

# **CENTRAL BOARD OF SECONDARY EDUCATION**

**NEW DELHI, INDIA**

Opening of Technical Bid- 10<sup>th</sup> December, 2012 (Monday), 03.00 PM  
Opening of Financial Bid- 13<sup>th</sup> December, 2012 (Thursday), 11.00 AM

**Last date for submission of Completed Tender Document: 10<sup>th</sup> December 2012 up to 2:30pm**

**TENDER DOCUMENT**

**FOR**

**COMPUTER BASED SCANNING AND MARKING OF ANSWER BOOKS.**

**Issued by  
REGIONAL OFFICER  
Central Board of Secondary Education,  
Regional Office Delhi,  
I P Extension PatparGanj,  
Delhi - 110092  
November 2012**

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## **SECTION I**

### **Aims and Objective**

The Central Board of Secondary Education (CBSE) is an autonomous organization under the Ministry of Human Resource Development, Government of India with mandate for conduct of public examination at secondary and senior secondary level for its affiliated schools in India and abroad. The main objectives are to serve the stake holders more effectively and to be responsive to the modern educational needs of the stakeholders.

The Board has approx. 13,200 schools affiliated with it including 150 schools in twenty one countries. The prime focus of the Board is on

- (a) prescription of suitable curriculum for its various schemes of examination in both academic and vocational streams
- (b) regularly updating the pedagogical skills of the teachers and administrators by conducting in-service training programme and OR workshops.
- c) setting norms for affiliation of institutions for the purpose of public examination and;
- d) prescribing as well as updating the course of instructions to raise the academic standards in the country.

Further In order to comply with the provisions of Right to information Act 2005 such as to provide copy of answer scripts to candidates at the earliest, along with reduction in evaluation time, the Board has decided to implement the On-Screen Marking of Answer Books for Class X Board Based examination 2013 in first phase and class XII in second phase in 2014 examination so as to set up new standards of evaluation in the country as done in the past. The Board is regularly taking initiative, for setting high standards and improving overall quality on a continuous basis to enhance the quality, speed and transparency in evaluation.

The Board intends to select one or more service provider with previous relevant experience in On Screen Marking, evaluation and assessment, in any school Board, University formed under relevant central/state government Act, or examination conducted by examining bodies under centre/state government control, with or without technical/consortium partners to execute the Computer Based Scanning and Marking of Answer Books.

This tender document highlights the technical and general requirements that the bidders should submit to the Board in addition to the commercial bid, in the required format, as per the schedule.

## SECTION-II

### 2.1 SCOPE OF THE WORK-

#### 2.1(A) Scanning of Answer Books

First Phase 2013	Class X (Board Based) Examination 2013	Volume Around 3(three) Lakhs Answer Books
Second Phase 2014	Class X (Board Based) and XII Examination 2014	Volume Around 15 Lakhs Answer Books
Venue for Scanning of Answer Books	For March 2013 Examination	CBSE building at PS 1-2, Institutional Area, I.P. Extension, Patparganj, Delhi or any other designated Site decided by the board.
Examiners / Evaluators	For Evaluation of Answer Books	Will be appointed by Regional Office Delhi from its affiliated schools.
Nodal Centres	For Evaluation	Agency will arrange suitable secured centres.

#### 2.1(B) Answer Book Specifications

<b>Answer Books Specification</b> There will be 1.25 inches margin for guillotine process on both sides of all answer scripts	(a) X & XII A 4 Horizontal normal CBSE Standard Size (b) 1 <sup>st</sup> page of Answer Book of Class XII will be of OMR type. (c) Student writes both side of the Answer Books
<b>Number of Pages</b>	(a) Each Answer Book Contains <b>32</b> pages (b)Supplementary Answer Book Contains <b>8</b> pages
<b>One Answer Book</b>	Main and any number of supplementary books used by the student will be treated as one Answer book for the purpose of price bid.

#### Handling of Answer Books

The Answer Books in sealed bags/Packets received from examination centre will be handed over to the service provider by the chief secrecy officer of X/XII examination of the Board after fixing coded sticker's or numbers or direct bar coded Answer Books for counting, comparing with Answer Books Performa submitted by exam centre superintendent giving details on actual number of Answer Books received from exam centre for processing leading to scanning and On Screen Marking. The suitable number of trained manpower for opening sealed packets/bags contains Answer Books and statements shall be supplied by the service provider and would be employed by them.

