



# 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 FAX:+91 33 2252 1026

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

EXAMINATION DIRECTORATE

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Ref: Tender/IT/2013-14/Exam/SW/T1

Dated: 09-Apr-2013

## **Invitation for Proposal for Development Examination Management System (EMS)**

**Last Date of Submission of Proposal: 03<sup>rd</sup> May 2013**

Sealed Proposal may be dropped in the Tender Box of the Institute at 12, Sudder Street, Kolkata – 700 016 in the envelope super scribed with “**Proposal for Examination Management System**”, henceforth may be termed as “**EMS**”.



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## EXAMINATION DIRECTORATE

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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 (ICAI). The recipient agrees that it shall only use the Confidential Information for the purposes of responding to the request contained in this package, 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 shall be at liberty to take any action in accordance with Law.*

### **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 ICAI – EMS in response to this request, and in no event shall ICAI be responsible for payment of any such expenses.



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## EXAMINATION DIRECTORATE

### Background of ICAI

ICAI is a premier, dynamic, vibrant professional institution actively associating itself in the industrial and economic development of the nation.

### History of the Profession

- The profession was established by a special act of Parliament, namely, the Cost and Works Accountant Act, 1959. With the passing of the act, "The Institute of Cost and Works Accountants of India" was established with the objectives of promoting, regulating, and developing the profession of Cost Accountancy.
- It has since been continuously contributing to the growth of the industrial and economic climate of the country.
- The Institute of Cost and Works Accountants of India, now **The Institute of Cost Accountants of India**, is the only recognized statutory professional organization and licensing body in India specializing exclusively in Cost and Management Accountancy.
- A Cost Accountant is a person who offers to perform or perform services involving the costing or pricing of goods and services or the preparation, verification or certification of cost accounting and related statements.

For further details about the Institutes please visit our website: [www.icmai.in](http://www.icmai.in)

### Objectives of the Institute

#### What the Institute stands for

- *To develop the Cost and Management Accountancy profession*
- *To develop the body of members and properly equip them for functions*
- *To ensure sound professional ethics*
- *To keep abreast of new developments.*

#### What we are looking for

ICAI is in process of building up the competencies with respect to the introduction of new features like 1) Linking and validating examinee online and offline applicant with student registration database 2) Examinee & roll no allocation according exam center strength. 3) *Photo admit card*, 4) *photo attendance sheets during conduct of examination*, →[Within **Pre Examination Process**] 5) OMR sheet attached with answer script, 6) Marks Foil Card during answer script evaluation process 7) Allocating answer script with marks foil card to empanelled examiner 8) Marks porting to system captured from OMR sheet and Marks Foil Card / Form based data entry of marks to the system 9) Merging attendance, exemption and marks with candidate detail 10) Incorporating policy decision, generating various statistics and finally result publishing 11) Printing various stationary after result publishing 12) Conducting marks verification and RTI related activity after result →[Within **Post Examination Process**] 13) Generating various reports according to user requirements. In this context ICAI is searching for a suitable vendor who will be responsible for developing a fresh Examination Management System and implementation of the same at ICAI end at 12, Sudder Street, Kolkata – 700 016 and assist ICAI in a handholding process to operate and execute the same in future. A similar system developed under Oracle, D2K and Java, already exists. The vendor has to take the responsibility to migrate the data from existing system to new system.



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### DETAILS OF THE BID:

ICAI Invites sealed bids for development, installation and implementation of software application for Examination Management related activities as per the specifications at Section-3 from registered firms having similar experience in software development.

- (i) Commencement of invitation of bids : 09<sup>th</sup> April 2013
- (ii) Last date and time of receipt of bids : 03<sup>rd</sup> May 2013

### BIDDING PROCEDURE

The tenderer should read the instructions to bidders in Section-1 and then submit the following three items

1. Technical Bid (may refer Section-3)
2. Financial Bid (may refer Section-4)
3. Refundable Earnest Money Deposit of Rs 25000/- with Demand Draft drawn in favour of "The Institute Cost Accountants of India" payable at Kolkata (to be included with the technical bid )

All the above should be sealed separately in **two different envelopes**, superscribing "Technical Bid" and "Financial Bid", as the case may be, and placed in a **duly sealed big single envelop** superscribing "**Bid for Examination Management System for Examination Department**" dropped in the Tender Box addressed to

