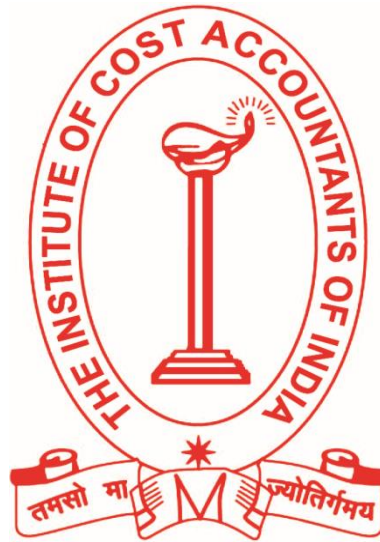


# **The Institute of Cost Accountants of India**

**(Statutory Body under an Act of Parliament)**



**Headquarters**  
**CMA Bhawan, 12 Sudder Street, Kolkata – 700016**

**Delhi Office**  
**CMA Bhawan, 3, Institutional Area, Lodhi Road, New Delhi – 110003**

**[www.icmai.in](http://www.icmai.in)**

**TENDER  
DOCUMENT  
FOR  
ON-SCREEN MARKING  
SCANNING AND  
DIGITAL MARKING OF ANSWER SCRIPTS**

**Tender floating date: 14<sup>th</sup> September, 2023**

**Tender closing date: 4<sup>th</sup> October, 2023**

The complete set of bidding documents can be downloaded free of cost from the Institute's website:  
[www.icmai.in](http://www.icmai.in)

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## **SECTION I**

### **ABOUT THE INSTITUTE**

The Institute of Cost Accountants of India (erstwhile The Institute of Cost and Works Accountants of India) was first established in 1944 as a registered Company under the then Companies Act with the objects of promoting, regulating and developing the profession of Cost Accountancy. The Institute of Cost Accountants of India is a premier, dynamic, vibrant professional institution actively associating itself in industrial and economic development of the nation. The Institute of Cost Accountants of India, set up by an Act of Parliament in 1959 to develop and regulate the profession of Cost Accountancy in the country. Presently, the Institute holds the Foundation, Intermediate and Final examinations twice a year, June Term and December Term, for its students from various examination centers across the country as well as overseas centers.

### **1. AIM & OBJECTIVE**

- 1.1 In order to improve the quality of evaluation, the Institute has decided to start “On-screen marking, Scanning and Digital Marking of Answer Scripts”.
- 1.2 The Institute intends to select one bidder to execute the On-screen Marking, Scanning and Digital Marking of Answer Scripts”.

### **BUSINESS ETHICS/CONFLICT OF INTEREST -**

The present assignment with the Institute requires that the bidders under this project to observe the highest standards of ethics during the bidding and execution of the contract. Canvassing in any form or bringing any pressure of any type on any person, individual or group associated with the process of the bidding to directly or indirectly influence the outcome of the bidding in any manner is strictly prohibited and shall lead to summarily rejection of the tender without assigning any reason.

## **SECTION-II**

### **2.1 SCOPE OF WORK -**

The job is to be carried out at the Institute premises at CMA Bhawan, 12, Sudder Street, Kolkata 700016, and/or any other identified nodal evaluation centre(s) as decided by the Institute.

The Answer Scripts would be of A4 vertical size containing 30 pages and each additional sheets of A4 vertical size containing 4 pages (Total number of pages of additional sheets will be divided by 30 and derived value will be treated as number of Answer scripts), and all pages must be scanned properly. The cover page of each Answer Script would be of OMR type, consisting of student's details, subject, syllabus, medium, group, date of examination has to be captured and must be encrypted to the examiner dashboard except the name of the subject. The OSM system must have masking facility of the cover page of the answer scripts. IT infrastructure along with system, software, cloud server, scanner, manpower etc. required for systematic digitization of total answer scripts along with to provide facility for digital evaluation through remote login by the examiner through examiner dashboard with systematic allocation of answer scripts to the examiner, systematic evaluation of digital answer scripts and extracting data / result from vendor system and porting it to Institute system as per format is the responsibility of the bidder.

The Answer Scripts in sealed bags will be handed over to the successful bidder for unbundling, registering, indexing, scanning, and packing in same order as it was handed over. The system must have facility of systematic indexing of page number of every answer script before scanning and rearranging answer scripts and systematic digitization of answer scripts page wise / syllabus wise and the system to provide the scope for digital evaluation (OSM) is the part of the job. Digitalization of answer scripts should be done without cutting the spine of the answer scripts and onscreen evaluation including examination results processing.

The manpower for opening sealed Answer Scripts shall be supplied by the successful bidder and would be employed by them. The bidder shall undertake to train the Examiners / Head Examiners which shall include Onscreen Marking (OSM) specifically. A separate bundle with attendance sheet shall have to be designed. One technical person would be appointed by the bidder to monitor the system. A printout of Roll No./question-wise marks shall be permitted at Evaluation Centre/node for each Examiner for each day.

The digital answer scripts need to be preserved for 1 year at the successful bidder's secured cloud server for future reference use, such as for RTI, photocopy, verification purposes etc. as required by the Institute.

### **2.2 Infrastructure for scanning of Answer Scripts, Training and Evaluation**

- a) The Institute would provide the required space only for the same. It may require scanning from the exam centre itself or region wise or centralized and the instruction for the same will be given by the Institute.
- b) All efforts would be made by the Institute for adequate power points and also power supply.

- c) A high end server / cloud server with adequate space and speed and or computers would be provided by the bidder itself for digital evaluation. They will also ensure that high speed internet connectivity is available with the systems and will be managed by Vendor.
- d) The bidder will also install head scanners for scanning of Answer Scripts.
- e) The successful bidder shall provide training on the usage of the software to all stake holders viz., office of the Directorate of Examination, HE / AHE / Examiners etc. and should provide standard Training Manual as part of the training processes along online/offline training and video.
- f) The successful bidder shall also ensure setting up of technical helpdesk(s) (both in English and local Language) before the project goes live and demonstrate the same to the office of the Directorate of Examination.

### **2.3 Digital Scanning:**

- Answer booklets in sealed bags /packets will be handed over to the bidder by the Institute's for proper accounting and processing leading to OSM.
- Scanning of hand written answer scripts.
- The bidder should have previous experience of scanning without cutting the spine of the answer scripts / books at least in one University / Educational Institute.
- All these answer scripts / books are in stitched format (answer scripts distortion is not allowed.)
- Scanning should be done without cutting the spine of any answer scripts / books.
- The facility must have usage of book / head scanner.
- Scanned answer scripts must be stored in the bidder's data center. Scanning process should have the ability to read Barcode of all pages / OMR of the answer booklet. This data shall be mapped to the database at Institute's server.
- Question paper and scheme of evaluation should be scanned, fragmented and made available during Digital Evaluation.
- A master database should be created to manage course /term / subject wise with code and syllabus information and evaluator's information.
- Allowing allocation of specific subject to specific examiners, expert in the respective subject.
- The bidder should ensure secured transmission, download of scanned answer scripts, etc. from bidder's data center to evaluation centers / node.
- The Onscreen Marking should be made user friendly with Answer Script, Question paper, Scheme of marking with Step Marking, Dynamic and customized Marking Scheme as per Suggested Answers and Question Papers / Syllabus/ Subjects, and marks entry to be provided on-screen in single window. Customization in the software should be done to meet the specific operational needs of the Institute.
- Provision of Multiple Digital Valuation shall be provided for the same script by different evaluators like HE and AHE.
- The decoding of the specified answer scripts shall be made available for results / moderation / re-evaluation as desired by the Institute.

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- The answer script shall not be evaluated and or reevaluated twice by the same evaluator unless it is specifically instructed by the Institute.
- Provision to provide soft copy of the answer copies along-with marks entry to the students under RTI / Court matter or any other purpose as desired by the Institute up to 12 months from the date of publication of results.
- Option for archival of digitally evaluated answer books for a period of one year after declaration of result and to provide the same data / information stored in a memory device and / or as per the requirement of the Institute.
- Providing suitable authentication using login id and password to the evaluators. Provision of the unique password at login should be there with Face Recognition of Examiners with password change facility.
- Provision for report generation and transfer of data as desired by the Institute as per the format to be specified by the Institute.
- All necessary and suitable security measures should be put in place to ensure secured and reliable evaluation process.
- System should be reliable and provide dynamic tools to monitor and control the process.
- Assuring anonymity of the student to achieve maximum credibility.
- Digital Valuation of answer scripts should be user friendly to all examiners.
- Final marks calculated for every script shall be based on the decision and rules of the Institute which will be informed from time to time.
- Responsibility for any discrepancy found in the marks awarded by the evaluator to the script and output data provided for further processing
- Provision for Feedback from the Stakeholders (Evaluators / Moderators) should be given in the format as provided by the Institute.
- Provision for analysis of the feedback as per the requirements of the Institute.
- Maintain complete and secured log of all activities and attendance of evaluators during the evaluation to enable complete audit ability of the evaluation process.
- Enabling e-reassessment / verification / HE / AHE panel in the system of answer scripts on demand of the Institute.
- System should support e-reassessment of Answer Scripts as per the prevailing norms of the Institute.
- Provision for supply of photocopy / Data as instructed by the Institute.
- Providing raw result data to the Director of Examination and / or any other official as authorized by the Directorate of Examination.

## 2.4 Volume

The tentative volume of answer scripts would be of number 21 lakhs for the three (3) years i.e. 7 lakhs per year (Two Terms), and the work order will be placed in a phased and / or term wise manner as decided by the Institute. The answer scripts would be of A4 vertical size containing 30 pages and each additional sheets of A4 vertical size containing 4 pages, and all pages must be scanned properly. The number of subject papers in Intermediate (16 papers) and final

(18papers) presently, and 34 nos. in total.

## 2.5 Periodicity – Period of completion of work

The bidder will complete the entire process of scanning work within two weeks' (fourteen calendar days inclusive of working and nonworking days) time from the date of handing over the Answer Scripts / books, and the successful result publication period should not exceed 40 days from the date of handing over of answer scripts / books date.

The job of OSM will be carried for two terms in a year and the schedule will be intimated by the Directorate of Examination.

## 2.6 General Scoring System Requirements

**The electronic OSM scoring system** must display the following characteristics:

- a) The assessment delivery system must provide for a safe and secure testing and scoring environment;
- b) The system must employ a framework that ensures the most efficient processing time;
- c) The system must allow for both the scoring of objective and subjective responses (e.g. open-ended and constructed response questions);
- d) The system must provide for a rapid-response framework for handling scoring discrepancies;
- e) The system must provide for real-time, live reporting of scoring progress and accurate time projections for reporting of results;
- f) The system must employ a flexible framework that allows for real-time adjustments in scoring rubrics and for resource re-allocation;
- g) The system must allow for the complex, multi-level scoring rubrics;
- h) Data resulting from system must be compatible with SPSS and other reliable data management systems;
- i) The system must allow for real-time monitoring and evaluation of test scores and questions by administrators, directors, or other relevant personnel;
- j) The system must demonstrate mechanisms for heightened accuracy for subjective question responses;

**The Software/Forms-Processing Requirements** must include the following characteristics:

- The database should be a relational database, SQL compliant;
- All administration and scoring-related functionality must be accessed through any web browser (Firefox, Google Chrome etc.);
- The system must be able to support multiple languages simultaneously;
- The system must use image scoring for subjective responses and OMR for objective responses;
- The scoring process should maintain anonymity, where examiners only receive the image of the response without any student information;
- Rubrics should be able to be defined for each question, together with on-line pedagogical help and additional information to help scoring process;
- The system should allow for flexible work assignments (e.g. an examiner can grade any question of an exam, or he can grade only one question, or a group of questions);
- The system should allow for flexibility in scoring supervision (e.g. supervisors can monitor



- scorers assigned to one exam, to a group of exams or to a subject or group of subjects.);
- The system should be able to allow for flexible work flow (e.g. the Institute should be able to define how much work one or more examiner is assigned / allocated);
- The system should allow for flexibility in the scoring process (e.g. flexibility in seeing entire question for the corresponding answer);
- System should allow for multiple-scoring;
- System should allow for individual parameters to be defined by the user for each test question;
- System should allow for the real time checking of Examiner's work quality, allowing the system to stop the examiners' work in case of low quality;
- System should allow for real time supervisor access to any examiner's work as well and to exams already scored, with the ability to modify assigned scores;
- System should support an internal messaging service to report news and problems between scorers and supervisors;
- System should support real time reports to monitor scorers' production and scoring operation progress;
- System should allow for customized results reports based on user needs; and
- System should support online training using real exam images

#### **2.7 Software features required in OSM user:**

- User account management i.e. addition, modification and deletion of Evaluator and Moderator/HE/AHE.
- Answer script management i.e. mapping of answer scripts.
- Security facilities for setting of password / change of password.
- Provision for marking of question by Evaluator as evaluated, optional, marked for review or not attempted.
- Evaluated check box to ensure that Evaluator has visited each and every page of an answer script with annotation mark.
- Evaluator comment box for each question.
- Provision for zooming of answer scripts for proper viewing.
- Provision for skipping of an answer script by an Evaluator if the same is in different medium / subject or not properly scanned.
- Provision to save an answer script as draft to evaluate at a later stage on the same date.
- Provision for moderation of any answer script by the HE/AHE/Moderator.
- Provision for viewing of evaluated answer scripts by the HE/AHE/Moderator.
- There has to be a command center to know the status of overall evaluation at the evaluation center.
- Provision of forecasting report of evaluation to enable the Institute to know the timeline to complete the entire evaluation process and number of evaluators/ HE/AHE/Moderators required.
- Provision of restriction of evaluation/HE/AHE/ moderations time as the evaluators and moderators can perform actions only in the time stipulated by the Institute.

