document must clearly display the Bidder's **legal name**, the **issuing authority**, and the **type of certification or registration**.
- b. All supporting documents shall be uploaded as **clear, legible scanned copies**, duly signed (handwritten signature – in ink) by the authorised signatory and affixed with the **official company seal**.
- c. The Bidder shall ensure that every uploaded document is **clearly readable**, properly **indexed**, and **sequentially page numbered**. Kannur University reserves the right to reject any bid that contains missing, unclear, incomplete, or non-compliant documents.
- d. Any **material deviation**, incomplete submission, or **conditional offer** shall render the bid **non-responsive**, resulting in summary rejection.

#### 4. ROLES AND RESPONSIBILITIES

S. No.	Activity	Responsibility
1	Providing trolleys for moving answer booklets, bundling material, and sufficient security cameras for recording all activities of the personnel deployed for the entire duration of work execution, and storing such recordings for a period of one year.	Bidder
2	Providing a suitable Central Evaluation Server of adequate configuration, with firewall and sufficient bandwidth for on-screen evaluation, along with commercial enterprise licences for the operating system and database; administering the same as required by the University at a Tier III / IV Data Centre (DC), and maintaining a mirroring Disaster Recovery (DR) server of similar capacity.	Bidder
	Providing facilities at the University for capturing biometrics of the identified evaluators.	Bidder



4	<p>Establishing an Answer Booklet Reconciliation, Scanning and Digitisation Centre for scanning approximately <b>4,62,000</b> answer booklets per year, without cutting the spine of the booklets, using high-end book scanners. Installing at the scanning centre: reconciliation equipment, scanning server, scanning equipment, desktops with licensed software, biometric devices for operator login, and firewall as required. Approximately twenty (20) scanning stations are required. Maintaining data security at the scanning centre.</p>	Bidder
5	<p>Printing and supplying QR code-based stickers for pasting on answer booklets, of size 99 x 93 mm.</p>	Bidder
6	<p>Posting one Project In-Charge and one Technical Executive throughout the contract period at the University for receiving instructions from the Examination Branch and monitoring operations at the scanning centre.</p>	Bidder
7	<p>Workflow management for receiving answer booklet bundles from the Examination Branch and accounting for the answer booklets received through machine-based automated reconciliation with attendance data on a daily basis.</p>	Bidder
8	<p>Scanning and digitising answer booklets using high-end book scanners, adhering to the time schedules required by the University; maintaining proper controls and uploading scanned images to the evaluation servers in encrypted format for on-screen evaluation. This activity includes providing technical workforce, scanning operators and managerial staff for coordination, and ensuring the capability to scan, digitise and upload around 10,000 or more answer booklets per day.</p>	Bidder
9	<p>Allocating answer booklets to evaluators based on the list provided by the University and monitoring the evaluation process. Sending SMS notifications to evaluators regarding the allocation of booklets.</p>	Bidder
10	<p>Re-scanning answer booklets identified as having poor-quality digitisation whenever required and making answer booklets available for revaluation as and when required.</p>	Bidder
11	<p>Making scanned copies of answer booklets available to students after declaration of results, through the Internet, for download upon receipt of the required payment and approval by the University.</p>	Bidder
	<p>Incorporating any modifications to the evaluation software as required by the University.</p>	Bidder



13	Providing training to evaluators and University staff at identified centres on the process of on-screen evaluation and the use of software features.	Bidder
14	Providing tele-support for evaluators during on-screen evaluation and conducting audits of hardware and software at evaluation centres.	Bidder
15	Providing unique and secure authentication to evaluators using login ID and password, along with OTP / fingerprint / facial biometric authentication at login and at random intervals during evaluation.	Bidder
16	Recording biometric attendance at evaluation centres and maintaining logs of all evaluator activities during the course of evaluation. Generating statements of remuneration payable to evaluators and other reports required by the University.	Bidder
17	Providing a dashboard displaying evaluation activities to the competent authorities of the University on a 24/7 basis during the work period.	Bidder
18	Exporting evaluation data in encrypted format to the designated central server for further processing. Providing backups of scanned images and evaluation data in electronic media to the Controller of Examinations.	Bidder
19	Providing a certificate confirming that the confidentiality of data has been maintained by the Service Provider.	Bidder
20	Returning scanned and digitised answer booklets to the Examination Branch in bundles for physical archival and easy retrieval as required by the University.	Bidder
21	Ensuring a single evaluation of UG answer booklets and a double evaluation of PG answer booklets. The double-evaluation process shall be automated to ensure allocation of the answer booklet to a third evaluator, if required, where the deviation of marks exceeds the limit prescribed by the University.	Bidder
22	Subject-wise Evaluators list	University

## 5. BIDDING PROCESS

A.. **Two-Bid System** - The tender shall be submitted online only, in two separate parts, through the Government of Kerala e-Procurement Portal ([www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in)):

- (i) **Technical Bid:** To be uploaded in the prescribed formats along with all required supporting documents.
- (ii) **Financial Bid (BoQ):** To be submitted strictly in the Bill of Quantities (BoQ) format provided



on the portal. No alternative format, modification or additional sheet shall be accepted.

**B. Evaluation Method** - In accordance with the Stores Purchase Manual, the evaluation shall follow the Two-Cover (Two-Bid) System, wherein:

1. **Only the Technical Bids** will be opened initially. Bids found incomplete, non-compliant, or deficient in mandatory documentation shall be summarily rejected.
2. **Only technically qualified Bidders** will have their Financial Bids opened.
3. The bids shall be evaluated using the **Quality-cum-Cost Based Selection (QCBS)** method, with **70% weightage for the Technical Score** and **30% weightage for the Financial Score**. The Bidder securing the highest combined score shall be declared the Best Value Bidder.

**C. Contract Period** - The contract shall be awarded for an initial period of three (3) years from the date of the Final Work Order. Subject to satisfactory performance, continued requirement, and approval of the Competent Authority, the contract may be extended for one (1) year at a time, up to a maximum extension of two (2) additional years, subject to satisfactory performance and mutual agreement. Under no circumstances shall the total contract period exceed five (5) years. Fresh tenders shall be invited thereafter.

