

TENDER DOCUMENT

FOR

**COMPUTER BASED TEST DELIVERY,
ADMINISTRATION AND PROCESSING FOR
AIEEE-2011**



**CENTRAL BOARD OF SECONDARY EDUCATION
SHIKSHA KENDRA, 2 COMMUNITY CENTRE
PREET VIHAR, DELHI – 110092
INDIA**

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SECTION I

BACKGROUND

1.1 The Framework

- 1.1.1 The Central Board of Secondary Education (CBSE) is one of the important national public examinations Board for the conduct of Class X & XII examination. The Board, a registered society and an autonomous organization under Ministry of Human Resource Development, Government of India has mandate for conduct of public examination at secondary & senior secondary level for its affiliated schools in India and abroad. The main objectives are to serve the educational Institutions more effectively and to be responsive to the educational needs of the students. There are about 11000 schools including 146 schools in twenty one countries outside India affiliated to the Board. These include Kendriya Vidyalayas, Government Schools, Jawahar Navodaya Vidyalaya, Central Tibetan Schools and Private Independent Schools.
- 1.1.2 The prime focus of the Board is on (a) innovation in teaching-learning methodologies by devising student friendly and student centred paradigm; (b) reforms in examination and evaluation practices; (c) skill learning by job oriented and job skilled inputs and; (d) regularly updating the pedagogical skills of the teachers by conducting in-service training programme and workshops. To achieve these interlinked objectives, the Board (i) prescribes the condition and conduct of public examinations at the end of Class X & XII and to grant qualifying certificates to successful candidates of the affiliated schools; (ii) affiliates institutions for the purpose of public examination and; (iii) prescribes as well as update the course of instructions to raise the academic standards in the country.
- 1.1.3 The Programme of Action (PoA), 1992 under the National Policy on Education (NPE), 1986 envisaged conduct of a common entrance examination on All India basis for admission to professional and technical programmes in the country. For admission to Engineering and Architecture/Planning programmes, Government of India vide Resolution dated 18th October 2001 has laid down a Three-Exam Scheme (JEE and AIEEE at the National Level and the State Level Engineering Entrance Examinations (SLEEE) for State Level Institutions with an option to join AIEEE). This takes care of varying admission standards in these programmes and helps in maintenance of professional standards. This also solves problems of overlaps and reduces physical, mental and financial burden on students and their parents due to multiplicity of entrance examinations.
- 1.1.4 The CBSE has been given the mandate of conducting AIEEE on behalf of Ministry of Human Resource Development, Govt. of India. The Ninth All India Engineering Entrance Examination (AIEEE) was held on 25th April, 2010. A total of 10,65,100 candidates appeared, out of 11,18,148 candidates registered, for the examination at 1623 centres located in 86 cities. Approximately, 26, 816 seats for BE/B.Tech & 936 seats for B.Arch/B.Planning in various institutions, namely National Institutes of Technology, IITs, Deemed Universities, Technical Institutions, Delhi Technological

University, Delhi and other Govt. funded Institutions were offered through this examination A centralized online counseling was organized for filling up the All India seats by the Central Counseling Board (CCB). The following States/Institutes used AIEEE-2010 ranks to fill seats through their own counseling, namely West Bengal, Himachal Pradesh, Haryana, Uttarakhand, Punjab University, Chandigarh, Punjab Engineering College, Chandigarh, Delhi Technological University, Delhi and N.S.I.T, Delhi under University of Delhi.

1.2 Aim & Objective

- 1.2.1 The Board has decided to conduct “Computer Based Test” on pilot basis in addition to traditional “Paper & Pencil Test” for conduct of All India Engineering Entrance Examination (AIEEE) 2011. This pilot test shall be conducted in 20 pre identified city centers in India for a maximum of one lakh students on ‘first come first admit’ basis. All the remaining students shall have to take the traditional paper and pencil test. The maximum capacity for CBT in each city is 5000 candidates.
- 1.2.2 The Board intends to select a agency to execute the Computer Based Test, its administration, processing work and forward raw scores & marks to the Board for composite declaration of results.