**The Convener – IT Purchase Committee**

at

**The Institute of Cost Accountants of India  
12, Sudder Street,  
Kolkata – 700016.**

### Authorized signature of the tenderer with seal

#### Note:

- 1) Bids received not fulfilling the prescribed conditions will be summarily rejected and decision of the Institute in this regard shall be final and binding.
- 2) Fax/Telex/email and incomplete offers will be rejected
- 3) The Institute of Cost Accountants of India reserves the right to accept or reject any or all bids in part or full, at its absolute discretion without assigning any reason, whatsoever or any notice.
- 4) No tender document would be accepted after the date and time given above



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## EXAMINATION DIRECTORATE

### Section-1

#### Instructions to Bidders

- 1) The tender documents can be downloaded from Institute's website [www.icmai.in](http://www.icmai.in)
- 2) No editing, addition/deletion of matter is permitted. If such action is observed at any stage, such tenders are liable for outright rejection.
- 3) Only enclosed formats as provided in original should be used. All sheets need to be submitted **after affixing seal of the Company and signature of the authorized signatory.**
- 4) Additional sheets, duly authenticated, may be attached to elucidate specifications or clarify the specific issues.
- 5) The prescribed tender document consisting of (i) Technical Bid and (ii) Financial Bid, **sealed separately in two different envelopes**, super scribing "Technical Bid" and "Financial Bids", and placed in a duly sealed big **single envelope super scribing "Bid for Examination Management System for Examination Department"**, may be dropped at The Institute of Cost Accountants of India, 12, Sudder Street, Kolkata – 700016.
- 6) Financial bid will be opened only for those bidders who qualify on the basis of technical Bids.
- 7) Tender document should be **signed and stamped by the bidder on each page** accepting tender terms and conditions.
- 8) The bidder shall quote the price of the complete project. Applicable Taxes, if any should be clearly mentioned.
- 9) No price revision/alteration will be allowed after the receipt of the Bid.
- 10) All prices and other information in this regard having a bearing on the price shall be written both in figures and words in the prescribed offer form.
- 11) Any conditions/terms given in the bid by vendors shall not be binding on the Institute of Cost Accountants of India. All the terms and conditions for the supply, delivery, payment, warranty, penalty, etc. will be as given herein and no change in any term or condition by the vendors will be acceptable.
- 12) **Canvassing in any form will be viewed seriously and if any tenderer is found to be resorting to such practice, the tender of such firm will be rejected.**
- 13) All columns of this bid should be filled. Any additional information should be enclosed separately and referred to in the relevant column of the bid form.
- 14) The Tenderers are invited to submit a Technical Proposal and a Financial Proposal, as specified in the Scope of the Work. The tenderers are required to deposit Earnest Money Deposit of Rs.25000/ 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.25000/ is not attached. The Proposal will be the basis for a signed Contract with the selected Tenderer.
- 15) Alterations, if any, in the tender document should be attested properly duly signed by the authorized signatory and affixing seal by the vendor, failing which the tender will be rejected.
- 16) 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.



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### Section-2

#### Conditions of Contract

- 1) The application development and implementation needs to be **delivered at Kolkata Office at 12, Sudder Street Kolkata – 700 016**
- 2) **Bidders must have an office in Kolkata fully equipped with all the necessary infrastructure and manpower to develop the entire application in Kolkata and also provide support for at least a year after installation.**
- 3) To assist the examination, evaluation and comparison of bids, ICAI, may at its discretion ask the bidder for clarification of its bid including price. The request for clarification and the response shall be in writing.
- 4) Tenderer should enclose all copies of the documents like **valid registration of Sales Tax/V.A.T etc. required as per law.**
- 5) ICAI has the right to visit the service provider's Kolkata office and Head Office (in case Head Office is not at Kolkata) before opening the financial bid. The visit report of ICAI team will form a part of the technical evaluation apart from the credentials given in the technical bid. ICAI has full right to accept/reject any proposal based on the above evaluations. In those cases Financial Bids of those rejected service providers will not be opened. Financial Bids will be opened for those tenderer whose Technical Bids are qualified for the purpose of opening the Financial Bids by ICAI in technical evaluation.
- 6) The service Provider must be in its legal existence for more a minimum period of 5 years out of which at least 3 years software development experience in similar platform preferably in Examination related software. The Service Provider has to submit all the certificates as a proof of its credentials and satisfactory performance from earlier clients, to the ICAI as a part of Technical Bid.
- 7) Shortlisted Bidders may be called for a presentation of their project plan with timeline at the Institute's head office at Kolkata at any stage after opening the Technical Bid and before assigning the work order. A notice of minimum three days will be given for this purpose.
- 8) The Service Provider/Bidder must have an average turnover of at least Rs. 1 crore in each of the last three financial years. The Service Provider/Bidder has to submit audited balance sheets and IT return for the last three years along with the Technical Bid.
- 9) 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.
- 10) The Service Provider/Bidder must submit photocopies of the last submitted returns and challans showing the last payment of VAT, CST, Service Tax, Income Tax etc.
- 11) The rates should be quoted inclusive of all taxes and charges.
- 12) 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.
- 13) The project or any part thereof cannot be sub contracted or outsourced to anyone without prior written permission of the Institute.
- 14) 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.



