

फर्म का नाम

(Name of firms)

Dear Sir,

Limited Tender for conduct of Online Examination (Computer Based Test) across India and processing thereof on behalf of Centre for Professional Excellence in Cooperatives (C-PEC), Bankers Institute of Rural Development (BIRD), Lucknow

C-PEC, BIRD, Lucknow invites tenders from empanelled agencies for conducting online examination (CBT) across India.

2. Only empanelled agencies are eligible to apply.
3. Application forms can be downloaded from the website <https://www.birdlucknow.org/English/Tenders.aspx> and shall be submitted with all the required information latest by 15:30 hrs on 16 December 2019.
4. The Pre-Bid meeting will be held at 15:00 hrs on 06 December 2019 (Tuesday) in the conference hall of the Bankers Institute of Rural Development, Lucknow. The clarifications being sought in the pre-bid meeting should be submitted in writing at least two working days prior to the date of pre-bid meeting. All the clarifications of the pre-bid meeting will be part of tender and any corrigenda/addendum/pre-bid

महोदय,

भारत भर में ऑनलाइन परीक्षा (कंप्यूटर आधारित टेस्ट) के संचालन और प्रसंस्करण के लिए, सहकारिता में व्यावसायिक उत्कृष्टता केंद्र (C-PEC), बैंकर ग्रामीण विकास संस्थान (BIRD), लखनऊ द्वारा सीमित निविदा

C-PEC, बैंकर ग्रामीण विकास संस्थान (BIRD), लखनऊ पूरे भारत में ऑनलाइन परीक्षा (कंप्यूटर आधारित टेस्ट) आयोजित करने के लिए Empanelled एजेंसियों से निविदाएं आमंत्रित करता है।

2. केवल सूची में सम्मिलित एजेंसियां ही आवेदन करने के लिए पात्र हैं।

3. आवेदन पत्र वेबसाइट <https://www.birdlucknow.org/English/Tenders.aspx> से डाउनलोड किए जा सकते हैं और 16 दिसंबर 2019 को 15:30 बजे तक सभी आवश्यक जानकारी के साथ प्रस्तुत करना होगा।

4. बैंकर ग्रामीण विकास संस्थान, लखनऊ के कॉन्फ्रेंस हॉल में प्री-बिड बैठक दि. 06 दिसंबर 2019 को 15:00 बजे आयोजित की जाएगी। प्री-बिड मीटिंग में मांगे जा रहे स्पष्टीकरण को प्री-बिड मीटिंग की तारीख से कम से कम दो कार्य दिवसों पूर्व लिखित रूप में प्रस्तुत किया जाना चाहिए। प्री-बिड मीटिंग के सभी स्पष्टीकरण निविदा का हिस्सा होंगे और किसी भी

<p>clarifications etc. will be uploaded only on website.</p> <p>5. The bidders are advised to attend the pre-bid meeting for completely understanding the Scope of Work.</p> <p>6. The bids have to be submitted in two separate sealed covers and every page should be signed and stamped. The sealed covers should be clearly superscribed "Tender for conducting Online Examination on behalf of C-PEC". Part I (Technical Bid)/ Part II (Price /Commercial Bid)' and addressed to 'The Director, Bankers Institute of Rural Development, Sector- H, LDA Colony, Kanpur Road, Lucknow-226012' shall be submitted in two parts, not later than 03:30 pm on 16 December 2019.</p> <p>7. Both the envelopes (Technical Bid and Commercial Bid) shall be submitted by the bidder in a single sealed cover.</p> <p>8. Demand Draft/e-payment receipt towards the payment of tender application fee of Rs.500/(Rupees Five Hundred only), drawn in favour of Bankers Institute of Rural Development, payable at Lucknow or directly credited to BIRD's Saving Account Number-5411848265 with Kotak Mahindra Bank, Ashiyana Branch, Lucknow-226010 (IFSC Code- KKBK0005199). No cash payment will be accepted.</p> <p>9. Demand Draft/e-payment receipt towards the Earnest Money Deposit (EMD) of Rs. 22,000/- (Rupees Twenty Two Thousand Only), drawn in favour of Bankers Institute of Rural Development, payable at Lucknow or directly credited to BIRD's Saving Account Number-</p>	<p>शुद्धिपत्र/परिशिष्ट/ प्री-बिड स्पष्टीकरण आदि को केवल वेबसाइट पर अपलोड किया जाएगा।</p> <p>5. बोली लगाने वालों को प्री-बिड मीटिंग में भाग लेने और कार्यक्षेत्र को पूरी तरह से समझने की सलाह दी जाती है।</p> <p>6. बोलियों को दो अलग-अलग मुहरबंद लिफाफों में जमा करना होगा और हर पृष्ठ पर हस्ताक्षर और मुहर लगी होनी चाहिए। C-PEC की ओर से ऑनलाइन परीक्षा आयोजित करने के लिए सीलबंद लिफाफे पर स्पष्ट रूप से " C-PEC -ऑनलाइन परीक्षा (कंप्यूटर आधारित टेस्ट) के संचालन हेतु निविदा " लिखा होना चाहिए। भाग I (तकनीकी बोली) / भाग II (मूल्य / वाणिज्यिक बोली) और निदेशक को संबोधित, बैंकर ग्रामीण विकास संस्थान, सेक्टर- H, LDA कॉलोनी, कानपुर रोड, लखनऊ -226 012 को दो भागों में 16 दिसंबर 2019 को दोपहर 03:30 बजे तक जमा किया जाएगा।</p> <p>7. दोनों लिफाफे (तकनीकी बोली और वाणिज्यिक बोली) एक सीलबंद लिफाफे में बोली लगाने वाले द्वारा जमा किए जाएंगे।</p> <p>8. बैंकर ग्रामीण विकास संस्थान, लखनऊ में देय या सीधे BIRD के सेविंग अकाउंट नंबर -5411848265 पर कोटक महिंद्रा बैंक, आशियाना के पक्ष में, रु. 500/- की निविदा शुल्क के भुगतान के लिए डिमांड ड्राफ्ट / ई-भुगतान रसीद, शाखा, लखनऊ -226010 (IFSC कोड- KKBK0005199) पर जमा किया गया हो। इस संबंध में कोई नकद भुगतान स्वीकार नहीं किया जाएगा।</p> <p>9. अर्नेस्ट मनी डिपॉजिट (EMD) हेतु डिमांड ड्राफ्ट / ई-भुगतान रसीद। 22,000 / - (रुपए बाईस हजार मात्र), बैंकर ग्रामीण विकास संस्थान के पक्ष में , लखनऊ में देय या सीधे कोटक महिंद्रा बैंक, आशियाना शाखा, लखनऊ- 226010 (IFSC कोड -KKBK0005199) BIRD के</p>
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5411848265 with Kotak Mahindra Bank, Ashiyana Branch, Lucknow-226010 (IFSC Code- KKBK0005199).