**D. Notes**

- (i) *Incomplete bids, improperly submitted, or not in the prescribed formats may be rejected.*
- (ii) Kannur University shall not be responsible for non-submission or non-opening of bids due to technical issues at the Bidder's end.
- (iii) The University reserves the absolute right to reject any or all bids without assigning any reason.

**E. Bid Evaluation Process**

**(a) Overall Bid Evaluation**

- (i) The Committee will evaluate and compare the bids determined to be substantially responsive.
- (ii) Substantially Responsive bid: A Substantially responsive bid conforms to all the requirements, terms, conditions, and specifications contained in the document without any material deviations.
- (iii) Deviations from or objections or reservations to critical provisions such as those concerning equipment, performance security, warranty, applicable laws, taxes, and duties, will be deemed as material deviations. Any such material deviations will not be accepted.

**(b) Technical Bid Evaluation**

- (i) The objective of the technical bid evaluation is to shortlist Bidders who have the technical expertise/skills that are essential to execute this project as envisaged.
- (ii) The technical bids shall be evaluated by the Committee based on each Bidder's ability to satisfy the requirements outlined in the tender document. The Committee will evaluate the technical proposals received against this tender document. The information furnished by the



Bidder in the technical bid shall be the basis of the evaluation.

(iii) The Committee may waive any minor infirmity, nonconformity or irregularity which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any other Bidder. The tender evaluation Committee reserves the right to reject any oral proposals based on any deviations.

(iv) Each of the technical bids shall be evaluated on a score of 100 marks.

(v) Each proposal will be evaluated according to the criteria as mentioned in **TABLE-1**, but not limited to:

1. Project Objective, Scope of Work and understanding, along with experience in a similar nature of project(s) executed. Bidders must demonstrate their software and project execution capability.

2. The evaluation criteria, along with the relevant marks for each component, are summarised in **TABLE 1**.

3. Bidders who meet the eligibility criteria will be called for a technical presentation to demonstrate their methodology, scanning process, features of their onscreen evaluation software and other services.

(vi) Bidders must submit a document regarding the proposed solution describing the design, development and implementation plan, and its deployment of project management techniques, etc., for the project. Also, the quality processes, job responsibilities, ease of use, reliability and comprehensiveness of the proposed technologies, adherence to standard information systems security policies, etc., should form part of the proposed technical solution.

(vii) **Final Score Computation:** Based on the technical evaluation, each Bidder will be given marks against each item of TABLE 1. The score of 70 marks is prescribed solely as the minimum qualifying criterion for opening the Financial Bid. For final ranking, the actual Technical Score obtained by the bidder shall be considered and weighted at 70% in accordance with the QCBS formula specified under the 'Overall Score Calculation' section.

(viii) Bidders, scoring equal to or more than 70 marks, are declared as technically qualified. The financial bids of the Bidders obtaining equal to, or more than 70 marks, shall be opened.

(ix) **Technical Presentations:** Each Bidder to make a presentation on their proposed solutions to the Committee and on the key points of the scope of work.

(x) Evaluation criteria proposed to be adopted by Kannur University will be Quality Cum Cost Based System (QCBS), where Technical Bid Score will get a weightage of 70% and Commercial Bid Score a weightage of 30%. The Bidder would be evaluated for 100 marks.

**TABLE-1**

***Technical Evaluation Parameters (Technical Score for QCBS – 70% Weightage)***



No.	Eligibility Criteria for the Bidder	Marks Scheme	Max Marks



1	The Bidder should be a Private or Public Limited Company incorporated under the Companies Act, 2013, and should have been in continuous business for the past five years.	5–7 years: <b>3 marks</b> More than 7 years: <b>5 marks</b>	<b>5</b>
2	The Bidder should have valid and authorised globally accepted certifications: ISO 9001:2015 or CMMI Level 3, and ISO 27001:2022. ISO 20000-1:2018 shall be considered preferable.	ISO 9001:2015 or CMMI Level 3 + ISO 27001:2022: <b>5 marks</b> ISO 20000-1:2018 (preferable)	<b>5</b>
3	The Bidder should have an average annual turnover from IT & ITeS services of over Rs. Ten (10) Crores in the last four fiscal years of operation and should be profitable in each of the fiscal years FY 2021-22, FY 2022-23, FY 2023-24, and FY 2024-25. Turnover from the supply of material and the sale of equipment will not be considered.	₹10–12 Crore (with profit): <b>3 marks</b> More than ₹12 Crore (with profit): <b>5 marks</b>	<b>5</b>
4	The Bidder should own a minimum of sixty (60) high-end branded book scanners with a minimum 18-MP high-resolution camera and noise-elimination software.	60–100 scanners: <b>3 marks</b> More than 100 scanners: <b>5 marks</b>	<b>5</b>
5	The Bidder should have an in-house software development/services team of at least fifty (50) employees on payroll as on 31 March 2025. At least sixty (60) employees should have been continuously employed for the last three years.	50–64 employees: <b>5 marks</b> 65–100 employees: <b>7 marks</b> More than 100 employees: <b>10 marks</b>	<b>10</b>
6	The Bidder should have experience in implementing facial biometric authentication for evaluators.	Up to 500 evaluators: <b>3 marks</b> More than 500 evaluators: <b>5 marks</b>	<b>5</b>
7	The proposed software should be owned by the Bidder, and the Bidder should possess a valid CERT-In certificate for the software.	CERT-In certified software: <b>5 marks</b>	<b>5</b>
	The Bidder should have post-examination results-processing experience for at least two UGC-recognised Universities in at least three	3–6 academic years: <b>3 marks</b>	

