
**CENTRAL BOARD OF SECONDARY EDUCATION
(CBSE)**

New Delhi



TENDER

**FOR SCANNING, IMAGING AND ON-SCREEN
EVALUATION OF ANSWER BOOKS**

FOR SCANNING, IMAGING AND ON-SCREEN EVALUATION OF ANSWER BOOKS

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OF ANSWER BOOKS**

Digital Evaluation (e-Valuation)

Tender Schedule

S. No	Items	Date &Time
Availability of Tender Document in the link 'Tender' on the website(s) www.cbse.nic.in		
(a)	Last Date and time for Submission of Tender (only by Registered Post /Speed Post /Courier/By Hand)	UPTO 11.30 A.M. ON 29.02.2016
(b)	Pre-Bid Conference Venue: Conference hall, 2 nd floor, CBSE, Preet Vihar, Delhi.	ON 16.02.2016 AT 02.30 P.M.
(c)	Opening of Technical Bids (Each bidder would be given maximum 30 minutes for presentation)	ON 29.02.2016 AT 02.30. P.M.

For any queries/suggestions related to the tender, prospective bidders may address the same to: The Secretary, Central Board of Secondary Education, New Delhi & send through Email: director-it.cbse@nic.in, js.al.cbse@gmail.com & admn3cbse@gmail.com

Joint Secretary (A & L)

Section-1: Preface

The Central Board of Secondary Education (CBSE) is one of the premier National public Examination Board for the conduct of Class X & XII examination. The Board is a society, registered under Societies Registration Act, 1860 and an autonomous body under the aegis of Ministry of Human Resource Development, Government of India. It has mandate for conduct of public examination at secondary & senior secondary level for its affiliated schools in India and abroad. The main objectives of the Board are to serve the educational Institutions more effectively and to be responsive to the educational needs of the students. There are about 17000 schools including 205 schools at present 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.

The prime focus of the Board is on Innovations in teaching-learning methodologies by devising students friendly and students centered paradigms and **Reforms in examinations and evaluation practices**. As a step towards this drive, the Board intends to invite “Tender” to improve the quality of evaluation of theory answer books, bring more objectivity in evaluation, minimize human error and intervention, develop skill sets of evaluators for future, and to bring transparency in the examination system for the benefit and trust of all the stake holders.

Therefore, the Board desires to go for digital on screen evaluation for the Board based candidates for Class X All India Secondary School Examination of its three Regions i.e. Chennai, Dehradun & Panchkula. The number of expected candidates in these Regions is as given below:

S.No.	REGION	CANDIDATES (APPROX)	ANSWER BOOKS (APPROX)
1	CHENNAI	1,39,924	5,60,000
2	DEHRADUN	45,950	2,30,000
3	PANCHKULA	1,03,538	5,15,000

(The number of candidates and answer books are likely to vary)

Request for inviting tender for:

- ✓ Organizing Scanning Centre (set-up of required infrastructure for scanning) for Scanning and digitizing Answer Booklets consisting each of 32/44 pages.
- ✓ Preparation and packing of Answer Booklet Images for On-Screen marking (e-Valuation)
- ✓ Organizing valuation Centers (set-up of required hardware's and IT equipment's) for e- Valuation.
- ✓ Training to e-Markers (Examiners & Scrutinizers).
- ✓ Dynamic allocation of Answer Booklet images to e-Valuation (Valuation) Centers.
- ✓ Supervising digital e- Valuation (Valuation) Centers.
- ✓ Up-loading the marks to Bidder's own Data Centre.
- ✓ Submission of tabulated Marks to CBSE in both softcopy and Hardcopy.
- ✓ Meeting Re-addition queries.
- ✓ Customized reports (if required)

The tender document can be downloaded from the Board website www.cbse.nic.in or CPP Portal <https://eprocure.gov.in/cppp/>

- (i) Tender Paper shall be accompanied by a Demand Draft of **Rs. 5,000/-** (Rupees five thousand only) payable at Delhi to “Secretary, CBSE” towards the Tender Fees.
- (ii) Bids, complete in all respects, shall be accompanied by EMD in the form of Bank Draft / Bank Guarantee of **Rs. 15,00,000/-** (Rupees fifteen lakhs only) in favour of “Secretary, CBSE” payable at Delhi only. Both drafts shall be kept inside the envelope for Technical Bid.

Section 2: Instructions to Bidders

2.1.01 The Central Board of Secondary Education intends to select a service provider with 05 years experience in software development/I.T Service/ ITeS Company and a minimum of 02 years previous relevant experience in digital/Computer based evaluation and assessment, in any School, Board, Central University, State University, Deemed University formed under relevant Central/State Government Act or any national level examination conducted by examining bodies under the Central/State Government control, to execute the Computer Based Scanning and Evaluation of Answer Books of Board based All India Secondary School Examination conducted by CBSE.

2.1.02 Relevant Experience: (i) Should have executed Computer based evaluation for descriptive Answer Books/Sheets for at least 1,00,000 students during each preceding last two years.
(ii) The bidder should have successfully executed computer based evaluation for at least 50,000 answer sheets without cutting the spine of answer sheet.

2.2 The Proposal is invited in “**Two Bid System**’ which should be submitted in two separate covers. The bids should be valid for a period of 03 months from the date of opening of the technical bid. Validity of the bids can be extended for a further period upto one year with mutual consent.

The Technical Bid	Should contain all the relevant information and desired enclosures in the prescribed format along with Tender Fees and Earnest Money Deposit (EMD). The EMD shall be valid for a minimum period of 06 months from the date of opening of the technical bid.
The Financial Bid	Should contain only financial information.