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- There should be dash board displaying the following:
  - Daily and consolidated Evaluators' attendance
  - Daily and consolidated HE/AHE/Moderators' attendance
  - Daily and consolidated Subject-Medium wise Evaluator details
  - Daily and consolidated Subject-Medium wise HE/AHE/Moderator details
  - Skipped Answer Scripts Details (till date)
  - Overall Subject-Medium wise and Syllabus Wise Evaluation (till date)
- Providing password to each and every Evaluator and the password has to be changed on the 1st day.
- The delivery of OSM has to be evaluators across India and foreign.
- Date wise working hours report of Evaluators and HE/AHE/Moderators.
- Availability of answer scripts, question paper, suggested answer and marking scheme on the computer nodes of each and every Evaluator and HE/AHE as per the direction of Examination Directorate.
- After scanning of answer scripts, the delivery of digitized answer scripts to the Evaluators must be secured mode and the same can be worked out with Directorate of Examination.
- Enabling of security settings for Examiner/ HE/AHE/Reviewers and officials' authentication.
- Maintaining audit log of each and every HE/AHE/Moderator, Evaluator and IT Manager or any other authorized official of the Institute and the bidder.
- Provision for forgot Password and secret question settings / mobile based OTP.
- Annotation of each and every question and page of answer scripts.
- Provision of timer on computer node of each and every Evaluator to know the time taken in evaluation of answer script.
- Provision for subject/medium/ syllabus wise selection of answer script.
- Provision of message broadcasting to evaluators/ HE/AHE/moderators
- Provision for configuration of multi-lingual question paper.
- Provision of selection of question paper by Evaluator If a subject-medium has multiple question papers with set categorization, the evaluator can choose the appropriate question paper from the question paper list
- Provision of re-opening of submitted answer script by HE/AHE/Moderator for evaluation in case of any need for correction on the same day of evaluation.
- Evaluators and HE/AHE/Moderators online report submission and feedback.
- Provision for moderation based on the rules shared (Number of Answer script will be moderated)
- Provision of setting of minimum time of evaluation of an answer script to avoid fast and possibly inaccurate evaluated answer script.
- Setting of limit/ceiling for maximum no. of scripts to be evaluated by an Evaluator.
- Mandatory provision for evaluation can be changed from time to time answers script by the HE/AHE/Moderator.
- Detailed audit log of evaluation as per demand of the Institute.

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- Provision for PDF / JPEG/ HTML view of answer scripts and Pdf provision should be there and its application will be guided by DOE/ discretion of Directorate of examinations.
- Provision for Subject with syllabus – Medium wise Evaluator report for HE / AHE / moderator to generate the report of evaluation for a subject- syllabus-medium-evaluator combination during any date range in the evaluation period.
- Provision of viewing Answer scripts in Landscape / Portrait orientation with zooming facility.
- Provision of revisiting/ editing the marks/ evaluation by evaluator of evaluated answer script on same day.
- Provision of easy assignment of marks as the evaluator can assign full or 0 marks for an answer along with customized step marking facility.
- The system must ensure that there should not be any submission of unmarked answer before final submission by the examiner.
- Non attempted questions must be treated as NON-ATTEMPTED not as ZERO mark.
- Provision of key board shortcuts and mouse to enable evaluator to evaluate the answer scripts faster
- Provision for Evaluation of answer scripts by two (2) different evaluators (subject and medium wise) i.e. all HE & AHE activities before declaration of results.
- The following reports needs to be generated by the OSM software:
  - Date wise HE/AHE/Moderators and Evaluator attendance report
  - Subject-Medium wise Evaluator detailed report
  - Subject-Medium wise Moderator detailed report
  - Skipped answer scripts' detailed report
  - Overall Subject-Medium wise Evaluation report
  - Evaluator detailed report
  - Variance report in case of discrepancy in the marking of Evaluator (s) and Moderator(s)
  - Zero marked answers must be in different colour.
- Printing of answer script(s) with all annotation of marks (for example Tick right or wrong), if marked by Evaluator as per requirement.
- The vendor should have capacity for scanning of OMR MCQ based answer sheets and processing of the results as per the requirement of the Institute.

***Uploading***

- Providing data On-screen Marking and Assessment / Moderation / Revaluation as desired by the Institute
- Uploading and providing the answer-sheets to the Institute as per the direction of the Directorate of Examination and to make them available for photocopy / verification and other purposes as desired by Institute.

**2.8 Penalty for unsatisfactory performance**

Mismatch/Wrong Scanning of Answer Books i.e. mentioning wrong roll number against the scanned answer books should be treated as error/discrepancy. If any discrepancy/error is found penalty shall be charged @INR 20,000/- (Rupees twenty thousand only) per error/discrepancy.

If at any stage it has been found that Partial Scanning of Answer Books has been done and/or portions of one answer books are merged with another one in scanning work, should also be treated as error/discrepancy and a penalty shall be charged @ INR 1,00,000/- (Rupees one lakhs only) per error/discrepancy.

If an answer books is found un-scanned, penalty of INR 50,000/- (Rupees fifty thousand only) per answer book shall be charged.

In case any portion/question in the answer books remains unevaluated, the same shall be considered to be an error and a penalty @ of INR 20,000/- (Rupees twenty thousand only) per error shall be applicable. The examiner shall not be responsible in such cases, if it a system failure.

In case of excessive errors as defined above i.e. in more than 5% of given number of Answer Books or in case the Institute is of the view that the work has not been performed satisfactorily and cannot be professionally performed by the Bidder, the Institute shall in addition to forfeiture of Performance Security shall be entitled to terminate the agreement without giving any notice and in that case the Institute would not be liable to pay any amount to Bidder under the agreement nor Bidder shall claim any amount on any account from the Institute.

In case of delay, a penalty @ the rate of 5% per day on the amount of bill will be imposed subject to a maximum penalty of 25% of the amount of the Bill.

The Bidder is responsible to keep the original answer books in their safe custody. If any answer book is found missing, it will be treated seriously and appropriate penalty/action including black listing/debarment of the Bidder, as deemed fit shall be imposed by the Institute in addition to the forfeiture of Performance Security. In case of discrepancy/error/partial scanning/non-scanned answer scripts, the directorate of examination will take feedback from examiners / HE / AHE for suitable and necessary action.

The quantum of penalty or any other civil or criminal action may be decided by the Institute, keeping in view the extent to which the result is effected or the reputation of the Institute in conducting a fair and transparent examination. The decision of the Institute in such case shall be final and binding on the Successful Bidder. This Tender document shall be inseparable part of the contact with the successful bidder.

## **2.9 Security**

Security for the solution to be managed by the companies at all levels i.e. physical, user and communication

- a) Physical – The hosted servers are to be located in secure data centre where access is controlled and is only available to designated employees of the bidder or authorized by Director of Examinations of the Institute.
- b) User – User Accounts for administration portal are to be generated through securedata interfaces and access to application through proper password.
- c) Communication – Communication between applications should be fully secure to ensure confidentiality.
- d) Confidentiality & Security – Cyber Security and Confidentiality shall be part of the Contract.

### **SECTION-III**

#### **3.1 GENERAL INFORMATION AND INSTRUCTIONS TO THE BIDDERS -**

- 3.1.1** The tender is 'Two Separate Bids' document. The **technical bid** should only contain all the relevant information and desired enclosures in the prescribed format along with Earnest Money Deposit (EMD). The **financial bid** should contain only the commercial. **In case, any bidder encloses the financial bid within technical bid, the same shall be rejected summarily.**

Envelope No. I – TECHNICAL BID:

Seal and signed page of filled in details with annexures (along with necessary copies of documents)

*The envelop needs to be sealed and super subscribed:*

**'Technical Bid' with the name, address and contact number of the Bidder.**

Envelope No. II – FINANCIAL BID:

Filled in Financial bid as per format provided

*The envelop needs to be sealed and super subscribed:*

**'Financial Bid' with the name, address and contact number of the Bidder.**

Envelope No. III

*Then sealed Envelope No. I & II (as mentioned above) needs to be placed in another bigger envelope i.e. Envelope No. III and it also needs to be sealed with a subject heading on it which is as under:*

**“Tender for On-screen Marking Scanning and Digital Marking of Answer Scripts”**

and addressed to:

**The Convener, Advertised Tender Committee, CMA Bhawan, 12 Sudder Street, Kolkata 700016**

with the name, address and contact number of the Bidder and to reach **the Institute on or before 05.00 pm of 4<sup>th</sup> October, 2023.** Tenders received beyond this time will not be accepted.