SECTION-II

2 SCOPE OF THE WORK:

2.1 Scheme of Examination : AIEEE 2011 shall be conducted in following mode :

- Paper and Pencil Test
- Computer Based Test (CBT) using Intranet/(LAN) – CBT-AIEEE-2011

2.2 Salient Features of CBT AIEEE 2011:

- Entrance examination will be conducted for candidates appearing for BE/ B Tech only.
- Question Paper will be of objective type consisting of three parts – Physics, Chemistry and Mathematics.
- All three parts will have equal weight age.
- Duration of examination will be three hours.
- Medium of examination will be English only

2.3 Volume of work and Duration of CBT AIEEE 2011:

- Approx. No of Candidates to be handled – 100,000
- Examination will be held in following 20 cities :

501 Allahabad	511 Guwahati
502 Ahmedabad	512 Hyderabad
503 Bangalore	513 Jaipur
504 Bhopal	514 Jalandher
505 Bhubneshwar	515 Kolkatta
506 Ernakulam	516 Lucknow
507 Chennai	517 Mumbai
508 Chandigarh	518 Nagpur
509 Dehradun	519 Noida
510 Delhi	520 Trivandrum

- Duration of Examination – 1st May, 2011 to 10th May, 2011
- No of shifts per day – two (Ist shift - 9.30 AM to 12.30 PM and IInd shift- 14.00 PM to 17.00 PM)

Note: 5000 candidates shall have to be scheduled for each city i.e.

250 candidates per shift per day (250 candidates x 2 shift per day x 10 days)

The agency will have to make arrangement for 300 candidates per shift, so that adequate infrastructure leverage facilities are available to meet any eventualities/ exigencies.

Minimum capacity at one centre should not be less than 100 per shift.

2.4 Scope of Work for CBT AIEEE 2011: This has been divided into following three broad phases :

- D-1 Pre-Assessment Phase.
- D-2 Test Delivery Phase
- D-3 Post Test Delivery Phase

Note - Following shall be made available by the CBSE:

- Soft copy of Candidates Application Master Data base having Roll No., Thumb Impression, Centre No., Shift, Photographs, Signature and address
- Soft Copy of Centre Master having Centre No. and Centre Details
- Soft Copy of Question Paper set for each shift and each day

D-1 Pre Assessment Phase:

1. Designing the examination plan and examination process at :

- Director (Special Exams) Office
- Test Centres
- Security processes
- Student handling process
- Audit processes
- Other related processes involved for conducting CBT AIEEE-2011

2. To prepare and provide documentary manuals for all processes to be followed along with rules for contingency and exception handling

3. To provide specifications for Hardware and Software required at all stages of the CBT AIEEE-2011 for

- Director (Special Exams) Office
- Test Centres
- Devices and systems to be used for authentication and audit trail mechanisms required for CBT AIEEE-2011 (like capturing biometric fingerprints, digital photograph and Digital Video Recording at Test Centres) to be provided by the firm.

4. To provide consulting, training and manpower support to handle the entire CBT AIEEE-2011 project at Director (Special Exams) Office in CBSE premises. The required Hardware, Software, networking shall be installed by agency on lease/rent basis, whose cost would be covered under commercials. However, the internet broad band connectivity will be provided by the CBSE.
5. To provide and setup software for Authoring and examination management process.
6. To integrate Question Paper into the required Test Engine and maintaining required security. To provide training/ manpower for generation of encrypted Q packs which will be delivered to the test centres for test delivery through local test servers at various test centres in 20 cities across the country.
7. To provide examination delivery (Testing) software as per customization of the Board.
8. (a) To identify required Test Centres in each City of the 20 cities which each centre of minimum capacity of 100 per shift..
(b) To ensure that Test Centre has the required Hardware, Software, Internet and LAN connectivity for conducting CBT AIEEE-2011.
(c) To ensure that UPS facility are available at each Test Centre
(d) To ensure that Generator facility are available at each Test Centre.
(e) To carry periodic audit at Test Centres for
 - Hardware - Operating System, Processor Speed, RAM, Network and internet connectivity, Key Boards etc.
 - Software - Screen resolution, bandwidth for internet and LAN connectivity, Browser
 - Working conditions of UPS and Generator
9. To provide facility to candidates for mock test – through website and at test centres.

D-2 Test Delivery Phase:

1. To host the test and manage the test delivery process through intranet based solution at Test Centres.
2. To download, install and implement Question Papers received from Director (Spl. Exams), CBSE. The Question Papers installation and implementation shall be as per requirement of the Board.
3. To complete required registration process and allow candidates to appear for test at Test Centre.
4. To display and provide required instructions/ information to the candidates appearing for test at Test Centres.
5. To maintain complete log of all activities of candidate during the course of examination to enable complete audit ability of the assessment process.
6. To obtain feed back from candidates after examination is over through Feed Back Form
7. To device system for monitoring and supervision of Test Centre activities (Centre level/ Candidate's level) at Director (Spl. Exams)'s office.

8. To transfer/export the data in encrypted format including raw scores data from local server to Central server at Director (Spl. Exams) Office at the end of each day and each test shift from each test centre
9. To print candidate response sheet at the end of the test as per requirement of the Board.
10. To send Question Paper attempted by the candidate through e-mail on the last day of CBT AIEEE-2011

D-3 Post Test Delivery Phase:

1. To calculate marks obtained by each candidate as per requirement of the Board.
2. To design and implement methodology required to equate multiple sets of Question Papers – CBT and Paper & Pencil Test using Psychometric analysis tools.
3. To provide documented inputs and guidance support for handling
 - Students queries
 - Press interaction
 - RTI queries
 - Court Cases

Note : The agency shall have to carry/ demonstrate complete System Test Run (STR) with test data to the CBSE before implementation

SECTION-III

3.1 GENERAL INFORMATION AND INSTRUCTIONS TO THE BIDDERS-

- 3.1.1 The tender is “Two Bid’ document. The **technical bid** should contain all the relevant information and desired enclosures in the prescribed format along with Earnest Money Deposit (EMD). The **financial bid** should contain only commercial. In case, any bidder encloses the financial bid within technical bid, the same shall be rejected summarily.
- 3.1.2 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, 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 fax and those received late will not be entertained.
- 3.1.3 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 name and signature of bidder’s 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.

- 3.1.4 The bidder should enclose **EMD of Rs 10,00,000/- (Rupees Ten Lakhs)** in form of Demand Draft drawn in favour of Secretary, CBSE and payable at Delhi. The tenders without EMD (except those having exemption from depositing EMD) shall be summarily rejected. The successful bidder shall be required to deposit performance guarantee equivalent to ten percentage of contract value to the Board before release of his EMD. The EMD of the unsuccessful bidders shall be returned without interest after award of contract to the successful bidder. The EMD stands forfeited in case the bidder withdraws or amends his bid after submission of tender document.
- 3.1.5 Reference, information and certificates from the respective clients certifying technical, delivery and execution capability 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.
- 3.1.6 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, unless the Board calls it for.
- 3.1.7 Even though agency 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 etc.
- 3.1.8 Prospective bidders may seek clarification regarding the project and/ or the requirements for pre-qualification, in writing or through mail within a reasonable time from Head Computer Centre, CBSE (Phone : 011-22542693) till 07.12.2010 by 5.00 p.m..
- 3.1.9 The tender document has to be downloaded from Board's web site (www.cbse.nic.in) and submitted along with a **fee of Rs.10,000/- (non refundable)** in form of demand draft in favour of Secretary, CBSE payable at Delhi. There is no exemption from payment of tender document fees and tenders without requisite fees shall 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 Test Delivery, Administration and Processing" for AIEEE-2011 so as to reach **Director (Special Examination), CBSE, P.S.1-2, Institutional Area, Patparganj, I.P. Extn., Delhi-110092 by 2.00 pm on 08.12.2010**. Late tenders shall not be accepted. The technical bid shall be opened on same day at 3.00 p.m in presence of bidders who may like to be present.
- 3.1.10 All disputes arising shall be subject to the jurisdiction of appropriate court of Delhi (India) alone and shall be governed by the law of India
- 3.1.11 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 to liquidated damages on account of delays, errors, cost and time over runs etc.. In case the bidder fails to execute the contract,

the Board shall have liberty to get it done through any other agency with full cost recoverable from the bidder in addition to damages and penalty.

3.2 EVALUATION OF THE BIDS-

3.2.1 Technical Evaluation-

3.2.1.1 Detailed technical evaluation shall be carried out by Technical Evaluation Committee pursuant to section II, 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.

3.2.1.2 The technical evaluation committee may call the responsive bidders for discussion or presentation to facilitate and assess their understanding of the scope of work and its execution. However, the committee shall have sole discretion to call for discussion/presentation.

3.2.2 Financial Evaluation-

3.2.2.1 The financial bid shall be opened of only those bidders who have been found to be technically eligible as enumerated under clause 3.2.3.1.1 and 3.2.3.1.2. 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.

3.2.3 Evaluation of Bids-

The contract shall be awarded to an agency quoting lowest offer among the technically eligible responsive bids.

I/we have read all the Terms & Conditions in Section II to V of the tender and agree to the same.

Signature of Bidder
Name
Address

SECTION IV

4 TECHNICAL PRE REQUISITES/ CRITERIA

- 4.1 The bidder shall be single point of contract with CBSE and shall be solely responsible for the execution and delivery of the work.
- 4.2 The bidder should be a company/ consortium/Trust registered in India and having its operation for more than two years (i.e. since 2008 and before) in India.
- 4.3 The bidder should have successfully executed similar project during last three years on all India basis, out of which at least one should be of conduct of Indian Professional Examination with 20 cities participant strength of 75,000 or more and minimum 5000 candidates per day. The documentary evidence in form of work/contract and client report must be enclosed.
Note: Similar nature of work means design/ development of computer based test for professional examination, application processing, test delivery, evaluation and result processing.
- 4.4 The bidder should not have incurred any loss during last three years ending 31-03-2010.
- 4.5 The bidder should have on his pay roll sufficient number of Technical and Administrative employees for the proper execution of the contract. The bidder should submit a list of these employees stating clearly how these would be involved in this work.
- 4.6 The Bidder should be registered with appropriate tax authorities such as Income Tax, Service Tax etc and should submit the certificate of registration with these authorities.
- 4.7 The bidder's Average Annual Turnover during last three years should be Rs 10 crores and more. This turnover/income should be from the revenue of similar work as stated in clause 4.3 and not from other associate activity of the bidder. (Attach documentary evidence such as Balance Sheet etc).
- 4.8 The Bidder should have its own or leased infrastructure in all the 20 city centres with validated nodes/computers, appropriate technology, hardware and software, dedicated connectivity, trained proctoring staff, adequate security measures and due diligence.
- 4.9 The contract shall be on "End to End outsource basis" and the bidder should have all relevant facilities and logistics available to execute the work.
- 4.10 The bidder should have ISO 27001 or equivalent quality certification.
- 4.11 Even though bidders 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.
 - c) If confidential inquiry reveals facts contrary to the information provided by the bidder.
 - d) If confidential inquiry reveals unsatisfactory performance in any of the selection criteria.
 - e) If bidder is engaged in any activity which can influence the conduct of professional exam such as conducting of coaching classes etc.
- 4.12 The technical bid shall consist of –
- (i) Technical information as desired in prescribed format. (Section V)
 - (ii) The financial information as per Annexure –I
 - (iii) The details of experience of similar works as per Annexure –II, III & IV
 - (iv) Organizational Structure and information as per Annexure V
 - (v) Technical and Administrative manpower available for this work as per Annexure VI
 - (vi) Physical Infrastructure such as availability of test centres, technology, hardware, software etc as desired under clause 4.8 above and scope of work under Section II.

- (vii) EMD and tender fees
- (viii) ISO 27001 or equivalent certification

TECHNICAL BID

S.NO.	CRITERIA	Give Details (with proof)
01.	Conduct of at least one Indian Professional Examination on CBT mode with participant strength of 75,000 and more at least in 20 cities as well as capacity of minimum 5,000 candidates per day.	
02.	List of Test Centers in pre identified 20 city centers where the Agency has conducted similar tests with validated nodes/computers, requisite hardware/software, appropriate technology, un-bridled connectivity, trained proctoring staff etc. with minimum capacity of each center as 100 students per shift.	
03.	Financial capability information	Annexure 'I'
04.	Details of similar completed works during last 3 years	Annexure 'II'
05.	Details of work under execution or awarded	Annexure 'III'
06.	Performance/Client Report of work referred in Annexure II & III	Annexure 'IV'
07.	Structural details of the organization.	Annexure 'V'
08.	Details of Technical and Administrative manpower to be employed for this project work	Annexure 'VI'
09.	Infrastructural availability for the work.	
10.	Earnest Money Deposit and Tender Fees.	
11.	ISO 27001 or equivalent quality certification.	

Date :

(Signature of the Bidder)

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).

S. No.	Details	FINANCIAL YEARS		
		(1) 2007-08	(2) 2008-09	(3) 2009-10
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 Bidder.
- IV. Financial arrangements for carrying out the proposed work.

Note: Attach additional sheets, if necessary.

(Signature of Bidder)

ANNEXURE -II

DETAILS OF SIMILAR 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

(Signature of Bidder)

ANNEXURE-III

WORKS/PROJECT UNDER EXECUTION OR AWARDED

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	Upto date percentage progress of work	Slow progress if any, and reasons thereof	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

(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, or any other
damages, 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 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:
 - d) A Limited Company or Corporation:
4. Particulars of Registration with various Government bodies & Statutory Tax Authorities (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.

ANNEXURE VI

DETAILS OF TECHNICAL AND ADMINISTRATIVE PERSONNEL TO BE EMPLOYED FOR THE WORK

S N	Designation	Total number of employees in that category	Number available for this work	Name	Qualification	Professional experience and details of work carried out	In what capacity these would be involved in this work	Remarks
1	2	3	4	5	6	7	8	9

(Signature of Bidder)

FINANCIAL BID

(In Indian Rupees)

Candidates Strength Range	Per Candidate (in figure)	Per Candidate (in words)
<10,000		
10,001-20,000		
20,001-30,000		
30,001-40,000		
40,001-50,000		
50,001-60,000		
60,001-70,000		
80,001-90,000		
>90,001		

The rates shall be inclusive of all cost as well as duties and taxes paid or payable.

The rates payable shall be as per the candidates strength range. For instance : For 17500 candidates, rates applicable shall be as those quoted for 10001-20,000 range.

Date

(Signature of the Bidder)