Both covers be placed in third sealed bigger envelop. In case, any bidder encloses the financial bid within technical bid, the same shall be summarily rejected. The tender without EMD shall also be summarily rejected. The Financial Bid will be opened, only after one qualifies in the Technical Bid, under intimation to the technically qualified bidders.

- 2.3** 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 proposal 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. Proposal made by telegram or telex and those received late after prescribed date and time will not be entertained. Conditional bidding or bidders making counter offer will be summarily rejected.
- 2.4** The proposal 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 proposal document shall be numbered and submitted as a package along with a forwarding letter on agency's letterhead.
- 2.5** The bidder should enclose with the Technical Bid an EMD of Rs. 15,00,000/- (Rupees Fifteen Lakhs Only) in the form of Demand Draft/Bank Guarantee drawn in favour of 'Secretary, CBSE' payable at Delhi and valid for a minimum period of three months. The tender without EMD and Tender Fees shall be summarily rejected. The successful bidder shall be required to deposit **performance guarantee equivalent to ten percent of contract value** by way of irrevocable and unconditional Bank Guarantee in favor of 'Secretary, CBSE' payable at Delhi for 01 years and 02 month (i.e. two months beyond the contract period). The successful bidder has to sign a service level agreement on non-judicial stamp paper of Rs. 100/- within 07 days from the receipt of the work order. The Performance security shall be forfeited by the Board on the bidder's failure to fulfill its obligations under the terms and conditions of this tender. Failure of the successful bidder to comply with the requirements of entering into SLA on award of work order and commence the work within the stipulated time shall constitute sufficient ground for the annulment of the contract/work order and forfeiture of the EMD/performance security, and in that event the CBSE may award the contract to another bidder in accordance with rules. The EMD of all unsuccessful 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.
- 2.6** Reference, information and certificates from the respective clients certifying technical and execution capability in Computer based Evaluation of the bidder should be signed and the name, designation, address and contact numbers of all such clients should be mentioned. The Board may also independently seek information regarding the performance from the clients and may even make visit to the referred customers in India.
- 2.7** 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.

2.8 Even though bidder may satisfy the qualifying criteria, it is liable to disqualification if it comes to the notice of the Board from its Clients that the bidder has record of poor performance *or* not able to understand the scope of work *or* black listed earlier by any institutions in any earlier projects.

2.9 The Tender Form: There is no exemption from payment of tender document fees. Tenders without requisite tender 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 the third envelope super scribing **“Tender for Scanning, imaging and on-screen evaluation of Answer Books (e-Valuation)”** so as to reach the **Secretary, Central Board of Secondary Education, Preet Vihar, Delhi – 110301** on or before **29.02.2016 by 11.30 a.m.**

The entire sealed tender document should be sent to: The Secretary, Central Board of Secondary Education, New Delhi by SPEED POST/REGD POST or dropped in the tender box kept at Ground Floor, CBSE, HQ. Proposals received after **11.30 a.m. of 29.02.2016** shall not be entertained. The tender shall be opened on the same day at **02.30 p.m.** in the presence of the bidders or their authorized representatives, who may like to be present. The financial bids of technically qualified bidders will be opened under their prior intimation.

2.10.1 Responsibilities of the Service Provider: The Service Provider shall execute the work strictly as per the time schedule for evaluation to be mutually agreed through a separate Service Level Agreement to be signed by the concerned Regional Office and the service provider. The Service Provider shall make payment towards consumption of electricity and for utilizing the infrastructure i.e. Manpower, Computers & Peripherals, Generator, Space, Furniture etc. at the scanning centres/schools and to the nodal evaluation centres on the basis of per terminal per day (considering the amount for usage of Manpower, Computers and Peripherals, Generator, Space, Furniture etc.) engaged by the OSM agency in the Nodal Evaluation Centre. Payment to the Nodal Evaluation Centre by the OSM agency shall be made based on the actual number of terminals and number of days engaged by the agency for OSM work.

2.10.2 The Service Provider should offer all facilities for inspection of the Board by its officers at their work place, at their own cost and arrangement, if required.

2.11 CLARIFICATION FROM BIDDERS: To facilitate evaluation of bids the Chairman, CBSE may, at its sole discretion, seek clarifications from any bidder regarding his bid. Such clarification(s) shall be provided within the time specified by the Chairman, CBSE for this purpose. Any request for clarification and all the clarifications in response thereto shall be in writing by e-mail (director-it.cbse@nic.in , js.al.cbse@gmail.com, admn3cbse@gmail.com). If a bidder does not provide clarification sought within the prescribed time, his bid may be rejected in absence of such clarification and the bidder shall be debarred from subsequently submitting his clarification.

2.12 Notwithstanding anything else contained to contrary in this document, the Chairman, Central Board of Secondary Education 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 assigning any reasons or incurring any liabilities in this regard.