- 3.1.2** All information called for in the enclosed forms should be furnished against the respective columns in the forms. If information is furnished in a separate document, reference to the same should be given against respective columns in such cases. If any particular / query is not applicable in the case of the bidder, it should be stated as not applicable. However, the bidders are cautioned that not giving complete information called for in the tender forms or not giving it in clear terms or making any change in the prescribed forms or deliberately suppressing the information may result in the bidder being summarily disqualified.
- 3.1.3** There should not be any overwriting /cutting/ correction in the tenders / quotations and in such an event the Bid shall be summarily rejected. The bidder's name and signature of authorized

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person should appear on each page of the application. All pages of the tender document shall be numbered and submitted as a package along with forwarding letter on bidder's letter head.

- 3.1.4** No black listed bidder/ sub-contractor is allowed to participate in the tender process. Bidders/sub-contractors who could not earlier perform at satisfactory level fully or partially are not allowed to participate in this tender process.
- 3.1.5** The bidder should have in-house capacity and capability of software development division and 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 for evaluation OMS.
- 3.1.6** The bidder must allocate exclusive project team with the name and detail of the project head and others for this project.
- 3.1.7** The bidder must have its own data center with site infrastructure for data Security located in India
- 3.1.8** **EARNEST MONEY DEPOSIT (E.M.D) & PERFORMANCE GUARANTEE:**  
The intending bidders should submit EMD of INR 8,00,000/- (Rupees Eight Lakhs Only) through bank transfer (RTGS) directly to the Institute's Bank Account and provide the transaction details in the Information Sheet (point.14) in page 27.

Bank Account Details of The Institute of Cost Accountants of India:

- a) Name of the Bank: Punjab National Bank
- b) Branch Name & Address: New Market, Kolkata – 700016.
- c) Nature of Bank Account: Current Account
- d) Bank Account No.: 0093002109030025
- e) IFSC Code: PUNB0009300

Proposals are liable to be rejected for the following reasons– (i) Absence of E.M.D of INR 8,00,000/- (Rupees Eight Lakhs Only) (ii) Rate quoted are not as per the Prescribed Format. (annexure 2) (iii) Incomplete, unsigned, unstamped, illegible or Void for ambiguity/uncertainty. (iv) Containing incorrect/unsubstantiated information. (v) The decisions of the Institute in regard to the deviation being material or not shall be final and binding.

The tenders without EMD (except those having exemption from depositing EMD) shall be summarily rejected. The successful bidder shall be required to deposit performance guarantee equivalent to ten percent (10%) of annual contract value to the Institute within 10 days from the date of confirming selection of successful bidder, before release of this EMD. The EMD of the unsuccessful bidders shall be returned without interest after award of contract to the successful bidder. The EMD shall be forfeited in case the bidder withdraws or amends his bid after submission of tender document.

- 3.1.9** Reference, information and certificates from the respective clients certifying technical and execution capability of the bidder should be signed and the contact numbers of all such clients should be mentioned. The Institute may also independently seek information regarding the performance from the clients.

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- 3.1.10** The shortlisted bidder may be required to appear at a meeting and demonstration for understanding potentiality, infrastructure and capabilities as per instructions of the Institute.
- 3.1.11** The bidder is advised to attach any additional information, which he thinks is necessary in regard to his capabilities to establish that the bidder is capable in all respects to successfully complete the envisaged work. He is however, advised not to attach superfluous information. No further information will be entertained after tender document is submitted, unless the Institute calls it for.
- 3.1.12** Bidders are advised to exercise adequate care in quoting the prices. No corrections in the quoted price will be entertained after the bids are opened.
- 3.1.13** Arithmetic errors in proposals will be corrected as follows: In case of discrepancy between the amounts mentioned in figures and in words, the amount in words shall govern.
- 3.1.14** Discrepancy between the unit price and multiplied figure: If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected.
- 3.1.15** Even though bidder may satisfy the qualifying criteria, it is liable to disqualification if it has record of poor performance or not able to understand the scope of work etc.
- 3.1.16** Prospective bidders may seek clarification if any regarding the project or the requirements for pre-qualification, from the Deputy Director - Examination on any Working Day (Monday - Friday) during office hours 09.30 a.m. – 06.00 p.m. Contact details: email id: exam.dd2@icmai.in, Phone no.: 033-40364758 / 9434613148; at their own cost.
- 3.1.17** The tender document can be downloaded from Institute's website (www.icmai.in). The technical and financial documents should be kept separately in sealed envelopes and both these envelopes should be kept in one envelope super scribing "Tender for On-screen Marking Scanning and Digital Marking of Answer Scripts" so as to reach The Convener, Advertised Tender Committee, CMA Bhawan, 12 Sudder Street, Kolkata 700016.
- 3.1.18** All disputes arising shall be subject to the jurisdiction of appropriate court of Kolkata, India and shall be governed by the laws of India.
- 3.1.19** The payment shall be in Indian Rupees and shall be paid only after successful completion of work without error and delays and publication of results. No advance payment shall be made and the successful bidder has to sign an agreement on non-judicial stamp paper which shall contain clause related to damages on account of delays, errors, cost and time over runs. In case the bidder fails to execute the contract, the Institute shall have liberty to get it done through any other bidder with full cost recoverable from the bidder in addition to damages and penalty. The payment will be released within 45 days from the date of successful publication of the results.
- 3.1.20** The bidder shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other Bidder without the prior written consent of this Institute. In case sub-contract is given with the written permission of the Institute, the sub-contractor must comply with rules, regulations, SOP and any other criteria of the Institute.
- 3.1.21** The quoted rates offered will be valid for a period of 90 days

- 3.1.22** The shortlisted bidder would have to make a presentation before the concerned selection committee before their final selection and signing of the contract. The bidder should be able to demonstrate the capability on any day if called for technical presentation and demonstration.
- 3.1.23** Institute reserves the right to extend the last date for receipt of bids at its own discretion.
- 3.1.24** The Institute may, for any reason whether at its own initiative or in response to the clarification requested by the prospective bidder, issue amendment in the form of addendum and/or corrigendum during the bidding period and subsequent to receiving the bids. Any addendum and/or corrigendum thus issued shall become part of bidding document and bidder shall submit the addendum and/or corrigendum duly signed and stamped in token of their acceptance.
- 3.1.25** The Institute reserves the right to modify the quantity of answer scripts included in the schedule of requirements at any time after acceptance of tender. The bidders shall have no claim to any additional payment or compensation.
- 3.1.26** The Institute reserves the right to repudiate the contract and entrust the work to any other service provider in the event of breach of terms and conditions of this agreement or in the event of unsatisfactory performance observed by the Institute; such case/s will lead to forfeiture of Security Deposit. The Institute reserves the right to take final decision in this regard.
- 3.1.27** To facilitate evaluation of bids the Institute may, at its sole discretion, seek clarifications from any bidder regarding their bid. Such clarification(s) shall be provided within the time specified by the Institute for this purpose. If a bidder does not provide clarification sought within the prescribed time, their bid may be rejected in absence of such clarification.
- 3.1.28** The order will be placed in the best interest of the Institute.

