



THE INSTITUTE OF COST ACCOUNTANTS OF INDIA
(STATUTORY BODY UNDER AN ACT OF PARLIAMENT)

“CMA BHAWAN”, 12, SUDDER STREET, KOLKATA - 700 016

TELEPHONES: +91 33 2252 1031 / 1034 / 1035, 2252 1492 / 1602

Website: www.icmai.in

REQUEST FOR PROPOSALS

RFP/EXAM/FDN/2023-24 dated 27.04.2023

Institute of Cost Accountants of India

12, Sudder Street, Kolkata - 700016

Request of Proposal for

Scanning of filled OMR -MCQ based Foundation Examination



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The recipient of this request hereby agrees that the material contained herein is "Confidential Information" of the Institute of Cost Accountants of India. The recipient agrees that it shall only use the Confidential Information for the purposes of responding to the request contained in this process of result processing purpose of the Institute only, and for no other purpose whatsoever. Recipient further agrees that it shall not disclose any such Confidential Information to any third party and that it shall use the same degree of care to avoid disclosure or non-permitted use of such information as it would employ with respect to its own extremely important confidential information, but in no event less than a reasonable degree of care. Recipient agrees that in the event of a threatened or actual disclosure or non-permitted use of any Confidential Information in violation of these terms and conditions, The Institute of Cost Accountants of India's remedy at law would be inadequate, and it hereby agrees that in such event an injunction restraining such use may be issued by any court of competent jurisdiction

Disclaimer

The Institute of Cost Accountants of India is not obligated to proceed with the project described in this request or to negotiate with any Vendor that has received this request. Each prospective Vendor shall be responsible for bearing all its own costs associated with preparing a response to this request, and in no event shall Institute be responsible for payment of any such expenses.

Background of Institute

The Institute of Cost Accountants of India is a statutory body constituted under an Act of Parliament. It is functioning under the overall administrative jurisdiction of Ministry of Corporate Affairs, Government of India, with its headquarters at “CMA BHAWAN”, 12, Sudder Street, Kolkata - 700016. Please go through our website www.icmai.in for further details.



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What we are looking for

The Institute of Cost Accountants of India is in process of implementation and building up the competencies to introduce MCQ based examination for its Foundation Course to be taken through introducing OMR technology through OMR answer sheets. In this context the Institute is searching for a service provider who will be scan, data capture from OMR answer scripts, match with master key set wise and make ready for result processing of the concerned students and integrating the data with Examination Processing System (EPS) and result processing on turnkey basis.

Sealed Tenders / Quotations are invited by the The Institute of Cost Accountants of India “CMA BHAWAN”, 12, Sudder Street, Kolkata - 700016 from experienced service provider/agencies for the above mentioned activities. The terms and conditions governing the instant Tender are as under-

The tender document need to be submitted to the Institute during working hours from 27.04.2023 to 17.05.2023 except Saturdays, Sundays.

The Institute will select the service provider as per the method of selection specified in the Data Sheet.

1.2 The Tenderers are invited to submit a Technical Proposal and a Financial Proposal, as specified in the Data Sheet, for the services specified in the Scope of the Services section. The tenderers are required to deposit Earnest Money Deposit of Rs. 20,000/in the form of Demand Draft drawn in favour of The Institute Cost Accountants of India payable at kolkata and the same is to be enclosed with the Technical Proposal. The Technical and Financial proposal will be rejected if the EMD of Rs. 20,000/is not attached. The Proposal will be the basis for a signed Contract with the selected Tenderer. The EMD of unsuccessful bidder will be refunded. EMD of the successful bidder on receipt of Performance Security.

Sealed quotations addressed, The Institute of Cost Accountants of India may be sent at the Institute’s address in the prescribed manner mentioned herein below, duly accompanied with, in two separate sealed envelopes (i) EMD and “Technical Bid” (**Annexure- II**) and (ii) “Financial Bid” (**Annexure-III**) placed in one bigger sealed cover superscribed “**Quotation for Institute OMR Foundation Course Examination and Result Processing**” and the same must reach office of the, **The Institute of Cost Accountants of India, “CMA Bhawan”, 12 Sudder Street, Kolkata - 700016** either by Registered Post/Speed Post/Courier or by dropping in the tender box placed at ground floor **not later than 4.00 PM on 17.05.2023**.

Tenderers should familiarize themselves with local conditions and take them into account in preparing their Proposals.



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Tenderers shall bear all costs associated with the preparation and submission of their proposals and contract negotiation. The Institute is not bound to accept any proposal and reserves the right to annul the selection process at any time prior to Contract award, without thereby incurring any liability to the Tenderers.

Fraud and Corruption

Institute requires that the Tenderers participating in tender process adhere to the highest ethical standards, both during the selection process and throughout the execution of the contract. In pursuance of this policy, Institute

(a) defines, for the purpose of this paragraph, the terms set forth below as follows:

(i) “corrupt practice” means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the selection process or in contract execution;

(ii) “fraudulent practice” means a misrepresentation or omission of facts in order to influence a selection process or the execution of a contract;

(iii) “coercive practices” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the selection process, or affect the execution of a contract.

(b) will reject a proposal for award if it determines that the Consultant recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the contract in question;

(c) will cancel the portion of the order if it is determined at any time that representative(s) of the Consultant were engaged in corrupt, fraudulent, collusive or coercive practices during the selection process or the execution of the contract,

(d) will sanction a Tenderer/Service Provider including declaring the Service Provider ineligible, either indefinitely or for a stated period of time, to be awarded Institute’s contract if at any time it is determined that the Tenderer/Service Provider has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for or in executing, any contract; and

Proposal Validity

The Data Sheet indicates how long Tenderers’ Proposals must remain valid after the submission date. During this period, Tenderers shall maintain the availability of Professional staff nominated in the Proposal. The Institute will make its best effort to complete process within this period. Should the



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need arise; however, the Institute may request Tenderers to extend the validity period of their proposals. Tenderers who agree to such extension shall confirm that they maintain the availability of the Professional staff nominated in the Proposal, or in their confirmation of extension of validity of the Proposal, Tenderers could submit new staff in replacement, which would be considered in the final evaluation for contract award. Tenderers who do not agree have the right to refuse to extend the validity of their Proposals.

Clarification and Amendment to RFP Document

At any time before the submission of Proposals, the Institute may amend the RFP by issuing an addendum in writing or by standard electronic means. The addendum shall be sent to all Tenderers and will be binding on them. Tenderers shall acknowledge receipt of all amendments. To give Tenderers reasonable time in which to take an amendment into account in their Proposals the Institute may, if the Amendment is substantial, extend the deadline for the submission of Proposals.

Preparation of Proposals

The Proposal, as well as all related correspondence exchanged by the Tenderers and the Institute, shall be written in English.

In preparing their Proposal, Tenderers are expected to examine in detail the documents comprising the RFP. Material deficiencies in providing the information requested may result in rejection of a Proposal.



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TERMS AND CONDITIONS

1. All the quotations have to be submitted within the dates mentioned in the document and the Institute shall not be held liable for any postal delays. Tender received after the stipulated time/date will be liable to be summarily rejected without giving any reason.
2. All the quotations are to be submitted as per details given in the enclosed **Annexure-I, II and III** on Service Provider's letter head duly signed, stamped and dated on each page as their unconditional and explicit concurrence to the terms and conditions laid down by the Institute.
3. Institute has the right to visit the service provider's Office before opening the Financial bid. Financial Bids will be opened for those tenderer whose Technical Bids are qualified for the purpose of opening the Financial Bids by Institute in technical evaluation.
4. The tenderer has to attach the technical proposal and the credentials for result processing through OMR scanning for the National level Institute / 'A' category University. The vendor need not do any printing work of OMR sheet. They only need to scan, capture the data and match the answer with the master key for result processing along with finalization of result data as per Institute format.
5. The successful bidder would be required to make a Security Deposit of 10 % of the total value of the contract by way of crossed Demand Draft drawn in favour of 'The Institute of Cost Accountants of India', payable at 'Kolkata' or execute Bank Guarantee of the equivalent amount of 10 % within 14 days of placement of the work order. The Security Deposit shall not bear any interest. Penalty of 25% for any, Default/Non-performance/delay as per the schedules as stated would be imposed to the Service Provider. Bank Guarantee of 10% will also be invoked.
6. The service Provider must be in its legal existence for minimum period of 10 years out of which at least 5 years in examination related activities such as result processing, conducting examinations etc. of Universities/Other Professional Bodies etc. The Service Provider has to submit all the certificates as a proof of its credentials and satisfactory performance on similar kind of activities handled by them from at least 3 (three) Professional Bodies as earlier clients to the Institute as a part of Technical Bid. Continuous 5 years' experience for OMR based result processing would be given preference.
7. Any additional previous experience of successful implementation and handling of OMR based MCQ data capturing and result processing will be given preference.
8. Bidders must have all necessary infrastructure and manpower to execute this activity. The entire activity of scanning and processing etc. must be executed from Kolkata, Institute HQ only.



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9. The Service Provider has to start the activities within 7 days of receiving the confirmation from the Institute. All the timelines as discussed and set by the Institute should be adhered by the Service Provider. A detailed matrix on turn-around time (TAT) will be prepared and given to the Service Provider after the work order is executed.
10. The vendor may need to give a demo of the end to end activity at the Institute’s Headquarters on a sample size of 1000 students as decided by mutual discussion once the work order is executed, if asked.
11. The Service Provider/Bidder must have experience of executing similar type of turnkey project on at least 1,00,000 students in a year for similar project for the ‘A’ category Universities/Other Professional Bodies etc.
12. The Service Provider/Bidder must have an average turnover of at least Rs. 2 crores over the last three financial years (2020-2021, 2021-2022 and 2022-2023). The Service Provider/Bidder has to submit audited balance sheets and IT return along with the Technical Bid. If not available any please provide the explanation.
13. The Service Provider/Bidder must have registered themselves under all the statutes of the Law required for undertaking this type of activities and attach photocopies of such registration along with the Technical Bid.
14. The rates should be quoted exclusive taxes.
15. Payment will be made within 30 days from the clearance of bill by the user department. The bill should be raised on the completion of the entire project for all the supplies and activities covered under this tender document.
16. As the entire project is of utmost confidential in nature, the Service Provider/Bidder should take all sorts of measures and precautions to maintain the confidentiality of the documents, data, information and activities covered or related directly or indirectly with the project. The Service Provider/Bidder should not disclose any information relating to the activity to anyone other than the designated persons by the Institute. The Institute may impose any financial penalty and/or take any other legal action, as deemed fit, in case of breach of confidentiality in part or in whole during any stage of the project. Such action taken by the Institute shall be binding on the Service Provider.
17. The project or any part thereof cannot be sub contracted or outsourced to anyone without prior written permission of the Institute.
18. The Contract, initially, will be for June’23 and Dec’23 terms of examination for Foundation Course only, which, may be extended for another two-years period on with same terms and conditions based on satisfactory performance if Institute is agreed upon.



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19. The Institute has right to terminate the Contract with an advance notice of one month without showing any reason. The Contract can be terminated by the Service Provider by giving minimum 3 months' notice in advance, failing which a demurrage of an amount of 25% of the entire project cost will be charged by the Institute and the entire security deposit amount will be forfeited.
20. The institute, at its sole discretion, reserves the right to accept or reject any or all the quotations including the lowest tender at any stage without assigning any reason thereof and the decision of the Institute will be final and binding on all concerned.
21. Service Providers/Bidders must enclose banker's certification on satisfactory banking.

In case of any further information/clarification, you may contact, Mr. Kamallesh Pattayanayak, Dy. Director (Examination), at **The Institute of Cost Accountants of India, “CMA Bhawan”, 12 Sudder Street, Kolkata - 700016 (Mob no: +91 9830833568)** on any working day during office hours.

Date:, 2023



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ANNEXURE-I

DATA SHEET

1. The Institute will select the service provider as per the following processes:

- 1.1. Technical Evaluation from the facts and data mentioned in the Technical Bid.
- 1.2. Presentation given by the prospective service providers to the Institute at 12 Sudder Street, Kolkata – 700016 (if required).
- 1.3. Based on the above, a technical evaluation scorecard will be prepared and Financial Bids will be opened for those who qualify the technical evaluation.
- 1.4. Financial Bids will be opened and Prospective service providers will be called to finalise the terms and conditions. L1 bidder of the Financial bids opened from the technically qualified bidders will be chosen for awarding the contract

2. Scope of Work

- 2.1. Giving demo on a sample size mentioned earlier.
- 2.2. Segregation of the same for the purpose of scanning in a specific order.
- 2.3. Scanning of the OMR-MCQ answer sheets. (Dual Scanning in two separate scanners by two separate operators).
- 2.4. Capturing data and image from the filled OMR answer sheets.
- 2.5. Single OMR sheet will consist of bubbled answers of two different papers - section wise and result from the same should be processed.
- 2.6. Necessary validation, collation and integration of data.
- 2.7. Receiving and Collation of Attendance data and Absentees data.
- 2.8. Running validation and generation of variation report.
- 2.9. Correction of the variations and preparing the data ready for result declaration.
- 2.10. Quality Checking and correction
- 2.11. Matching data with master key set wise and make ready for result processing.
- 2.12. Provide MIS report and result statistics as when required.
- 2.13. Handing over the data to Examination Directorate as per the format prescribed by them for final result processing.
- 2.14. Quantity of 40,000 filled OMR Answer Sheets per term with 100 MCQ question per sheet need to be processed and the final data required for the result processing is to be handed over within 5 days from receipt of the OMR answer scripts.



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The entire process will be executed from the Institute’s Headquarters at the site mentioned by the Examination Directorate.

The Institute will not be responsible for providing any infrastructural and manpower support except the space for running the operation.

Confidentiality aspect has to be maintained throughout the entire process.

Institute will decide the methodology of evaluating the technical bid and that methodology will be treated as final.

The Service Provider has to work as per the plan and directions given by the Institute time to time for this project.

The quotation and terms and conditions thereof will be valid for 1 (one) year from the date of submission. However the Institute will have the discretion to award the job for any time period as deemed fit by them.



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ANNEXURE-II
TECHNICAL BID

Documents to be submitted with technical bid and Technical Bid Evaluation Criterion:

Interested vendors shall furnish the following documents and any other documents those are required for the technical evaluation as per the criterion mentioned below along with Tender Form: -

1. Trade license of printing press.
2. PAN, TAN, GST copy with the copy of registration.
3. Audited Balance Sheet of last three financial years.
4. IT Return of last three assessment years.
5. EMD Rs. 20,000/- OR MSME Certificate.

Srl No	Item description	Mandatory / Optional	Point
1.	Last 3 years average annual turnover in scanning and result processing. Balance sheets require.	>=2 Cr. And <5 Cr.	5
		>=5 Cr. And <10 Cr.	10
		>= 10 Cr.	20
2.	Experience on scanning and result processing from OMR based answer sheet. Certificate of work undertaken along with credential need to be submitted at least from three clients.	>=3 years and < 5 years	10
		>=5 years and < 10 years	15
		>=10 years	20
3	Experience on scanning and result processing from OMR based answer sheet for exam at least from three clients.	Govt. Institute/ Educational Institute	20
		Other Organization	10
4.	ISO Certification on Information Security Management System. ISO Certification on Data capturing and data processing using OMR / OCR / ICR Technologies.	Yes	10
5.	Security measure for maintaining confidentiality reference to result	Yes	5



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	processing. Need to provide the undertaking of Non blacklisting from any Institute of University.		
6.	Technically skilled manpower / programmer for OMR scanning and data processing	No of employee >= 5	10
		No of employee >=1 but <5	5

Minimum eligible point to qualify in technical evaluation is 60 out of 85.

Commercial bids will be opened for those parties only whose samples are approved by the Institute and who will secure the minimum eligibility marks in technical evaluation as stated above.

1. Operational Efficiency

- 1.1. Number and specification of OMR and other scanners to be used for the project.
- 1.2. Capacity of the scanners.
- 1.3. IT infrastructure of the vendor. (Number and details of servers, PCs, printers, scanners, UPS etc.)
- 1.4. Details of technology to be used for the project.
- 1.5. Number of people technically and professionally qualified, skilled and unskilled manpower available with the service provider for examination processing activities.
- 1.6. Name and details of the manpower to be deputed for the activity at The INSTITUTE, Kolkata office for the project.
- 1.7. Name and other details of the person responsible for looking after the project of The INSTITUTE.
- 1.8. Details of operation flow chart and quality control measures to be adopted by the service provider for the project.



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DO NOT MENTION ANY RATE IN THE TECHNICAL BID

ANNEXURE-III
FINANCIAL BID

Sl. No.	Item	Specification	Quantity	Rate Per Unit(Rs.)	Total Amount (Rs.)
1.	Scanning of OMR Answer sheets (Dual scanning in separate scanner), capturing data thereof, Collating Attendance record, Collating Absentees record, Comparison, validation etc and integration to Institute's system as per the scope of work.		40,000 OMR Answer Sheets per term and 100 MCQ question per sheet (Approx)		

NOTE:

Rates to be quoted exclusive taxes.

Actual number of OMR sheets and other items may vary.

Applicable percentage of Tax/GST is required to be mentioned

Penalties will be charged for deviation in the quality and turnaround time.

No other prices will be paid by the Institute apart from the above mentioned items.

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