2.13 BUSINESS ETHICS/CONFLICT OF INTEREST- The present assignment with CBSE requires that the bidders/service provider under this project observe the highest standards of ethics during the bidding and execution of the contract. Canvassing in any form or bringing any pressure of any type on any person, individual or group associated with the process of the bidding to directly or indirectly influence the outcome of the bidding in any manner is strictly prohibited and shall lead to summarily rejection of the tender without assigning any reason. In pursuance of this policy, Central Board of Secondary Education defines the terms set forth as follows:-

2.13.1 “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, 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, 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 CBSE in relation to any matter concerning the work;

2.13.2 “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,

2.14 TERM; RENEWAL: TERMINATION OF CONTRACT

2.14.1 TERM: The term of the successful bidder shall be for a period of one year w.e.f. the date of signing of agreement between the two parties, as per the terms and conditions specified in the contract. (Selected service provider- 1st Party; The Central Board of Secondary Education– 2nd Party). The Chairman, CBSE at his discretion reserves the right to terminate this agreement at any time or stage in the interest of the sanctity of the evaluation or to protect the reputation of the Board, without assigning any reason.

- 2.14.2 RENEWAL:** The agreement can be renewed for another two years on yearly performance basis on similar terms and conditions on satisfactory performance of services and the Board during the period of any such extension can terminate the agreement at any time without assigning any reason. The CBSE will have the rights to ascertain the annual satisfactory project performance prior to renewal of said agreement keeping in view the financial implication of the project to remain same as agreed by both the parties signing the agreement. In case of renewal of the contract, a formal work order is to be issued after due review of the performance by the Board. However, renewal of the contract shall be on the quoted rate without any price escalation and the service provider shall give a written undertaking that it is not providing similar services of digital evaluation to any public or private organization on rates lower than the rates offered to the Board and that in case of any downward trend in the market rates, the benefits shall be passed to the Board. Under no circumstances contract can be extended beyond three years.
- 2.14.3 TERMINATION OF CONTRACT:** The Chairman, CBSE may without prejudice to any other remedy by the Board including forfeiture of Performance Security for unsatisfactory services or breach of terms and conditions of the contract by the bidder, 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 document, or if the bidder fails to perform any other obligations under the terms and conditions, terminate the work order/ agreement in whole or in part, without assigning any reason..
- 2.15 ARBITRATION & JURISDICTION:** All disputes, differences, claims and demands arising under this contract shall be referred to the sole arbitration of Chairman, CBSE or any person nominated by him on this behalf and the award of the Arbitration shall be final and binding on both the parties. Any other terms and conditions mutually agreed prior to finalization of the order / agreement shall be binding on the bidder. All disputes arising under this contract shall be subject to the legal jurisdiction of court of judicature in NCT of Delhi.
- 2.16 INTELLECTUAL PROPERTY RIGHTS:** In case of service provider with partnership/ license, 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 3rd party, and the service provider is using it with the consent of the 3rd party, then the IPR will continue with the 3rd party and be used with permission.
- 2.17 The Payment Terms:** The payment shall be in Indian Rupees and shall be paid only after successful completion of work from the respective **Regions of the Board**. No **advance payment** shall be made. The successful bidder has to sign a service level agreement on non-judicial stamp paper of Rs. 100/- within 07 days from the receipt of the work order. The bills may be submitted to the respective Regional Offices along with no demand certificate from the Nodal evaluation centres/schools to the effect that nothing is due on the service provider towards consumption of electricity and for utilizing the infrastructure

i.e. Manpower, Computers and Peripherals, Generator, Space, furniture etc. **The Board being educational body is exempted from paying Service Tax.**

2.18 Penalty:

- 2.18.1** Mismatch/Wrong Scanning of Answer Books i.e. mentioning wrong roll number against the scanned answer books should be treated as error/discrepancy. If any discrepancy/error is found penalty shall be charged @Rs.20000/- (Rupees twenty thousand only) per error/discrepancy.
- 2.18.2** If at any stage it has been found that Partial Scanning of Answer Books has been done and/or portions of one answer books are merged with another one in scanning work, should also be treated as error/discrepancy and a penalty shall be charged @Rs.200000/- (Rupees two lakhs only) per error/discrepancy.
- 2.18.3** If an answer books is found un-scanned, penalty of Rs. 50000/- (Rupees fifty thousand only) per answer book shall be charged.
- 2.18.4** The Firm is responsible to keep the original answer books in their safe custody. If any answer book is found missing, it will be treated seriously and appropriate penalty/action including black listing/debarment of the Service Provider, as deemed fit shall be imposed by the Board in addition to the forfeiture of Performance Security. The quantum of penalty or any other civil or criminal action may be decided by the Chairman, CBSE keeping in view the extent to which the result of the region is effected or the reputation of the Board in conducting a fair and transparent examination. The decision of the Chairman, CBSE in such case shall be final and binding on the Service Provider.
- 2.18.5** In case any portion/question in the answer books remains unevaluated, the same shall be considered to be an error and a penalty @ of Rs. 20000/- (Rupees twenty thousand only) per error shall be applicable. The examiner shall not be responsible in such cases.
- 2.18.6** In case of excessive errors as defined above i.e. in more than 5% of Answer Books or in case the Board is of the view that the work has not been performed satisfactorily and cannot be professionally performed by the Firm, the Board shall in addition to forfeiture of Performance Security shall be entitled to terminate the agreement without giving any notice and in that case the Board would not be liable to pay any amount to Firm under the agreement nor Firm shall claim any amount on any account from the Board. In case any amount is already paid to Firm, the Board would be entitled to claim refund of the amount with interest or any other consequential loss. Any amount which would be paid by the Board and which would be liability of the Board and which may be recovered from the Board by any person on account of errors/mistakes of the Firm or any loss incurred by the Board in executing the remaining work by any other service provider or any such damages besides the damages stipulated herein before would also be the liability of Firm and would be paid by Firm to the Board without any objection of any type.
- 2.18.7** The time schedule as mutually agreed/SLA between the Regional Office and the Service Provider will have to be strictly adhered to for the execution of the work. In case of delay, a penalty @ the rate of 6% per day on the amount of bill will be imposed subject to a maximum penalty of 30% of the amount of the Bill.
- 2.18.8** In case of failure of the service provider to execute the work or in case of inordinate delay i.e. delay of more than 02 weeks (14 days) or in case of excessive errors as defined above i.e. in more than 5% of Answer Books, the Chairman, CBSE shall have the right to impose suitable penalty as deemed fit, subject to a maximum penalty of 50% of the Bill amount, besides the forfeiture of Performance Security.
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- 2.18.9** The Firm should be responsible to make all arrangements to ensure complete security, secrecy and safe custody of all the answer books in form of hard/soft copies. All transit risk will be to Firm's account.
- 2.18.10** Upon completion of work, the Firm shall furnish an undertaking that scanned data shall not be given/transferred to any person/firm/agency and the same has been destroyed. In case any discrepancy/ breach is noticed by the Board, the firm will be black listed and appropriate fitting penalty/action in court of law including criminal proceedings shall be initiated by the Board.
- 2.18.11** Liability of bidder to be full and absolute to the value of the work award.
- 2.18.12** **The decision of the concerned Regional Officer on the total number of errors for calculation of penalty shall be final and binding on Service Provider.**
- 2.18.13** The decision of the Chairman, CBSE for imposing penalty shall be final and binding on the Service Provider and shall not be open to any challenge in any court of law or in any arbitration proceedings.
- 2.19** **Amendment of Tender Document:** At any time before the deadline for submission of bids, the Board may for any reason, reserves the right to change, alter or delete in part or full in any clause or in the terms and conditions of the tender document by amending, modifying and/or supplementing the same. All prospective Bidders shall be notified of any such amendments/modification/deletion on the CBSE website www.cbse.nic.in and all such amendments shall be binding on the bidders without any further notice, act or deed. 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, the CBSE reserves the right to extend the deadline for the submission of the bids, in order to allow prospective Bidders time to take the amendment into account while preparing their bids.