#### Training

The service provider selected shall undertake to train the officials of confidential section of the Board Head Examiners/Examiners appointed by the Board for 2013 examinations in the month of December to know the process of On Screen Marking. Later the Head examiner /Asstt. Head Examiner will be trained as per the marking scheme provided by the board. The service provider will monitor the system and technical persons are to be appointed at each nodal centre as per requirement. A detailed report of evaluators and their attendance at Evaluation Centre for each day shall be shared with the confidential section of Regional Office Delhi of the Board.

## 2.2 Infrastructure for scanning of Answer Books

- a) In case of non availability of Board space the service provider must have sufficient space for scanning purpose which should be secured.
- b) All efforts would be made by the service provider, for adequate power point and also uninterrupted power supply at the place of scanning other than regular power supply.
- c) Computers/nodes for evaluation would be organized and arranged by the service provider. They will also ensure that no internet is available on the evaluator's machine during the process of evaluation at the evaluation centre.
- d) The UPS/genset would also be arranged by the service provider at the place of scanning as well as evaluation centre.
- e) The service provider would ensure local server deployment.
- f) All the manpower involved in the scanning work should be engaged by the service provider and the secrecy of the Answer Books will be the responsibility of the service provider.

## 2.3 Periodicity – Period of completion of work and contract

The agency may complete the entire process of Answer Books verification with centre Performa, scanning, on screen marking within **15 days** time from the date of handing over the relevant subject Answer Books.

The period of contract will be up to CBSE X main and compartments examination 2013 and is extendable up to two more examination years for X/XII on same terms and conditions subject to satisfactory performance in 2013 examinations.

## 2.4 System Requirements for Scoring

**2.4.1** The **assessment scoring system** should have the following features:

- a) The **assessment scoring system** must provide for a safe scoring environment;
- b) The system must employ a framework that ensures the most efficient processing time;
- c) The system must allow for both the scoring of objective and subjective responses ( e.g. open-ended and constructed response questions);
- d) The system must provide for a rapid-response framework for arbitration and handling scoring discrepancies;
- e) The system must provide for real-time, live reporting of scoring progress and accurate time projections for reporting of results;
- f) The system must employ a flexible framework that allows for real-time adjustments in scoring rubrics and for resource re-allocation;
- g) The system should be capable of implementing adaptive allocation strategies where applicable
- h) The system must allow for the complex, multi-level scoring rubrics;
- i) Data resulting from system must be compatible with Statistical Package for Social Sciences (SPSS) and other reliable data management systems;

- j) The system must allow for real-time monitoring and evaluation of test scores and questions by administrators, pedagogic directors, or other relevant personnel; The system must demonstrate mechanisms for heightened accuracy for subjective question responses;
- k) The system must demonstrate integrated security mechanisms (such as serial numbers on each page)
- l) The system should be capable of handling different response formats like images.
- m) The system should be able to capture the remarks and comments made on the answer sheet by the evaluators.
- n) The system should be able to archive the answer sheets for a defined retention period and the service provider will assist the Board in any Legal/RTI matter for disclosed or marked scripts & will be responsible for legal consequences & damages arising out of any system deficiency

**2.4.2 The Software/Forms-Processing Requirements** must include the following characteristics:

- a) The database should be a relational database, SQL compliant;
- b) All administration and scoring-related functionality must be accessed through any web browser (Firefox, Internet Explorer, etc.);
- c) The server must be installed inside customer facilities and all access to the system must be through local customer intranet. All services must be available through the Internet from the server installed in customer's facilities;
- d) The system must be able to support multiple languages and multiple-language speakers simultaneously considering the future prospect.
- e) The scoring process should maintain anonymity, where scorers only receive the image of the response without any student information;
- f) Rubrics should be able to be defined for each question, together with on-line pedagogical help and additional information to help scoring process;
- g) The system should allow for flexible work assignments (e.g. a scorer can grade any question of an exam, or he can grade only one question, or a group of questions);
- h) The system should allow for flexibility in scoring supervision (e.g. Supervisors can monitor scorers assigned to one exam, to a group of exams or to a subject or group of subjects.);
- i) The system should be able to allow for flexible work flow(e.g. the Head Examiner/Administrator should be able to define how much work one or more scorer receives);
- j) The system should allow for flexibility in the scoring process (e.g. flexibility in seeing entire question booklets or one at a time);
- k) System should allow for multiple-scoring ;
- l) The system should be able to alert the supervisor/ administrator when the multiple scores of an answer sheet result in very diverse scores
- m) System should allow for individual parameters to be defined by the user for each test question;
- n) System should allow for the real-time checking of scorer's work quality, allowing the system to stop the scorer work in case of low quality;
- o) System should allow for real time supervisor access to any scorer's work as well and to exams already scored, with the ability to modify assigned scores;