## **3.2 EVALUATION OF THE BIDS**

### **3.2.1 Technical Evaluation -**

- 3.2.1.1** Detailed technical evaluation shall be carried out pursuant to Section IV and other conditions in the tender document to determine the substantial responsiveness of each tender. For this clause, the substantially responsive bid is one that conforms to all the eligibility and terms and condition of the tender without any material deviation.
- 3.2.1.2** The technical evaluation consultant along with tender committee may call the responsive bidders for discussion or presentation to facilitate and assess their understanding of the scope of work and its execution. However, the tender committee shall have sole discretion to call for discussion/presentation.

### **3.2.2 Financial Evaluation-**

- 3.2.2.1** The financial bid shall be opened for only those bidders who have been found to be technically eligible as enumerated under clause 3.2.1.1 and 3.2.1.2 and Annexure IV. The financial bids may be opened in the presence of representatives of technically eligible bidders, who may prefer to be present. The Institute shall inform the date, place and time for opening of financial bids.



### 3.2.3 Evaluation and Comparison of Bids -

Evaluation criteria to be adopted will be Quality cum Cost Based System (QCBS) where Technical Bid Score will get a weightage of 70% and Financial Bid Score will have a weightage of 30%. The contract would be awarded to that bidder whose bid has received the highest Composite Score.

The Financial Bid of those bidders who have been found to be technically eligible will be opened. The Financial bids of ineligible bidders will not be opened.

Technical Bid will be assigned a technical point out of a maximum of 100 points, as per the Scoring Model provided in the Annexure IV.

QCBS evaluation is explained as below:

#### Technical Score

- a) The bidder with highest technical points (TH1) will be awarded 100% score.
- b) Technical Score of a Bidder =  $[(\text{Technical Point of the Bidder} / \text{Technical Point of H1 Bidder}) \times 100]$  %
- c) The Technical Score will be adjusted to two decimal places

#### Financial Score

- a) The bidder with lowest financial bid (FL1) will be awarded 100% score.
- b) Financial Score of a Bidder =  $[(\text{Financial bid of L1 Bidder} / \text{Financial bid of the Bidder}) \times 100]$  %
- c) The Financial Score will be adjusted to two decimal places

#### Composite Score

- a) Composite Score of the bidders for the bid shall be worked out as under:

Technical Score	Financial Score	Weighted Technical Score (70% of A)	Weighted Financial Score (30% of B)	Composite Score
A	B	C	D	E = C+D

- b) The bidder securing the highest Composite Score (E) will be adjudicated as the Best Value Bidder for award of the tender.
- c) In the event of composite scores being 'tied', the bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the tender. If the tie prevails, drawing of lots would decide the Best Value Bidder.

### 3.2.4 Terms of Contract -

The contract would be initially for three (3) years. The contract may be further renewed for two (2) more years on satisfaction of services by the Institute and at the same rate, terms and conditions.

**SECTION IV**

**4 TECHNICAL PRE-REQUISITES / CRITERIA**

- 4.1 The bidder shall be the single point of contract with Institute and shall be solely responsible for the execution and delivery of the work.
- 4.2 The bidder should be the original developer of the software and own and possess the complete source code of the software being used for conducting digital evaluation and necessary hardware infrastructure.
- 4.3 Must be having CMMi level 3 certification along with ISO 9001 and/or 27001 certifications on IT Security.
- 4.4 The bidder may be a company incorporated in India under Companies Act 1956 / 2013. It may be either LLP / Private Limited company / Public Limited company.
- 4.5 The bidder should be registered in India and is operating in India since on or before 01-01-2017.
- 4.6 The bidder should have successfully executed five (05) such similar projects during last three years in India. The documentary evidence in form of work/contract and client report must be enclosed.  
Note: Similar nature of work means scanning, scoring, evaluation, marking of answer scripts / books (OSM) and result processing of College / University / Institutes of repute and other national level public examinations.
- 4.7 The bidder should have on their payroll sufficient number of Technical and Administrative employees for the proper execution of the contract. The bidder should submit a list of these employees stating clearly how they would be involved in this work.
- 4.8 The bidder should be registered with appropriate tax authorities such as Income Tax, GST, P. Tax etc. and should submit the certificate of registration with these authorities.
- 4.9 The bidder's total turnover during three years (FY: 2019-20, 2020-21, 2021-22) should be at least INR 50 crores (rupees fifty crores). Each of the year need to be at least INR 10 crores. This turnover/income should be from the revenue of similar work / projects of the bidder. (Attach documentary evidence such as audited Balance Sheet, etc.).
- 4.10 The bidder should have its own or leased infrastructure in computers, appropriate technology, hardware and software, trained staff, adequate security measures and due diligence.
- 4.11 The contract shall be on "End to End outsource basis" and the bidder should have all relevant facilities and logistics available to execute the work. The bidder must have quality certification from certified agencies of national/international repute.
- 4.12 Even though bidders may satisfy the above requirements, they may be disqualified if they have:
- Made misleading or false representation or facts or deliberately suppressed the information to be provided in the forms, statements and enclosures of this document.
  - Record of poor performance such as abandoning work, not properly completing the contract, financial failures/weaknesses, etc.
  - If confidential inquiry reveals facts contrary to the information provided by the bidder.
  - If confidential inquiry reveals unsatisfactory performance in any of the selection criteria.
- 4.13 The technical bid shall fulfil the below given criteria –
- Technical pre-requisite as per Section IV
  - The financial information as per Annexure I

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- (iv) The details of experience of similar works and infrastructure available as per Annexure II & III.
- (v) Organizational Structure and information as per Annexure IV
- (vi) Technical and Administrative manpower available for this work as per Annexure V
- (vii) Physical Infrastructure.
- (viii) EMD or document claiming exemption from its submission.
- (ix) Work plan for the project with steps and timeline.
- (x) Quality certifications and CMMi level documents.

**ANNEXURE- I**

**FINANCIAL INFORMATION**

- I. Financial Analysis: Details to be furnished duly supported by audited Financial Statements (copies to be enclosed).

<b>FINANCIAL YEARS</b>				
<b>S. No.</b>	<b>Details</b>	<b>(1) 2019-20</b>	<b>(2) 2020-21</b>	<b>(3) 2021-22</b>
i)	Turnover from similar work / projects (INR)			
ii)	Profit/Loss (INR)			

# copies of Audited Balance Sheet and Audited Profit & Loss Account need to be submitted

- II. Copy of GST Certificate to be enclosed
- III. Copy of Trade / Business License from the local bodies and / or competent authority to be enclosed.
- IV. Copy of Certificate of Incorporation to be enclosed.

(Signature of Bidder with Seal)

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**ANNEXURE -II**

**DETAILS OF O.S.M. WORKS COMPLETED / UNDER EXECUTION DURING LAST THREE FINANCIAL YEARS NINDIA**

<b>SN</b>	<b>Name of Examining Body</b>	<b>Govt. or Private</b>	<b>No. of Ans. Scripts involved</b>	<b>Cost of Work (in INR)</b>	<b>Date of commence per contract</b>	<b>Stipulated date of completion</b>	<b>Actual date of completion</b>	<b>Litigation/ Arbitration pending in progress with details</b>	<b>Name and Address/ telephone number of officer to whom reference may be made</b>	<b>Remarks</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>

Copies of at least 5 similar work orders or certificate of satisfactory completion of job to be enclosed.

