



# THE INSTITUTE OF COST ACCOUNTANTS OF INDIA

(Statutory body under an Act of Parliament)

12, SUDDER STREET, KOLKATA - 700 016

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

Ref: LTC/NYCO/2024

Dated: 11.09.2024

**Sub.: Tender for procurement of services for conducting Online examinations from home location for CMA National Youth Commerce Olympiad (NYCO 2024)**

The Directorate of Studies in association with Career Counselling & Placement Committee and CAT Directorate of the Institute of Cost Accountants of India (Statutory Body under an Act of Parliament) (herein after referred as "Institute") intends to conduct a Computer Based Exam for **CMA National Youth Commerce Olympiad (NYCO 2024)** on **Sunday, 17<sup>th</sup> November 2024**. The Institute for the above purpose intends to engage a Professional Agency to provide the respective services.

In this connection, sealed quotations are invited for the Computer Based Exam for CMA National Youth Commerce Olympiad (NYCO 2024). The reputed Online Exam. Service providers, who have prior experience for conducting online exam may apply for the tender.

The earnest money of **Rs.20,000/- (Rupee Twenty Thousand only)** has to be deposited by the bidder in the form of Demand Draft from any Nationalized bank in favour of "**The Institute of Cost Accountants of India**", payable at Kolkata.

**Proposal is liable to be rejected for the following reasons:**

1. Absence of E.M.D of Rs. 20,000/- (Rupee Twenty Thousand only)
2. Rate quoted are not as per the Prescribed Format. (Annexure B)
3. Incomplete, unsigned, unstamped, illegible or mutilated.
4. Void for ambiguity/uncertainty.
5. Containing incorrect/unsubstantiated information.

The Institute may waive any minor informality or no-conformity or irregularity in a Bid, which does not constitute a material deviation. The decisions of the Institute in regard to the deviation being material or not shall be final and binding.

**For queries the interested bidders may contact Shri Sundeep Aggarwal, Assistant Director at Phone: +91 8276814990 on all working days (Mon to Fri) during office hours (10.00 am to 5.30 pm).**

**Disclaimer:**

- 1) All information contained in this tender document subsequently provided are in good faith. This tender is not an agreement or an offer by The Institute of Cost Accountants of India to the prospective applicants or any other person. The purpose of this tender is to provide interested parties with information that may be useful to them in the formulation and submission of their applications pursuant to this tender.
- 2) This tender includes statements, which reflect various assumptions and assessments arrived at by The Institute of Cost Accountants of India in relation to the selection of the agency. Such assumptions,



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assessments and statements do not purport to contain all the information that each applicant may require.

- 3) The Institute of Cost Accountants of India accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any applicant upon the statements contained in this tender.
- 4) The Institute of Cost Accountants of India may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this tender, without assigning any reason or providing any notice and without accepting any liability for the same.
- 5) The issue of this tender does not imply that The Institute of Cost Accountants of India is bound to select an applicant or to appoint the selected applicant, as the case may be. The Institute of Cost Accountants of India reserves the right to cancel this request for tender and/ or invite afresh with or without amendments to this request for tender, without any liability or any obligation for such request for tender and without assigning any reason. Information provided at this stage is merely indicative.

## **About the Institute:**

The Institute of Cost Accountants of India (ICMAI), a leading professional accounting body established under the Cost & Works Accountants Act, 1959, regulates the profession of Cost & Management Accountancy in India. As a statutory body under an Act of Parliament operating under the Ministry of Corporate Affairs, Government of India, the Institute has seen significant growth, now boasting over 100,000 qualified CMAs and a student base exceeding 500,000. Recognized as the largest CMA body globally, ICMAI is a founding member of the International Federation of Accountants (IFAC), the Confederation of Asian & Pacific Accountants (CAPA), and the South Asian Federation of Accountants (SAFA). The Institute also holds membership in the International Valuation Standards Council (IVSC), UK, and the International Integrated Reporting Council (IIRC), UK.

