

**REQUEST FOR PROPOSAL (RFP)**  
**of**  
**ONLINE EXAMINATION SERVICES**  
**Directorate of Examinations**  
**THE INSTITUTE OF COST ACCOUNTANTS OF INDIA**



**THE INSTITUTE OF COST ACCOUNTANTS OF INDIA**  
**12, Sudder Street, Kolkata - 700016**  
**Phone: +91 0334036-4753/4036-4763/4036-4755**

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

Dear Sir/Madam,

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 Test for its Intermediate and Final Level Course from December 2020 onwards. The Institute, for this purpose intends to engage an Online Testing Agency for its professional examinations.

The purpose of this RFP is to solicit proposals from qualified vendors who have requisite expertise and infrastructure to conduct online examinations (both Center based and Home based) on behalf of the Institute for its professional examinations.

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

The Agency who is capable of executing the tasks indicated in the RFP may submit their proposals in ONLINE MODE ONLY in the manner as prescribed in the RFP on or before **16:00hrs.** of **22/09/2020** at the following mail address: [finance.dd2@icmai.in](mailto:finance.dd2@icmai.in)

The Tender offer should be submitted in two separate mails containing the offers in password protected documents.

Subject of mail for technical bid '**OFFER FOR PROVIDING ONLINE EXAMINATION SERVICES - TECHNICAL BID**'.

Subject of mail for commercial bid '**OFFER FOR PROVIDING ONLINE EXAMINATION SERVICES - COMMERCIAL BID**'.

Contact Details:

Mr. Suhash Guha (Convener)

Tender Committee

The Institute of Cost Accountants of India

CMA Bhawan, 12 Sudder Street

Kolkata – 700016

email: [finance.dd2@icmai.in](mailto:finance.dd2@icmai.in)

**EARNEST MONEY DEPOSIT (E.M.D):**

The intending bidders should submit EMD of **Rs.30,00,000/- (Rupees Thirty Lakhs Only)** through bank transfer (RTGS) directly to the Institute's Bank Account and share the transaction detail at the mail address provided above. Bank Account Details:

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 Rs.30,00,000/- (Rupees thirty lakh 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.

**DISCLAIMER**

- 1) All information contained in this RFP subsequently provided are in good faith. This RFP is not an agreement or an offer by The Institute of Cost Accounts of India to the prospective applicants or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation and submission of their applications pursuant to this RFP.
- 2) This RFP includes statements, which reflect various assumptions and assessments arrived at by The Institute of Cost Accounts of India in relation to the selection of the agency. Such assumptions, 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 RFP.
- 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 RFP, without assigning any reason or providing any notice and without accepting any liability for the same. It is the bidders responsibility to view the updated information from the Institute's website.
- 5) The issue of this RFP 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 RFP and/ or invite afresh with or without amendments to this request for RFP, without any liability or any obligation for such request for RFP and without assigning any reason. Information provided at this stage is merely indicative.

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## SECTION I: BACKGROUND

### Overview

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 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 to develop and regulate the profession of Cost Accountancy in the country.

Presently the Institute holds the Intermediate and Final examinations twice a year, June Term and December Term, for its students from various examination centers across the country and overseas centers too.