8	academic years (2021-22, 2022-23, 2023-24 and 2024-25), covering a minimum of 50,000 students.	More than 6 academic years: <b>5 marks</b>	<b>5</b>
9	The Bidder should have implemented on-screen evaluation with high-end spine-intact scanning for at least one UGC-recognised University, for a minimum of 4,00,000 answer booklets per academic year, in at least three of the last four academic years (2021-22, 2022-23, 2023-24 and 2024-25).	One University with three years' experience: <b>5 Marks</b> One University with more than three years Experience: <b>7 Marks</b> More than one University with three years Experience: <b>10 Marks</b>	<b>10</b>
10	The Bidder should have implemented on-screen evaluation with spine-intact scanning for 4,00,000+ answer booklets per year using its own software.	4,00,000–6,00,000 booklets: <b>3 marks</b> 6,00,000–9,00,000 booklets: <b>5 marks</b> More than 9,00,000 booklets: <b>10 marks</b>	<b>10</b>
11	The Bidder should have hosted its On-screen Marking Software on a Tier III / Tier IV data centre for at least 24 months as on the date of tender publication.	Tier III / Tier IV data hosting experience of - 24–30 months: <b>3 marks</b> More than 30 months: <b>5 marks</b>	<b>5</b>
12	Technical presentation of the proposed solution.	Presentation evaluation: <b>up to 30 marks</b>	<b>30</b>
<b>TOTAL</b>			<b>100</b>

Note: - The commercial bids of only those Bidders who have scored at least 70 marks out of the sum of the maximum marks (100) specified for all the above-mentioned attributes in the technical bid evaluation process will be opened and considered.

#### **OVERALL SCORE CALCULATION - QCBS METHODOLOGY (Quality-cum-Cost Based Selection: 70% Technical + 30% Financial)**

Kannur University shall adopt the Quality-cum-Cost Based Selection (QCBS) methodology. Under this system, the Technical Score (Ts) shall carry a weightage of 70%, and the Financial Score shall carry a weightage of 30%.



## STEP 1: TECHNICAL BID EVALUATION

Each technically qualified bidder is evaluated against the criteria in TABLE 1.

- Total Technical Marks: 100
- Qualifying Threshold: Minimum 70 marks out of 100
- Technical Score (T\_S): Actual marks scored by the bidder out of 100

## STEP 2: FINANCIAL BID EVALUATION (Only for Technically Qualified Bidders)

The Financial Bid shall be opened only for bidders who secure not less than 70 marks in the Technical Evaluation.

Financial bid value (C\_b) = Total all-inclusive rate per answer booklet (Basic Rate + applicable GST) as quoted in the BoQ.

C\_min = Lowest financial bid value among all technically qualified bidders.

## STEP 3: FINAL SCORE CALCULATION (QCBS Formula)

The Final Score (FS) for each technically qualified bidder shall be calculated using the following formula:

$$FS = (0.70 \times T_S) + (0.30 \times (C_{min} / C_b \times 100))$$

Where:

FS = Final Score of the bidder under consideration

T\_S = Technical Score of the bidder (out of 100)

C\_b = Financial bid value (All-Inclusive Rate per booklet) of the bidder under consideration

C\_min = Lowest financial bid value among all technically qualified bidders

### Note:

- The bidder securing the highest Final Score (FS) shall be declared the Best Value Bidder and recommended for award of contract.
- The decision of the Kannur University shall be final and binding, and it reserves the right to cancel the tender without giving any reason.
- Since the Technical Score (T\_S) is out of 100, it is used directly in the formula.
- The Financial Score is normalised using the ratio (C\_min / C\_b), ensuring that the lowest bidder obtains the maximum financial score.
- The 70:30 weightage implies a maximum of 70 points for Technical Quality and 30 points for Financial Competitiveness, aggregating a total of 100 points.
- All calculations shall be carried out in two decimal places.
- The 'L1' status or ranking automatically displayed by the e-procurement portal upon opening of financial bids refers solely to the bidder with the lowest financial quote (identified as C\_min in the formula above). This portal-generated ranking is for information/calculation purposes only.



and DOES NOT imply automatic selection for the award of the contract. The selection and award of the contract shall be governed STRICTLY by the Highest Final Score (FS) calculated as per the QCBS methodology detailed in this clause, irrespective of the ranking shown in the portal.

## 6. COMMERCIAL & LEGAL TERMS

(i) The tender fee and EMD should be remitted online (SBI MOPS), as indicated on the e-tender website.

### (ii) TENDER FEE \*

The 18% GST on the tender fee must be remitted directly to the GST department by the bidder.

Sl. No	Service	Tender Fee in Rupees (₹)		
		Excluding GST	GST (18 %)	Total (₹)
1	<b>Digitisation of Answer Booklets and On-Screen Digital Evaluation</b>	₹ 25000	₹ 4500	₹ 29500

### (iii) EARNEST MONEY DEPOSIT (EMD)\*

Bidders shall remit an Earnest Money Deposit (EMD) of **₹ 2,00,000/- (Rupees Two Lakh Only)**. As mandated under the Government of Kerala e-Procurement system, the EMD shall be paid exclusively through the online payment facility available in the Kerala e-Tender portal. Payment through Demand Draft, cheque or any offline mode is not permitted.

- EMD of unsuccessful bidders shall be refunded through an ONLINE Transaction.
- EMD of successful bidders will be discharged upon the bidder executing the contract and furnishing the performance security deposit that will have to be deposited for the satisfactory fulfilment of the contract.
- No interest shall be payable on the EMD.
- Bids submitted without EMD shall be summarily rejected

**\* All the MSMEs with Udyog Aadhar Registration or any other body specified by the Ministry of Micro, Small and Medium Enterprises working within the state of Kerala will be exempted from the payment of Tender Fee and EMD. Only manufacturers for Goods/ Service Providers for Services are eligible for EMD/Tender fee exemption under the MSME category.**

MSME Exemption: As per G.O.(P) No.10/2023/SPD dated 11-12-2023, exemption from payment of the Tender Fee and Earnest Money Deposit (EMD) shall be applicable only to MSME Service Providers who satisfy both of the following conditions:

- (a) Registered under Udyog Aadhaar / Udyam Registration; and
- (b) Operational and having a place of business within the State of Kerala.

 Note: MSMEs registered or operating outside the State of Kerala shall not be eligible for the above exemption and shall remit the full Tender Fee and EMD as specified in the tender document.

#### (iv) PERFORMANCE SECURITY

The successful bidder shall, before signing the agreement and within the period specified in the letter of acceptance of his tender, deposit a sum equivalent to **5 % of the value of the contract** by way of Demand Draft drawn in favour of the Finance Officer, Kannur University payable at SBI Kannur Branch or Kannur Branch of other Nationalized or Scheduled bank, as performance security for the satisfactory fulfilment of the contract.