## **Basic Requirements:**

- TFH (Test from Home) online exam platform with integrated generation of admit card and conduct of exam.
- The Contract is to commence from the date of signing of the Contract and will be expired after completion of the online examination, subject to fulfillment of all conditions mentioned in this tender documents.
- The Agency shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other Agency/Contractor without the prior written consent of this Institute.
- The Agency will be bound by the details furnished by it to the Institute, while submitting the tender or at subsequent stage. In case, any of such documents furnished is found to be false at any stage, it would be deemed to be a breach of terms of contract making the firm liable for legal action besides termination of contract.



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- Financial bids of only those bidders who are technically qualified shall be evaluated. At the time of opening of financial bids, the shortlisted bidders may be called at the meeting by the concerned tender committee.
- Institute may ask the documentary evidence in respect of payment of statutory liabilities as and when required to be furnished.
- The quoted rates of offer will be valid for a period of 90 days till award of the job.
- Before award of contract, all original documents may be checked by the Institute and at that time attested photo copies are required to be furnished.
- The shortlisted vendors may have to make a presentation before the concerned committee before their final selection and signing of the contract.
- The Cost of Tender Document is NIL. The tender document may be downloaded from the website for use.
- Selecting vendor with a suitable Test Engine software along with scientific proctoring tool (AI based) to conduct online examinations for a minimum 10000 students at one session on a particular exam day based on multiple slot(s) TFH (Test from Home) online exam platform.
- On the particular exam day there will be 3 sessions/slots of 1 hr. duration each.
- Vendor should have software application with scientific systematic AI based auto proctoring tool for auto proctoring and IT Support, etc.
- MCQ based question paper will be set.
- Vendor system & manpower should support and provide help to upload the question bank as per their requirement.
- System would also generate the examination results.
- System should also host the students' admit card / hall ticket with student's photo with their link based on the clearance received from the Institute.
- The application needs to be user friendly to creating mock and actual tests, student authentication facility etc.
- The Software must be tested for Performance, Security, Usability, High-Availability, Business Continuity, and Disaster-Recovery
- Students can conveniently take the exam from anywhere using laptop / computer, or even mobile phone.
- A normal internet connection should be enough for this exam platform.
- The Institute will provide the list of the students those will appear the examination.
- All users (Institute staff as well as students) should get empathetic tech support as and when required from the vendor on all aspects of taking the exams online.
- Vendor system should have the facility to capture match student's ID with Institute application details.
- Exam should be conducted with secure browser after system sanitization. The vendor should ensure the proper software security measures so that nothing untoward happens at the users' end.
- Question paper should be under control of the Institute before starting of the examination.
- Raw result should be handed over to the Institute after exam is over as per the Institute required format for further processing.
- Software should provide Auto-Save functionality & Auto Submit if exam duration is over.



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- Soft copies of encrypted Question Paper sets will be uploaded 1 Hour prior to the start of examination in prescribed format
- Validate student's ID with register of students.
- To maintain complete log of all activities of candidate during the course of examination to enable complete audit ability of the examination process.
- To obtain feedback from candidates post examination via Online Feed Back Form
- Institute would provide confirmed exam registration details to vendor 7 days before planned exam date.
- No other applications/platform should be allowed to run at the background of the system/device.

## Scope of Work:

1. The vendor should have suitable Test Engine Software for conducting NYCO - 2024 Examination with suitable customization if required.
2. Students will be located anywhere in India along with overseas with remote location.
3. Selected vendor will provide the MOCK Test provision before the examination.
4. Vendor should have the facility to provide the question banks as well and publish results.
5. The vendor will also be responsible for providing the services with high element of integrity and confidentiality. The Institute has been maintaining a very high standard in the conduct of its Examination and the Bidder is expected to provide its services without causing any damage to the reputation of the Institute.
6. The vendor would be responsible for assisting the Institute in question bank upload, management, training of users and provide **mock test prior** to actual conduct of exam.
7. The Institute reserves the right to change any date/time mentioned in the schedule above under intimation to all concerned.
8. The Bidder will provide a SPOC for the project who will be responsible to coordinate & manage the entire project with the Institute
9. The Bidder is responsible for the following activities during the Exam day:
  - Server/Network Monitoring during conduct of examination
  - Assist in case of any IT failures to the Institute and students as well.
  - Securing Server Data Pre/Post Examination
  - To prepare and provide documentary manuals for all processes for safe and secure conduct of examination to be followed along with rules for contingency and exception handling/ emergency procedures.
  - Assisting the moderator in uploading the Question bank on the Test Engine Server
  - Provide Mock test facility to candidates via the Institute Website
10. Any other tasks related to the above.