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- 15) All disputes, claims and demands arising under or pursuant to or effecting/touching the contract shall be referred to the arbitrator appointed by the Secretary (Acting) of The Institute of cost Accountants of India, Kolkata. The award of the sole Arbitrator shall be final and binding on both the parties under provisions of the Arbitration and Reconciliation Act, 1996 or any statutory modifications on re-enactment thereof as in force. Place of such arbitration proceedings shall be at Kolkata.
- 16) In case of any discrepancy between the unit price and the total price, the unit price shall prevail and total price shall be corrected unless it is lower than the sum total of unit prices. If there is any variation between amount written in figure and words then the amount in words shall be taken into consideration.
- 17) **Delivery and installation period: Maximum twelve weeks from the date of work order. The installation report should be signed by the authorized official from the vendor jointly with authorized ICAI staff.**
- 18) The service provider should submit the progress report at least on a weekly basis.
- 19) Successful tenderer will have to adhere to the delivery schedule strictly. ICAI reserves the right to cancel the work order if project is not executed within the stipulated time and to place the order with other party.
- 20) **Payment terms:**
  - 20% of order after successful development of pre- examination module (testing and sign off).
  - 30% of order after successful development of post- examination module (testing and sign off).
  - 30% after UAT (User Acceptance Testing).
  - 20% after successfully running of full cycle live run.
- 21) **Non adherence of Schedule**

Penalty will be imposed to vendor:

  - (a) Violating delivery schedule
  - (b) The delivery schedule is essence of the contract.
  - (c) If there is any delay attributing to the vendor, the penalty of 1% per day will be attracted on the total order value subjected to maximum of 10% of the contract value.
  - (d) Violating 100% accuracy in data conversion and any other data sanitation work as may be required and data migration from existing system to new system.
- 22) The supplier's request for payment shall be made in writing accompanied by relevant document such as proper invoice and installation reports duly signed by ICAI's representative.
- 23) **Maintenance:** The vendor shall maintain the software for 1(One) year after the date of final implementation and sign off. Maintenance support should be attended within 24hrs of call.
- 24) ICAI reserves the right to accept or reject any offers without assigning any reason thereof, and to amend the terms and conditions before award of the work.
- 25) Any disputes arising out of this tender will be under the jurisdiction of court of Kolkata.

### Section-3

#### Scope of work to estimate the technical bid



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- 1) The vendor should do the necessary system analysis and study for preparation of the specifications (FRS, SRS, DFD, SFD etc) and submit the relevant specification documents for approval from the Examination Directorate at Kolkata.
- 2) The vendor should develop the software application on the basis of such approved specifications and implement the same in consultation with the Examination Directorate at Kolkata.
- 3) The necessary training for the users of the system should be done by the vendor.
- 4) On acceptance of the software, the vendor should do the technology transfer to the Department of IT / Examination Department, including handing over the complete software source code and technical documentation like DFDs, ERDs, Process flow diagrams, transfer of technical know-how and detailed training for the developers of the Department of IT and Examination Departmental officials.
- 5) The software application thus developed (with level based access control with audit trail) would remain a property of ICAI and it would have complete ownership rights on the software.
- 6) The vendor should deploy sufficient manpower at Kolkata office of the Institute for the collection and collation of data, development and maintenance of the software.
- 7) The vendor should provide the necessary personnel, both technical and otherwise for the smooth progress of the project and work as above.
- 8) The vendor should provide the non disclosure agreement and confidentiality agreement.
- 9) The project would also require the migration of the complete database from the existing examination processing system to the new system without any loss of data.
- 10) Documentation for the application should be provided at every stage of development
- 11) Data migration of existing data into the new system will be the responsibility of the vendor and should be part of the final installation process.