Section 3 : Eligibility Criteria

The invitation for bids is open to all entities registered in India who fulfill qualification criteria as specified below:

- (a) The CBSE reserves its right to subject the bidders to security clearances as it deems necessary
- (b) The bidder should satisfy all of the criteria below mentioned on its own.

3.1 Consortium Partners are not permitted. Number of bidder should be one.

3.2 The bidder should be a proprietary/partnership firm, a trust/society, software development/ I.T service / ITeS company Registered under Companies Act 1956.

3.3 The bidder must be in operation for last FIVE years as on 31/12/2015 in India.

3.4 The bidder must have undertaken similar work of digital evaluation/OSM in last two years in India i.e. 2014 & 2015.

3.5 The bidder should have successfully executed Computer based Evaluation project (e-Valuation) for descriptive answer sheets in any UGC recognized universities, Higher Secondary Board/Board/CBSE/Board of Secondary Education in India/PSCs for at least 1, 00,000 (One lakh) students during each preceding last 2 years. 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 above.

3.6 The bidder should have successfully executed computer based evaluation for at least 50,000 answer sheets without cutting the spine of answer sheet.

3.7 The bidder should have valid PAN/TAN and Service Tax Registration. **The Board being educational body is exempted from paying Service Tax.**

3.8 Software Ownership:

3.8.1 Service Provider bidder should own source code of the software to be used for conducting the Scanning, Imaging and On-Screen Evaluation.

3.8.2 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.

3.8.3 Service Provider should have authorized and globally accepted software certification.

3.8.4 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.

3.8.5 Software code should be versioned, labeled and base lined appropriately in a standard version Control system within the organization.

3.8.6 Software code should have multiple backup systems in place so that anytime source code/data can be recovered in case of any disaster.

3.8.7 Service Provider should own the test cases and regression testing code to

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- produce that they have done necessary testing for the software to scale up to conduct large assessments.
- 3.8.8** Service Provider should have in-house quality assurance group and a strong quality management System to do quality check of the software.
- 3.8.9** Proper security provision for source codes.
- 3.8.10** The Bidder should have own DC&DR (Data Centre & Disaster Recovery) centre in separate seismic zone duly certified by the authorized agency.
- 3.9** The service provider should have on his pay roll sufficient Technical and Administrative employees for Computer based evaluation in India for the proper execution of the contract.
- 3.10** The service provider should be registered with appropriate tax authorities such as Income Tax, Service Tax & VAT and should submit the certificate of registration with these authorities. **The Board being educational body is exempted from paying Service Tax.**
- 3.11** The service provider's Average Annual Turnover during last three years should be at least **Rs.10-00 Crores** or more in the relevant/IT related field only. Copies of audited balance sheets and copies of IT returns for preceding 03 years are to be enclosed in the Technical Bid.
- 3.12** The service provider should have its own or leased infrastructure in computers, appropriate technology, hardware (Evaluation Infrastructure) and software, trained staff, adequate security measures and due diligence spread across India.
- 3.13** The contract shall be on outsource basis and the service provider should have arrangements for at least 1000 computer nodes for conducting the digital evaluation/OSM of answer books in India.
- 3.14** A self-certification by the service provider to have a proven capability to scan at least 3 lakhs pages in a single day without cutting the spine of the Answer Booklet. They should be able to demonstrate the capability on any day if called for technical presentation. No sub-contracting is allowed in this respect.
- 3.15** Even though service provider may satisfy the above requirements, they may be disqualified if they have:
- 3.15.1** Made misleading or false representation or facts or deliberately suppressed the information to be provided in the forms, statements and enclosures of this document.
- 3.15.2** 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.
- 3.15.3** If confidential documented inquiry reveals facts contrary to the information provided by the bidder.
- 3.15.4** If confidential documented inquiry reveals unsatisfactory performance in any of the selection criteria.
- 3.15.5** Based on the eligibility and evaluation criteria, bidders would be selected by this techno-commercial bids in pursuance to the tender with details of scope of work.
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Section 4 : Scope of Work