The Performance Security shall:

- (i) be submitted within 21 days from the date of issue of the Letter of Award,
- (ii) remain valid for the entire duration of the contract, and
- (iii) include an additional Sixty (60) days beyond the completion of all contractual obligations.

Failure to furnish the Performance Security within the stipulated period may lead to cancellation of the award and forfeiture of the EMD.

#### 7. PENALTY CLAUSE

1. Bidder must complete the work as per the agreed schedule to be given periodically over the project execution duration and strictly in accordance with the terms and conditions of the tender. In case of unsatisfactory performance, a penalty of up to a maximum of 10% of the ongoing bill value shall be imposed. In the event of failure to complete the work in the stipulated period, Kannur University, Kannur, reserves the right to get the work done from any other Bidder at the risk and cost of the successful Bidder, along with the penalty as stipulated above. In case of delay in execution of the works in the event of Force Majeure, no penalties will be applicable.

2. **Penalty for Data Breach, Delay or Service Disruption:** In addition to other penalties specified, if any data leakage, unauthorized access, or breach of confidentiality occurs; or if the Bidder fails to meet the time schedule fixed by the University; or unilaterally suspends or discontinues services before expiry of the contract; or commits any act resulting in disruption of evaluation or loss of data—the University shall impose a penalty up to **25% of the contract value** for each instance, apart from recovering actual damages and forfeiting the Performance Bank Guarantee. The University may also initiate civil/criminal proceedings and blacklist the firm for future tenders.

**Note:-**

#### DATA SECURITY – LIABILITY, INDEMNITY AND SERVER LOCATION

- (a) Data Sovereignty & Server Location: The Bidder shall ensure that all data about this examination project is hosted, stored, and processed exclusively on servers physically located within the territorial jurisdiction of India. Under no circumstances shall any data be transferred to, mirrored, or stored on servers located outside India.
- (b) Compliance & Responsibility: The Bidder shall assume sole and absolute responsibility



for the security, integrity, confidentiality, and availability of all examination-related data throughout the entire project lifecycle. The Bidder shall strictly comply with the provisions of the Information Technology Act, 2000, the Digital Personal Data Protection Act, 2023, applicable CERT-In guidelines, and ISO/IEC 27001:2022 standards.

(c) **Indemnity & Unlimited Liability:** Acting solely as a Data Processor on behalf of the University, the Bidder shall fully indemnify, defend, and hold Kannur University harmless against any claims, losses, damages, penalties, regulatory actions, costs, or expenses arising out of data breaches, unauthorised access, data leakage, negligence, or non-compliance with applicable laws. The Bidder's liability in respect of data security breaches shall be unlimited, notwithstanding any limitation of liability specified elsewhere in the contract.

## **8. TERMINATION OF AGREEMENT**

- (a) In case of any delay in execution of the assigned work, the Bidder would be liable to be penalised as per this document. However, in case of regular delays, Kannur University would be entitled to cancel the agreement, and in that case, the Bidder will not be entitled to any amount payable to them under this contract.
- (b) In case of excessive errors and if Kannur University is of the view that the work has not been performed satisfactorily and cannot be performed by the Bidder, Kannur University, at its discretion may terminate the agreement without any prior notice and in that case Kannur University would not be liable to pay any amount on any account to the Bidder.
- (c) If the work of the Bidder is not found satisfactory or any breach is noticed or any manipulation is reported to or noticed, Kannur University reserves the right to cancel the contract and/ or forfeit performance security submitted by the Bidder and/or to take legal action including blacklisting the Bidder, at any point of time during the period of contract without prior notice.
- (d) In case the contract is terminated with Bidder, Kannur University would be entitled to get the work done by any other Company/agency or person and the Bidder would be liable to hand over all data other valuable information/reports, completed and incomplete work to Kannur University and will not object in any manner to the work being completed by any other Company/agency for the purpose under this clause. Completion of work denotes satisfactory execution of all the items/modules as mentioned in the Scope of Work.
- (e) The Bidder shall strictly comply with the terms and conditions of the agreement. In case of violation of any of the terms and conditions, the agreement shall be liable to be cancelled immediately, and the performance security shall also be forfeited, and the Bidder will not be entitled to any amount payable to them under this contract.

## **9. OTHER TERMS AND CONDITIONS**

- 1. No Deviations:** Additional terms and conditions proposed by the Bidder shall not be accepted. Deviations must be clearly stated in the Technical Bid. The University reserves the right to accept or reject deviations without assigning reasons.



2. **Zero-Error Certification:** Zero-error certification shall be provided for all processed data.
3. **Database Usage:** The Bidder will not use the database generated for any purpose other than those specified by the University. The University will have the exclusive right to the databases. The Bidder shall undertake to ensure that the databases are not shared with any third parties. Disclosure and sharing of such data shall attract legal action.
4. **No Sub-Contracting:** The Bidder shall not sub-contract or assign any portion of the work.
5. **Rate Validity (Contract Price Validity):** The quoted rates shall remain valid for three (3) years.
6. **Execution of Agreement:** The successful Bidder shall execute an agreement in the prescribed format of the University.
7. **Confidentiality:** Confidentiality shall be maintained throughout the contract period. Any fraudulent or corrupt practice shall lead to cancellation of the contract, forfeiture of EMD/Performance Security, and criminal prosecution.
8. **Inspection and Audit:** Kannur University reserves the right to inspect and audit the Bidder's premises, scanning centres, reconciliation systems, servers, log files, data security mechanisms, and workforce deployment records at any time during the contract period. Non-compliance or refusal to facilitate inspection shall constitute a breach of contract. Bidders without sufficient infrastructure shall be rejected.
9. **Arbitration:** All disputes or differences whatsoever arising between the parties relating to the contract shall be settled by arbitration in accordance with the provisions of the Indian Arbitration and Conciliation Act, 1996 and the award made in pursuance thereof shall be binding on the parties. The venue of arbitration shall be at Kannur.
10. **Minimum Number of Bidders:** At least two valid bids shall be required. If fewer than two bids are received, the University may proceed as per the provisions of the Kerala Stores Purchase Manual.
11. **Acceptance of Work Order:** The successful Bidder shall convey acceptance of the Work Order within 21 days of issuance. Failure to comply may result in the award of the contract to the next eligible Bidder.
12. **GST Registration:** The GST Registration Number of Kannur University is **32AAAGK0152J1ZT**.
13. **Two-Cover System:** The tender shall be submitted strictly under the Two-Cover (Two-Bid) System.
14. **Bidder Profile:** The Bidder shall furnish complete details of its organisation in the format prescribed in Annexure I, including statutory registrations, authorised signatory details, and other mandatory particulars.
15. **Service Responsibility:** The Bidder shall deploy an adequate and qualified workforce for scanning, reconciliation and on-screen evaluation and shall maintain sufficient backup personnel to avoid any disruption. One Project In-Charge and one Technical Executive shall remain stationed at Kannur University for the entire contract period as mandated by the Technical Committee.
16. **TAXES, DUTIES AND PRICE STRUCTURE**