- p) System should support an internal messaging service to report news and problems between scorers and supervisors;
- q) System should support real time reports to monitor scorers' production and scoring operation progress;
- r) The system should support the digital signing of the answer sheet or daily evaluation report post scoring by the scorer
- s) System should allow for customized results reports based on user needs; and
- t) System should support online training using real exam images

### 2.4.3 Scope of Work for On Screen Evaluation 2013:

This has been categorized in three broad phases:

#### A Pre-Evaluation Phase.

1. Designing the evaluation plan and evaluation process in consultation with CBSE at :
  - A. For evaluation Centers
  - B. Complete Security management processes (Physical and IT for all centers and servers etc)
  - C. Evaluator handling process
  - D. Click by Click Audit processes
  - E. Other related processes involved for evaluation
  - F. Training of Head Examiners /Examiners and confidential section staff of the Board.
2. To prepare and provide documentary manuals for all processes for safe and secure conduct of Evaluation, to be followed along with rules for contingency and exception handling/ emergency Procedures.
3. To provide specifications for Hardware and Software required at all stages of the evaluation as per marking scheme for
  - A. Evaluation Centers
  - B. Devices and systems to be used for authentication and audit trail mechanisms required for evaluation
4. To provide and setup secured software for Authoring and completing evaluation process.
5. Answer Books in sealed bags /packets will be handed over to the service provider by the chief secrecy officer of the Board for proper accounting of Answer Books and slips and processing leading to On Screen Marking.
6. The scanned answer sheets to be securely made available in the evaluation centers by the service provider.
7. To provide suitable assessment scoring system or software as per requirement of the Board.
8.
  - a) To identify required Evaluation centers with each centre of minimum capacity Of 100+20% buffer i.e. 20 per 100 systems as buffer per shift.
  - b) To ensure that Evaluation Centre has the required suitable Hardware, Software and LAN Connectivity
  - (c) To ensure that UPS facility available at each Evaluation Center
  - (d) To ensure that Generator facility available at each Evaluation Center.

- (e) To carry out periodic audit at Evaluation Centers for
  - i) Hardware - Operating System, Processor Speed, RAM, Network and internet connectivity, Key Boards etc.
  - ii) Software - Screen resolution, bandwidth for internet and LAN connectivity, Browser
  - iii) Working conditions of UPS and Generator
- (f) To ensure suitable drinking water and separate toilet facilities both for men and women

## **B Evaluation Phase**

1. To manage the evaluation i.e. On Screen Marking process through intranet based solution at all Evaluation Centers.
2. To securely transmit, download, install and implement evaluators / evaluation details received from Director (I.T.) CBSE.
3. To provide username/ password to the evaluators at the evaluation centers
4. To arrange/provide adequate displays and provide required instructions/ information to the evaluators at the evaluation Centers.
5. To maintain complete log of all activities of evaluators during the course of examination to enable complete audit ability of the evaluation process.
6. To calculate marks obtained by each candidate as per requirement of the Board.
7. To device system for monitoring and supervision of evaluation Center activities (Centre level/ evaluator level) by the competent authority of the Board.
8. To transfer/export the data in encrypted format including raw scores data from local server to Central.
9. Server data to be secured at a designated site by a responsible official of the agency in the presence of Head Examiners and a back up copy in C.D/ D.V.D to be handed over to The Nodal officer/Head examiner at the end of each day.

## **C Post Evaluation Phase**

### **1. To share the evaluation results**

1. Supply of data reports hard and soft copy as per format provided by the board during the entire period of contract to the Chairman CBSE or any other officer designated by Chairman CBSE for use by the Board or any other designated agency for result preparation, research as decided by the Chairman CBSE.
2. Certificate to the effect that no data in any form concerning the project or its outcome will be shared /supplied /sold to any party/individual by the service provider and the selected service provider will be liable under relevant clauses of I.T. Act for any breach of this clause.



## SECTION-III

### **3.1 GENERAL INFORMATION AND INSTRUCTIONS TO THE BIDDERS (i.e. Service Provider)**

- 3.1.1** The Board intends to select one or more service provider with previous relevant experience in On Screen Marking evaluation and assessment, in any school Board, Central State Deemed University formed under relevant central/state government Act, or any national examination conducted by examining bodies under centre/state government control, with or without technical/consortium partners to execute the Computer Based Scanning and Marking of Answer Books of X and XII as the case may be.
- 3.1.2** The tender is “**Two Bid**” document should be submitted in two separate cover;

<b>The Technical Bid</b>	Should contain all the relevant information and desired enclosures in the prescribed format along with Earnest Money Deposit (EMD).
<b>The Financial Bid</b>	Should contain only commercial information.

Both covers be placed in sealed bigger envelop. In case, any bidder encloses the financial bid within technical bid, the same shall be rejected summarily.

- 3.1.3** All information called for in the enclosed forms should be furnished against the respective columns in the forms. If information is furnished in a separate document, reference to the same should be given against respective columns in such cases. If any particular/ query is not applicable in the case of the bidder, it should be stated as **Not Applicable**. However the bidders are cautioned that not giving complete information called for in the tender forms or not giving it in clear terms or making any change in the prescribed forms or deliberately suppressing the information may result in the bidder being summarily disqualified. Tenders made by telegram or telex and those received late after prescribe date and time will not be entertained.
- 3.1.4** The Tenders should be typewritten or handwritten but there should not be any overwriting or cutting. Correction, if any, shall be made by neatly crossing out, initialing, dating and rewriting. The bidder’s name and signature of authorized person should appear on each page of the application. All pages of the tender document shall be numbered and submitted as a package along with forwarding letter on agency’s letter head.
- 3.1.5** **The bidder should enclose with technical bid an EMD of Rs. 1, 00,000/- (Rupees One Lac Only) in form of Demand draft drawn in favour of Secretary, CBSE and payable at Delhi. The tenders without EMD shall be summarily rejected. The successful bidder shall be required to deposit performance guarantee equivalent to ten percent of contract value. The EMD of all bidders shall be returned without interest after award of contract to the successful bidder. The EMD stands forfeited in case the bidder withdraws his bid after submission of tender document.**
- 3.1.6** Reference, information and certificates from the respective clients certifying technical and execution capability in On Screen Marking of the bidder should be signed and the contact numbers of all such clients should be mentioned. The Board may also independently seek information regarding the performance from the clients and visit referred customers’ consortium partner in India/Abroad at Agency’s cost.

- 3.1.7** The bidder is advised to attach any additional information, which he thinks is necessary in regard to his capabilities to establish that the bidder is capable in all respects to successfully complete the envisaged work. He is however, advised not to attach superfluous information. No further information will be entertained after tender document is submitted.
- 3.1.8** Even though bidder may satisfy the qualifying criteria, it is liable to disqualification if it has record of poor performance or not able to understand the scope of work or black listed earlier by the Board in any earlier projects.
- 3.1.9 Prospective bidders** may seek clarification if any regarding the project/contract or the requirements for pre-qualification upto 7.12.2012 (Friday) upto 5:30 P.M.

<b>Address</b>	<b>Regional Officer, CBSE (Delhi), PS-1-2 Institutional Area, Patparganj, Delhi-92</b>
<b>Contact Number</b>	<b>22248885</b>
<b>e-mail</b>	<a href="mailto:rodelhi.cbse@nic.in">rodelhi.cbse@nic.in</a>

### 3.1.10 The Tender Form

<b>The Tender Document Available only at</b>	<b>Board's web site (<a href="http://www.cbse.nic.in">www.cbse.nic.in</a>)</b>
<b>Fee</b>	<b>Rs. 1,000/- (One Thousand) (non refundable/ non adjustable)</b>
<b>Demand Draft</b>	<b>In favour of Secretary, CBSE payable at Delhi. to be enclosed with the Technical Bid.</b>

There is no exemption from payment of tender document fees. Tenders without requisite fees will not be accepted. The technical and financial documents should be kept separately in sealed envelopes and both these envelopes should be kept in one envelope super scribing "**Tender for Computer Based Scanning and Marking of Answer Books**" so as to reach Regional Officer (Delhi), CBSE by **prescribed date**. The entire sealed tender document should be dropped at the marked tender box kept at the reception area at the above mentioned address. Late tenders submitted shall not be accepted. The technical bid shall be opened on same day at 3.00 p.m at the same address first floor Conference Hall in presence of bidders who may like to be present.

**3.1.11** Notwithstanding anything else contained to contrary in this OSM Document, **The Chairman, CBSE** reserves the right to accept or reject any Bid or to annul the bidding process fully or partially, or modifying the same and to reject all Bids at any time prior to the award of work, without incurring any liabilities in this regard.