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## Volume of Work:

- The Institute is expecting at least 20000 candidates may participate at CMA National Youth Commerce Olympiad (NYCO 2024).
- **If NYCO 2024 is successfully done, the contract may be renewed for two more such examinations annually at the same rate, terms and conditions, on mutual consent.**

## Eligibility Criterion for the Bidder

The bidder should meet the following basic eligibility criterion: -

- Bidder Incorporated in India Under Companies Act 2013. Bidder must be registered on or before 01/04/2019.
- The Average Annual Turnover of the Bidders for the last 3 years should be Rs.1 Crore and above, of which a minimum of 50% of the turnover should be from online examination business for each year of last 3 years (Group turnover will not be accepted) (Attach Audited Balance Sheet of FY 2020-21, 2021-22, 2022-23,)
- Bidder should have experience of conducting Online Examination since last 3 years of operation with experience of handling a minimum of 1000 exams per year at pan India level for each year in the last 3 years
- Bidder must not be making loss in last 3 years of operations.
- The Online Exam Software must be IPR owned by the Bidder (copyright of the Software source code) (Self Certified letter)
- Bidder should have in-house 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 to conduct the exam
- Bidder should provide a minimum of 3 client references where similar examination services have been provided (Attach Client Project Brief)
- It is preferred that the Bidder possess the following Certifications
  - (a) Information Security Standards ISO/IEC 27001:2005 Certified
  - (b) ISO 9001:2008 Certified for service delivery of the examination process
- Should have experience of conducting end-to-end examination process in the Education /Government sector to cover activities like computer based application processing, payment, gateway, admit card upload, question paper setting & computer based test delivery & administration and result processing.
- Should not have been blacklisted by any Firm/Organization/School/Board/University/ Institution or any Government organization and no legal case pending in the court of law against the agency.



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## **SUBMISSION OF REQUIRED DOCUMENTS IN SUPPORT OF ELIGIBILITY**

With response to your tender hosted on your website, the technical bid of our firm for this assignment is submitted herewith along with the following mandatory documents as mentioned in the tender documents.

Sr. No.	Documents Need to be Submitted	Whether Submitted (Tick YES/NO)		Relevant Details	Remarks
		YES	NO		
1	<ul style="list-style-type: none"><li>• Earnest Money Deposit (EMD)</li><li>• Demand draft number</li></ul>	YES	NO		
2	Documentary evidence in support of being a Company registered on or before 01/04/2019 under Companies Act	YES	NO		
3	Documentary evidence in support of having experience of conducting online examinations since last 3 years of operation with experience of handling a minimum of 1,000 examinees per year at a Pan India level for each year in the last 3 years	YES	NO		
4	PAN Card-Details should be submitted	YES	NO		
5	GST Registration copy	YES	NO		
6	TIN-Details should be submitted	YES	NO		
7	Documentary evidence in support of having quality certification such as ISO 9001:2015 or equivalent	YES	NO		
8	Provide a minimum of 3 client references where similar examination services have been provided (Attach Client Project Brief & proof of project Completion)	YES	NO		

Authorized Signature [*In full and initials*]: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Firm:

Address:

Mail Id:

Phone No:



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Mobile no:

Company / firm seal:

## **Confidentiality**

*The Bidder and their personnel shall not, either during implementation or after completion of the project, disclose any proprietary, Examination related or confidential information relating to the services, agreement or the Institute's operations without the prior consent of the Institute. The legal liability for breach of confidentiality by the bidder and its employees solely lies with the bidder.*