(a) All-Inclusive Rate: The rate quoted by the Bidder in the Financial Bid (BoQ) shall be all-inclusive and shall cover: i. All service delivery costs, including scanning, reconciliation, OSMS usage, hosting, manpower, stationery, logistics, insurance, and all incidental expenses. ii. All applicable Central and State taxes, duties, levies, and cesses. iii. Installation, training, configuration, and commissioning charges. iv. All operational and administrative expenses required for the complete execution of the scope of work.

(b) BoQ Structure: The Bidder shall quote the following details strictly in the BoQ:

- (i) Basic Service Rate per Answer Booklet (A): ₹ \_\_\_\_\_
- (ii) Applicable GST at prevailing rates (B): ₹ \_\_\_\_\_
- (iii) Total All-Inclusive Rate per Answer Booklet (A + B): ₹ \_\_\_\_\_

(c) Contract Value for Evaluation: For QCBS evaluation and award of contract, the Total All-Inclusive Rate (A + B) shall be treated as the Financial Bid Value (C\_b).

(d) Statutory Variations: The quoted Basic Service Rate (A) shall remain firm and fixed throughout the contract period and shall not be subject to any escalation. However, any increase or decrease in statutory taxes or levies (including GST), as notified by the Government during the contract period, shall be admitted or adjusted only upon production of valid documentary evidence, subject to the condition that the Basic Service Rate remains unchanged.

(e) No Liability for Penalties: The University shall not be liable for any penalty, interest, fine, or other statutory liability arising due to the delayed payment of taxes or non-compliance with applicable laws by the Bidder.

**17. Sample Image Verification:** Before commencement of full-scale scanning, the Bidder shall submit sample digitised answer booklets for approval. Any deficiency in image clarity, DPI, resolution, or file-size standards shall require correction by the Bidder at its own cost.

**18. Warranty of Services:** The Bidder shall ensure uninterrupted functioning of the On-Screen Marking Software (OSMS), servers, Disaster Recovery systems and all software modules throughout the contract period. All updates, patches and rectification of issues shall be provided at no additional cost.

**19. Payment Terms:** Payments shall be released on a semester-wise basis strictly in proportion to the actual number of answer booklets processed after due certification by the Controller of Examinations, confirming satisfactory completion of all assigned tasks mentioned in the scope of work. No advance payment shall be made. Payments shall be released strictly based on the all-inclusive rate quoted in the Financial Bid (i.e., Basic Rate plus applicable taxes as entered in the BoQ).

**20. Compliance with Specifications:** The Bidder shall comply fully with all mandatory technical specifications approved by the External Technical Committee including, inter alia, facial biometric authentication, CERT-In certification of the OSMS, barcode/QR-based tracking, automated reconciliation, high-end book scanning without cutting the spine, and hosting in a Tier III/IV Data Centre along with a Disaster Recovery setup. Any deviation shall render the bid liable for



rejection or may lead to termination.

**21. Intellectual Property:** All raw, processed, and derived data generated during the project shall remain the exclusive property of Kannur University. The Bidder shall not store, retain, transmit or disclose any data outside the approved secure infrastructure. All data shall reside strictly within India in the declared Tier III/IV Data Centre. Any unauthorised access, duplication or transmission shall invite civil and criminal action.

**22. Support and Archival:** The Bidder shall maintain complete infrastructure, logs, backups, and archival support throughout the contract period and for any additional duration required for audit, verification, revaluation, legal compliance, or RTI matters.

**23. Stores Purchase Manual:** All provisions of the Kerala Stores Purchase Manual, 2013, together with applicable Government Orders and amendments, shall apply to this tender and its subsequent proceedings.

**24. Blacklisting Conditions:** The Bidder shall not be under blacklisting, suspension or debarment by any Government Department, PSU, University or Autonomous Body. Submission of false declarations or discovery of blacklisting at any stage shall lead to termination, forfeiture of the Performance Security and legal action.

**25. Forged Documents:** Submission of forged, fabricated, altered, or tampered documents shall lead to immediate rejection of the bid, forfeiture of the EMD/Performance Security, termination of contract at any stage and initiation of criminal proceedings.

**26. No Additional Licence Fee:** No additional fee, charge, subscription, or renewal cost shall be claimed for the OSMS or any related software component during the entire duration of the contract.

**27. Right to Modify:** Kannur University reserves the right to amend, modify or cancel any part of the tender document before the last date of submission through a corrigendum published on the e-Tender Portal. Such revisions shall be binding on all Bidders.

28. If the date fixed for the pre-bid meeting happens to be a holiday or if it is postponed due to technical issues, the meeting will be convened on the next working day at the same time.

29. Custom Clearance of the consignment, including all the stages of custom clearance if applicable, will be under the purview of the supplier.

30. The bids shall be opened online at Kannur University on the date mentioned in the Invitation Bid. If the date fixed for opening happens to be a holiday/due to net failure/ due to a technical issue, the tenders will be opened on the next working day, at the same time.

31. No representation for enhancement of rates once accepted will be considered.

32. Communication of acceptance of the tender normally constitutes a concluded contract. Nevertheless, the successful bidder shall also execute an agreement for the due fulfilment of the contract within the period to be specified in the letter of acceptance. In cases where a successful bidder, after having made partial supplies fails to fulfil the contracts in full, all or any of the materials not supplied may at the discretion of the Registrar, be purchased by means of another tender/quotation or from the next higher bidder who had offered to supply already and the loss, if any, caused to the University shall thereby together with such sums as may be fixed by the University towards damages be recovered from the defaulting bidder.