Scope of Work for Computer based Evaluation

OSM will include all component of work i.e. training, infrastructure, scanning, OSM delivery, submission of marks and reports in desired CBSE format, soft copy of evaluated answer book with annotation, containing the marking by examiner including total marks, with right and wrong Ticks for RTI/Verification/Revaluation and other purposes. This has been categorized in four broad phases:

4.1.Pre-Evaluation Phase

4.1.1 Designing the evaluation plan and evaluation process in consultation with CBSE:

- a) For 30 Nos. of evaluation Centers and minimum 01 or more Scanning Centre (number may vary)
- 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 on e-Evaluation towards capacity building of all involved stakeholder(s)

4.1.2 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.

4.1.3 To provide specifications for Hardware and Software required at all stages of the evaluation as per marking scheme for

- a) 30 No. of Evaluation Centers and one Central Scanning Centre (number may vary).
- b) Devices and systems to be used for authentication and audit trail mechanisms required for evaluation

4.1.4 The software should have role base security mechanism and proper industry standard authentication like Digital Signature, biometric, etc. and authorization mechanism should be implemented in the system.

4.1.5 Software application should have been security audited.

4.1.6 Software should facilitate for audit trail for all the transactions /activities during operation of the system.

4.1.7 To provide and setup secured software for Authoring and completing evaluation process.

4.1.8 Answer Books in sealed bags/packets will be handed over to the service provider by CBSE for proper accounting of Answer Books and slips and processing leading to Computer based Evaluation.

4.1.9 Scanning should be done without cutting the spine of the Answer Booklet by employing the Book Scanners. All the pages of the booklet should be accounted for and identified with the booklet ID number. Document scanners with ADF (Automatic Document Feeder) are not allowed for scanning.

4.1.10 The scanned answer books to be securely made available in the evaluation centers by the service provider.

4.1.11 Answer Books to be opened in presence of the Officer-in-charge deployed by CBSE along with the Center-in-charge deployed by Service provider.

4.1.12 Answer books would be handed over by the Officer-in-charge, CBSE to the Center-in charge, Service provider and after processing the work of scanning and digitization, the same would be kept under joint custody of CBSE and service provider until re-addition work is over.

4.1.13 To provide suitable assessment scoring system or software as per requirement of CBSE.

(a) To identify required Evaluation centers with each center of minimum capacity Of 50+20% buffer i.e. 10 per 50 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) Evaluation centers are to be placed within a suitable reach/distance as nearest to suitable District Headquarters.

(e)To carry out periodic audit at Evaluation Centers for

i. Hardware - Operating System, Processor Speed, RAM, Network and internet connectivity for standard operations, 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 lavatory facilities both for men and women evaluators engaged.

4.1.14 Sufficient number of scanners and required expertise manpower should be provided by the agency to complete the entire work within 20 days.

4.1.15 The agency should operate and maintain the e-Valuation processing main server and other server at evaluation centers as per requirements of the Board.

4.1.16 The accumulated Data's back-up to overcome natural uncertainties to be mapped with process of automated & incremental backup at a place, decided by the Board.

4.2 Testing Phase

Prior to evaluation process, the selected service provider would submit the software testing report with the approval of selected evaluators deployed by CBSE and would be treated as pre user acceptance. The service provider may have the programme through which the cover page of answer books should reflect the marks awarded by the examiner against each question and the total marks secured by the examinee should be displayed on front page of answer book.

4.2.1 Temporary environment of Evaluation Center would be created by the service provider.

4.2.2 CBSE would engage a few evaluators to check the processes and efficiency of the working atmosphere and the accuracy of output (Scanned answer sheets)

4.2.3 CBSE will handover old data for end to end evaluation

4.2.4 The Accuracy and evaluation criteria to be cross-checked in presence of engaged evaluators.

4.2.5 Time period for testing and amount of data to be scanned and evaluated would be decided by CBSE.

4.2.6 In case of dissatisfaction of testing outcome/report the service provider would be considered to be defaulter in achievement.

4.3 Evaluation Phase

4.3.1 To manage the evaluation process through intranet/internet based solution at all Evaluation Centers.

4.3.2 To securely transmit, download, install and implement evaluators / evaluation details received from CBSE.

4.3.3 To provide unique username/ password to the evaluators at the evaluation centers

4.3.4 To arrange/provide adequate displays and provide required instructions/ information to the evaluators at the evaluation Centers.

4.3.5 To maintain complete log of all activities of evaluators during the course of examination to enable complete audit ability of the evaluation process.

4.3.6 To calculate marks obtained by each candidate as per requirement of the Board.

4.3.7 To devise a system for monitoring and supervision of evaluation Center activities (Centre level/ evaluator level) by the competent authority.

4.3.8 To transfer/export the data in encrypted format including raw scores data from local server to Central Server keeping in view sensitiveness of the data as referred to Information Leak Detection and Prevention.