### Basic Requirements

- Computer Based Tests through both Online Test Centers (**OTC**) and Test from Home (**TFH**).
- The examination system must allow students who appear from HOME to access the examination through devices: Laptops, Desktops, Tabs and Mobiles.
- Presently the Institute has several exam centers (for physical examinations) across the country and abroad too, please refer to **Annexure 3**.
- The Online Test Centers (OTCs) have to be arranged by the selected agency and must have a City Head (coordinator), Center Administrator, IT Manager, Invigilators for physical proctoring, support staff etc.
- The OTCs must be equipped with the necessary Hardware, that include scanners; necessary Software; Networking; power backup and uninterrupted connectivity.
- The OTCs should have the basic facilities of drinking water, clean toilets, follow present government norms of sanitization and social distancing.
- The OTCs should provide blank paper sheets to the candidates who may write their descriptive papers which would be scanned and sent online from the test centers at the time of examinations.
- The Contract is to commence from the date of signing the Contract with the Agency and shall continue initially for a period of **one year** unless it is curtailed or terminated by the Institute owing to deficiency of service, substandard of quality, breach of contract, reduction or cessation of the requirement of work. However, the contract may be extended for another **two years** with the same terms, price, and conditions if the Institute is satisfied with the performance of the Agency. The Agency should hand over all the documents in whatever format pertaining to the Institute upon completion / termination of the contract.
- 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 selected agency must provide the necessary SOP, student guidelines, process flowchart and other user manual needed for the online examination system.
- The selected agency would have to provide the necessary consulting, training of our examiners / moderators, and support to handle the entire examination process.
- 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.
- Financial bids of only those bidders who are technically qualified shall be evaluated. At the time of opening of Technical bids, the potential bidders may be called at the meeting by the concerned tender committee.
- The agreement can be terminated by either party giving 3 (three) months' notice in advance. If the service provider fails to give three months' notice in writing for termination of the agreement, performance guarantee submitted by the service provider shall be forfeited in favour of the Institute.
- Institute may ask documentary evidence in respect of payment of statutory liabilities as and when required to be furnished.
- The quoted rates offered will be valid for a period of 90 days.
- 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 Cost of Tender Document is NIL. The tender document may be downloaded from the website for use.
- The shortlisted vendors may have to make a presentation before the concerned committee before their final selection and signing of the contract.
- The vendor should have suitable Test Engine software along with scientific proctoring tool to conduct Computer Based Test (CBT) for 100,000 students in one slot through Examination Centers pan India and select overseas centers AND also Test from Home facility via online exam platform.
- On each day there would be two sessions each paper of 3-hours duration to be conducted in multiple days consecutively.
- Vendor should have software applications along with AI and scientific systematic proctoring tool for auto and manual proctoring, IT support, etc.
- Vendor has to conduct online exams in a manual proctored (monitored) as well as auto proctored manner. Vendor has to deploy manpower in the ratio 15:1 student to proctor for monitoring and guiding through the exams.

- Examination papers would have both MCQ and Descriptive questions for case studies. Candidates may have to solve the descriptive answers on blank sheets and upload the scanned answer script on the system, hence scanning facility at OTCs have to be arranged.
- Handicapped candidates would be provided scribes at OTCs.
- The application needs to be user friendly to operate and the platform should have options to upload student details in bulk, creating mock and actual test, student authentication facility etc. from all the devices: laptops, desktops, tabs and mobiles.
- The platform needs to have student authentication facility before start of the examination.
- Vendor's exam application system needs to be integrated with the Institute's system starting from exam application with payment gateway, uploading of applicant's photo, signature along with a GOVT identity card for exam time validation. System should also host the students' admit card / hall ticket with students photo with their link based on the clearance received from the Institute.
- A normal internet connection should be enough for this exam platform as students would be from remote locations of the country.
- The Institute would provide the number of students who would take the exams concurrently from anywhere across the country including students from abroad.
- 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.
- All live examinations should have video recording and system audit trail recording facility to handle RTI issues.
- Vendor system should have the facility to capture and 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.
- Mixture of both MCQ and Descriptive questions and answers for case study questions will be there. The system need to have facility of randomization of questions/answers.
- The Institute would provide the expected number of candidates who would sit / opt for TFH mode and number of candidates who opt to appear through OTCs, after the Mock Test is done in every term. Accordingly, the vendor would have to arrange the number of OTCs accordingly. The OTCs must be fit for examinations as per government guidelines.

- Examinations will be conducted as per Examination timetable of the Institute on scheduled date at the cities required.
- The examination results should be handed over to the Institute after exam is over as per the Institute's required format for further processing.
- Institute would provide confirmed exam registration details to vendor 15 days before planned exam date. Students will have the option to appear the examinations from Online Test Centers (OTCs) as well as from their Home by using their credentials.