33. **Bid Validity Period** - The bidders shall keep their rate firm for a period of **120 days**.

#### **10. DOCUMENTS TO BE UPLOADED :**

All documents shall be uploaded as clear, legible, page-numbered, indexed PDF files, duly signed and sealed by the authorised signatory of the Bidder. Non-submission of any mandatory document shall render the bid non-responsive.

##### **A. Mandatory Documents**

<b>Sl. No.</b>	<b>Document to be Uploaded</b>	<b>Mandatory</b>
1	Annexure I – Bidder Profile	Yes
2	Annexure II – Technical Bid Particulars / Compliance Statement	Yes
3	Certificate of Incorporation, Memorandum and Articles of Association (for Companies Act compliance)	Yes
4	GST Registration (GSTIN), PAN, and Income Tax Returns for Financial Year; FY 2021–22, 2022–23, 2023–24 and 2024–25.	Yes
5	Annexure III – Financial Turnover Statement, including CA-certified Balance Sheets & Profit and Loss Accounts (for the above 4 fiscal years)	Yes
6	ISO Certifications: ISO 9001:2015, ISO 27001:2022, CMMI Level 3; ISO 20000-1:2018 (preferable)	Yes
7	CERT-In Security Audit / VAPT Report for the proprietary OSMS, issued in the name of the software product	Yes
8	Trademark Registration Certificate for the proprietary On-Screen Marking Software (OSMS)	Yes
9	Annexure IV – Certification Details	Yes
10	Annexure V – Manpower Details, including: 1) Employee List; 2) EPF/ECR Challans for FY 2022–23, 2023–24, 2024–25	Yes
11	Annexure VI – Equipment List, with purchase invoices for a minimum of 60 high-end book scanners (serial numbers included)	Yes
	Evidence of Tier III / Tier IV Data Centre Hosting for the OSMS – Invoices for the	Yes



	previous 24 months + Valid DC Certification	
13	Service & Support Declaration confirming availability of maintenance support, infrastructure, and technical workforce throughout the contract period	Yes
14	Power of Attorney / Authorisation Letter for the authorised signatory	Yes
15	Annexure VII – Declaration of Clean Track Record (Declaration by the Bidder on the Company's Letterhead)	Yes
16	Any additional documents required by Kannur University during evaluation	If applicable

### B. Optional Documents (Conditional)

Sl. No.	Document	Mandatory
17	MSME/Udyam/NSIC Certificate	(if applicable)

### 11. IMPORTANT NOTE

This tender shall be governed strictly by the Kerala Stores Purchase Manual (SPM-2013), Kerala Financial Code, Government Orders in force, and the specific conditions contained in this document. Compliance with every mandatory requirement is absolute and non-negotiable. Any misrepresentation or attempt to mislead Kannur University at **any stage** of the tender — whether during submission, evaluation, award, agreement execution, pilot phase, or contract period — shall constitute a material breach. Accordingly, the following actions (illustrative, not exhaustive) shall invite **immediate punitive action**:

- 1. Rejection of the Bid forthwith**, without seeking clarifications;
- 2. Forfeiture of the Earnest Money Deposit (EMD)**;
- 3. Cancellation of the Letter of Award/Work Order** (if already issued);
- 4. Termination of the Contract with immediate effect**, if detected after award;
- 5. Forfeiture of the entire Performance Security**, without prejudice to further remedies;
- 6. Blacklisting/Debarment** of the firm and its proprietors/directors from all future tenders of Kannur University for a period determined by the Competent Authority;
- 7. Reporting to all Government Departments/Universities/PSUs in Kerala** for parallel action under SPM provisions;
- 8. Initiation of civil and/or criminal proceedings**, including prosecution for fraud, forgery, cheating, breach of trust, tampering of government records, cyber-offences, and any other applicable offences under the laws applicable.

These conditions shall apply in the following cases, **without limitation**:

- (a) Non-submission of any mandatory document;



- (b) Submission of fake, forged, fabricated, altered, illegible or tampered documents;
- (c) Concealment of facts, suppression of material information, or inconsistent declarations;
- (d) Failure to meet **any** eligibility condition at any point of the evaluation;
- (e) Any conditional bid, deviation, modification, or unauthorised remark in the Technical/Financial Bid;
- (f) The Financial Bid being submitted in an incorrect or altered format, or containing arithmetic manipulation;
- (g) Submission of multiple bids by the same Bidder, or submission through related entities;
- (h) Any attempt to influence, interfere with, or contact members of the Evaluation Committee or University staff during the tender process;
- (i) Any unauthorised access, attempt to hack, manipulate, or interfere with the e-Tender Portal;
- (j) Use of subcontracting, proxy bidding, or front-end entities in violation of tender rules;
- (k) Any discrepancy between information provided in annexures and supporting documents;
- (l) Non-production of originals when requested for verification.

Kannur University reserves the absolute right to decide on the nature, extent, and consequences of any violation. **The decision of Kannur University shall be final, binding and not open to dispute.**

#### **ANNEXURE – I**

#### **BIDDER PROFILE**

*(To be uploaded as part of the Technical Bid)*

All information submitted under this Annexure shall be **true, complete, and supported by documentary evidence**. Any misrepresentation or non-submission shall render the bid **non-responsive**, in accordance with tender conditions and the **Kerala Stores Purchase Manual (SPM)**.

#### **A. Details of the Bidder (Firm / Company)**

<b>Sl. No.</b>	<b>Particulars</b>	<b>Details to be Provided by Bidder</b>
1	Name of the Bidder (Legal Name as per Certificate of Incorporation)	
2	Registered Address (with PIN Code)	
3	Corporate / Head Office Address (if different)	
	Telephone (Landline)	
	Mobile Number of Authorised Contact Person	



6	Official Email ID	
7	Company Website	

### B. Authorised Signatory Details

(Person authorised to sign the Tender, Agreement, and all official correspondence. A Power of Attorney/Authorisation Letter must be uploaded.)