4.3.9 Server data to be secured at a designated site by a responsible official of the Service Provider in the presence of Head Examiners along with 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, with a backup at BOARD.

4.4 Post Evaluation Phase

To share the evaluation results

4.4.1 Supply of tabulated marks and all reports generated through the software in form of hard and soft copy as per format provided by the CBSE during the entire period of contract to the officer designated by CBSE for use by the CBSE or any other designated agency for result preparation, research as decided by the CBSE.

4.4.2 Provide link to the e-mail ID of the students who apply for re-addition to download his/her Valued Answer Script and settle re-addition queries.

4.4.3 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.

4.5 Features required in e-Valuation Software

4.5.1 Provision for automatic back up of evaluated answer books.

4.5.2 The single custodian of data would be CBSE

4.5.3 User account management i.e. addition, modification and deletion of examiner and head examiner.

4.5.4 Answer book management i.e. mapping of answer books.

4.5.5 One time Security setting for setting of password.

4.5.6 Provision for marking of question by examiner as evaluated, optional, mark for review or not attempted.

4.5.7 Evaluated check box to ensure that examiner has visited each and every page of an answer script.

4.5.8 Examiner comment box for each question.

4.5.9 Provision for zooming in/out of answer scripts for proper viewing.

4.5.10 Provision for skipping of an answer script by an examiner if the same is in different medium or not properly scanned, with regulatory remarks.

4.5.11 Provision for reviewing of any answer script by the head examiner. The scores of the Head Examiners shall overrule the scores assigned by examiners.

4.5.12 Provision for viewing of evaluated answer scripts by the head examiner.

4.5.13 There has to be a command center to know the status of overall evaluation at various centers. One responsible person or a team must be available to respond to queries and other difficulties encountered in the process of evaluation by examiners/Board officials.

4.5.14 At each evaluation center there should be dashboard of Board displaying the following -

- (i) Real-time based dashboard for monitoring of activates/progress of work at higher level
- (ii) Daily and consolidated examiners' attendance
- (iii) Daily and consolidated Chief/Head examiners' attendance
- (iv) Daily and consolidated Subject-Medium wise examiner details
- (v) Daily and consolidated Subject-Medium wise Chief/Head examiner details
- (vi) Skipped Answer script Details (till date). To be made available to the concerned Regional Officer on a daily basis.
- (vii) Overall Subject-Medium wise Evaluation (till date)

4.5.15 Providing password to each and every examiner and Chief/Head examiner one time basis

4.5.16 Date wise working hours report of Examiners and Chief/Head Examiners

4.5.17 Availability of answer scripts, question paper and marking scheme on the computer nodes of each and every Chief/Head examiner and examiner.

4.5.18 After scanning of answer scripts the delivery at the marking centers can be by any secured mode as per the technology available with the service provider which should be fully secured and any type of lapses in this mode will be the sole responsibility the service provider and in event of such a lapse the Board reserves the right to take necessary action which may include termination of the contract and forfeiture of all claims under this project. In case of transfer of data in any device the same should be sealed in the presence of Board observer/ representative with his/ her signature and the responsibility of transporting of this device to the marking center will be that of service provider.

4.5.19 Enabling of security settings for head examiners authentication.

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- 4.5.20** Maintaining audit log of each and every Chief/Head Examiner, Examiner and IT Manager of Evaluation agency.
- 4.5.21** Provision for forgot Password and secret question settings.
- 4.5.22** Annotation of each and every question and page of answer scripts.
- 4.5.23** At the end of the day, marking reports of every examiner to know the number of answer scripts evaluated per day and the time taken to complete the given assignment.
- 4.5.24** Provision for subject/medium wise selection of answer script.
- 4.5.25** Provision for configuration of multi-lingual question paper.
- 4.5.26** Examiners and Chief/Head Examiners feedback.
- 4.5.27** Provision for day wise re-evaluation based on evaluation feedback.
- 4.5.28** Setting of minimum time of evaluation of an answer script to avoid fast and possibly inaccurate evaluated answer script.
- 4.5.29** Setting of limit/ceiling for maximum no .of scripts to be evaluated by an examiner.
- 4.5.30** Mandatory provision for evaluation of 10% answers scripts by the Chief/Head Examiner.
- 4.5.31** Detailed audit log of evaluation.
- 4.5.32** Provision for view of answer scripts after the completion of evaluation
- 4.5.33** Provision for review of answer scripts subject and medium wise by the Head Examiner of the subject and medium to which he/she is mapped for limited to 10% of the allotted subject.
- 4.5.34** The following reports needs to be generated by the Evaluation software:
- a) Date wise Chief/Head Examiner and Examiner attendance report
 - b) Subject-Medium wise Examiner detailed report
 - c) Subject-Medium wise Chief/Head Examiner detailed report
 - d) Skipped answer scripts' detailed report
 - e) Overall Subject-Medium wise Evaluation report
 - f) Examiner detailed report
 - g) Mark Pattern Report
 - h) Variance report in case of discrepancy in the marking of examiner(s) and head examiner(s)
- 4.5.35** Printing of answer script(s) with annotation
- 4.5.36** Provision for auto uploads of marks file.
- 4.5.37** Evaluator and Reviewer hands-on Training

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- 4.5.38** Provision of revisiting the Answer Script on the same day by Evaluator
 - 4.5.39** Provision of Control on Evaluator / Review logging time in the system to prevent misuse of evaluations
 - 4.5.40** Step-by-step Marking of a question
 - 4.5.41** Provision of display of timer to evaluator for monitoring of time taken to evaluate an Answer book
 - 4.5.42** PERT Chart/Gantt chart method of periodical reporting format to be followed by the Service provider. This reporting would be done through system generated report based on pre-fixed targets and achievements with dates as specified by CBSE.
 - 4.5.43** The Reporting console should be facilitated to all users along with administrative officers as designated by Board.
 - 4.5.44** Any kind of deviation in achieving the fixed target would be notified by the service provider to CBSE.
 - 4.5.45** The report console should be facilitated with print command.