## **Financial Terms and Conditions**

1. Financial Evaluation would be made on lowest (L1) basis on the basis of service charges quoted by the Tenderer/Applicant.
2. In case, tie is observed in the Financial bid, the applicant with greater experience since commencement of the entity will be considered for the award of contract, if otherwise eligible.
3. Earnest Money amounting to Rs. **20,000/-** (Rupees Twenty Thousand only) in the form of demand draft in favour of 'The Institute of Cost Accountants of India' payable at Kolkata has to be submitted in envelop no A. with the Technical Bid.
4. The EMD of the successful bidder will be converted into security deposit and would be retained by the Institute for a maximum period of 3 month (s) after expiry /termination of the contract. The Institute reserves the right to deduct appropriate amount from the security deposited in case of any dispute arising out of the contract. No interest shall be payable on Bid Security/EMD under any circumstance. Unsuccessful Bidder's Bid security shall be discharged or returned within thirty (30) days after the contract is awarded to the successful bidder.
5. If at any point of time during the period of contact, it is observed by the Institute that the service rendered by the Contracting Agency are not to the satisfaction of the Institute or any terms of contract are violated, the Institute reserves the right to terminate the contract with immediate effect without any notice or compensation thereof.
6. In case of breach of any of terms and conditions mentioned in this tender document or contract, the concerned Committee will have the right to cancel the work order without assigning any reason thereof and to impose penalty to the tune of 50% of the tender value and the security deposit shall also stand forfeited. An agreement between the Institute and the vendor shall be signed in this regard.
7. The Technical Proposals will, in the first instance, be examined by the INSTITUTE to ascertain fulfillment of eligibility criteria and submission of required documents in support thereof. Bidders who fulfill the eligibility criteria and have submitted all required documents in their Technical Proposal may be invited to make presentations on their Technical Proposal on a date/time to be specified and conveyed by the INSTITUTE. The INSTITUTE / Evaluation Committee may seek clarifications from the bidders and the





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bidders are expected to respond / provide the information / clarifications within the stipulated time. The failure to provide the information may lead to disqualification of the bidder.

8. Financial Evaluation would be made on lowest (L1) basis on the basis of service charges quoted by the Tenderer /Applicant.
9. **ONLY TECHNICALLY QUALIFIED BIDDERS CAN PARTICIPATE IN THE FINANCIAL BIDS**

## **Settlement of Dispute**

1. All disputes regarding interpretation of the contents of the Agreement or its implementation shall be resolved by Mutual discussion/reconciliation in good faith by the Agency and The Institute of Cost Accountants of India.
2. This Agreement shall be governed by the laws of India for the time being in force and subject to exclusive jurisdiction of Courts at Kolkata.

## **SUBMISSION OF BIDS**

The bid shall be submitted in three separate envelopes namely Technical Bid (Annexure-A), Financial Bid (Annexure-B) and EMD (MSME Certificate, in case of EMD Exemption)

The **Technical Bid (Annexure A)** should be duly filled in and signed & stamped on all the pages and kept in a separate sealed envelope marked "A" super scribing as "**TECHNICAL BID for CMA National Youth Commerce Olympiad (NYCO 2024)**". Name and Address of the bidder has to be mentioned on the envelope.

The **Financial Bid (Annexure B)** duly filled and signed should be sealed in a separate envelope marked "B" super scribing as "**FINANCIAL BID for for CMA National Youth Commerce Olympiad (NYCO 2024)**". Name and Address of the bidder has to be mentioned on the envelope.

The EMD should be put in a separate 3<sup>rd</sup> Envelope super scribing (EMD / MSME certificate). MSME certificate for exemption of EMD should compulsorily submitted in case EMD is not submitted or else the tender is liable to be rejected

- i) The Envelope "A" should contain the technical details only
- ii) The Envelope "B" should contain the Financial Bid only.
- iii) The Envelope "EMD / MSME certificate" should contain a Demand Draft of Rs. 20,000/- (Rupees Twenty Thousand only) as EMD, in the name of 'The Institute of Cost Accountants of India', payable at 'Kolkata' **or** the MSME Certificate as the case may be.
- iv) **The sealed envelopes marked as "A", "B" and "EMD / MSME certificate" to be put in a Master Envelope super scribed as "Tender for CMA National Youth Commerce Olympiad (NYCO 2024)". The bidder must mention his name address, telephone no. and email id on the main cover.**





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Bidder can submit the bid by hand or sent through courier at Limited Tender Enquiry (LTE), The Institute of Cost Accountants of India, CMA Bhawan, 12, Sudder Street, Kolkata - 700016, on or before 4:00 pm, September 24<sup>th</sup>, 2024.

CONVENER  
LIMITED TENDER ENQUIRY

Annexure -A (Part - I)

## INFORMATION SHEET

**(To be filled in and submitted by the Applicant ALONG WITH COPIES OF DOCUMENTS  
in support of the information furnished by the applicant)**

INFORMATION SHEET			
Sl.	Particulars	Information to be furnished by the Applicant	For use By Institute
1	Name of the Tenderer/Applicant Relation with Company		
2	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 (i) (ii)	
3	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)	



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4	Ownership pattern (i.e. proprietary concern/ Partnership firm / Pvt. Ltd. Co. / Public Ltd Co. etc. (with documentary evidence)		
5	PAN		
6	GST no.		
7	CIN No. In case of limited company		
8	Bank Details		
9	Whether agreeable to at least 45 days' credit payment		
10	Setup Time required		

Authorized Signature [*In full and initials*]: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Firm:

Seal of Firm / agency / company:



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## Annexure -A (Part - II)

### SELECTION CRITERIA (POINT ALLOCATION)

Sr. No	Eligibility Criteria	Maximum Marks	Parameters	
1	Having experience of conducting end-to-end examination process in the Education /Government sector	10	Having	10
			Not having	0
2	Experience of conducting Online Examination since last 3 years of operation with experience of handling a minimum of 1,000 examinees per year at Pan India level for each year in the last 3 years.	15	Up to 1,000 Candidates	5
			1,001 to 5000 Candidates	10
			Above 5000 Candidates	15
3	Certification Level Information Security Standards ISO/IEC 27001:2005 Certified ISO 9001:2008 Certified for service delivery of the examination process	10	Copy of valid certificate	10
4	Have successfully executed at least 3 projects to Central/State Government or Autonomous bodies	15	From 3 to 5 projects	10
			Above 5 related projects	15
5	Average Annual Turnover for the last 3 years should be Rs.1 Crore and above of which a minimum of 50% of the turnover should be from online examination business for each year of last 3 years	10	From Rs.1 Crore and upto Rs.5 Crore	5
			Above Rs.5 Crores and upto Rs.10 Crores	7
			Above Rs.10 Crores	10
6	Provide a minimum of 3 client references where similar examination services have been provided	10	For 3 clients	5
			For 4 to 6 Clients	7
			Above 6	10
7	Legal Structure	5	Partnership/Proprietary	1
			Private Limited Co	3
			Public Ltd Co	5
8	Security Measures/infrastructure for conducting on-line test.	5	Having	5
			If not having	0
9	The Bidder should be the owner of the application for conducting online examinations and own the complete Source code.	10	Owner of Source Code	10
			License User	5
10	Own Data Center or Data Center with a partner which should be Cert-in, ISO 27001 certified and Tier III	10	Own Data Center	10
			Partner Data Center	5
<b>Total</b>		<b>100</b>		



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**N.B.: The minimum score to be obtained is 65 for opening Financial Bid.**

**Note:**

1. Self-attested copies of certificates / documents in support of the information provided above are must and shall have to be annexed with the Tender documents.
2. The Institute reserves the right to reject any incomplete application without showing any reason.
3. The Institute reserves the right not to empanel any party even on fulfilling the eligibility criteria or postpone or cancel the process of empanelment or terminate the empanelment of any party at any time for the Institute without assigning any reasons in this regard.

Authorized Signature [*In full and initials*]: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Firm:

Seal of Firm / agency / company:



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Annexure -B

## FINANCIAL PROPOSAL - STANDARD FORM

Financial Proposal Standard Form shall be used for the preparation of the Financial Proposal according to the instructions provided under Section 2.

Sl. No	Activity	AI proctored based platform	
		Candidates	Rate per hour per candidate for the Online Test (Rs.)
1	Conducting Computer Based Exams from home location	1001 - 5000	
		5001 - 10000	
		10001 - 20000	
		20001 & above	

Applicable GST of \_\_\_\_\_ % shall be paid extra.

*# Selection will be based on the lowest rate provided at the bold box (5001 - 10000).*

**Declaration:** We /our Company have understood the job involved. We agree to all the terms and conditions as indicated in this EOI/Tender Notice. We are not debarred by any other Department of the Institute.

Authorized Signature [In full and initials]	
Name and Title of Signatory	
Name of Firm	
Address	
Mail Id	
Phone No	
Seal of the company / firm	