(Signature of Bidder with Seal)

**ANNEXURE-III**

**TECHNICAL CRITERIA (to be filled in by bidder)**

Description	Response	
No. of Servers to be engaged		
No. of Computer Systems to be engaged		
The bidder should have implementation experience of at least -1- (one) academic year of answer script scanning without cutting the spine of Answer Scripts and e-evaluation in Educational Institutes / Universities in India: (At least 5 clients in last 3 years) <i>Please tick</i>	HAVING	NOT HAVING
Provide number of answer scripts / books scanned per project for clients in the above point: (minimum 3,00,000 answer scripts per project)		
Annual turnover from similar work / projects for last 3 years. Each of the year need to be at least INR 10 crores. (FY to be considered: 2019-20, 2020-21, 2021-22) <i>Audited balance sheet to be submitted</i>	FY: 2019-20	INR.....
	FY: 2020-21	INR.....
	FY: 2021-22	INR.....
Number of clients served with similar projects (reference of minimum 5 such client lists need to be provided).		
Provide highest number of pages scanned for a project for any client in the above point: (at least 10 lakhs page scanning capability per day per project needed)		
Scanning capability of pages in 24hours (provide number of pages to be scanned)		
Number of high-end head / book scanners to be deployed for the project site		
Having valid quality certification such as ISO 9001 and 27001 or equivalent with CMMi Level 3 (mention all the certifications)		
Having profit in last 3 years (including FY 2022-23) (please tick)	YES	NO
Availability of back-up support of all above in case of any failure. (please tick)	YES	NO

**For all the information above, self-attested copies have to be submitted with the Technical bid.**

(Signature of Bidder with Seal)

**ANNEXURE –IV**

**SELECTION CRITERIA (POINT ALLOCATION) WILL BE AS FOLLOWS**

Sl. No	Eligibility Criteria	Maximum Marks	Parameters / points	
1	Having implementation experience of at least -1- (one) academic year of answer script scanning without cutting the spine of answer scripts and e-evaluation in Educational Institutes / Universities in India	5	Having	5
			Not having	0
2	Having experience of providing scanning for Online Marking System (OMS) and e-evaluation of 3,00,000 or more number of answer scripts per project	10	3,00,000 answer scripts	5
			3,00,001 to 10,00,000 answer scripts	7
			Above 10,00,000 answer scripts	10
3	Total turnover from similar works / projects for last 3 years of at least INR 50 crores. (FY to be considered: 2019-20, 2020-21, 2021-22) <i>Audited balance sheet to be submitted</i>	20	Equal to INR 50 Crores	15
			Above INR 50 Crores	20
4	Provide a minimum of 5 client references where services of OMS have been provided. (Educational Institutes / Universities in India)	20	till 5 clients	10
			For 6 to 8 Clients	15
			For 9 and more clients	20
5	Capacity for scanning number of pages' in 24 hours	10	10 lakhs to 15 lakhs	5
			More than 15lakhs	10
6	Experience in digital scanning and e-evaluation of answer scripts of Universities / Educational Institutes for Number of Pages	10	10lakhs to 20lakhs	4
			21lakhs to 50lakhs	7
			more than 50lakhs	10
7	Number of head / book scanners to be deployed for the project	10	At least 50	5
			50 to 100	7
			Above 100	10
8	Having valid quality certification such as ISO 9001 and 27001 or CMMi Level 3 (compulsory)	10	Only ISO 9001&27001	5
			ISO 9001, 27001 and CMMI level 3	10
9	Profit in the last 3 years (including FY 2022-23)	5	Less than 3 years	0
			3 years	5
<b>Total</b>		<b>100</b>		

# Minimum score required in this technical criteria are **80 points** for being considered for opening of financial bid.

**INFORMATION SHEET**

**(To be filled in and submitted by the Bidder along with copies of documents  
in support of the information furnished by the bidder as part of technical bid)**

<b>INFORMATION SHEET</b>			
<b>Sl. No.</b>	<b>Particulars</b>	<b>Information to be furnished by the Bidder</b>	<b>For use By Institute</b>
01	Name of the Bidder / Company Relation with Bidder		
02	Address of Head Office/ Regd. Office with telephone no. Fax no. E-Mail. etc.	Address: Tel No. with STD code:  Fax no. with STD Code:  E-mail address: Contact Persons with designation & also Mobile Number:	
03	Address of the other offices/ branches with Telephone no. fax no. E -Mail address etc.	Address: Tel No. with STD code: Fax no. with STD Code: E-mail address: Contact Persons with designation: (i) (ii)	
04	Ownership pattern (i.e. proprietary concern / Partnership firm / Pvt. Ltd. Co. / Public Ltd Co. etc. (with documentary evidence)		
05	Date of establishment / incorporation		
06	Detailed profile of the organization		
07	Certified copies of all statutory compliance certificates		
08	PAN and TAN details		
09	Service Tax Registration details		
10	GST no. and certificate		



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11	Bank Details		
12	Name and address of the digital evaluation system development center		
13	Number of head / book scanners owned by the bidder / company (preferably should own at least 100 such scanners) <i>Copies of original bills of purchase of the scanners need to be submitted with the Technical bid.</i>		
14	Transaction details of bank RTGS done for the EMD remittance		

# copies of all documents in proof of the above points have to be enclosed with the Technical bid.  
Preference will be given to the bidder who have their own Technological Infrastructure for such projects.

I \_\_\_\_\_ on behalf of the M/s. \_\_\_\_\_ hereby certify that "M/s. \_\_\_\_\_ is not debarred by any Government / Semi-Government or any private/ corporate office organizations for ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government / Semi Government or any private/ corporate agencies"

(Signature of Bidder with Seal)

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ANNEXURE - V

**DETAILS OF TECHNICAL AND ADMINISTRATIVE PERSONNEL TO BE EMPLOYED FOR THE WORK**

<b>S N</b>	<b>Designation</b>	<b>Total number of employees</b>	<b>Number available for this project</b>	<b>Name</b>	<b>Qualification</b>	<b>Professional experience and details of work carried out</b>	<b>In what capacity these would be involved in this work</b>	<b>Remarks</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>

(Signature of Bidder) with Seal

**FINANCIAL BID**

Per Unit Rate (INR) In words	
---------------------------------	--

**Important notes:**

1. 'Unit' refers to one (1) answer script i.e. Scanning and Digital Evaluation.
2. This contract will be initially for a period of three years, renewable for two more years on same rate, terms and conditions.
3. Estimated number of answer scripts for 3 years is 21 lakhs i.e. 7 lakhs per year (Two Terms). The answer scripts would be of A4 vertical size containing 30 pages and each additional sheets of A4 vertical size containing 4 pages. Total number of pages of additional sheets will be divided by 30 and derived value will be treated as number of Answer Scripts.
4. Work orders will be placed in phased and / or term wise manner as decided by the Institute.
5. The first work order to be placed with the successful bidder would be of less than 1,00,000 answer scripts for prevailing term.
6. Subsequent work orders would depend upon the successful completion of work as stated in point no.5 as above.
7. Rate quoted will be all inclusive with taxes.
8. Payment will be made based on actual quantity ordered.
9. The bidders should quote the rate all-inclusive with taxes.
10. **The order will be placed in the best interest of the Institute.**

**Declaration:**

*We have understood the scope of work mentioned in this Tender Document and agree to the terms and conditions mentioned herein.*

Signature of bidder:

Date:

Seal:

Place:

ADDITIONAL DETAILS

**Confidentiality**

The term “Confidential” means any information, including information created by or for the other party, whether written or oral, which relates to internal controls, computer or data processing programs, algorithms, electronic data processing applications, routines, subroutines, techniques or systems, or information concerning the business or financial affairs and methods of operation or proposed methods of operation, accounts, transactions, proposed transactions or security procedures of either party or any of its affiliates, or any client of either party, except such information which is in the public domain at the time of its disclosure or thereafter enters the public domain other than as a result of a breach of duty on the part of the party receiving such Information. It is the express intent of the parties that all the business process and methods used by the Bidder in rendering the services hereunder are the confidential information for the Bidder.

**Timelines**

The initial designated sample of 20 answer books per subject per syllabus will be given to the service provider for scanning and compatibility purpose. The images thereof will have to be uploaded on priority within 2 days of handing over the physical answer books.

The progress will be monitored on a day to day basis and corrective action taken to see that the entire process is completed successfully within time schedule (14 days).

**Technical support**

Resolve all technical issues whenever they arise, within the time frame as may be deemed necessary by the Institute, based on the criticality of the matter. Provide adequate number of trained technical and other manpower required for the assignment. Station a Technical Coordinator at the Exam Dept. of the Institute to coordinate and provide timely solutions, till the work is completed. Provide, maintain and upgrade hardware/software and the operating system at their own cost of the required specifications/capacity for the smooth running of the project, during the tenure of the contract. Incorporate such changes/modification as required by the Institute in the application, as and when required.

**Other terms and conditions:**

- Ensure safety of answer scripts without any kind of damage.
- Key factors of critical importance are timeliness, confidentiality, clarity of the images, training and user acceptance.
- All the above-mentioned activities shall be carried out at the premises of the Institute, under the supervision of the officials of the Institute.
- The work is to be completed as per the time schedule prescribed by the Institute.
- The Institute shall provide only space and power. The successful bidder will make its own arrangements for the requisite software, hardware and manpower required for carrying out the assignment.

**Project Planning and Implementation:**

Understanding the requirement.

Understanding the flow of data.

Mapping of technologies.

Scoping of the work.

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Configuration of the system to meet the institute requirements  
 Collection of master data and loading the same in the system  
 Setting up of needed MIS reports and dashboards  
 Training the users in the implemented modules  
 Share system documentation and help manual for users  
 Demonstration of setup and readiness  
 Understanding additional requirements and change requests.  
 Issue monitoring and resolution  
 Monitoring the progress.  
 Project Management support during development/pilot and roll-out.  
 Overall co-ordination for roll-out  
 Risk management  
 Governance and escalation processes  
 Documentation of all customizations  
 Stress Test – A minimum of 2000+ concurrent users on each process.

**Additional Technical Compliance Checklist**

S No	Feature/ Requirement	Available (Y/N)	Remarks
<b>SYSTEM</b>			
1.	The SYSTEM shall be hosted on cloud. Bidder shall be responsible for complete detailed end to end, Bidder shall perform onsite requirement gathering at ICAI.		
2.	SYSTEM shall provide the support for custom URLs to ensure short and easy-to-remember web address.		
3.	SYSTEM should have an availability rate of at least 98% (uptime) excluding planned downtime.		
<b>Performance and Scalability</b>			
4.	Batch runs should not influence online performance.		
5.	Bidder should monitor the usage of SYSTEM, to guarantee optimal performance (to support growth). The bidder should be able to upscale quickly in response to this monitoring.		
6.	Bidder should have adequate monitoring tools to monitor at least the domain, network and security devices, OS/VM resource utilizations, servers, service, SYSTEM application and logs.		
7.	Bidder should ensure that 95th percentile of online transactions should be completed within 3-5 seconds response time.		
8.	Bidder should ensure that the SYSTEM scales horizontally at all tiers and is capable of handling peak load across all modules		
9.	For good video delivery experience for users it is expected that the bidder should be able to provide content delivery services to delivery static/video content		

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<b>Integration</b>			
10.	Proposed Application should have provision for other systems to integrate with ICMAI applications (if any) system using web services or similar technology		
11.	Bidder shall provide the ability to both read from and write to this institute automation system		
12.	Support for bar-coded, bio-metric, Internet Banking and/or smart card based inputs.		
<b>Maintainability</b>			
13.	Bidder should be responsible for carrying out the application upgrades/patches		
14.	The bidder should make a standardized process available by which layouts, configurations and data can be copied from and to the acceptance and product environment.		
15.	The bidder shall make a functioning AP (Acceptance and Production) environment available		
16.	The release calendar should be up to date and be made available in real-time		
17.	The bidder shall provide release notes with each upgrade, patch, and bug fix.		
18.	Bidder shall ensure the SYSTEM and underlying infrastructure is secure and capable of appropriately protecting data for the duration of the contract, or so much longer as ICMAI data is still present at/accessible to bidder.		
19.	The logging database must NOT be accessible to unauthorized users. The bidder must guarantee that this database is sufficiently protected to achieve this.		
20.	The bidder should guarantee that communications over the network will be encrypted or encrypted with an extra check.		
21.	The bidder shall carry out security updates properly and efficiently, and as soon as they are available.		
22.	The scope of the security requirements covered shall cover all infrastructure components and resources (hardware and software, physical and logical) and processes used in the provisioning and management of the System Services		
23.	The Bidder shall ensure that adequate IT security resources are available to co- ordinate information security across the entire SaaS cloud environment (SaaS services and operations) by which System is operating and relying upon.		
24.	ICMAI shall own all data stored in its provisioned instance and, which has been created either by ICMAI or by its end-users		
25.	For the provision of the SYSTEM, the Bidder shall have attained ISO/IEC 27001 and 27002 certifications and shall provide evidence of this		

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26.	Bidder shall propose a security management and governance framework to ensure that the System can meet security best practices. The framework shall include at least the following: - Security policies, standards and procedures for the systems. - Security management and processes		
27.	The Bidder shall work with ICAI to align its security policies and standards with that of ICAI. If any gaps are identified, then industry prevalent best practice shall be followed. Bidder shall take the ownership of Data & Content Security		
28.	The Bidder shall appoint an IT Security Professional. He/she is responsible for the following: - Prepare and maintain information systems security policies, security reports and action plans; - Conduct risk assessments on vulnerabilities and liaise and coordinate with the Authority on security matters - Perform other activities necessary to assure a secure System environment.		
<b>Compatibility</b>			
29.	The SYSTEM should support up-to-date versions of current and future version of common web browsers used in India such as Firefox and Google Chrome		
30.	If new browser versions are released, they should also be supported within a reasonable period, but no later than nine months after release. The same applies to relevant browser plug-ins.		
<b>Business Continuity and Disaster Recovery</b>			
31.	Bidder should have a primary and back-up center in India		
32.	The bidder should take care of and is responsible for backups of all data (the database) in the SYSTEM		
33.	The bidder should ensure that Loss of Data is prevented when Data are exchanged.		
34.	The system should offer the possibility to restore to the last working day in case of a SYSTEM crash		
35.	There shall be a procedure available for recovering data after any SYSTEM crash or interruption.		
36.	The Bidder shall develop a Business Continuity Plan/ Disaster Recovery (BCP/ DR) that addresses all the various aspects to enable the SYSTEM to maintain business continuity and to recover quickly from a disaster. If full operations cannot be recovered within the time as agreed with the authority and defined in the policy, the Bidder shall explore measures to bring up the critical services to allow the Bidder to resume minimal operations at the soonest possible time.		
37.	The BCP/ DR established in line with BCMS shall minimally include the following: - Business Impact Assessment		

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	<ul style="list-style-type: none"> <li>- Risk Assessment</li> <li>- Continuity Strategy Identification</li> <li>- Business Continuity Planning</li> </ul>		
38.	<p>The Bidder shall be responsible for business continuity and disaster recovery of the SYSTEM. The Bidder shall be responsible for a Business Continuity Management System (BCMS) that establishes implements, operates, monitors, reviews, maintains and improves the business continuity and disaster recovery abilities of the IT solution. The BCMS should include the following:</p> <ul style="list-style-type: none"> <li>- Business Continuity Policy</li> <li>- People with defined responsibility</li> <li>- Management processes to support the policy</li> <li>- Operational processes to support business continuity including periodic drills to establish readiness to handle unforeseen events that impact business continuity</li> <li>- Compliance processes and evidentiary documents to establish compliance during an audit</li> </ul>		
39.	<p>The impact assessment, risk analysis, strategy identification and continuity planning shall include the following:</p> <ul style="list-style-type: none"> <li>- Identifying all threats that can cause service interruption or service disruption</li> <li>- Identifying dependencies on external systems and services</li> <li>- Probability of occurrence of identified threats</li> <li>- Identifying operational impact of an outage</li> <li>- Establishing the recovery strategy and priorities for responding to and recovering from the various threat scenarios</li> <li>- Establishing risk mitigation alternatives and preventive controls</li> <li>- Formation of a Crisis Management Committee with all key stakeholders of the business</li> <li>- Critical Assets Continuity Plan</li> <li>- Continuity of Operations Plan</li> <li>- Communication cascade (Call tree) Plan</li> <li>- Alternate DR Site Plan</li> <li>- BCP Test Plan calendar</li> <li>- Other documents that may be required during an incident</li> </ul>		
40.	<p>The Bidder shall plan, coordinate and conduct exercises to test the BCP/ DR. The objectives of the exercises shall be to allow ICMAI to practice the procedures, be familiarized with the procedures and be prepared for disaster. The exercises shall uncover procedures that are inappropriate as well as procedures that are missing</p>		
41.	<p>The Bidder shall explain to ICMAI the complete BCP/ DR including critical services, the continuity plan, the</p>		



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	recovery time objective (RTO), crisis and communications plans etc. The Bidder shall consider and implement any changes required in BCP/ DR.		
42.	The Bidder shall regularly maintain the BCP/ DR documents. The Bidder shall review the plan periodically for its accuracy and completeness in addressing all the possible threat scenarios.		
43.	The Bidder shall be responsible to submit to ICMAI a summary report within one (1) month after the conclusion of any disaster recovery exercise.		
<b>Profile based Access Management</b>			
44.	The SYSTEM shall support multiple accounts owned by the ICMAI support their different roles and responsibilities, as and when required		
45.	An automated self-service capability in the SYSTEM shall be made available for the Users of the SYSTEM to reset their user account password.		
46.	Each account shall have different access control mechanisms to allow activation of different SYSTEM functions or services		
47.	Access to SYSTEM administrative functions shall be tightly controlled, monitored and accounted for.		
48.	Access rights of the SYSTEM are granted based on role needs and will be reviewed periodically by ICMAI Any accounts that are not needed shall be deleted by Administrator (from ICMAI) after review and authorization.		
49.	The following reports generated should be provided to ICMAI: - List of discrepancies between the users listing finalized by ICMAI and the accounts in the SYSTEM - List of accounts by roles/profiles		
50.	Individual accounts to different users for accessing SYSTEM so that clear user accountability is established. SYSTEM administrative or functional accounts shall also be issued to an individual who shall be accountable for all actions taken under the accounts		
51.	Security measures shall be implemented to prevent SYSTEM administrators and other privileged users from having direct access to the stored data. The Bidder shall have proper approval process and tracking mechanism for all access to the SYSTEM and information to ensure proper usage and accountability		
52.	Based on the IP range the SYSTEM access may be restricted for any profile of user or individual user. Security measures to restrict and control the users, developers and operators access to the SYSTEM shall be put in place		
53.	System shall facilitate the Administrator Based Access in all applications i.e. Super admin, Admin, Where Super		

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	admin can assign the rights of multiple administrator for report generation and system access. Administrators may be 10-15 in numbers		
<b>Mobile Based Application (Android/iOS/Windows)</b>			
54.	The Bidder Should Facilitate Native Mobile app on Android, iOS & Windows platform for all the functionalities/Modules developed for ICMAI as Part of Project Module Scope. The application shall be capable to perform the intended actions on the go. The mobile application shall also be sharing the same database shared by the main solution to eliminate any possibility of data redundancy. The mobile based version of the software should be an easy-to-use that allows ICMAI Stakeholders to perform various tasks and view information from any Smartphone. Notifications should be seen in mobile and actions like approvals shall also be done		
<b>SMS /Email Integration</b>			
55.	There should be support for SMS/Email for following actions and it should be generated automatically: • For reminders like fee dues, last submission dates • Alerts on attendance shortages, budget limits • Notifications on transactions like attendance marking, fee collection, progress report availability		
56.	Email Reply - Capability with which users can respond to mails with certain key words and transaction are performed in SYSTEM, based on that e-mail response		
57.	SMS Reply - Capability with which users can respond to SMS with certain key words and transaction are performed in SYSTEM, based on that SMS response		
<b>Audit Trail</b>			
58.	The SYSTEM should record changes in data in every field with user ID and time stamp, with ability to record reasons in some cases		
59.	SYSTEM should enable the user to choose which fields or tables are to be audited through a delivered tool. System shall maintain the complete audit train at User and Admin level for Compliance prospective		
<b>Import/Export Data</b>			
60.	SYSTEM should have provision to upload data from all the existing local records held by ICMAI		
61.	Should have provision to facilitate Import from/Interface with the third-party applications in the institute and extract data in various formats		
62.	Should have provision for Import and Export to archived files		
63.	Should produce reports on all areas of data that can be exported to MS Excel/PDF		

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<b>Archiving</b>			
64.	The application should provide a Data Archival utility on a cloud model as a part of the standard offering		
65.	Should have support to facilitate the query and reporting on archived data		
<b>Single and Minimal data entry</b>			
66.	Data should be entered and validated at source only once and be used throughout the system(s)		
67.	There should be provisions to facilitate and minimize data input (e.g. use of intelligent default values, inheritance from previous entries, etc.) facility to strictly avoid any duplication of data. Search/match facility required that can help restrict the entry of duplicate data by providing interactive alert messages		
<b>Reporting and Data Extraction</b>			
68.	Interface with Data Mining Tool		
69.	Facilities for free text search		
70.	Include a standard set of reports based on industry best practices		
71.	Have ad hoc reporting capability that is user friendly and easy to use		
72.	Support ability to report to file as well as other means. Bidder shall facilitate the Business Intelligence tool for Report generation from admin panel for report generation and customization		
73.	Provide good interfacing mechanism		
74.	Powerful analytics with good dashboards		