### Time Frame

- 1) The software development, data entry (if required), conversion of existing data and porting the same suitably onto the new system etc., installation and implementation shall be completed within 12 weeks of receipt of the work order.
- 2) Thereafter, test run should be done within 2 weeks to make it finally ready
- 3) Following the above, manpower support for handholding and training and maintenance of software will be provided by the successful bidder for a further period of 1 year.

### Documents to be submitted with technical bid:

Interested vendors eligible shall furnish the following documents along with Tender Form:-

- a. Company Profile
- b. Write up on company's experience as a provider for software solutions
- c. Details of similar and relevant projects handled especially Examination Processing System
- d. The Software service provider should provide the list of full-time software professionals along with qualification and experience.
- e. Audited financial statement to show work undertaken in last three years.
- f. Certificate of work undertaken from the agency or department.
- g. Latest VAT & Professional Tax clearance certificate of firm.
- h. Financial bid should be enclosed in a separate sealed envelope.
- i. Certifications like ISO 9001:2008, Microsoft Gold Partner etc, if any.
- j. List of their clients/customers (with complete name, address of the firms and telephone no. of the contact person therein)





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### Section-4

#### Financial Bid (Price Schedule)

Prices should be quoted in INR inclusive of all taxes, installation charges etc.  
Price should be quoted with 1 year's comprehensive maintenance on-site at

#### ICAI Headquarters:

12, Sudder Street  
Kolkata – 700 016

#### S.No. Item Quantity Total Price

Development & installation of .Net based software application for Examination Management System (including user training and One year onsite support at Kolkata)

- Total Bid Price in Rs. \_\_\_\_\_
- In words \_\_\_\_\_
- Signature of Bidder with seal \_\_\_\_\_
- Name \_\_\_\_\_
- Business address \_\_\_\_\_
- Tel. No. & Mobile No. \_\_\_\_\_
- Email: \_\_\_\_\_
- Place:
- Date

### Section-5

#### Selection process:

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

- Technical Evaluation from the facts and data mentioned in the Technical Bid.
- Visit Report of the Institute's team.
- Presentation given by the prospective service providers to the Institute at 12 Sudder Street, Kolkata – 700016.
- The financial Bids will be opened for those who qualify the technical evaluation based on the above parameters.
- Financial Bids will be opened and Prospective service providers will be called to finalize the terms and conditions.

### Section-6

#### Technical Details of the proposed software solution:



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- 1) The software solution should be developed in Microsoft.NET platform with Oracle 10g or above as the back-end RDBMS.
- 2) The software solution should be designed in such a way that it could handle large quantities of data for analysis and generation of reports.
- 3) Both the software solution and the web portal (if any) should be user-friendly and easy to navigate.
- 4) Proposed Software solution should be able to integrate and extract the existing data base along with reports from online - student registration application, examination application, photo admit card and attendance, examiner empanelment, examiner allotment, OMR marks capturing, result publishing, verification result publishing and other online and offline related application.

### Brief Details of the proposed software solution:

- The brief details of the examination activities are enclosed at **Annexure – 1**

### Annexure – 1

#### A) ICAI Examination Pre-Examination Processing System

##### i) Stationary Management System module

- (a) Examination Application Form Management
- (b) Student Document Management  
[Admit Card, Attendance, Mark Sheet, Certificates {Complete Pass, Merit, Rank}]etc.
- (c) Departmental Stationary Usage Management
- (d) Different MIS as may be specified

##### ii) Centre Management System module

- (a) Centre Details Management
- (b) Examination Centre Stationary Management Module
- (c) Examination Centre Invigilation Management Module
- (d) Different MIS as may be specified

##### iii) Students' Examination Application Management Module

- (a) Connectivity with Existing IEPS system, developed using .NET and Oracle
- (b) Debarred cases module
- (c) Serial Block generation for Region Wise Examination Application
- (d) Online filling of Exam Application Form using online payment module
- (e) Online filling of Exam Application Form using offline payment module
- (f) Data conversion module for on-line Exam Applications
- (g) Offline data entry/edit module using the connectivity from IEPS system
- (h) Generation of Exam Application Checklist (Regular & Exceptional)
- (i) Intimation letter (discrete / bulk mode) of Exceptional cases to the concerned candidate / authority as the case may be.
- (j) Scanning of Examination Application Form [separately affixed with Bar Code Sticker, having the application serial number] and Cropping of Photo and Signature of the candidate from the Examination Application form
- (k) Batch wise accumulation of such data and porting the same onto the database with ready user level access
- (l) Generation of Syllabus wise, Centre wise, Category wise, Group Wise Statistical reports



