

CENTRAL BOARD OF SECONDARY EDUCATION

DELHI, INDIA

TENDER DOCUMENT

FOR

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

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SECTION I

AIM & OBJECTIVE

- 1.1 In order to improve the quality of evaluation, the Board has decided to start “Computer Based Scanning and Marking of Answer Books”.
- 1.2 The Board intends to select one agency to execute the Computer Based Scanning and Marking of Answer Books.

SECTION-II

2.1 SCOPE OF THE WORK-

The job is to be carried out in CBSE premises at PS 1-2, Institutional Area, I.P. Extension, Patparganj and other identified nodal evaluation centres at Delhi/New Delhi in March, 2011. Examiners / Evaluators and Nodal Centres will be arranged by the CBSE in Delhi/New Delhi.

The Answer Book would be of A4 vertical size containing 24 pages excluding cover page and to be written by the students on both sides. The cover page of each Answer Book would be of OMR type.

The Answer Books in sealed bags will be handed over to the agency for unbundling, registering, destappling, edge-cutting, indexing, scanning, rejoining, stappling and packing in same order as it was handed over. The manpower for opening sealed Answer Books shall be supplied by the computer agency and would be employed by them. The computer agency shall undertake to train the Examiners/English Core Teachers / Head Examiners in the month of February which shall include on-screen marking (OSM) specifically. A separate bundle with attendance sheet shall have to be designed. One technical person at each Nodal Centre would be appointed by the agency to monitor the system. A printout of Roll No./question-wise marks shall be permitted at Evaluation Centre for each Examiner for each day.

2.2 Infrastructure for scanning of Answer Books, Training and Evaluation

- a) CBSE would provide a space of 2500 sq. ft. within its building itself.
- b) All efforts would be made by CBSE for adequate power point and also uninterrupted power supply.
- c) A high end server with 10 nos. of computers would be installed by the company itself. They will also ensure that high speed internet connectivity is available with the systems.
- d) The UPS system would also be installed by the company itself.
- e) The company will also install scanner for scanning of Answer Books.
- f) O.S.M. Training will be done at selected nodal centres by the agency.

2.3 Volume

There will be approximately 80,000 Answer Sheets in the subject of English (Core).

2.4 Periodicity – Period of completion of work

The agency will complete the entire process within two weeks' time from the date of handing over the Answer Books. The work of OSM will be carried out in March 2011.

2.5 General Scoring System Requirements

2.5.1 The electronic OSM scoring system must display the following characteristics:

- a) The assessment delivery system must provide for a safe and secure testing and 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 must allow for the complex, multi-level scoring rubrics;
- h) Data resulting from system must be compatible with SPSS and other reliable data management systems;
- i) The system must allow for real-time monitoring and evaluation of test scores and questions by administrators, pedagogic directors, or other relevant personnel;
- j) The system must demonstrate mechanisms for heightened accuracy for subjective question responses;
- k) The system must demonstrate integrated security mechanisms (such as serial numbers printed on each page)

2.5.2 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 system must be able to support multiple languages and multiple-language speakers simultaneously;
- d) The system must use image scoring for subjective responses and OMR for objective responses;
- 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 customer 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) System should allow for individual parameters to be defined by the user for each test question;
- m) 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;
- n) 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;
- o) System should support an internal messaging service to report news and problems between scorers and supervisors;

- p) System should support real time reports to monitor scorers' production and scoring operation progress;
- q) System should allow for customized results reports based on user needs; and
- r) System should support online training using real exam images

2.6 Security

Security for the solution to be managed by the companies at all levels i.e. physical, user and communication

- a) Physical – The hosted servers are to be located in secure data centre where access is controlled and is only available to designated employees of the company or authorized by Controller of Examinations, CBSE.
- b) User – User Accounts for administration portal are to be generated through secure data interfaces and access to application through proper password.
- c) Communication – Communication between applications should be fully secure to ensure confidentiality.

SECTION-III

3.1 GENERAL INFORMATION AND INSTRUCTIONS TO THE BIDDERS-

- 3.1.1 The tender is 'Two Separate Bids' document. The **technical bid** should only 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 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 will not be entertained.
- 3.1.3 The Tenders should be typewritten or handwritten but there should not be any overwriting/cutting/ correction and in such an event the Bid shall be summarily rejected. 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 alongwith forwarding letter on agency's letter head.
- 3.1.4 The bidder should enclose 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 (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 shall 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 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 Institute 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 if any regarding the project or the requirements for pre-qualification, from the Joint Secretary (Admn. & Legal) on Tel. No. 011-22517252.
- 3.1.9 The tender document can be downloaded from Board's web site (www.cbse.nic.in) and submitted along with a fee of Rs. 1000/- (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 Scanning and Marking of Answer Books" so as to reach Joint Secretary (A&L), CBSE by 2.00 pm on 01.02.2011 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 in India 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 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 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 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.
- 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 3.2.1.1 and 3.2.1.2. 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 and Comparison of Bids-

- 3.2.3.1 The final award shall be given to agency quoting lowest offer among technically eligible tenders.

SECTION IV

4 TECHNICAL PRE REQUISITE/ CRITERION

- 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 in India. The documentary evidence in form of work/contract and client report must be enclosed.
Note: Similar nature of work means computer based scanning, scoring, evaluation, marking of answer books of secondary or senior secondary level of public examination.
- 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 rupees three crores and above. This turnover/income should be from the revenue of similar work 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 computers, appropriate technology, hardware and software, trained staff, adequate security measures and due diligence.
- 4.8 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.
- 4.9 The bidder must have quality certification from certified agencies of national/international repute.
- 4.10 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.
- 4.11 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 and infrastructure available 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) Physical Infrastructure.
 - (viii) EMD and tender fees
 - (ix) Quality certification

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).

FINANCIAL YEARS				
S. No.	Details	(1) 2007-08	(2) 2008-09	(3) 2009-10
i)	Gross annual turnover through 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 O.S.M. WORKS COMPLETED / UNDER EXECUTION DURING THE LAST THREE YEARS IN INDIA

S N	Name of Examining Body	Govt. or Private	No. of Ans. Books involved	Cost of Work (in lakhs/ crores)	Date of commencem ent as per contract	Stipulated date of completion	Actual date of completion	Litigation/ Arbitration pending in progress with details	Name and Address/telep hone number of officer to whom reference may be made	Remarks
1	2	3	4	5	6	7	8	9	10	11

(Signature of Bidder)
with Seal

TECHNICAL INFRASTRUCTURE

1. No. of Servers with configuration.
2. No. of Computer Systems with Configuration.
3. No. of image Scanners with specification of each.
4. No. of OMR Scanners with specification of each.
5. Scanning Capacity (Pages / per shift) (each shift of 08 hours)
6. Internet Connectivity.
7. Power Back-up.
8. Back-up support of all above in case of any failure.

PERFORMANCE REPORT OF O.S.M. WORKS REFERRED IN ANNEXURE II

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

1. Name of Examining Body
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 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 (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)

**TECHNICAL BID- FOR COMPUTER BASED SCANNING AND MARKING OF
ANSWER BOOKS**

(DETAILED TECHNICAL INFORMATION AS PER SECTION IV AND OTHER
CONDITIONS IN TENDER DOCUMENT)

(Signature of Bidder)
with Seal

FINANCIAL BID

(In Indian Rupees)

Candidates Strength Range	Per Candidate (in figure)	Per Candidate (in words)
Upto 50000		
50001 – 100000		
100001 – 150000		
150001 – 200000		

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 175000 candidates, rates applicable shall be as those quoted for 150001 – 200000 range.

Date

(Signature of the Bidder)
with Seal