10. The EMD of unsuccessful bidders will be refunded after finalization of tender. It shall not carry interest. Whereas the EMD of the successful bidder will be retained and adjusted towards security deposit. EMD so retained shall not bear any interest.
11. The Technical bid will be opened on 16 December 2019 at 16:00 hrs.
12. The Volume-II (Commercial/ Price Bid) of only the qualified bidders will be opened at some suitable date, and which will be communicated later only to the qualified bidders.
13. C-PEC, BIRD reserves the right to accept or reject any/all tender/s in part or whole of any firm/firms without assigning any reasons for doing so.
14. For any clarification you may contact us on 0522-2421799 or e-mail at cpecforccs@gmail.com

Yours faithfully,

Sd/-

(Mukesh Vats)
Joint Director/O-I-C
BIRD, Lucknow

Encl.: Tender Document

सेविंग अकाउंट नंबर- 5411848265 पर जमा किया गया हो।

10. निविदा को अंतिम रूप देने के बाद असफल बिडर की ईएमडी वापस कर दी जाएगी। इस पर कोई व्याज नहीं दिया जाएगा। जबकि सफल बिडर की ईएमडी को सिक्योरिटी डिपॉजिट के लिए बरकरार रखा जाएगा तथा ईएमडी/ सिक्योरिटी डिपॉजिट पर कोई ब्याज नहीं दिया जाएगा।
11. तकनीकी बिड को 16.12.2019 को 16:00 बजे खोला जाएगा।
12. केवल योग्य बिडर का वॉल्यूम- II (वाणिज्यिक / मूल्य बोली) उपयुक्त तिथि पर खोला जाएगा और इस संबंध में केवल योग्य बिडर को सूचित किया जाएगा।
13. C-PEC, BIRD कोई कारण बताए बिना किसी भी फर्म / फर्मों के हिस्से या पूरे में किसी भी / सभी निविदा को स्वीकार करने या अस्वीकार करने का अधिकार सुरक्षित रखता है।
14. किसी भी स्पष्टीकरण के लिए आप हमें -0522 2421799 पर संपर्क कर सकते हैं या cpecforccs@gmail.com पर ई-मेल कर सकते हैं

भवदीय,

ह./-

(मुकेश वत्स)
संयुक्त निदेशक/प्रभारी अधिकारी
बर्ड, लखनऊ

संलग्नक: निविदा दस्तावेज

Limited Tender for conduct of Online Examination (CBT) across India and processing thereof on behalf of C-PEC, BIRD, Lucknow

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PART I- Technical Bid

1. Request for Proposal

Sealed tenders are invited from the empanelled IT Companies / Agencies/ Firms/ Contractors (“Bidders”) with sound technical and financial capabilities for conduct of Online Examination (Computer Based test) across India and processing thereof on behalf of Centre for Professional Excellence in Cooperative (C-PEC) situated in Bankers Institute of Rural Development (BIRD), Lucknow as detailed out in the Scope of Work of this Document.

2. Background Information

2.1 About C-PEC, BIRD, Lucknow

Centre for Professional Excellence in Cooperative (C-PEC) has been set up in Bankers Institute of Rural Development (BIRD) an autonomous society promoted by NABARD, with the objectives to develop a cadre of professional manpower in credit cooperatives. C-PEC is involved in certification of professional competencies of staff/ officials/ trainers of Cooperative Credit Structure (CCS) by way of “**Examination and Certification**”. For more details please visit to our website <http://bird-cpec.in/>.

2.2. Project Background

C-PEC, BIRD, Lucknow intends to implement an online examination system that will manage the process for its 04 certification courses as per the schedule mentioned below:

Sr. No.	Name of Course	Date of Examination	No. of Sessions	Candidates
1	Certified Trainer for Financial Cooperatives (CTFC)	7 th & 8 th January 2020	02 Sessions on 16 th & 01 session on 17 th	26
2	Certified Professional in Cooperative Banking (CPCB) Level-I	23 th & 24 th January 2020	02 Sessions on each day	654
3	Certified Professional in Cooperative Banking (CPCB) Level-II	30 th & 31 th January 2020	02 Sessions on each day	116
4	Certified PACS Secretary (CPS)	07 February 2020	02 Sessions	185

1. Examination for CTFC may be conducted at BIRD, Lucknow or at any other location as indicated by C-PEC, BIRD. However, if conducted at BIRD, Lucknow, the firm/ agency has to pay to BIRD standard charges for using its computer lab.

2. Examination for CPCB Level-I will be conducted in state capitals/major cities of 20 states viz. Kerala, Himachal Pradesh, Meghalaya, Telangana, Andhra Pradesh, Odisha, Tamil Nadu, Tripura, Arunachal Pradesh, Maharashtra, Madhya Pradesh, Nagaland, Haryana, Rajasthan, Gujarat, Jharkhand, Karnataka, Sikkim, West Bengal and Uttar Pradesh.
3. Examination for CPCB level-II will be conducted in state capitals/major cities of 15 states viz. Odisha, Meghalaya, Madhya Pradesh, Tamil Nadu, Telangana, Maharashtra, Uttar Pradesh, Andhra Pradesh, Tripura, Gujarat, Himachal Pradesh, West Bengal, Nagaland, Arunachal Pradesh & Haryana.
4. Examination for Certified PACS Secretary (CPS) Course will be conducted in Andhra Pradesh, Kerala, Odisha and Uttar Pradesh, preferably in state capitals.

The system shall mainly comprise of the following activities:

1. Arrangements of Centres for Computer based examination inclusive of proctors
2. Dispatch of Admit cards to the candidates
3. Conduct of Computer Based Examination and evaluation
4. Arrangements for translation of question paper in Hindi, Gujarati & Telugu.
5. Preparation/compilation of Result
6. Dispatch of result to the candidates

2.3. Key Information

Key Information related to examinations:

1. The examination will be conducted in two (02) shifts/sessions i.e. first session from 10:30 A.M. to 12:30 P.M. and second session from 2:30 P.M.–4:30 P.M. on the above mentioned dates.
2. Duration of each examination will be 2 hours.
3. Examination for Certified PACS Secretary (CPS) Course will be conducted in four languages viz. English, Gujarati, Hindi & Telugu.
4. Examination for CTFC, CPCB level-I & level-II will be conducted in English.
5. No. of candidates in each state may vary from 1 to 141 candidates.
6. All papers will have Multiple Choice Questions (MCQs) with 04 options each. No Negative Marks.

3. Scope of Work

The Scope of Work has been divided into following three broad phases:

- Pre- Examination Phase

- Examination Phase
- Post Examination Phase

Note – Following shall be made available by C-PEC, BIRD, Lucknow:

- Soft copy of Candidates Application Master Data base having Roll No, Eligible Shifts of examination, Photographs, Signature and address.
- Question & Answers for the conduct of online examinations.

Note- Following shall be made available by the Bidder

- Admit cards to the candidates
- Soft Copy of Centre Master List having Centre No. and Centre Details
- Complete candidates' response during the examination
- Complete response related data of all the candidates
- Raw Scores and Merit list

3.1. Pre Examination Phase

- The Bidder is expected to draw the examination plan and design the online examination processes as follows:
 - Complete Security management processes
 - Physical Security
 - Information Security
 - Server Security
 - Network Security
 - Candidate handling process
 - Mapping of candidates details with Examination Centre
 - Validation and verification of identity
 - Machine/seat allocation and handling of security parameters
 - Bulk/individualized emails
 - C-PEC, BIRD's landline number for responding to queries
- The Bidder shall prepare and provide C-PEC, BIRD with Standard Operating Procedure (SOP) for all processes for safe and secure conduct of examination along with rules for contingency and exception handling/ emergency procedures.
- The Bidder shall provide specifications for Hardware and Software required at all stages of the examination.
- The Bidder shall provide C-PEC, BIRD with consulting, training and manpower support to handle the entire Examination. The required Hardware, Software, networking including Internet (leased line) shall be installed by the Bidder on lease/rent basis, whose cost would be covered under the commercial bid.

- The bidder shall provide a secured question paper authoring platform for secured question paper creation.
- The Question Paper authoring software should support creation question paper with multiple choice questions with multi lingual (English, Hindi, Gujarati & Telugu) support.
- The Bidder shall securely transmit, download, install and implement Question Papers from C-PEC, BIRD, Lucknow to the examination Centres.
- The Bidder shall identify required Examination Centres across India in the states capital/ major cities as mentioned in the point 2.2 Background Information in this Document ensuring that 10% of the systems are available as backup per shift i.e. if 100 systems are going to be used, the Centre shall have 110 systems available per shift.
- The Bidder shall ensure that all Exam Centres have the prescribed Hardware, Software, Internet and LAN connectivity for conducting uninterrupted Online Examination.
- The Bidder shall ensure that UPS facilities and Generator facility are available at each Exam Centre for un-interrupted power supply.
- The Bidder shall carry periodic audit at Exam Canters 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 condition of UPS and Generator.
- The Bidder shall ensure suitable drinking water and separate toilet facilities for both Boys and Girls at each examination Centre.
- The Bidder shall provide a facility to the candidates for static mock link for mock test within a fortnight of signing the contract. The same facility should also be available online to be run through web server. The mock test should be a replica of the examination software.
- The Bidder shall provide help to the candidates through telephone/email ensuring service quality on a 9 A.M. to 5 P.M. basis.
- The Bidder shall host and manage the examination process through intranet based solution at Examination Centres.
- The Bidder shall ensure checking of original documents, identity card and admit card of the candidates at the examination gate.
- The Bidder shall ensure availability of proper security/ frisking at the examination Centres. Separate frisking facilities for female candidates. Only female staff will frisk the female candidates.
- The selected bidder shall ensure proper registration process of the candidates and allow candidates to appear for exam at Examination Centre through randomly allotted seat/machine.

- Individual password shall be given to each candidate by the Bidder at the examination Centre after the biometric registration process.
- The Bidder shall ensure that the Signature of the candidate is taken in the attendance sheets and Verification of the signature in attendance sheet is done vis-à-vis the signature in the admit card. Original signed attendance sheet needs to be sent to C-PEC by the bidder.
- The Bidder shall arrange/provide adequate displays and provide required instructions/ information to the candidates appearing for exam at Examination Centres.
- All pre-examination phase processes shall be carried out by the Bidder in consultation with C-PEC, BIRD.

3.2 Examination Phase

- The Bidder shall provide adequately trained manpower as per the ratio mentioned below:

Each Exam Centre should have the following minimum number of personnel, as described below, to be deployed by the Bidder;

- ✓ Exam Centre Administrator – 1
- ✓ IT Manager / Technical Support personnel – (Sufficient number to guide the examinee and to address any technical problem)
- ✓ Security Guards - (Suitability need to be justified with Centres)

The above staff should be increased or decreased proportionately on the basis of size of the Centre in terms of nodes for exam.

- The Examination shall be computer based with the questions being provided on screen on a random basis with multiple choice answers, without any manual intervention.
- Sufficient time of 10 minutes shall be allotted before the examination for providing orientation to the candidates on the structure of the examination, time limits and guidelines for answering the question papers.
- Computer based exam software should support standard features such as automatic calculation of test score, time left, flag questions for review, navigation to unanswered questions and prompt for submission.
- On screen scientific calculator facility should be available subject to C-PEC, BIRD's direction.
- Required number of servers for a Centre must be provided by the Bidder for assured performance. Additional equivalent and suitable servers for backup need to be provided by the Bidder.

- The Bidder shall arrange/provide adequate displays and required instructions/information to the candidates appearing for test at Examination Centres.
- Bidder should provide reports to C-PEC, BIRD, Lucknow to view the test progress in real time.
- The Bidder shall maintain audit trails of all activities of the candidate (click by click) during the course of the examination.
- The Bidder shall obtain candidate's feedback through online Feedback Form, after the examination is over.
- The Bidder shall provide blank paper sheet/s to the candidates as per requirement.
- The Bidder shall have a contingency plan for Student management/Shifting in case of any emergency.
- The Bidder shall monitor and supervise Examination Centre activities on monitoring console to be installed by the Bidder in C-PEC, BIRD office at Lucknow. The data should be real time data generated from each Examination Centre during the examination.
- At the end of the exam, transfer/export of candidate response and audit trails shall be done by the Bidder on secured channel from local server to Central server of the Bidder within 4 Hour from each exam Centre. Other data such as attendance sheet, seating plan etc. (if any) should be sent to C-PEC, BIRD, Lucknow within 7 days of conclusion of each exam shift.

3.3 Post Examination Phase

- The Bidder shall calculate marks obtained by each candidate as per requirement of the C-PEC, BIRD.
- The candidate's responses should be uploaded automatically from the local server to Bidder's data Centre in a secured manner.
- The Bidder should be able to hand over the raw responses/data to C-PEC, BIRD, Lucknow immediately (same day) after the candidate's response upload from local exam server. The software should have capability to take the answer key post examination.
- The Bidder shall ensure Generation of Merit list based on the rules/validation shared by C-PEC, BIRD.
- The Bidder shall provide documented inputs and support for handling
 - Candidates queries
 - RTI queries
 - Court Cases

Note:

1. The Bidder will have to carry/ demonstrate complete System Test Run (STR) with test data to C-PEC, BIRD before implementation the software. The Bidder

should also be able to demonstrate click by click audit trail for any type of enquiry.

- **Test Data Archiving:** The Bidder shall archive the examination data for future references after specified time, as per requirement of C-PEC, BIRD.
- **MIS generation/ customized reports:** The Bidder shall provide adequate information to C-PEC, BIRD as per the requirement of C-PEC, BIRD.

4. Essential Technical Pre-requisite

- 1) The bidder should be a company/ firm registered in India. The registered bidder should be operating in India with an objective of offering relevant Computer Based Examination Services that are the subject matter of this tender.
- 2) The bidder should participate as a single entity, no consortium or group companies will be allowed.
- 3) The bidder shall be single point of contact with C-PEC, BIRD and shall be solely responsible for the execution and delivery of the work. The Bidder will provide examination delivery software.
- 4) The bidder shall be based at Lucknow or have a representative in Lucknow on dates of examination.
- 5) The turnover details provided should be of the bidder and not of the group companies or consortium. The turnover refers to a company and not the composite turnover of its subsidiaries/sister concerns etc. for the year 2016-17, 2017-18 and 2018-19.
- 6) The bidder should not have incurred any loss during last three years up to financial year ending 31 March 2019.
- 7) The Bidder should be registered with appropriate tax authorities such as Income Tax, GST and should submit valid certificates of registration with these authorities.
- 8) The bidder must have successfully executed 5 similar projects (conduct of CBT) in all India basis with the capability of 2,000 or more candidates appeared in single shift. The documentary evidence in form of work order/contract and performance report must be enclosed on the client's letterhead. (Bidder's past achievement in this regard shall be considered for technical evaluation)
- 9) Any experience as a consortium partner will not be considered.
- 10) The bidder must be able to conduct computer based examination in multidisciplinary / multiple subjects as well.
- 11) The Bidder should have infrastructure in all the major cities across India with validated nodes/computers, appropriate technology, hardware and software, dedicated connectivity, trained proctoring staff, adequate security measures and due diligence etc.

- 12) 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. Bidders having CMMI Certificate in Services will be given preference.
- 13) The bidder must show and submit suitable emergency management plan during any crisis situations/ redundancy of servers, switches, nodes additional Centre locations, students’ data.
- 14) The bidder should not have been blacklisted by central / state government departments / undertakings/ any organizations.

5. Selection Method & Criteria

The Bidding process shall be a two-stage process. Prior to the detail evaluation of the Technical Bids, C-PEC, BIRD shall determine whether each bid is

- a) Complete in all respect
- b) Is accompanied by the required information and documents towards Eligibility Criteria.

The evaluation shall be based on the technical and financial parameters.

6. Instructions for Submission of Bids

1. The Tender documents can be downloaded from our website www.birdlucknow.in. The Tender comprises of Part I– **Technical Bid** and Part II– **Commercial Bid**.
2. Sealed tenders addressed to **The Director, Bankers Institute of Rural Development, Sector- H, LDA Colony, Kanpur Road, Lucknow-226012** shall be submitted in two parts, not later than **03:30 pm on 16 December 2019**.
3. The tenders shall be submitted along with the following documents for qualifying in the bidding process:
 - i. Part I of the Tender shall be submitted in a sealed envelope super-scribed “**Technical Bid – Tender for conducting online examination (CBT) across India on behalf of C-PEC, BIRD**” with the documents listed below:
 - a) Forwarding letter (as per the pro-forma given in **Annexure I**) on the letter head of the bidder.
 - b) Demand Draft/e-payment receipt towards the **payment of tender fee of Rs. 500/- (Non-refundable)**, drawn in favour of Bankers Institute of Rural Development, payable at Lucknow or directly credited to BIRD’s Saving Account Number-5411848265 with Kotak Mahindra Bank, Ashiyana Branch, Lucknow-226010 (IFSC Code-KKBK0005199). No cash payment will be accepted.
 - c) Demand Draft/e-payment receipt towards **the Earnest Money Deposit (EMD) of Rs. 22,000/- (Rupees Twenty Two**

Thousand Only) (refundable), drawn in favour of Bankers Institute of Rural Development, payable at Lucknow or directly credited to BIRD's Saving Account Number-5411848265 with Kotak Mahindra Bank, Ashiyana Branch, Lucknow-226010 (IFSC Code-KKBK0005199).

- d) EMD of the unsuccessful bidders shall be returned after finalization of the tender. It shall not carry interest. EMD of successful bidders shall be retained and adjusted towards security deposit. EMD so retained shall also not bear any interest.
- e) Part I of the Tender document (Technical Bid) duly filled in and signed by the bidder on each page with seal.
- f) Other supporting documents mentioned in Technical Bid duly signed along with seal.
- ii. **Part II** of the Tender, duly filled in and signed by the bidder, shall be submitted in a sealed envelope super-scribed "**Commercial Bid – Tender for conducting online examination (CBT) across India on behalf of C-PEC, BIRD**".
- iii. Both the sealed envelopes (Technical Bid & Commercial Bid) shall be submitted by the bidder in a **single sealed envelope**.
- iv. Sealed tender application shall be deposited in the 'Tender Box' kept in the Administrative Block, Bankers Institute of Rural Development, Lucknow, within the stipulated time/date. No tender shall be accepted after **03.30 PM on 16 December 2019** under any circumstances, either by hand delivery/deposit in the tender box.
- v. Full name, postal address, email address and telephone number of the bidder shall be written on the bottom left hand corner of the sealed covers.
- vi. The intending bidders shall familiarize themselves thoroughly with the work conditions, scope of work, terms and conditions of the tender. Non-familiarity with the work requirements will not be considered a reason for not carrying out the work in strict conformity with the specifications.
- vii. Before submitting the tender, the Tenderers may go through the terms and conditions specified herein, on which the work will be awarded by the C-PEC, BIRD and required to be executed by the successful tenderer. The Tenderers may satisfy themselves as to the eligibility and other criteria prescribed therein. No queries or requests for clarifications shall be entertained in this regard. It may also be noted that the terms and conditions specified herein are indicative in nature and the same shall not restrain the BIRD from imposing or requiring the Tenderer to agree upon such further or other terms and conditions, or to alter, modify or

omit the terms and conditions contained herein, as are considered necessary for the due and proper execution of the work being awarded under this Tender.

- viii. Corrections, if any, in the tender shall be duly authenticated with full signature. In case of any difference between the figures and the words, the wordings will be taken as the correct one.
- ix. Bidder/authorized signatory shall sign on each page of the tender.
- x. In the first stage, the Technical Bids (Part-I) will be opened **at 04:00 pm on 16 December 2019**, at BIRD, Lucknow in the presence of the bidder. The Technical Bids will be evaluated for credentials, experience & capability based on the documents submitted in technical bid, **physical inspection of the bidders' establishment, physical inspection of their clients' site and feedback obtained on their past performance from their clients**. Those bidders satisfying the technical requirements as determined by BIRD and accepting the terms and conditions of these documents shall be short-listed. Decision in this regard will be at the sole discretion of C-PEC, BIRD.
- xi. The Commercial Bid (Part-II) of only those bidders, who have been short-listed in first stage will be opened. The bidders who have been short-listed will be intimated regarding date and time of opening the commercial bids.
- xii. Tenders not submitted as per the guidelines stated above are liable for rejection. Decision in this regard will be at the sole discretion of BIRD.
- xiii. Tenders received after the prescribed time and date will not be considered.
- xiv. Falsification/suppression of facts & information shall lead to disqualification of the bidder/ cancellation of contract even after award of work during the currency of the contract.
- xv. C-PEC, BIRD reserves the right to reject any or all of the tenders received without assigning any reason thereof.
- xvi. For any clarifications bidder may contact through e-mail cpecforcecs@gmail.com or on landline 0522-2421799 (9:30- 5:30 except Saturday & Sunday).

7. Terms & Conditions

1. Initially, the contract may be awarded for **04 months** starting from **last week of December 2019** or a subsequent date indicated in the work order. The tenure may thereafter be extended for a period of full 02 years with mutual consent at the sole discretion of BIRD, subject to satisfactory performance, preferably at the same

price as has been accepted by the BIRD for the initial tenure. Any decision taken by BIRD in this regard shall be final, conclusive and binding on the Bidder.

2. C-PEC, BIRD will have the option to terminate the contract, after giving notice of three month in writing without assigning any reason thereof, if the contractor commits breach of any of the terms & conditions contained in this contract or fails to render the services to the satisfaction of BIRD. However, the bidder shall not be entitled to terminate the Contract before completion of the aforesaid initial period of 04 months and in the event of the contract being extended by BIRD beyond the said period, the agency/firm may terminate the contract by giving **three months** prior notice in writing.
3. C-PEC, BIRD reserves the right to reject any or all offers without assigning any reason thereof. C-PEC, BIRD shall decide not to avail of any services from any bidder as a consequence of this Tender/ Advertisement. C-PEC, BIRD also reserves the right to re-issue/ recommence the entire bidding process without the vendors having the right to object. Any decision of C-PEC, BIRD in this regard shall be final, conclusive and binding on the bidders.
4. The acceptance of offer of contract shall be communicated by the successful bidder such that the acceptance is received by C-PEC, BIRD within 7 days from the date of issue of the Offer. If the 7th day happens to be a holiday, then, by next working day. Failure to accept the offer and communicate accordingly within this period shall result in forfeiture of the EMD and revocation of the offer.
5. Advance of 30% shall be paid only after finalization of all examination Centres of all the 04 courses. Final bill may be raised by the agency after completion of the entire work order. TDS will be deducted at the time of settlement.
6. To ensure effective implementation of this contract, the Director or an authorized official of C-PEC, BIRD shall issue instructions, either orally or in writing to the agency/firm and such instructions shall be deemed to be a part and parcel of this contract and shall be binding on the agency/firm. In all matters relating to or incidental to this contract, if there arises any doubt or dispute or disagreement, the decision of the Director, BIRD shall be final and binding on the agency/firm.
7. C-PEC, Bankers Institute of Rural Development reserves the right to amend/modify the tender document or issue any corrigendum to the bid process.
8. Commercial (Price) Bid may be submitted along with the Cost Analysis.
9. The agency/firm shall maintain and provide all necessary documents, registers and records and other related documents as proof of compliance with all statutory requirements and provisions of applicable laws.

10. All disputes arising under this Agreement shall be settled amicably through discussions between the parties. In case of any unsettled disputes, the same shall be referred to the Arbitrator appointed by the Director/Officer-in-Charge, Bankers Institute of Rural Development, Lucknow-226012 and the provisions of the Arbitration and Conciliation Act, 1996 shall be applicable to such proceedings and the decision of the Arbitrator shall be final and binding on both the parties. The agency/firm shall have no objection to any such appointment to the effect that the arbitrator so appointed is BIRD's own Officer or that he/she was a part to the contract or that he/she had to deal with matters which relate to this arrangement or that in the course of the duties as such Officer he had expressed views on all or any of the matters in dispute or difference. The award of the arbitrator so appointed shall be final and binding.
11. Disputes arising under this agreement shall be subject to the exclusive jurisdiction of courts at Lucknow.

Annexure I

Forwarding Letter

(To be submitted on bidder's letterhead)

Place _____
Date _____

The Director
Bankers Institute of Rural Development
Sector-H, LDA Colony,
Lucknow – 226012
Madam

Tender for conduct of Online Examination (Computer Based Test) across India and Processing thereof

This has reference to your tender notice for conduct of Online Examination (Computer Based Test) across India and Processing thereof on behalf of C-PEC, BIRD, Lucknow. We have examined the tender document and thoroughly understood its nature/scope of work and terms & conditions.