Sl. No.	Particulars	Details
8	Name of Authorised Signatory	
9	Designation	
10	Correspondence Address	
11	Telephone & Mobile Number	
12	Official Email ID	

### C. Company Information

Sl. No.	Particulars	Details
13	Status of Company (Private Ltd./Public Ltd.)	
14	Date of Incorporation & Registration Number (RoC)	
15	CIN (Corporate Identification Number)	
16	GST Registration Number (GSTIN)	
17	PAN (Permanent Account Number)	
18	ESI Registration Number (if applicable)	
19	EPF Registration Number	
20	<b>MSME/Udyam Registration (if applicable)</b>	
21	Number of Employees (as per the latest EPF/ESI records)	
	Locations of Offices / Branches (India & Overseas)	



23	List of Valid Certifications (ISO 9001:2015, ISO 27001:2022, CMMI Level 3, ISO 20000-1:2018, etc.)
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#### D. Tender Fee and EMD Details

(Mandatory as per Kerala SPM and e-Procurement rules)

Sl. No.	Particulars	Details
24	Tender Fee Payment Details (Online Payment Reference No. & Date)	
25	EMD Payment Details (Online Payment Reference No. & Date)	
26	<b>MSME/Udyam/NSIC Certificate No. (if applicable)</b>	

#### E. Contact for Tender Correspondence

Sl. No.	Particulars	Details
27	Name & Designation of Primary Contact Person	
28	Mobile Number	
29	Email ID	

#### F. Declaration by the Bidder

(To be printed on the Company's Letterhead and signed by the Authorised Signatory)

I/We hereby declare that:

1. All information furnished in this Annexure is **true, correct and complete** to the best of my/our knowledge and belief.
2. All documents uploaded along with this Annexure are **authentic, valid, and verifiable** on the date of submission.
3. I/We agree to abide by all the terms and conditions of the Tender Document issued by **Kannur University**.

#### Signature of Authorised Signatory

 me: \_\_\_\_\_  
 signature: \_\_\_\_\_  
 te: \_\_\_\_\_

Place: \_\_\_\_\_

(Company Seal)

## ANNEXURE – II

### TECHNICAL BID – BID PARTICULARS

*(To be uploaded as part of the Technical Bid)*

All entries in this Annexure shall be **complete, accurate and consistent** with the documents uploaded in the Technical Bid. Any misrepresentation or omission shall render the bid **non-responsive** as per the tender conditions and the Kerala Stores Purchase Manual.

#### 1. Tender Details

Sl. No.	Particulars	Details to be Provided by Bidder
1	Tender Number	
2	Tender Title / Description of Work	End-to-end Digitisation and On-Screen Digital Evaluation Services

#### 2. Bidder Details

Sl. No.	Particulars	Details
3	Name of the Bidder (Legal Name)	
4	Registered Address (with PIN Code)	
5	Corporate / Head Office Address (if different)	

#### 3. Offer Details

Sl. No.	Particulars	Details
	Name of the Authorised Signatory (for Tender, Agreement and Correspondence)	



7	Designation of the Authorised Signatory	
8	Bidder's Internal Proposal / Reference Number	
9	Proposal Date	

#### 4. Contact for Tender Correspondence

Sl. No.	Particulars	Details
10	Name of Contact Person for all Tender-related Communication	
11	Correspondence Address	
12	Telephone (Landline)	
13	Mobile Number	
14	Official Email ID	

#### 5. Bidder's Declaration

*(To be printed on Company Letterhead and signed by the Authorised Signatory)*

I/We hereby declare that the information furnished above is **true, correct, and complete**. I/We understand that any false information, suppression of facts, or inconsistency with the documents submitted shall result in **rejection of the bid**, in accordance with the tender conditions of **Kannur University** and the provisions of the **Kerala Stores Purchase Manual (SPM)**.

#### Signature of Authorised Signatory

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Company: \_\_\_\_\_

Date: \_\_\_\_\_

Place: \_\_\_\_\_



Company Seal)

**ANNEXURE – III****FINANCIAL TURNOVER STATEMENT**

This Annexure shall be uploaded along with **audited Balance Sheets, Profit & Loss Statements, and Income Tax Returns** for the last **four fiscal years**, as required under the Tender Conditions and the **Kerala Stores Purchase Manual (SPM)**.

**A. Financial Turnover Details (Amount in Lakhs)**

S. No.	Financial Year	Total Turnover (₹ in Lakhs)	Turnover from IT / ITeS Services (₹ in Lakhs)	Profit After Tax (₹ in Lakhs)	Net Worth (₹ in Lakhs)
1	2021–2022				
2	2022–2023				
3	2023–2024				
4	2024–2025				

**B. Supporting Documents (Mandatory)**

The Bidder shall upload the following documents for each of the above four fiscal years:

1. **CA-Certified Financial Turnover Certificate**, signed and stamped by a Chartered Accountant.
2. **Income Tax Returns (ITRs)** filed for each relevant fiscal year.
3. **Audited Balance Sheet and Profit & Loss Statement**, clearly showing:
  - Total Turnover
  - Turnover exclusively from **IT / ITeS Services** (as required under eligibility criteria)
  - Net Profit After Tax (NPAT)



- Net Worth

**Failure to upload any of the above documents shall render the bid non-responsive** as per Kerala SPM and the Tender Conditions of Kannur University.

### **C. Declaration by the Bidder**

*(To be printed on Company Letterhead and signed by the Authorised Signatory)*

I/We hereby declare that the financial information furnished above is **true, correct and fully consistent** with the audited financial statements submitted as part of this tender.

**Place:** \_\_\_\_\_

**Date:** \_\_\_\_\_

#### **Signature of Authorised Signatory**

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Company: \_\_\_\_\_

(Company Seal)

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### **ANNEXURE – IV**

#### **CERTIFICATION DETAILS**

*(To be uploaded as part of the Technical Bid)*

All certificates submitted under this Annexure shall be **valid, legible, and issued in the legal name of the Bidder** as per the Certificate of Incorporation. Any mismatch or expired certification shall render the bid **non-responsive** as per the tender conditions and the Kerala Stores Purchase Manual.

#### **A. Mandatory Certifications (as per Eligibility Criteria)**

S. No.	Certification	Certificate Number	Date of Issue	Valid Till
a)	CERT-In Security Audit / CERT-In Report for the proprietary OSMS			



1(b)	ISO 27001:2022				
1(c)	ISO 20000-1:2018 ( <i>Preferred</i> )				
2	CMMI Level 3				
3	ISO 9001:2015				

### **B. Instructions to the Bidder**

- Valid and complete copies** of all certifications listed above shall be uploaded along with the Technical Bid.
- Each uploaded certificate must clearly display the following: Legal name of the Bidder, Certificate number, Date of issue, Validity period & Name of issuing authority
- Certificates that are **expired, unclear, forged, mismatched or not in the Bidder's legal name** shall lead to the bid being declared **non-responsive**.

### **C. Declaration by the Bidder**

*(To be printed on Company Letterhead and signed by the Authorised Signatory)*

I/We hereby declare that the certification details furnished above are **true, correct, and complete**, and that valid copies of all certificates have been uploaded as required.

**Place:** \_\_\_\_\_

**Date:** \_\_\_\_\_

### **Signature of Authorised Signatory**

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Company: \_\_\_\_\_

(Company Seal)

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### **ANNEXURE – V**

### **LIST OF QUALIFIED PERSONNEL IN SOFTWARE DEVELOPMENT & SERVICES (WORKFORCE)**



*(To be uploaded as part of the Technical Bid)*

All personnel listed under this Annexure must be **employees** of the Bidder, as evidenced by the supporting EPF/ESI records submitted in the Technical Bid. Details shall correspond exactly to the eligibility criteria prescribed for the tender.

#### **A. Details of Technical / Software Development Personnel**

<b>Sl. No.</b>	<b>Employee Name</b>	<b>Qualification</b>	<b>Designation</b>	<b>Proposed Area of Expertise</b>	<b>Years of Experience with the Bidder</b>
1					
2					
3					
4					
5					

*(Additional rows may be inserted as required.)*

#### **B. Mandatory Instructions**

1. The number of employees listed must be supported by **EPF and ESI challans/records** for the period specified in the tender (FY 2022–23, 2023–24 and 2024–25).
2. Qualifications must be appropriate to **Software Development / IT Services**, in line with the scope of work for OSMS implementation.
3. The University reserves the right to **verify the credentials, qualifications, and employment status** of any listed personnel.
4. Any mismatch between the list submitted and statutory records will render the bid **non-responsive**.

#### **C. Declaration by the Bidder**

*(To be printed on Company Letterhead and signed by the Authorised Signatory)*

I/We hereby declare that the personnel listed above are **employees** of the company, and that their details are true, correct and fully supported by the EPF/ESI records uploaded.

**Place:** \_\_\_\_\_



**Date:** \_\_\_\_\_

**Signature of Authorised Signatory**

Name: \_\_\_\_\_  
 Designation: \_\_\_\_\_  
 Company: \_\_\_\_\_  
 (Company Seal)

**ANNEXURE – VI****LIST OF EQUIPMENT AVAILABLE WITH THE BIDDER**

*(To be uploaded as part of the Technical Bid)*

All equipment declared under this Annexure must be **owned by the Bidder**, and all entries must correspond exactly to the **purchase invoices** uploaded in the Technical Bid.

**A. Details of Equipment (Mandatory for Eligibility & Technical Evaluation)**

Sl. No.	Item / Equipment Description	Quantity Available	Make / Model	Year of Purchase	Invoice No. & Date
1					
2					
3					

*(Additional rows may be added as required.)*

**B. Mandatory Instructions**

1. The purchase invoices uploaded must clearly display the legal name of the Bidder (as the purchaser), equipment makes and model, **serial numbers**, date of purchase & quantity purchased.
2. Any mismatch between invoice details and the entries made in this Annexure shall render the equipment claim **invalid** and may result in the bid being declared **non-responsive**.

**C. Declaration by the Bidder**

*(To be printed on Company Letterhead and signed by the Authorised Signatory)*

I/We hereby declare that the details provided are true, correct and completely supported by the purchase invoices uploaded in the Technical Bid.



Place: \_\_\_\_\_

Date: \_\_\_\_\_

**Signature of Authorised Signatory**

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Company: \_\_\_\_\_

(Company Seal)

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**ANNEXURE – VII**

**DECLARATION REGARDING CLEAN TRACK RECORD**

To

**The Controller of Examinations**

Kannur University

Thavakkara, Civil Station P.O.

Kannur, Kerala – 670002

**Subject: Declaration of Non-Blacklisting / Clean Track Record**

Sir,

I, the undersigned, hereby declare that I have read and understood all terms and conditions specified in the Tender Document issued by **Kannur University**. I further declare, on behalf of my Company, that:

- 1. Our Company has never been debarred, blacklisted, suspended, or removed from any registry** by any Central / State Government Department, University, Autonomous Body, Public Sector Undertaking, Local Authority, or Government Agency in India.
- 2. No criminal case, vigilance enquiry, investigation, or court proceeding** is pending against our Company, its directors or its Key Managerial Personnel as on the date of bid submission.
- 3. Our Company has not engaged in any corrupt, fraudulent, coercive, collusive, restrictive, or unethical business practices**, whether individually or jointly as part of any consortium or subcontract.



**Our Company has not abandoned, failed to complete, or defaulted** in any contract awarded by **Kannur University** at any time in the past.

5. All information, documents and declarations submitted in support of this tender are **true, complete, and correct**. Any misrepresentation, suppression of facts or submission of false information shall result in rejection of the bid and action as per Tender Conditions and the Kerala Stores Purchase Manual, 2013, including forfeiture of EMD/Performance Security and blacklisting.

6. I hereby certify that **I am an authorised signatory of the Company**, competent to sign and submit this declaration on its behalf.

**Yours faithfully,**

**Signature of Authorised Signatory:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Designation:** \_\_\_\_\_

**Company Name:** \_\_\_\_\_

**Business Address:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Company Seal:** \_\_\_\_\_

**Note:** The declaration is to be given on the Company's Letterhead and signed by the Authorised Signatory.

(Sd/-)

Prof.(Dr.) Jithesh K

CONTROLLER OF EXAMINATIONS