### 3.1.12 BUSINESS ETHICS/CONFLICT OF INTEREST

The Board assignment requires that the bidders/service provider under this OSM project observe the highest standards of ethics during the bidding and execution of the contract. In pursuance of this policy, the CBSE defines the terms set forth as follows:-

(a) "In business ethics no corrupt practices will be accepted i.e. (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Bidding Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, or seeking any advice, guidance in any form from any official of the Board who is or has been associated in any manner, directly or indirectly with the Bidding Process or the Award of Work or has dealt with

matters concerning the Service Level Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of two year from the date such official resigns or retires from or otherwise ceases to be in the service of the Board, shall be deemed to constitute influencing the actions of a person connected with the Bidding Process); or

(ii) engaging in any manner whatsoever, whether during the Bidding Process or after the issue of the Award of Work or after the execution of the Service Level Agreement, as the case may be, any person in respect of any matter relating to the work or the Award of Work or the Service Level Agreement, who at any time has been or is a legal, financial or technical adviser of the Board in relation to any matter concerning the work;

(b) “fraudulent practice” such as misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Bidding Process or any “coercive practice” i.e. impairing or harming,

### 3.1.13 TERMINATION OF CONTRACT

**Chairman, CBSE**, may without prejudice to any other remedy for breach up of terms and conditions (including forfeiture of Performance Security) by written notice of default sent to the service provider, terminate the work / task in whole or in part, after sending a notice to the bidder in this regard or If the bidder fails to deliver or complete the job assigned in the terms and conditions within the time period (s) specified in the OSM Document, if the bidder fails to perform any other obligations under the terms and conditions.

### 3.1.14 ARBITRATION & JURISDICTION

All disputes, differences, claims and demands arising under the contract shall be referred to the **Chairman, CBSE, New Delhi** for final decision and the same shall be binding on all parties. Any other terms and conditions mutually agreed prior to finalization of the order / agreement shall be binding on the bidder. All disputes arising shall be subject to the jurisdiction of appropriate court of New Delhi India and shall be governed by the laws of India

### 3.1.15 INTELLECTUAL PROPERTY RIGHTS

In case of service provider with consortium/partnership/licence, all issues arising out of Intellectual Property Rights will be dealt by the service provider. If the IPR of some free content is already with a 3<sup>rd</sup> party, and the service provider is using it with the consent of the 3<sup>rd</sup> party, then the IPR will continue with the 3<sup>rd</sup> party and be used with permission.

### 3.1.16 The Payment Terms

The payment shall be in Indian Rupees and shall be paid only after successful completion of work without error and delays. No **advance payment** shall be made and the successful bidder has to sign an agreement on non-judicial stamp paper which shall contain clause related liquidated damages on account of delays, errors, cost and time over runs. In case the bidder fails to execute the contract, the Board shall have liberty to get it done through any other service provider with full cost recoverable from the bidder in addition to damages and penalty.

### 3.1.17 Amendment of Tender Document:

At any time before the deadline for submission of bids, CBSE may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Tender

Document by amending, modifying and/or supplementing the same. All prospective Bidders shall be notified of any amendments on CBSE web site cbse.nic.in and all such amendments shall be binding on them without any further act or deed on CBSE's part. The prospective bidders are advised to periodically browse this website to find out any further corrigendum / addendum / notice published with respect to this tender. In the event of any amendment, CBSE reserves the right to extend the deadline for the submission of the bids, in order to allow prospective Bidders reasonable time in which to take the amendment into account while preparing their bids.

#### **SECTION IV**

#### **4 TECHNICAL PRE REQUISITE/ CRITERION**

- 4.1** The service provider shall be single point of contract with CBSE and shall be solely responsible for the execution and delivery of the work.
- 4.2** The service provider should be a company/consortium/Trust/society registered in India and having undertaken similar work/operation for more than one year in India.
- 4.3** The service provider should have successfully executed On Screen Marking project in India. The documentary evidence in form of work/contract and client report must be enclosed. Similar nature of work means computer based scanning, scoring, evaluation, marking of answer books of any reputed examination body as specified in the tender.
- 4.4** The service provider should have experience in an end to end Assessment, doing application processing, test development, test design, test administration and result processing as a service provider.

#### **4.5 Note - Software Ownership:**

- 1. Service Provider should own or have the rights to access the complete source code of the software being used for conducting the Evaluation.
- 2. Service Provider should have all the necessary processes in place for entire Software Development Life Cycle (SDLC) of the software being used for conducting the evaluation
- 3. Service Provider should have authorized and globally accepted software certification.
- 4. Service Provider should have all the necessary components of source code in place and any change required in any of the components of the software, in-house technical skill should be available to make necessary changes.
- 5. Software code should be versioned, labeled and base lined appropriately in a standard version Control system within the organization.
- 6. Software code should have multiple backup systems in place so that anytime source code can be recovered in case of any disaster.
- 7. Service Provider should own the test cases and regression testing code to produce that they have done necessary testing for the software to scale up to conduct large assessments.
- 8. Service Provider should have in-house quality assurance group and a strong quality management System to do quality check of the software.
- 9. Proper security provision for source codes.

- 4.6** The service provider should have on his pay roll sufficient Technical and Administrative employees for On Screen work in India for the proper execution of the contract.
- 4.7** The service provider should be registered with appropriate tax authorities such as Income Tax and should submit the certificate of registration with these authorities.
- 4.8** The service provider Average Annual Turnover during last three years should be Rs 10 crores and above in India. In case of consortium the turnover should be at least Rs.20 crores.
- 4.9** The service provider should have its own or leased infrastructure in computers, appropriate technology, hardware and software, trained staff, adequate security measures and due diligence.
- 4.10** The contract shall be on outsource basis and the service provider should have arrangements for at least 1000 computer nodes for conducting the On Screen Marking in the Delhi/NCR or any designated site.
- 4.11** The service provider should have a proven capability to scan at least 9 lacs pages in a single day. They should be able to demonstrate the capability on any day if called for technical presentation.
- 4.12** Even though service provider may satisfy the above requirements, they may be disqualified if they have:
- a) Made misleading or false representation or facts or deliberately suppressed the information to be provided in the forms, statements and enclosures of this document.
  - b) Record of poor performance such as abandoning work, not properly completing the contract or financial failures/weaknesses in any institution as mentioned in the tender.
  - c) If confidential documented inquiry reveals facts contrary to the information provided by the bidder.
  - d) If confidential documented inquiry reveals unsatisfactory performance in any of the selection criteria.
- 4.13** The technical bid shall consist of –
- (i) Technical information as desired in prescribed format.
  - (ii) The financial information as per Annexure –I
  - (iv) The details of experience of similar works as per Annexure –II, III & IV
  - (v) Organizational Structure and information as per Annexure V
  - (vi) Technical and Administrative manpower available for this work as per Annexure VI
  - (vii) EMD and tender form fees
  - (viii) ISO or relevant certification document.
  - (ix) The service provider may specify about his role in facilitating the same job and or a lead Partner in same job.

## SECTION V

### **5 EVALUATION OF THE BIDS-**

#### **5.1 Technical Evaluation-**

**5.1.1** Detailed technical evaluation shall be carried out pursuant to section IV and other conditions in the tender document to determine the substantial responsiveness of each tender. For this clause, the substantially responsive bid is one that conforms to all the eligibility and terms and condition of the tender without any material deviation.

**5.1.2** The evaluation committee may call the responsive service provider who complies all terms and conditions of the tender for discussion and presentation to facilitate and assess their understanding of the scope of work and its execution the agency should give a detailed presentation in writing as well as P.P.T on how their technology is best suited for the board. However, the committee shall have sole discretion to call for discussion/presentation.

**5.1.3** The service provider should propose a solution for the optional items shown in the financial bid of the Tender Documents as per suitable process. The solution quality of the optional items would also be considered for evaluating the technical bid.

#### **5.2 Financial Evaluation-**

**5.2.1** The financial bid shall be opened of only those bidders who have been found to be technically eligible as enumerated under clause 3.1.2 and 3.1.3. The financial bids shall be opened in presence of representatives of technically eligible bidders, who may like to be present. The Board shall inform the date, place and time for opening of financial bid.

#### **5.3 Evaluation and Comparison of Bids-**

There will be 70 % weight age for Technical Evaluation and 30 % for Financial Evaluation  
Broad Criteria Equal weight age for below mentioned five points.

1. Standing of the service provider and Financial Position
2. Software/ Solution
3. Similar work Experience in On Screen Marking.
4. Scanning and Evaluation Capability
5. Security and Software Quality Certification (Mandatory)

5.4 Technical Bid will be assigned a Technical score (Ts) out of a maximum of 100 points. As per the technical evaluation criteria for On-Screen Marking.

<b>1</b>	<b>Service Provider/Bidder Experience</b>	<b>20 marks</b>
	2 Years plus of Exam services or Assessment industry or On Screen Marking experience (documents to be enclosed for relevant experience and organization testimonials in case of OSM experience Bidders without OSM experience will be given 50% weight age for allotted marks.	1 Year 4 2 Years 8 3 Years 12 4 Years 16 5 or 5+ years 20
<b>2</b>	<b>Marking Software (service provider needs to demonstrate the features of the software)</b>	<b>25 marks</b>
<b>2.1</b>	Workflow – Set up of subjects, markers, candidate database, scoring interface and administration module	5 marks
<b>2.2</b>	Features in the scoring interface, ease of download of scripts, exception raising, messaging system, marking flexibility – question wise / candidate wise.	5 marks
<b>2.3</b>	Should have static and dynamic annotations for marking, allow for establishment of a hierarchical marking structure and facility for strong quality management system.	5 marks
<b>2.4</b>	Reports – Monitor real time productivity of markers	5 marks
<b>2.5</b>	Item wise scores of candidates, PDF retrieval of all answer sheets with the annotations and summary of scores	5 marks
<b>3</b>	<b>OSM Software Deployment – India or Abroad</b>	<b>25 Marks</b>
<b>3.1</b>	Track record of references of Onscreen Marking Software deployment in terms of no. of projects using the same OSM software OEM or by the Service Provider [A letter from the end-user to be enclosed ]	-No. of Assignments in India/Abroad (Total – 10 Marks) -No. of assignments with Unique customers <3 and >1 :3 Marks -No. of assignments >=3 and <5 :6 Marks -No. of assignments >=5: 10 Marks
<b>3.2</b>	No. of Answer scripts evaluated through the same OSM software in India for different exam bodies/institutions (Total – 15 Marks ) [Data to be supported by relevant proofs]	<=25,000: 5 Marks >50,000 10 Marks and <=Plus 50,000: 15 Marks
<b>4</b>	<b>Manpower capability</b>	<b>5 Marks</b>
	Manpower Capability [self declaration document to be enclosed]	Service provider having exam delivery experience ONLY for Exam services projects - <=50 : 1marks >50 and <=75 – 2 marks >75 and <=100 – 3 marks >100 and <=150 4 marks >150 : 5 marks
<b>5</b>	<b>Results Processing Experience</b>	<b>10 Marks</b>
	Project experience on result processing in last 2 years [Self declaration document with details of customer, name of the exam, dates, etc. to be enclosed]	Only Project with minimum 5,000 scripts 1 project : 1 marks 2 to 5 Projects : 2 marks 6 to 8 Projects : 3 marks 9 to 10 Projects – 4 marks >10 projects : 10 marks
<b>6</b>	<b>Scanning Capability</b>	<b>15 Marks</b>
	<b>Installed/proven capacity of scanning per day.</b>	Less than one Lakh pages per day :

	Self declaration with supporting documents is must.	1 Mark 1 to 2 Lakh pages : 4 Marks 2 to 3 Lakh pages : 6 Marks 3 to 5 Lakh pages : 8 Marks 5 to 9 Lakh pages : 10 Marks 9 Lakh plus pages: 15 Marks
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**Commercial/Financial Bid Evaluation:**

The Commercial bid of those bidders, who qualify in the technical evaluation, will only be opened. All other Commercial bids will not be opened. The Commercial bids of the technically qualified Bidders will only be evaluated.

The commercial scores would be normalized on a scale of 100, with lowest score being normalized to 100 and the rest being awarded on a pro-rata basis. Such normalized scores would be considered for the purpose of QCBS based evaluation, explained in section below.

**Quality and Cost based selection (QCBS)**

The individual bidder’s commercial scores (CS) are normalized as per the formula below:

$F_n = F_{min}/F_b * 100$  (rounded off to 2 decimal places) Where,

$F_n$ = Normalized commercial score for the bidder under consideration

$F_b$ = Absolute financial quote for the bidder under consideration

$F_{min}$ = Minimum absolute financial quote

Composite Score (S) =  $T_s * 0.7 + F_n * 0.3$

The Bidder with the highest Composite Score(S) would be awarded the contract.



**FINANCIAL INFORMATION**

- I. Financial Analysis : Details to be furnished duly supported by figures in Balance Sheet/ Profit & Loss Account for the last 3 (three) years and certified by the Chartered Accountant, as submitted by the bidder to the Income-Tax Department (copies to be attached).

<b>FINANCIAL YEARS</b>				
<b>S. No.</b>	<b>Details</b>	<b>(1) 2009-10</b>	<b>(2) 2010-11</b>	<b>(3) 2011-12</b>
i)	Gross annual turnover similar works.			
ii)	Profit/Loss			
iii)	Financial Position: a) Cash b) Current Assets c) Current Liabilities d) Working Capital (b-c) e) Current Ratio: Current Assets/Current Liabilities (b/c)			

- II. Up to date Income Tax Clearance Certificate.
- III. Certificate of financial soundness from Bankers of service provider.
- IV. Financial arrangements for carrying out the proposed work.

Note: Attach additional sheets, if necessary.

(Seal/Signature of Bidder)

**ANNEXURE –II**

**DETAILS OF ON SCREEN MARKING WORKS COMPLETED During the last three years.**

S N	Name of Work/ Project & Location	Owner of sponsoring organization	Cost of Work (in lakhs/ crores)	Date of commence ment as per contract	Stipulated date of completion	Actual date of completion	Litigation/ Arbitration pending in progress with details	Name and Address/telephon e number of officer to whom reference may be made	Remarks
1	2	3	4	5	6	7	8	9	10

(Seal/Signature of Bidder)

**ANNEXURE-III**

**WORKS/PROJECT OF ON SCREEN MARKING UNDER EXECUTION OR AWARDED**

<b>S N</b>	<b>Name of Work/ Project &amp; Location</b>	<b>Owner of sponsoring organization</b>	<b>Cost of Work (in lakhs/ crores)</b>	<b>Date of commence ment as per contract</b>	<b>Stipulated date of completion</b>	<b>Upto date percentage progress of work</b>	<b>Slow progress if any, and reasons thereof</b>	<b>Name and Address/telephon e number of officer to whom reference may be made</b>	<b>Rema rks</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>

(Seal/Signature of Bidder)

**PERFORMANCE REPORT OF WORKS REFERRED IN ANNEXURE II & III**

(Furnish this information for each individual work from the employer for whom the work was executed)

1. Name of Work/Project  
And Location
2. Agreement No.
3. Estimated Cost
4. Tendered Cost
5. Date of Start
6. Date of Completion
  - (i) Stipulated date of completion
  - (ii) Actual date of completion
7. Amount of compensation  
Levied for delayed  
Completion, if any
8. Performance reports (Supported by documentary evidence, if any)
  - (a) Quality of work      Excellent/  
Very Good/  
Good/Fair
  - (b) Resourcefulness      Excellent/  
Very Good  
Good/Fair

Date:

(Seal/signature of Organization)

**STRUCTURE OF THE ORGANIZATION**

1. Name and address of bidder:
2. Telephone No. /Fax No. /Email address:
3. Legal status (Attach copies of original document defining the legal status).
  - a) An Individual/ Consortium:
  - b) A Proprietary/ Partnership firm:
  - c) A Trust/ Society
  - d) A Limited Company or Corporation:
4. Particulars of Registration with various Government bodies (attach attested photocopy)
  1. Registration Number:
  2. Organization/Place of registration:
  3. Date of validity:
5. Names and titles of Directors & Officers with Designation to be concerned with this work  
With designation of individuals authorized to act for the organization.
6. Were you or your company ever required to Suspend the work for a period of more Than six months continuously after you Commenced the works? If so, give the Name of the project and reasons for not Completing the work.
7. Have you or your constituent partner(s) ever Left the work awarded to you incomplete? If So, give name of the project and reasons for Not completing the work.
8. Have you or your constituent partner(s) been Debarred/black listed for tendering in any Organization at any time? If so, give details.
9. Area of specialization and Interest
10. Any other information considered necessary but not included above.



## **TECHNICAL BID-FORMAT**

(Space for any additional information that the bidder would like to add pertaining to technical bids.)

### **DECLARATIONS**

I/we have read all the Terms & Conditions in Section II to VI of the tender and agree to the same and failing which, the EMD will be forfeited and any action taken by the board will be abide by the bidder.  
Signature of Bidder

Name Address, phone, email and mobile

(Seal/Signature of bidder)

## FINANCIAL BID FORMAT

Cost Per Answer Scripts (including supplementary sheet(s)) for scanning and On Screen Marking (OSM) service for complete pre and post evaluation process as per tender document.

= Rs \_\_\_\_\_ (per copy)

Optional Items (would not be considered for evaluation of commercial bid but the Board reserves the rights to negotiate rates depending on number of students):

1. Reporting of attendance of students appeared in examination with all relevant fields captured from Answer Scripts/Exam Centre proformas.	= Rs. _____ per student data
2. System set up to provide copy of evaluated answer scripts to students who apply for the same under RTI /Board rules with online/DD payment and also to provide in case of court hearings	=Rs. _____ per student data
3. Verification of marked answer scripts by OSM as per rules of the Board with online/DD payment options by the students to the Board	=Rs. _____ per answer scripts

**Note:** Taxes as per rules as applicable would be extra to the above basic price quoted.

Date

(Signature/Seal of the Bidder)