2. I/we undertake to offer my/our services in conformity with scope/nature of work and the terms and conditions set out in the tender document. I/We confirm that the tender submitted by me/us is confirming to all the terms and conditions mentioned in the tender document.
3. I/We are enclosing required documents in the prescribed proforma as mentioned in tender document.
4. I/We are enclosing following Demand Draft No./UTR no.dated for **Rs. 500/- (Rupees Five hundred only)** drawn in favour of 'Bankers Institute of Rural Development' payable at Lucknow, towards tender fee (Non-refundable).
5. I/We are enclosing following Demand Draft No./UTR no.dated for **Rs. 22,000/-(Rupees Twenty Two Thousand only)** drawn in favour of 'Bankers Institute of Rural Development' payable at Lucknow, towards Earnest Money Deposit(EMD). (refundable)
6. I/We, do hereby declare that there is no case with the Police/Court/Regulatory authorities against me/us. Also I/We have neither been terminated/ delisted/ blacklisted by any organization for any reason nor any such proceedings are pending or contemplated. I/We also certify that either our firm or any of the partners are not involved in any scam or disciplinary proceedings settled or pending adjudication.

7. I/We certify that all the information furnished by me/us is true to the best of my/our knowledge. I have no objection to C-PEC, BIRD verifying any or all the information furnished in this document with the concerned authorities, if necessary.
8. I/We understand that C-PEC, BIRD reserves the right to accept or reject any or all the tenders in full or in part without assigning any reason there of.

Dated this _____ day of _____ 2019.

M/s _____

(Signature with seal)

Name : _____

Designation : _____

Place : _____

Date : _____

Telephone No.: _____

Fax No : _____

E-mail : _____

(Certified true copy of the Power of Attorney shall be enclosed in case of authorized person).

Annexure II
Part A- Basic Information/ Profile of the Bidder

Sr. No.	Particulars	
1.	Name of the Bidder/ Firm/ Organization/ Company	
2.	Telephone No./ Fax No./ E-mail address:	
3.	Type : i. Proprietorship ii. Partnership iii. Private Ltd. Company iv. Others (Furnish copies of registration/ partnership/ memorandum of articles of association etc.)	
4.	Name of the proprietor/ partners/ directors of the firm	
5.	Year of Incorporation/ Registration (Furnish Proof)	
6.	Details of Registration (Firm/ Company etc.) a) Registering Authority b) Registration Number c) Validity Period d) Place of Registration (Copy to be enclosed)	
7.	Registered address of the Firm / Company	
8.	Name, designation, telephone No., e-mail of the contact person/ authorized signatory	
9.	Details of authorized/ globally accepted software certifications (i.e. ISO-27001, ISC 20000, ISO 9001, SEI CMMi etc. if any) (Copy to be enclosed)	
10.	Whether software is developed in-house? (Yes/No)	

	<p>If yes, then is source code and all its components copyrighted.</p> <p>(Copy to be enclosed)</p>	
11.	<p>Annual Turnover of the firm for the last 3 years (in Rs. Lakhs/ Cr.)</p> <p>(Furnish copies of audited/ CA certified statement of Accounts)</p>	<p>a) F.Y. 2016-17</p> <p>b) F.Y. 2017-18</p> <p>c) F.Y. 2018-19</p>
12.	<p>Total Number of employees in the firm/ organization</p>	
13.	<p>Does your firm have a dedicated website? If yes, mention the web address.</p>	
14.	<p>Does your firm/ company have in-house or any empaneled translators? (Hindi & other regional languages)</p> <p>If yes, provide details.</p>	
15.	<p>Whether firm/ organization has any confidentiality policy esp. for Question Papers secrecy.</p> <p>If yes, please enclose a copy of the same.</p>	
16.	<p>Registration Number under various Statutory Acts viz.</p> <ul style="list-style-type: none"> i. PAN No. (Copies of Income tax return for last 3 years to be enclosed) ii. GST No. iii. Professional Tax Registration Certificate iv. Valid Trade Certificate <p>(Copies to be enclosed)</p>	
17.	<p>Whether registered/ empanelled with any of the Govt., Semi- Govt., Govt. Undertaking, Public Sectors etc. as approved vendors and if so, furnish details</p>	

18.	Weather involved in any litigation earlier with any organization? If so, please submit the details.	
19.	Any civil suits pending in any of the works executed? If so, furnish details.	
20.	Have your firm/company constituent partners been black listed for tendering in any organization at any time? If So, give details.	
21.	Were you and your firm/ company ever required to suspend the work for a period of more than six months continuously after commencement of the works? If so, give name of the project and reasons for not completing the work in stipulated time.	
22.	Any other information considered necessary but not included above.	

(Signature and Name of the authorized person of the firm/bidder with office seal)

Name:

Date:

Part B- Experience/ Details of Similar Works Executed

Sr. No.	Name of Project/ Work & Allocation	Name of sponsoring organization	Total no. of candidates in single shift	Date of commencement as per contract	Actual Date of completion	Litigation/ Arbitration pending progress with detail	Remarks
1	2	3	4	5	6	7	8

Note: Copies of the work orders should be enclosed.

(Signature and Name of the authorized person of the firm/bidder with office seal)

Name:

Date:

PART II- COMMERCIAL/ PRICE BID

To be submitted in a SEPARATE SEALED envelope super-scribed as
“COMMERCIAL BID”

**Price/ Commercial Bid for conduct of online examination (CBT)
across India on behalf of C-PEC, BIRD, Lucknow**

Details relating to examination for price Bid

1. The examination will be conducted in two (02) shifts/sessions i.e. first session from 10:30 A.M. to 12:30 P.M. and second session from 2:30 P.M.–4:30 P.M.
2. Examination will be conducted for 04 certification courses as per the schedule mentioned below:

Sr. No.	Name of Course	No. of Papers	Date of Examination	No. of Sessions	No. of states in which the exam is to be conducted	Total Candidates
1	Certified Trainer for Financial Cooperatives (CTFC)	03	7 th & 8 th January 2020	02 Sessions on 7 th & 01 session on 8 th	10 states	26
2	Certified Professional in Cooperative Banking (CPCB) Level-I	04	23 th & 24 th January 2020	02 Sessions on each day	20 states	654
3	Certified Professional in Cooperative Banking (CPCB) Level-II	04	30 th & 31 th January 2020	02 Sessions on each day	15 states	116
4	Certified PACS Secretary (CPS)	02	07 February 2020	02 Sessions	04 states	185
TOTAL						981

The examination-wise details of candidates in each state for the year 2019-20 is as under:

Certified Professional in Cooperative Banking (CPCB) Level-I		
Sr. No.	State	Total Candidate in State
1	Madhya Pradesh	126
2	Andhra Pradesh	9
3	Uttar Pradesh	4
4	Arunachal Pradesh	21
5	Haryana	1
6	Himachal Pradesh	10
7	Kerala	4
8	Maharashtra	88
9	Meghalaya	51
10	Nagaland	19
11	Odisha	115
12	Rajasthan	1

13	Tamil Nadu	59
14	Tripura	24
15	Telangana	45
16	Gujarat	31
17	Jharkhand	1
18	Karnataka	20
19	Sikkim	7
20	West Bengal	18
	Total	654

CPCB Level II - Batch - 2019-20, Candidate Details		
Sr. No.	State	Total Candidate in State
1	Madhya Pradesh	16
2	Andhra Pradesh	1
3	Uttar Pradesh	1
4	Arunachal Pradesh	4
5	Haryana	2
6	Himachal Pradesh	4
7	Maharashtra	7
8	Meghalaya	8
9	Odisha	44
10	Tamil Nadu	12
11	Tripura	4
12	Telangana	6
13	Gujarat	1
14	Nagaland	3
15	West Bengal	3
	Total	116

Certified PACS Secretary (CPS)		
Sr. No.	State	Total Candidate in State
1	Andhra Pradesh	141
2	Uttar Pradesh	7
3	Kerala	4
4	Odisha	33
	Total	185

Certified Trainer for Financial Cooperatives (CTFC)		
Sr. No.	State	Total Candidate in State
1	Uttar Pradesh	2
2	Haryana	2
3	Kerala	1
4	Punjab	2
5	Odisha	2
6	Rajasthan	2
7	Tamil Nadu	4
8	Telangana	7
9	Karnataka	2
10	West Bengal	2
	Total	26

3. **Languages:** Examination for CTFC, CPCB level-I & level-II courses will be conducted in English. However, examination for Certified PACS Secretary (CPS) Course will be conducted in four languages viz. English, Gujarati, Hindi & Telugu.
4. Question paper in soft form will be provided by C-PEC, BIRD before each examination/paper. The modus operandi may be conveyed to us in advance. No. of candidates in each state may vary from 1 to 141 candidates.
5. Examination for CTFC may be conducted at BIRD, Lucknow or at any other location as indicated by C-PEC, BIRD. **However, if conducted at BIRD, Lucknow, vendor has to pay BIRD standard charges for using its computer lab.**

Major Deliverables:

- I. Venue, Computer Systems and Invigilation arrangements to be made by the company/firm in satisfaction of C-PEC for smooth conduct of examination.
- II. Display of demo online test in all languages on C-PEC website.
- III. Dispatch of Admit Cards before examination and Result Cards after examination to all the candidates. The format will be shared by C-PEC.

- IV. Arranging for translation of question paper in Hindi, Gujarati & Telugu.
- V. Uploading the question papers in the software system of the company with utmost confidentiality in English, Hindi and Telugu language. (Gujarati from next year onwards) The procedure may also be conveyed to C-PEC, BIRD, Lucknow.
- VI. Communicating the candidates' response to questions attempted and also the overall results to C-PEC. The results communicated must NOT be tampered with and to be provided in both hard and soft form. (pdf. and exe./doc. file)
- VII. Online/Real time display of data of candidates attempting examination. The data will include No. of candidates appearing/attending examination, No of candidates attempting the questions, No. of candidates completed and submitted the online exam paper.
- VIII. Nodal point of conducting examination/monitoring will be C-PEC, BIRD, Lucknow.
- IX. The bidder shall quote as per the attached '**Annexure III**' of the tender document.
- X. The rates Quoted shall be valid for 02 years i.e. 2019-20 & 2020-21.
- XI. Total number of candidates & states as indicated in the table at Point No. 2 (Page 21) above is expected to rise in the consequent 02 years.

Annexure III

Rates to be quoted for services relating to conduct of Online Examination (Computer Based Test)

The rates are to be quoted for providing online examination services for 02 years (2019-20 & 2020-21).

The rate in INR to be quoted in the format given below:

Description	Unit Rate (Per candidates per session)	GST rate	Final Unit Rate (Per candidates per session rate inclusive of GST)
Conduct of Online Examinations at desired locations including- a. Admit Card/call letter generation- SMS or e-mail b. Venue/Centre Management c. Conduct of examination- MCQs d. Proctoring at the Centre for the duration of exam e. Translation of question papers in Hindi & other regional languages (Telugu) f. Question Paper upload and exam configuration in bilingual mode g. Result Processing h. Marksheet & Certificate generation			
Total			

NOTE: The rates quoted will be applicable for two years without any increment.

(Signature and Name of the authorized person of the firm/bidder with office seal)

Name:

Date:
