

REQUEST FOR PROPOSAL

**CONDUCTION OF COMPUTER-BASED TEST FROM HOME
(TEF) ONLINE EXAM FOR
THE INTERMEDIATE AND FINAL COURSE OF
THE INSTITUTE OF COST ACCOUNTANTS OF INDIA**



**THE INSTITUTE OF COST ACCOUNTANTS OF INDIA
12 ,Sudder Street ,KolKata - 700016
Phone: +91 033 4036-4753/4036-4763/4036-4755**

Website: 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 June 2020 onwards. The Institute for the above purpose intends to engage a Professional Agency to provide the following services:

RFP Document can be downloaded from the website www.icmai.in

The Agency who is capable of executing the tasks indicated in the RFP may submit their proposals in the manner as prescribed in the RFP on or before 17 hrs of 7th July 2020 (**extended up to 18:00 hrs of 15th July, 2020**) at the following address:

The Advertised Tender Committee
The Institute of Cost Accountants of India
CMA Bhawan, 12 Sudder Street
Kolkata - 700016

The bidders may drop their envelopes (bids) in the Tender Box kept for the purpose on the ground floor of the mentioned address or they may post the sealed envelop at the following address:

Mr. Suhash Guha (Convener)
The Advertised Tender Committee
The Institute of Cost Accountants of India
CMA Bhawan, 12 Sudder Street
Kolkata - 700016

1. The bid shall be submitted in two separate sealed envelopes, namely Technical bid (Annexure -1) and commercial bid (Annexure-2). Both of Technical and Commercial bids, duly stamped by the bidder, must be submitted at the same time, in separate sealed envelope along with the demand draft for E.M.D., superscribed TENDER/CBT-INT-FIN/01/2020.
2. Proposal is 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 mutilated.
 - (iv) Void for ambiguity/uncertainty.
 - (v) Containing incorrect/unsubstantiated information.
 - (vi) 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.

INTRODUCTION 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 the 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. The INSTITUTE OF COST ACCOUNTANTS OF INDIA, as a national accounting body, is founder member of International Federation of Accountants (IFAC), Confederation of Asian and Pacific Accountants (CAPA) and South Asian Federation of Accountants (SAFA). The Institute has entered into a Memorandum of Understanding (MOU) with The Chartered Institute of Management Accountants (CIMA), UK and The Institute of Management Accountants (IMA), USA to enable our members to acquire global Management Accounting qualification after exemptions as per MOU.

Basic Requirements:-

- TFH (Test from Home) online exam platform.
- 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.
- The Contract, if not extended, shall automatically expire after three years from commencement 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 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 financial bids, the shortlisted 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 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.

- 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.
- Selecting vendor with a suitable Test Engine software along with scientific proctoring tool to conduct of Computer Based Test (CBT) to conduct examination for 200000 students in one slot through TFH (Test from Home) online exam platform.
- Vendor should have application to proctors along with scientific systematic proctoring tool for auto and manual proctoring, IT Support, etc.
- Vendor can conduct online exams in a proctored (monitored) or auto proctored manner.
- MCQ and Descriptive mode question paper having both objective and case studies and computer type with voice modulation facility for descriptive type question.
- The application needs to be user friendly to operate the platform should have options to upload students' details in bulk, creating mock and actual tests ., student authentication facility etc
- The platform needs to have student authentication facility before start of the examination
- 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 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 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. There need to be facility of randomization and provision for voice modulation.
- Duration of the examination will be 3 hours per paper.
- Examination will be conducted as per Examination timetable of the Institute.

- Raw result should be handed over to the Institute after exam is over as per the Institute required format for further processing.
- Institute would provide confirmed exam registration details to vendor 30 days before planned exam date. Students can appear examination with their PC / Laptop or Mobile by using credentials.

Scope of work

The following is the scope of work:

1. The Exam will be delivered through secured server hosted in at least Tier III Data Center or above for TFH (Test From Home) online exam platform software and trained manpower to conduct the CBT on the given time and date. CBT is proposed to be conducted as per notification.
2. Students will be located in 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 bank.
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. Should have suitable Test Engine Software for conduct of the ICAI – Intermediate and Final Course Examination with suitable customization if required.
7. Any other tasks related to the above.

Notes

1. The Institute reserves the right to change any date/time mentioned in the schedule above under intimation to all concerned.
2. prospective bidder requiring any clarification on the RFP documents may notify the Institute via e-mail on ID :- exam.dd2@icmai.in / exam.jd1@icmai.in

Volume of work

The Institute is expecting approx. 60,000 – 75,000 candidates per term to take the Intermediate and Final Course Exam with minimum 4 papers each candidate. This will be as per examination notification of the Institute.

Scheme of Examination

The exam shall be conducted as a Computer Based Examination (CBT) as per following format:-

a) Mode of examination:

- Mixture of MCQ based including case study questions to be answered in MCQ mode with randomization and Descriptive question and answer to be answered in type mode with provision for voice modular .
- Duration of the examination will be 3 hours per paper.
- Examination will be conducted as per Examination timetable of the Institute.
- Examination should be Home Based Test with students Identity matching system.
- 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 examiner for online evaluation should be provided by the vendor along with login credential and all.
- Complete raw result will be handed over to the institute as per Institute direction.
- Scope for RTI, photocopy of answer scripts, verification of answer scripts should be there.
- Provision for handicap students also to be there.
- Audit trail also to be provided to the Institute.
- System should also have the scope for verification result processing.

Phases

The entire process shall be divided into the following phases:-

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

(a) Pre-Examination Phase.

Designing the online examination plan and examination process under consultation with Examination Section, 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.
- Vendor should have the facility to provide the question bank.
- 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.
- Provide a detailed Site Readiness Check list Report to the Institute before the actual Examination date.

- 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 Institute Staff in uploading the Question bank on the Test Engine Server
 - Provide Mock test facility to candidates via the Institute Website

Test Engine Technical Pre-requisites

The essential Test Engine prerequisites are as follows:-

- The Test Engine Exam 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 and descriptive mode also with voice modulation with type in computer facilities and question and answer option randomization.
- 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, ie Questions attempted, Questions yet to be attempted, Bookmarked Questions etc
- Software should provide Auto-Save functionality & Auto Submit if exam duration is over
- Software should provide Candidate Photo and signature display on screen

(b) Examination Phase

Manpower

The bidder should deploy the following manpower to conduct and monitor exam with scientific automatic and manual remote proctoring tool:-

- (a) Coordinating officer.
- (b) 24 X 7 IT support for the students.
- (c) Invigilators (1:25) to monitor through remote proctoring tool.

Note: The above staff should be proportionate to the No of candidates per venue

- 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 students.
- Strictly monitor with remote invigilator as per ratio through remote scientific proctoring tool.
- 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
- To devise system for monitoring and supervision of exam at designated office via a dashboard.

(c) Post Examination Phase

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

SECTION-II: INSTRUCTIONS TO THE BIDDERS

Eligibility Criterion for the Bidder

The bidder should meet the following basic eligibility criterion:-

- Bidder Incorporated In India Under Companies Act 1956. Bidder must be Registered on or Before 01/04/2010
- The Tenderer/Applicant should not have been blacklisted by any Government/ Government Agency during its entire period of existence. The Tenderer/Applicant shall submit a certificate in this regard.
- The Bidders Annual Turnover for each year of the last 3 years should be above Rs. 25 Crores from online examination business for each year of last 3 years (Group turnover will not be accepted) (Attach Balance Sheet & P&L Statement)
- Bidder should have experience of conducting Online Examination since last 5 years of operation with experience of handling a minimum of 10,00,000 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.
- Bidder must not be making loss in last 3 years of operations (/CA Certified proof of profitability)
- 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 & Proof of Project Completion)
- The Bidder should have the following Certifications
 - (a) Information Security Standards ISO/IEC 27001:2005 Certified (Mandatory)
 - (b) ISO 9001:2008 Certified for service delivery of the examination process (Mandatory)
- 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 and Educational Institutes
- Audit Trail of candidate keystrokes during exam
- Experience of conducting home based online examination with remote proctering in descriptive mode for Universities and Educational Institute.
- Presentation of the Tenderer
- Past feedback regarding performance in conducting online examinations
- Max no of candidates for whom online test conducted concurrently
- Students will be located in anywhere in India along with overseas with remote location.
- Selected vendor will provide the MOCK Test provision before the examination.
- Vendor should have the facility to provide the question bank.
- Past experience with Govt/Educational organization

SUBMISSION OF REQUIRED DOCUMENTS IN SUPPORT OF ELIGIBILITY

With response to your RFP 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 RFP documents.

Sr. No	Documents Need to be Submitted	Whether Submitted (Tick YES/NO)	Relevant Details	Remarks
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1	Earnest Money Deposit (EMD)	YES	NO	Demand Draft No.: Date: Bank Name: Amount: Rs...../- In favor of: THE INSTITUTE OF COST ACCOUNTANTS OF INDIA Payable at: Kolkata	
2	Documentary evidence in support of being a Company registered on or before 01/04/2010 under Companies Act	YES	NO		
3	Documentary evidence in support of having Annual Turnover for each year of the last 3 years should be above Rs. 25 Crores of which 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).	YES	NO		
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 5,00,000 examinees per year at a Pan India level for each year in the last 3 years.	YES	NO		
5	Documentary evidence in support of having its own Regional Branch Office located in Kolkata.	YES	NO		
6	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).	YES	NO		

7	Documentary evidence in support of having full-time Test Administrators & tech support on permanent payroll.	YES	NO		
8	PAN Card-Details should be submitted with proper attestation	YES	NO		
9	GST Registration Number- Details should be submitted with proper attestation	YES	NO		
10	TIN-Details should be submitted with proper attestation	YES	NO		
11	Documentary evidence in support of having quality certification such as ISO 9001:27001 or equivalent	YES	NO		
12	Provide a minimum of 3 client references where similar examination services have been provided (Attach Client Project Brief & proof of project Completion	YES	NO		

Yours sincerely,

Authorized Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address:

Mail Id:

Phone No:

Fax No (if any):

Confidentiality

1. 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 price 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. 30,00,000/- (Rupees thirty lakh only) in form of Demand Draft drawn in favour of "THE INSTITUTE OF COST ACCOUNTANTS OF INDIA", payable at Kolkata should be submitted along with the proposal. The EMD amount of unsuccessful bidders will be returned within 30 days, without any interest.
4. The EMD of the successful bidder will be converted into security deposit and it would be part of the performance security as mentioned in point no.5 below.. 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.
5. 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. 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.
7. 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.

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 Delhi/Kolkata.

SELECTION CRITERIA (POINT ALLOCATION) WILL BE AS FOLLOWS:

S.No	Eligibility Criteria	Maximum Marks	Parameters	
1	Having experience of conducting end-to-end examination process in the Education /Government sector	20	Having	20
			Not having	0
2	Experience of conducting Online Examination since last 5 years of operation with experience of handling a minimum of 10,00,000 examinees per year at a Pan India level for each year in the last 3 years.	30	For 10,00,000 Candidates	10
			1000001 to 15,00,000 Years	20
			Above 15,00,000	30
4	Annual Turnover for each year of the last 3 years should be above Rs. 25 Crores from online examination business for each year of last 3 years	30	For 25 Crores	10
			Above 25 Crores to 50 Crores	20
			Above 50 Crores	30
6	Provide a minimum of 3 client references where similar examination services have been provided	10	For 3 clients	5
			For 6 to 10 Clients	7
			For 11 and more clients	10
9	Having quality certification such as ISO 9001 and 27001 or equivalent	5	Having ISO or equivalent quality certification	5
			No quality certification	0
10	Security Measures/infrastructure for conducting on- line test.	5	If having	5
			If not having	0
Total		100		

Annexure -1

INFORMATION SHEET / TECHNICAL BID

(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
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(i)(ii)	
03	Address of the other offices/ branches with Telephone no. fax no. E -Mail address etc.	Address : Tel No. with STD code: Fax no. with STD Code: E-mail address : Contact Persons with designation:	
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		

QUALIFYING CRITERIA			
Sl.	Qualifying Criteria		For use by Institute
13.	Services rendered and number of examinees attended the examination		
		Turnover from online examination	
14.	Turnover in last three financial year(FY) i.e. 2019-20, 2018-19, 2017-18 as per audited Profit & Loss Account	FY 2019-20 : FY 2018-19 :	
15.	Empanelled as Service Provider with at least three (CPSEs) or State (PSEs) or autonomous body or Central Govt. / Depts or State Govt. Depts. and three leading Private Sectors. (with documentary evidence)	(i) CPSEs/State PSEs/Central Govt./Depts autonomous body / State Govt. Depts.: (a) (b) (c) (ii) Private Sectors: (a) (b) (c)	
16.	Full fledged office and infrastructure at Kolkata equipped with all modern facilities viz. telephone, fax, computer, e-mail address, internet etc.		
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		
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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.

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 the Expression of Interest.
- 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 Computer-Based Test Exam for The Institute of Cost Accountants of India Intermediate and Final Courses.

Prices should be quoted in INR inclusive of all taxes and charges.

a. Student wise per day Cost Rs----- (All inclusive) except statutory taxes/GST, as may be applicable.

b. In words _____

Applicable tax rate: _____%

.Signature of Tenderer with seal _____

. Name _____

. Business address _____

Tel. No. & Mobile No. _____

. Email: _____

Place: _____

Date: _____