Section 5: Evaluation Process

5.1 Overall Bid Evaluation

5.1.1 Tender Evaluation Committee will evaluate and compare the bids determined to be substantially responsive. Substantially Responsive bid: A substantially responsive bid is one, which confirm to all the requirements, terms, conditions and specifications of the Tender without any material deviations. Deviations from or objections or reservations to critical provisions such as those concerning performance security, warranty, applicable Law, taxes and duties will be deemed as material deviation.

5.1.2 CBSE's determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence. It is CBSE Technical-Cum- Tender Evaluation Committee's intent to select the proposal that is most responsive /advantageous to the PIMS Project needs and each proposal would be evaluated using the criteria and process outlined in this section.

5.1.3 Total Bid Evaluation: The bidders of the substantially responsive bids will be considered as technically qualified and the financial bids of all such bidders will be opened. The work will be awarded on the lowest quotation basis.

5.1.4 The Chairman, CBSE , keeping in view the quantum of work and timelines for declaring Board result, may also allocate work in parts/regions to other technically qualified bidders, in case of their willingness to perform the work on the rates offered by the lowest bidders.

5.2 Technical Bid Evaluation

5.2.1 The objective of the Technical bid evaluation is to shortlist bidders who have the technical expertise/skills that are essential to establish / implement this business activity as envisaged. In technical evaluation round, bidder will be required to present the details regarding their product, work experience in response to this tender. During presentation, demonstration of modules/products/solutions developed/work plan will be made by the bidder. The bidder must submit these documents along with evidence to substantiate their claims while submitting their bids.

5.2.2 The technical bids shall be evaluated by the Tender Evaluation Committee based on a weighted point system, assessing each bidder's ability to satisfy the requirements set forth in the Tender Document. The Tender Evaluation Committee will evaluate the technical proposals by taking into account factors mentioned below. The information furnished by the bidders in the technical bid shall be the basis for this evaluation

5.2.3 Each of the Technical bids shall be evaluated on a score of 100 points

5.2.4 Each Proposal will be evaluated according to the following criteria, but not limited to:

- a. Project objective, scope of work and understanding along with past experience in projects executed of similar nature. Bidders must demonstrate their experience.
- b. The Evaluation Criteria along with the relevant marks for each component is summarized in
Exhibit-I below
- c. Capability of the Proposed Team: Experience and capability of the proposed team in similar projects/technologies and relevant certifications, if any, of the project team, which might help in project delivery.

5.2.5 Feasibility and Technical Viability of the Proposed Technical Solution – The bidder's Design, Development and Implementation Plan, its deployment of sound project management strategy etc. for the project. Also the quality, responsiveness, responsibility,

ease of use, reliability and comprehensiveness of the proposed technologies, adherence to IT Architecture Plans, standard Information Systems Security Policies etc. would be evaluated from the perspective of the proposed solution.

5.2.6 Bidders with score of **70** and above in the technical bid shall be considered as technically qualified. The financial bid of only the technically qualified bidders shall be opened.

5.2.7 Technical Presentations: Each bidder to make a presentation on their proposed solutions to the Tender Evaluation Committee and the key points in their proposals.

5.2.8 The Tender Evaluation Committee may waive any minor infirmity, non-conformity or irregularity in which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder. On the basis of the recommendations of the Tender Evaluation Committee, the Chairman, CBSE reserves the right to reject any or all proposals on the basis of any deviations.

Exhibit-I (The bidder has to submit necessary supporting documents from the authorities)

1	Technical Evaluation	Max. Marks
i	Annual Turnover for the financial year 2014-15 in the relevant/IT related field More than 10 crores but less than 20 crores : 5 marks More than 20 crores : 10 marks	10
ii.	The Bidder's experience in execution of similar projects like e-evaluation of descriptive answer sheets on turnkey basis which involves e-evaluation Infrastructure, Software Development, maintenance and support during the last 5 years as on 31 st Mar 2015 in any UGC recognized universities, Higher Secondary Board/Board/CBSE/Board in India. Projects involving answer sheets $\geq 2,00,000$ and $< 3,00,000$ - 15 marks Projects involving answer sheets $\geq 3,00,000$ and $< 4,00,000$ - 20 marks Projects involving answer sheets $\geq 4,00,000$ and $< 5,00,000$ - 25 marks Projects involving answer sheets $\geq 5,00,000$ - 30 marks	30
iii.	Technical presentation: Understanding of the objectives of the assignment: The extent to which the bidders approach and work plan respond to the objectives indicated in the scope of work. Software/Hardware: Proposed methodology, technical support, user friendliness of the software, content management tool, administrative tool, database design, backup, security, training etc. Completeness and responsiveness: The extent to which the proposal responds exhaustively to all the requirements of all the scope of work Proposed project plan detailing out dependencies and assumptions with action plan including infrastructure, manpower deployment	50
iv	Staff Strength (Permanent Technical Staff) 50 to 100 software/hardware/networking personnels : 5 marks More than 100 software/hardware/networking personnels : 10 marks	10
Total Marks		100

5.3 Financial Bid Evaluation

Although the Financial bid will also be submitted at the same time along with the Technical bid, the same would be opened at only after completing the evaluation of Technical bids. Financial bids of only those bidders who score more than the minimum cutoff points (70) in the technical bid will be opened in the presence of their authorized representatives if any at a scheduled date and time with prior information.

The commercial bid evaluation will take into account the information supplied by the bidders in their commercial proposal. The bidder would provide the commercial bid in the format provided. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered. The price would be inclusive of all taxes, duties, charges and levies etc. as applicable. TDS as per rules will be deducted.

Any conditional bid or making counter offer would be rejected.

- (a) The bidder with lowest qualifying financial bid will be **L1** and will be considered for award of work. However, the Chairman, CBSE , keeping in view the quantum of work and timelines for declaring Board result, may also allocate work in parts/regions to other technically qualified bidders, in case of their willingness to perform the work on the rates offered by the lowest bidders.
- (b) In the event the rates in financial bid of two or more bidders are tied, the Chairman, CBSE may allocate work in parts/regions among such bidders.
- (c) CBSE reserves the right to enter into negotiation with the lowest bidder and place order with this bidder at a suitable price.
- (d) If there is a discrepancy between words and figures, the amount in words will prevail. If the bidder does not accept the correction of the errors, its bid would be rejected and may result in forfeiture of EMD amount.

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 Information			
	F.Y 2012-13	F.Y 2013-14	F.Y 2014-15
Turnover (in Crores)			
Other Relevant Information			

- II. Up to date Income Tax Clearance Certificate alongwith filed ITRs for last 03 years.
- III. Financial arrangements for carrying out the proposed work.
- IV. Solvency Certificate issued by the bank not more than 03 months old.

Note: Attach copies of the above documents with technical bid. Attach additional sheets, if necessary.

(Seal/Signature of Bidder)

DETAILS of e- EVALUATION WORKS COMPLETED during the last three years.

S. No.	Name of Work/ Project & Location	Owner of sponsoring organization	Cost of Work (in lakhs/ crores)	Date of commencement as per contract	Stipulated date of completion	Actual date of completion	Litigation / Arbitration pending in progress with details	Name and Address/ telephone number of officer to whom reference may be made	Remarks
1	2	3	4	5	6	7	8	9	10

STRUCTURE OF THE ORGANIZATION

1. Name and address of the bidder :
2. Telephone No. /Fax No. /Email address :
3. Legal status (Attach copies of original document defining the legal status).
 - a) A Proprietary/ Partnership firm :
 - b) A Trust/Society :
 - c) Company registered under Companies Act :
4. Particulars of Registration with various Government bodies (attach attested photocopy)
 - a) Sales Tax/VAT Registration Number :
 - b) Organization/Place of registration :
 - c) Date of validity :
 - d) Income Tax PAN/TAN Number :
 - e) Service Tax Registration No. :
5. Names and titles of Director's & 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

11. Attach documents/proofs required for technical evaluation:

- (i) Annual Turnover for 2014-15, 2013-14 & 2012-13
- (ii) Experience
- (iii) Copy of work orders
- (iv) Detail of project undertaken
- (v) Proof of operation for last 05 years as on 31.12.2015
- (vi) Performance Certificate for OSM work for at least 01 lakh students during preceding last 02 years
- (vii) Self certificate for having at least 1000 computer nodes for conducting the digital evaluation/OSM of answer books in India.
- (viii) PAN/TAN/Service Tax registration details
- (ix) EMD
- (x) Solvency Certificate
- (xi) ITRs for the last 03 years

ANNEXURE -IV**DETAILS OF TECHNICAL AND ADMINISTRATIVE PERSONNEL TO BE EMPLOYED FOR THE WORK**

S. No.	Name	Designation	Date of appointment in the company	Qualification	Professional experience and details of work carried out	Total number of employees in that category	In what capacity these would be involved in this work	Number available for this work	Remark
1	2	3	4	5	6	7	8	9	10

(Signature & Seal of the Bidder)

FINANCIAL BID FORMAT

To,

The Secretary,

Central Board of Secondary Education

New Delhi

Nature of Work: Training, Scanning, digitizing, imaging of the Answer Book pages, packaging the images, On-Screen marking (e-Valuation) and up-loading the data and other works mentioned in "Scope of Work"

S. No.	Description of the work along with specification	Quantity	Region	Rate per Answer Booklet (All Inclusive)
1.	Computer based digital evaluation service for complete pre and post evaluation process as per tender document	1 answer book	Chennai	
			Dehradun	
			Panchkula	
	TOTAL			

(The price would be inclusive of all taxes, duties, charges and levies etc. as applicable, except Service Tax.
(The Board is exempted from paying Service Tax, being educational body)

Rate in words: Chennai:.....

Dehradun:.....

Panchkula:.....

Date

(Signature & Seal of the Bidder)

Name of the bidder:.....

Registered address of the bidder:.....

Contact details of the bidder:.....

DECLARATION

I/We have read and understood all the Terms & Conditions in Section 2 to 5 of the tender and agree to the same and failing which, the EMD/performance guarantee shall be forfeited and any penalty/other action civil or criminal may taken by the Board will be abided by us. The decision of the Chairman, CBSE in all such matters shall be final and binding on us and shall not be challenged in any court of law or legal preceding/arbitration.

Signature of Bidder with date

Name, Address, Phone, email and Mobile

(Seal/signature of Bidder)