### **Scope of work**

Following is the scope of work:

1. The Examination will be delivered through secured server hosted in at least Tier III Data Center or above from Examination Centers having requisite infrastructure and facilities. Online exam platform software and trained manpower to conduct the CBT on the given time and date, as per notification of the Institute.
2. The vendor should have their own data centre in India and it must not host the application in a third party data centre, and having suitable Test Engine Software for conducting the Institute's Intermediate and Final Course Examination with suitable customization if required.
3. Students will be located anywhere in India along with overseas as well as remote locations.
4. Selected vendor will provide the MOCK Test provision before the examination. This mock test would be replica of the final examination.
5. The Bidder 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. Any other tasks related to the above.

### **Notes**

1. The Institute reserves the right to change any date/time mentioned in the schedule under intimation to all concerned.
2. Prospective bidder requiring any technical clarification on the RFP may post their query to the Institute to the mail:- **exam.dd2@icmai.in**

### **Volume of work**

The Institute is expecting approx. 70,000 – 90,000 candidates per term to take the Intermediate and Final Course Examinations with minimum 4 papers each. This will be as per examination notification of the Institute. The mentioned figure may vary from term to term.

### **Scheme of Examination**

The examinations shall be conducted as Computer Based Test (CBT) as per following format:



- The papers would be of mixture of MCQ and descriptive questions including case study questions with randomization options,
- Papers will be 100 marks per paper.
- Duration of the examination will be 3 hours per paper.
- Examination will be conducted as per Examination timetable of the Institute.
- Students may have the choice to appear from both Home as well as Exam Center.
- Proportion of MCQ and Descriptive question will be decided by the Institute.
- MCQ part of the examination will be evaluated by the computer itself.
- Descriptive part of the examination will be evaluated by the examiner provided by the Institute.
- Identity of the students should not be disclosed to the examiner during evaluation.
- **Necessary training to the examiners for online evaluation should be provided by the vendor along with login credential and all.**
- The compiled examination results will be handed over to the Institute in the required customized format together with attendance details, marks etc. as per Institute direction.
- Scope for RTI, photocopy of answer scripts, verification of answer scripts should be there.
- Audit trail also to be provided to the Institute.
- System should also have the scope for verification result processing.

### **Test Engine Technical Pre-requisites**

The essential Test Engine prerequisites are as follows:

- The Test Engine Software must be owned by the Bidder (copyright of the Software source code)
- The Software must be tested for Performance, Security, Usability, High-Availability, Business Continuity, and Disaster-Recovery
- The Test Engine Software should deliver the exams in a de-centralized (CBT) delivery model
- Should have the capability to deliver exams through a secure browser
- Test Engine Software should support different types of MCQ's, case studies, descriptive mode with question and answer randomization facilities.
- The Bidder should have the required Software authoring tool for the Institute SME's (Subject Matter Experts) to design, develop & Upload the Questions/Question Bank in a secure manner (Encryption 128 bit SSL Based)
- Software should provide randomized test items & response
- Software should provide summary of every question providing information on, i.e. Questions attempted, Questions yet to be attempted, Bookmarked Questions etc.
- Software should provide Auto-Save functionality & Auto Submit if exam duration is over or internet connection issues.
- Software should provide Candidate Photo and signature display on screen.
- Generation of violation reports etc.

### **Examination Phases**

The entire process shall be divided into the following phases:

- (a) Pre-Examination Phase.
- (b) Examination Phase
- (c) Post Examination Phase

### Pre-Examination Phase

Designing the online examination plan and examination process would be under consultation with the Examination Department of the Institute and following will be the responsibility of the Bidder:

- The Bidder will provide a SPOC for the project who will be responsible to coordinate & manage the entire project with the Institute
- Selected vendor will provide the MOCK Test provision.
- The Institute would provide the expected number of candidates who would sit / opt for TFH mode and number of candidates who opt to appear through Examination Centers, after the Mock Test is done in every term.
- Accordingly, the vendor has to arrange the Exam Centers (OTCs) across India and abroad too.
- Complete security of information, sever, physical, and network to be vendors' responsibility.
- Candidate handling process: Mapping of candidate details with exam centers, validation & verification of identity, attendance and biometric, seat allocation, scanning facilities and security parameters.
- Dissemination of information to candidates and their orientation before examinations.
- Central Test Engine Software should be installed at least Tier III Data Center or above.
- Conduct Trial runs across all user to ensure that all examination parameters match the requirement (1-2 days Prior to Exam date)
- Ensure DR Servers configuration and testing for contingency.
- Bulk SMS and mailing facility to the data bank of candidate list provided by the Institute notifying them the exam schedule.
- Provide a detailed Site Readiness Check list Report to the Institute before the actual Examination date.
- Direct coordination with subject moderators of the Institute in regard to question bank processing and uploading. If required, a staff of the selected vendor may have to be present at the Institute's office during the finalization of question paper and its uploading at the secured server.
- Any other job as needed at the Pre-examination phase.

### Examination Phase

**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.
- Ensure seamless smooth conduction of the examinations at all centers across the country, including overseas centers.

- Data security lies entirely on the agency responsible in holding the examinations of the Institute.
- The computer based exam software should support standard features such as display of details of candidate, instructions, start/close of exam (schedule time), virtual numeric keypad, display of marking/unmarking of questions, status of questions with different colors.
- The system should allow student to switch between sections, enlarge fonts, navigation to unsolved questions and prompt for submission.

### **Manpower**

The bidder / exam centers should deploy the following manpower to conduct and monitor the exams with scientific automatic and manual remote proctoring tool. OTCs to have:

- (a) Coordinating officer (city head) and each center to have a center administrator
- (b) IT Managers and IT support for the students.
- (c) Invigilators (1:15) to monitor through remote proctoring tool.

**Note:** The above staff should be proportionate to the number of candidates per venue/center

- Soft copies of encrypted Question Paper sets will be uploaded 15 minutes prior to the start of examination in prescribed format
- Validate student's ID with student database and register.
- Strictly monitor with remote invigilator as per ratio through remote scientific proctoring tool, and at OTCs physical invigilators.
- To maintain complete log of all activities of candidate during the course of examination to enable complete audit of the examination process.
- Contingency plan for candidate and examination management in emergency situation.
- To obtain feedback from candidates post examination via Online Feed Back Form
- To devise system for monitoring and supervision of exam at designated office (Institute) via a dashboard on Real Time basis.

### **Post Examination Phase**

- To provide the Institute with the Post examination marks obtained by each candidate in the desired/mutually agreed reporting format, together with validation and scrutiny reports.
- To provide documented inputs and support by the vendors for handling the below:
  - Students queries
  - RTI queries
  - Photocopy of answer scripts
  - Violation reports
  - Verification of answer scripts and subsequent result processing of the same.
  - Court Cases
- To make available all the required report & data in soft copy, MIS generation, Test Data archiving and all other customized data to the Institutes Examination section after the whole process has been completed.

## SECTION-II: INSTRUCTIONS TO THE BIDDERS

### Eligibility Criteria for the Bidder

The bidder should meet the following basic eligibility criteria:

- Bidder must be a company incorporated in India Under Companies Act 1956. Bidder must be Registered on or before 01/04/2010
- The Bidders Annual Turnover for each year of the last 3 years should be above Rs.100 Crores of which a minimum of 30% of the turn over should be from online examination business for each year of last 3 years (Group turnover will not be accepted) (attach audited Balance Sheet & P&L Statement)
- Bidder should have experience of conducting Online Examinations at least latest 5 years of operation with experience of handling a minimum of 1000 exams (per student per shift) per year at Pan India level for each year in the last 3 years along with the experience of taking online examination in descriptive mode for reputed universities / govt. Institutes.
- Bidder must not be making loss in last 3 years of operations (CA Certified proof of profitability).
- The selected agency may have to make necessary manpower available at the Institute's office in Kolkata, for confidential work and manual coordination with moderator /paper setters, therefore, it is preferred that the bidder has to have an office/branch in Kolkata.
- 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 have sufficient software developers & technical employees on permanent payroll (Attach Certificate from HR – Head of Department)
- Bidder should have sufficient full-time Test Administrators / Chief invigilator on permanent payroll (Attach Certificate from HR – Head of Department)
- Bidder should provide a minimum of 3 client references where similar examination services, of this stature have been provided. (Attach Client Project Brief & Proof of Project Completion)
- The Bidder should have the following Certifications (copies of documents needed):
  - (a) Information Security Standards ISO/IEC 27001:2005 Certified (Mandatory)
  - (b) ISO 9001:2008 Certified for service delivery of the examination process (Mandatory), CMMI and or CERT-in certification too.
- 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 and an undertaking in this regard should be submitted along with the bid.

### Important Points for Selection:

- Data Security Measures
- Technical Infrastructure of Tenderer
- Membership of Professional Bodies
- Experience with Government Bodies, Universities and Educational Institutes
- Accurate audit trail of candidate keystrokes during exam
- Experience of conducting Home Based Online examination, Center Based Online examination with remote proctoring in both MCQ and descriptive mode for Universities and Educational Institutes.
- Presentation of the Tenderer, if required.
- Past feedback regarding performance in conducting online examinations
- Maximum no of candidates for whom online test conducted concurrently
- Examination Centers located in anywhere in India along with overseas and remote locations.
- Selected vendor will provide the MOCK Test provision before the examination.

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

The technical bid for this assignment should be along with the following mandatory documents:

Sr. No.	Documents Need to be Submitted	Relevant Details
1	Earnest Money Deposit (EMD). Copy of exemption certificates in case no EMD is submit.	Online through RTGS
2	Documentary evidence in support of being a Company registered on or before 01/04/2010 under Companies Act	
3	Documentary evidence in support of having Annual Turnover for each year of the last 3 years should be above Rs.100 Crores of which a minimum of 30% of the turn over should be from online examination business for each year of last 3 years (Group turnover will not be accepted) (Attach Audited Balance Sheet and P&L Statement).	
4	Documentary evidence in support of having experience of conducting online examinations since last 5 years of operation with experience of handling a minimum of 100,000 examinees per exam per year at a Pan India level for each year in the last 3 years.	
5	Documentary evidence in support of having Online Exam Software with <i>Intellectual Property Rights</i> (IPR) owned by the Tenderer (copyright of the Software source code) (Self-Certified letter).	

6	Documentary evidence in support of having full-time Test Administrators on permanent payroll in all the test centers as per the list provided by the Institute (Attach Certificate from HR – Head of Department).	
7	PAN Card-Details should be submitted with proper attestation	
8	GST Registration Number- Details should be submitted with proper attestation	
9	TIN-Details should be submitted with proper attestation	
10	Documentary evidence in support of having quality certification such as CMMI or/and CERT-in	
11	Provide a minimum of 3 client references where similar examination services have been provided (Attach Client Project Brief & proof of project Completion) Preference to be given to University/PSUs and National govt. Institutes	
12	Mention setup time required by the vendor once the purchase order is released.	.....days

### 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 to the shortlisted vendors who have qualified in the Technical evaluation on lowest (L1) basis, i.e. on the basis of service charges quoted by the Tenderer/Applicant. Formula mentioned on page 16 of this document.
2. In case, tie is observed in the price bid, the applicant with greater experience since commencement of the entity and the bidder with shortest setup time, will be considered for the award of contract, if otherwise eligible.
3. Earnest Money amounting to Rs.30,00,000/- (Rupees thirty lakh only) that has been submitted will be converted into security deposit and it would be part of the Performance Security as mentioned in point no.5 below.
4. The EMD amount of unsuccessful bidders will be returned within 30 days, on completion of the tendering process without any interest.
5. A Performance Security in form of Bank guarantee to the extent of 10% of the value of the contract from any Commercial Bank, has to be provided by the successful tenderer to the Institute on signing of the contract. This Bank guarantee is revocable by the Institute in case of any dispute arising from major deviation from mutually agreed delivery parameters.
6. The performance security would be retained by the Institute for a minimum period of 6 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. The performance security would be returned without interest after completion of the contract.
7. No advance payment would be made. Payment for the services would be released within 30 days of receipt of invoice.
8. If at any point of time during the period of contact, it is observed by the Institute that the services 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.
9. In case of breach of any of terms and conditions mentioned in this tender document or contract, the Institute will have the right to cancel the work order without assigning any reason thereof and to impose penalty to the tune of 25% of the work value and the security deposit shall also stand forfeited. An agreement between the Institute and the vendor shall be signed in this regard.

**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 in Kolkata.

**SELECTION CRITERIA (POINT ALLOCATION) WILL BE AS FOLLOWS (technical bid analysis):**

Sl. No.	Eligibility criteria	Maximum Marks	Parameters	
1	Having experience of conducting Online Computer Based Tests through both Test from Home and Online Test Centres	10	Having both the facilities	10
			Having only one facility	5
2	Certifications: CMMI and/or CERT-in	10	Having one of the two certifications	5
			Having both the certifications	10
			None	0
3	Experience of conducting Online Examination since last 5 years of operation with experience of handling a minimum of 5,00,000 examinees per year at a Pan India level for each year in the last 3 years.	20	For 5,00,001 Candidates per year	7
			5,00,001 to 10,00,000	15
			Above 10,00,000	20
4	Having Test Center Infrastructure across minimum 100 Indian Cities.	20	For 100 Cities	10
			For 101 to 150 cities	15
			Above 150 cities	20
5	Annual Turnover for each year of the last 3 years should be above Rs.100 Crores of which a minimum of 30% of the turn over should be from online examination business for each year of last 3 years	20	For 100 Crores	10
			Above 100 Crores to 200 Crores	15
			Above 200 Crores	20
6	Provide a minimum of 3 client references where similar examination services have been provided {Clients have to be Universities / PSUs /or National Govt. Institutes}	10	For 3 clients	5
			For 4 to 5 Clients	7
			For 6 and more clients	10
7	Human Proctor / administrator arrangement per student (ratio – student : proctor)	10	15:1	10
			20:1	5
			More than 20:1	0
Total		<b>100</b>		
<b>Minimum scoring point for eligibility [with no point having '0' marks]</b>		<b>85</b>	The bidder has to reach at least 85 points to qualify in the technical evaluation criteria	

\*documentary evidence wherever required, scanned copies have to be submitted with the technical bid.

a) 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 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.

b) Financial Evaluation would be made on **lowest (L1) basis** on the basis of service charges quoted by the Tenderer /Applicant, as per the following formula:

**Total quote = [A] + [B]** {as mentioned in annexure 2}

Consolidated value quoted for the case of Test from Home as well as in the case of Test from Examination Center (OTCs)

## Annexure -1

**INFORMATION SHEET / TECHNICAL BID**

**(To be filled in and submitted by the applicant along with scanned copies of documents in support of the information furnished by the applicant)**

<b>INFORMATION SHEET</b>			
<b>Sl. No.</b>	<b>Particulars</b>	<b>Information to be furnished by the Applicant</b>	<b>For use By Institute</b>
01	Name of the Tenderer/Applicant Relation with Company		
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 in Kolkata, 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	Detailed profile of the organization		
06	Certified copies of all statutory compliance certificates		
07	Professional Tax R C No		
08	Shops & Establishment Registration No.		
09	Income Tax PAN		
10	GST no.		
11.	CIN No. In case of limited company		

12.	Bank Details			
13.	Services rendered and number of examinees attended the examination			
14.	Turnover in last three financial year (FY) i.e. 2019-20, 2018-19, 2017-18 as per audited Profit & Loss Account		<b>Turnover (total)</b>	<b>Turnover from online examination</b>
		FY 2019-20 :		
		FY 2018-19 :		
		FY 2017-18 :		
15.	Empanelled as Online Testing Agency / Service Provider with at least three Universities, Government examination bodies, Educational Institutes (with documentary evidence)	(i) Names (National Institutes) and Universities: (a) (b) (c) (ii) Private Institutes: (a) (b) (c)		
16.	Address of any office/infrastructure at Kolkata equipped with all modern facilities.	Address:		
17.	Whether agreeable to at least 45 days credit payment			
18.	Separate self-declaration as to the authenticity of the information/documents			
19.	Setup Time required once contract is finalized			

**MANDATORY DOCUMENTS TO BE SUBMITTED ALONG WITH ANNEXURE – 1**

- a) Last three years Audited Profit & Loss A/c and Balance Sheet
- b) Last three years Income tax return
- c) Last three years Service tax/GST return.
- d) Copies of credentials from clients

Date \_\_\_\_\_

Place \_\_\_\_\_

\_\_\_\_\_  
Signature /Authorized Signatory

**Note:**

- 1) Self-attested copies of certificates / documents in support of the information provided above are must and shall have to be annexed with this RFP.
- 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.

**Annexure -2****Financial Bid format for Online Computer-Based Test for The Institute of Cost Accountants of India: Intermediate and Final Course Examinations.**

Prices should be quoted in INR

(Applicable Taxes would be extra as and when in force)

\*Student here means the candidates who have been issued admit cards for that examination

**[A] Rate in case of Test from Home (TFH mode)**

- a. Student wise per session Cost Rs----- (All inclusive)
- b. In words \_\_\_\_\_

Applicable tax rate: \_\_\_\_\_%

**[B] Rate in case of Examination Center (Online Test Center)**

- a. Student wise per session Cost Rs----- (All inclusive)
- b. In words \_\_\_\_\_

Applicable tax rate: \_\_\_\_\_%

Signature of Tenderer with seal \_\_\_\_\_

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

Business address: \_\_\_\_\_

Tel. No. & Mobile No. \_\_\_\_\_

Email: \_\_\_\_\_

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

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

### Online Mode of Submission of Tender document and deposition of EMD

Due to the current pandemic situation, the Tender Bid through Online (Email) mode shall be allowed by following procedure laid hereunder:

i) The interested bidder would send the Technical Bid or both Technical Bid & Financial Bid (in case of two bid system) through email to the Convener of the Tender Committee. *As mentioned on page 02 of this RFP.* The email id of the Convener of Tender Committee: ***finance.dd2@icmai.in***

ii) The Bid would be in the form of a scanned PDF file properly named as Technical & Financial bid vide Ref no: 'RFP for Online Examination Services in the bidder letter head, duly sealed & signed by the bidder.

The subject line of the bidder email should contain the matter 'RFP for Online Examination Services'.

iii) For submission of EMD other than MSMEs, the bidder would have to transfer the amount to the bank account:

- 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

f) A screenshot of such EMD transfer may be put in the PDF file (to be send online) as a mark of evidence towards EMD payment.

g) The Convener of the Tender Committee shall get certification from HoD-Finance as a confirmation of EMD payment before processing the Tender.

**iv) The file(s) would be password protected for opening. Both technical and financial bids to be protected with password. Passwords to be shared for technical bid first only after cutoff date and time. Bids with Passwords provided before cutoff date and time shall be rejected.**

v) Complete official address of the bidder along with the contact details must be mentioned in the body of the email, while sending the bid to the Convener in the aforementioned email id.

vi) All emails received after the cut-off date and time of the Tender Document shall be treated as void.

**vii) After the cut-off date and time of the Tender Document, password for opening the Technical Bid first. Technically eligible tenders only shall be asked for Financial Bid password and shall be sent to the Convener of the Tender Committee through a separate email by the bidder. For this purpose the convener of the tender committee will send a request email to the respective bidder who submitted their bid.**

viii) No printed copy Tender would be entertained in this pandemic situation

ix) Any further correspondence related to tendering would be done through email only.

**Procedure for password protection of a PDF File**

1. Download the File from the website of the Institute from TENDER Menu bar.
2. Fill up the Form by providing required information and details with signature and company seal at appropriate places as instructed.
3. Make a scan of the total document in PDF format only.
4. Save the PDF file in your PC.
5. Open the PDF File
6. Click on the menu File -> go to Properties
7. Document Properties window will open
8. Click on the Security Tab
9. Choose Password Security from the drop down under Security Method
10. Password Security – Settings window will open
11. Select the check box Require a password to open the document
12. Put the desired password in the text box Document Open Password and click OK
13. Reconfirm the same password in the small pop up window.
14. Again Save the PDF file
15. Submit your tender by send the password protected PDF file as an attachment to your email with the details of the work as mentioned earlier through a mail to [finance.dd2@icmai.in](mailto:finance.dd2@icmai.in)

**Mail format to be forwarded with the scanned attachments (Technical Bid / Commercial Bid)**

To  
The Convener, Tender Committee  
The Institute of Cost Accountants of India

Dear Sir,

We, the undersigned, offer to provide the Online Examination Services for as required by your Request for Proposal dated [Date]. We are hereby submitting our Proposal in a Password Protected PDF format that includes a Technical Proposal and a Commercial Proposal subsequently in a separate mail.

We understand you are not bound to accept any Proposal you receive.

Thanking you

Yours sincerely,  
Name  
Address of Company  
Mail id.  
Mobile no.

Subject lines:

**'OFFER FOR PROVIDING ONLINE EXAMINATION SERVICES - TECHNICAL BID'**  
(for technical bid offer)

**'OFFER FOR PROVIDING ONLINE EXAMINATION SERVICES - COMMERCIAL BID'**  
(for commercial bid offer)

## Annexure 3

**Present list of Examination centers**

Western Region	Southern Region	Eastern Region	Northern Region	Overseas
ADIPUR-KACHCHH (GUJARAT)	BANGALORE	AGARTALA	AGRA	BAHRAIN
AHMEDABAD	CALICUT	ASANSOL	ALLAHABAD	DUBAI
AKURDI (PUNE)	CHENNAI	BERHAMPUR	BEAWAR CITY (RAJASTHAN)	MUSCAT
AURANGABAD	COIMBATORE	BHUBANESWAR	BHILWARA (RAJASTHAN)	
BARODA	ERNAKULAM	BOKARO	BIKANER (RAJASTHAN)	
BHILAI	ERODE	CUTTACK	CHANDIGARH	
BHOPAL	GUNTUR	DHANBAD	DEHRADUN	
BILASPUR	HYDERABAD	DULIAJAN	DELHI	
GOA	KANNUR (KERALA)	DURGAPUR	FARIDABAD	
INDORE	KOTTAKKAL (MALAPPURAM)	GUWAHATI	GHAZIABAD	
JABALPUR	KOTTAYAM	HAZARIBAG	HARIDWAR	
KALYAN	MADURAI	HOWRAH	JAIPUR	
KOLHAPUR	MANGALORE	JAMSHEDPUR	JALANDHAR	
MUMBAI	MYSORE	KOLKATA	JAMMU	
NAGPUR	NELLORE	NAIHATI	JODHPUR	
NASHIK	NEYVELI	PATNA	KANPUR	
PUNE	PALAKKAD	PORT BLAIR	KOTA	
RAIPUR	PUDUCHERRY	RANCHI	LUCKNOW	
SOLAPUR	RAJAHMUNDRY	ROURKELA	LUDHIANA	
SURAT	SALEM	SAMBALPUR	NOIDA	
VAPI (GUJARAT)	THRISSUR	SHILLONG	PATIALA	
VASHI (NAVI MUMBAI)	TIRUCHIRAPALLI	SILIGURI	SRINAGAR	
VINDHYANAGAR	TIRUNELVELI		UDAIPUR	
	TRIVANDRUM		GURGAON	
	VELLORE		SHIMLA	
	VIJAYAWADA			
	VISAKHAPATNAM			
	KOLLAM			
	TIRUPATI			