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- (m) Generation of different reports as may be specified
- iv) Admit Card Processing module
  - (a) Category wise Roll block generation
  - (b) Category wise Photo Admit Card Generation, Printing, Hosting
  - (c) Category wise Photo Attendance Generation and Printing
  - (d) Category wise Running List and Dispute List Generation and Printing
  - (e) Dispatch module of Photo Admit Card, Photo Attendance, Running List, Dispute List etc.
  - (f) Generation of soft copy report for Exceptional Exam Applications
- v) Examinee Absentees Management
  - (a) Data Entry module with different report facility for entry of details from absentee list from centers during examination
- vi) Documents from Examination Centre Management
  - (a) Attendance Management
  - (b) Answer Script Management
  - (c) Different MIS as may be specified
- vii) Strictly Confidential Data Management
  - (1) Examiner database module
    - a) Examiner's Application Management [on-line]
    - b) Module for Selection Process, Appointment Letter Generation, Receipt of Consent etc.
    - c) Porting of Examiners' data onto the Database
    - d) Scheduling of Examiner for subject evaluation
    - e) Other confidential database module
  - (2) Question Paper Dispatch Module
  - (3) Suggested Answer Database module
  - (4) Different MIS as may be specified
  - (5) Answer Script Allocation Management
    - a) Module for allocation of Answer scripts to the pre-scheduled Examiners
    - b) Module for Receipt of evaluated answer scripts from Examiners
    - c) Module for allocation of Answer scripts from the allocated Examiners
    - d) Module for allocation and receipt of reports of scheduled Answer Scripts to H.E.
    - e) Different MIS as may be specified

### **B ) ICAI Examination Result Processing System**

#### Functional Requirement Specification ICAI Examination Result Processing

- ☞ Data entry for present / absent status (attendance) of appearing in the Term of Examination against a student.
- ☞ Generation of Checklist for such present /absent status as per specified format.
- ☞ Edit facility for the same if any
- ☞ Incorporation of present / absent status within the database
- ☞ Generation of Exemption data from the previous history together with present / absent status for the current term of a student
- ☞ Creation of Exemption checklist (in .txt format) from the updated Exemption data for the students applied / appeared for the current term as per the format
- ☞ Editing of Exemption data for incorporating any corrections thereof.
- ☞ Data entry for marks obtained by the student.
- ☞ Processing of result considering attendance, Exemption data, marks data



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- ☞ Generation and printing of cumulative roll number wise marks checklist [ 3-line checklist], as per format
- ☞ Generation and printing of unloaded marks with details as per format
- ☞ Edit facility for 3-line data
- ☞ Generating and printing different statistics required to be placed before the Examination Committee
- ☞ Incorporation of guidelines from the Examination Committee
- ☞ Processing of result with the guidelines
- ☞ Generation and printing of Tabulation Sheet
- ☞ Publishing the results through Institute's Web Site
- ☞ Generating and Printing of Chapter wise and Region Wise 1-line result as per format
- ☞ Generating and printing complete pass list with the details
- ☞ Generating and Printing of Mark sheets
- ☞ Generating and Printing of Certificates [Complete Pass, Merit]
- ☞ Generating pass list and sent to various authority, chapter, region, membership department, placement department, studies department, IT department separately, also provide the facility to the pass student to upload their CV in the website.
- ☞ Marks Verification process
- ☞ Finalization of Rank list after the total verification process is over
- ☞ Generation and Publication of Rank list in the Institute's Web Site
- ☞ Generation and printing of Rank Certificates for the Rank Holders
- ☞ Preparation of Prize Data and allied reports for the just previous two terms of Examinations.
- ☞ RTI Management [with respect to Examination Department] Module

**Amalgamation:** All the modules under pre examination processing and post examination module are to be interlinked. The total EMS will be based on 4 tier permission oriented accessibility criteria.

In addition to the above, the following necessary data conversion [one time] is also required to be executed.

### Data Conversion:

- a) Conversion of Existing Student Details with old registration number to new format registration number
- b) Conversion of past history data (Exemption data).
- c) Porting of all available previous examination term wise data stored under Oracle database and/or stored in other database/data format, to the new database for ready access.

*For any further clarification in this regard contact any of the persons below:*

Shoubhik Roy                      Mobile: 9831928362                      E-mail: shouvikk@yahoo.com  
Kamalesh Pattanayak              Mobile: 9830833568                      E-mail: it.kamalesh@icmai.in

The following chart is given only for estimating the software application and should not be taken as part of any formal software requirement specification

## Functional Chart:

