
COUNCIL OF HIGHER SECONDARY EDUCATION
ODISHA, BHUBANESWAR



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

**COUNCIL OF HIGHER SECONDARY EDUCATION,
ODISHA, BHUBANESWAR**

Request for Proposal

FOR SCANNING, IMAGING AND ON-SCREEN EVALUATION
OF ANSWER BOOKS
(e-Valuation)

RFP Schedule

| Sl# | Items | Date & Time |
|---|--|---|
| Availability of RFP Document in the website(s) [www.chseodisha.nic.in] | | |
| (a) | Last Date and time for Submission of RFP (only by Registered Post /Speed Post /Courier) | 08th January, 2016 by 05.00PM |
| (b) | Pre-Bid Conference | 23rd December -2016 at 11.30AM |
| (b) | Opening of Technical Bids (Each bidder would be given maximum 30 minutes for presentation) | 11 th January, 2016(11:00AM) In the Conference hall of Council of Higher Secondary Education, Odisha, Bhubaneswar |

For any queries/suggestions related to the tender, prospective bidders may address the same to: The Secretary, Council of Higher Secondary Education, Odisha and send through Email: chseodisha@gmail.com.

Finance Officer

SECTION-1: Preface

The Council of Higher Secondary Education, Odisha, Bhubaneswar looks after the Examination and publication of results at the level of Higher Secondary Courses. It also provides Vocational Education in order to prepare the Youth for self-employment. The Council of Higher Secondary Education, Odisha CHSE (O) was established on 7th September 1982 under State Act (Act 9 of 1982) with the objective to regulate, control and develop Higher Secondary Education in the State of Odisha so also to look after various academic as well as examination related activities of Higher Secondary Courses.

To improve the quality of evaluation of theory answer books and to bring transparency in the examination system on-screen evaluation system has been introduced from the Annual H.S. Examinations 2015 by the Council for the first time in the history of the State. It has also been decided to continue with such technology in evaluation process for the ensuing Annual Higher Secondary Examinations 2016. Hence, this Request for Proposal is invited.

Request for Proposal for:

- ✓ Organizing Scanning Centre (set-up of required infrastructure for scanning) and Scanning and digitizing Answer Booklets consisting each of 32 pages.
 - ✓ Preparation and packing of Answer Booklet Images for On-Screen marking (e-Valuation)
 - ✓ Organizing valuation Centres (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) Centres.
 - ✓ Supervising e- Valuation (Valuation) Centres.
 - ✓ Up-loading the marks to Bidder's own Data Centre.
 - ✓ Submission of tabulated Marks to C.H.S.E (O) in both softcopy and Hardcopy.
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- ✓ Meeting Re-addition queries.

The tender document can be downloaded from the Council website www.chseodisha.nic.in

- (i) Tender Paper shall be accompanied by a Demand Draft of Rs. 15,000/- (Fifteen Thousand) only payable to "Finance Officer, Council of Higher Secondary Education, Odisha" at Bhubaneswar only towards the Tender Fees.
- (ii) Bids, complete in all respects, shall be accompanied by EMD in the form of Bank Draft / Pay order of Rs. 15,00,000/- (Fifteen Lakhs) only payable to "Finance Officer, Council of Higher Secondary Education, Odisha" at Bhubaneswar only. Both drafts shall be kept inside the envelope for Technical Bid.

Section 2 : Instructions to Bidders

The Council of Higher Secondary Education, Odisha intends to select a service provider with previous relevant experience in Computer based evaluation and assessment, in any School, Board, Council, 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 Annual H.S. Examinations 2016 conducted by C.H.S.E, Odisha.

2.1 The Proposal is invited in “**Two Bid System**’ which should be submitted in two separate covers;

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|--------------------------|---|
| 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 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 Financial Bid will be opened, only after one qualifies in the Technical Bid.

2.2 All information called for in the enclosed forms should be furnished against the respective columns in the forms. If information is furnished in a separate document, reference to the same should be given against respective columns in such cases. If any particular/query is not applicable in the case of the bidder, it should be stated as **Not Applicable**. However the bidders are cautioned that not giving complete information called for in the 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.

2.3 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.

2.4 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 drawn in favour of “**Finance Officer, Council of Higher Secondary Education, Odisha**” payable at **Bhubaneswar**. 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 favour of “**Finance Officer, Council of Higher Secondary Education, Odisha**” for one years and one month (i.e. one month beyond the contract period). The proceeds of the Performance Security shall be payable to C.H.S.E as compensation for any loss

resulting from 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 shall constitute sufficient ground for the annulment of the contract and forfeiture of the EMD in which event, the C.H.S.E may award the contract to another bidder in accordance with its prescribed 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.

2.5 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 Council may also independently seek information regarding the performance from the clients and visit referred customers' consortium partner in India/Abroad at Agency's cost.

2.6 The bidder is advised to attach any additional information, which he thinks is necessary in regard to his capabilities to establish that the bidder is capable in all respects to successfully complete the envisaged work. He is however, advised not to attach superfluous information. No further information will be entertained after tender document is submitted.

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

2.8 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, Council of Higher Secondary Education, Odisha, Bhubaneswar** on or before **08th January, 2016 by 05.00pm.**

2.9 The entire sealed tender document should be sent to: The Secretary, Council of Higher Secondary Education, Odisha, Bhubaneswar – 751013 by SPEED POST/REGD POST/COURIER. Proposals received after 05.00 pm of **08th January, 2016** shall not be entertained.

2.10 Notwithstanding anything else contained to contrary in this document, the Council of Higher Secondary Education, Odisha reserves the right to accept or reject any Bid or to annul the bidding process fully or partially, or modifying the same and to reject all Bids at any time prior to the award of work, without incurring any liabilities in this regard.

2.11 BUSINESS ETHICS/CONFLICT OF INTEREST- The Council assignment requires that the bidders/service provider under this project observe the highest standards of ethics during the bidding and execution of the contract. In pursuance of this policy, Council of Higher Secondary Education, Odisha, Bhubaneswar defines the terms set forth as follows:-

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- (a) “In business ethics no corrupt practices will be accepted i.e. (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Bidding Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, or seeking any advice, guidance in any form from any official, 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 C.H.S.E, Odisha in relation to any matter concerning the work;
- (b) “fraudulent practice” such as misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Bidding Process or any “coercive practice” i.e. impairing or harming,

2.12 TERM; RENEWAL; TERMINATION OF CONTRACT

- i. TERM of the successfully selected service provider shall continue as per the terms and conditions specified in the contract effective for one year commencing from date of signing of agreement between two parties (selected service provider- 1st Party; The Council of Higher Secondary Education, Odisha – 2nd Party)
- ii. RENEWAL: The agreement shall be renewable at the end of a year succeeding the date of previous agreement or contract can be terminated by either party giving minimum 60 days written notice of its intention not to renew the contract. The CHSE, Odisha will have the rights to ascertain the annual project performance prior to renewal of said agreement keeping in view the financial implication to the project to remain same as agreed by both the parties to first signing agreement. In case of renewal of the contract, a formal work order is to be issued after due review of the performance by the Council. However, renewal of the contract shall be on the quoted rate without any price escalation and under no circumstances contract can be extended beyond three years.
- iii. TERMINATION OF CONTRACT, The C.H.S.E, Odisha, Bhubaneswar may without prejudice to any other remedy for breach up of terms and conditions (including forfeiture of Performance Security) by written notice of default sent to the service provider, terminate the work / task in whole or in part, after sending a notice to the bidder in this regard or If the bidder fails to deliver or complete the job assigned in the terms and conditions within the time period (s) specified in the document, if the bidder fails to perform any other obligations under the terms and conditions.

2.13 ARBITRATION & JURISDICTION: All disputes, differences, claims and demands arising under the contract shall be referred to the Department of Higher Education, Govt. of Odisha for final decision and the same shall be binding on all parties. Any other terms and conditions mutually agreed prior to finalization of the order / agreement shall be binding on the bidder. All disputes arising shall be subject to the jurisdiction of appropriate court of Odisha, India and shall be governed by the laws of India.

2.14 INTELLECTUAL PROPERTY RIGHTS: In case of service provider with consortium/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.

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

2.16 Amendment of Tender Document: At any time before the deadline for submission of bids, Council of Higher Secondary Education, Odisha, Bhubaneswar may, for any reason, whether at its own document by amending, modifying and/or supplementing the same. All prospective Bidders shall be notified of any amendments on the C.H.S.E, Odisha website www.chseodisha.nic.in and all such amendments shall be binding on them without any further 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 C.H.S.E, Odisha reserves the right to extend the deadline for the submission of the bids, in order to allow prospective Bidders reasonable time in which to take the amendment into account while preparing their bids.

Section 3 : Eligibility Criteria

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

- (a) The C.H.S.E, Odisha reserves its right to subject the bidders to security clearances as it deems necessary
- (b) Participation is restricted to companies registered in India.
- (c) The bidder should satisfy all of the criteria below mentioned on its own.
 1. Number of Consortium partner should be one 1 (apart from prime bidder)
 2. The bidder/prime bidder (in case of consortium bidding) should be a software development/ I.T service / ITeS company Registered under Companies Act 1956.
 3. The bidder/prime bidder (in case of consortium bidding) must be in operation for last FIVE years as on 31/12/2015 in India.

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4. The bidder/prime bidder (in case of consortium bidding) must have undertaken similar work in last two years in India.
 5. Service provider should have successfully executed Computer based Evaluation project (e-Valuation) for descriptive answer sheets in any UGC recognized universities, Higher Secondary Board/Council/CBSE/Board of Secondary Education in India for at least 2, 00,000 (Two lakh) students during last 2 years in PPP mode/ BOOT/BOO model in India. The documentary evidence in form of work/contract and client report must be enclosed. Similar nature of work means computer based scanning, scoring, evaluation, marking of answer books of any reputed examination body as specified in the proposal.
 6. The Prime bidder (in case of consortium bidding) / bidder should have an office in Odisha or should give an undertaking to open a dedicated office within 1 month from the date of award of work.
 7. Consortium member should be a registered legal entity in India.
 8. Proper consortium agreement specific to this project duly notarized on a Rs. 100/- stamp paper should be submitted along with roles and responsibility of member to be clearly defined in agreement.
 9. Consortium member should have valid PAN and Service Tax Registration.
 10. Liability of non-prime/non-lead bidder to be limited to the value of the scope of work related to his/her part; while the lead bidder should be liable for the entire scope of work.
 11. The service provider should have experience in an end to end Assessment, doing application processing, test development, test design, test administration and result processing as a service provider.
 12. **Software Ownership:**
 - (a) Service Provider bidder should own source code of the software to be used for conducting the Evaluation.
 - (b) 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.
 - (c) Service Provider should have authorized and globally accepted software certification.
 - (d) 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.
 - (e) Software code should be versioned, labeled and base lined appropriately in a standard version Control system within the organization.
 - (f) Software code should have multiple backup systems in place so that anytime source code/data can be recovered in case of any disaster.
 - (g) Service Provider should own the test cases and regression testing code to produce that they have done necessary testing for the software to scale up to conduct large assessments.
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- (h) Service Provider should have in-house quality assurance group and a strong quality management System to do quality check of the software.
 - (i) Proper security provision for source codes.
 - (j) The Bidder should have own DC&DR (Data Centre & Disaster Recovery) centre in separate seismic zone duly certified by the authorized agency.
13. 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.
 14. 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.
 15. The service provider's Average Annual Turnover during last three years should be at least Rs.10-00 Crores or more in the relevant field only. Copies of audited balance sheets and copies of IT returns for preceding 03 years are to be enclosed in the Technical Bid.
 16. 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 the state of Odisha.
 17. The contract shall be on outsource basis and the service provider should have arrangements for at least 2000 computer nodes for conducting the Computer based evaluation in the Odisha state.
 18. A self-certification by the service provider to have a proven capability to scan at least 5 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.
 19. Even though service provider may satisfy the above requirements, they may be disqualified if they have:
 - a) Made misleading or false representation or facts or deliberately suppressed the information to be provided in the forms, statements and enclosures of this document.
 - b) Record of poor performance such as abandoning work, not properly completing the contract or financial failures/weaknesses in any institution as mentioned in the tender.
 - c) If confidential documented inquiry reveals facts contrary to the information provided by the bidder.
 - d) If confidential documented inquiry reveals unsatisfactory performance in any of the selection criteria.
 - e) In technical evaluation round, bidder will be required to present the details regarding their product, work experience in response to this RFP. 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.
 - f) Based on the eligibility and evaluation criteria, bidders would be selected by this techno-commercial bids in pursuance to the Request for proposal (RFP) with details of scope of work.
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Section 4 : Scope of Work

Scope of Work for Computer based Evaluation

This has been categorized in four broad phases:

A. Pre-Evaluation Phase

1. Designing the evaluation plan and evaluation process in consultation with CHSE (O):
 - A. For 30 Nos. of evaluation Centers and 01 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 Council on e- Evaluation towards capacity building of all involved stakeholder(s)
2. To prepare and provide documentary manuals for all processes for safe and secure conduct of Evaluation, to be followed along with rules for contingency and exception handling / emergency Procedures.
3. To provide specifications for Hardware and Software required at all stages of the evaluation as per marking scheme for
 - A. 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. 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.
5. Software application should have been security audited.
6. Software should facilitate for audit trail for all the transactions /activities during operation of the system.
7. To provide and setup secured software for Authoring and completing evaluation process.
8. Answer Books in sealed bags/packets will be handed over to the service provider by CHSE (O) for proper accounting of Answer Books and slips and processing leading to Computer based Evaluation.
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.
10. The scanned answer books to be securely made available in the evaluation centers by the service provider.
11. Answer Books to be opened in presence of the Officer-in-charge deployed by CHSE (O) along with the Center-in-charge deployed by Service provider.

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12. Answer books would be handed over by the Officer-in-charge, CHSE (O) 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 CHSE, Odisha and service provider until re-addition work is over.
 13. To provide suitable assessment scoring system or software as per requirement of CHSE(O).
 - (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 Councils 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.
 14. Sufficient number of scanners and required expertise manpower should be provided by the bidder to complete the entire work within 15 to 20 days.
 15. The bidder should operate and maintain the e-Valuation processing main server and other server at evaluation centers as per requirements of the Council.
 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 Council.

B. Testing Phase

Prior to evaluation process, the engaged selected service provider would submit the software testing report with the approval of selected evaluators deployed by CHSE (O) would be treated as pre user acceptance.

1. Temporary environment of Evaluation Center would be created by the service provider.
2. CHSE(O) would engage a few evaluators to check the processes and efficiency of the working atmosphere and the accuracy of output (Scanned answer sheets)
3. CHSE(O) will handover old data for end to end evaluation
4. The Accuracy and evaluation criteria to be cross-checked in presence of engaged evaluators.
5. Time period for testing and amount of data to be scanned and evaluated would be decided by CHSE (O).
6. In case of dissatisfaction of testing outcome/report the service provider would be consider to be defaulter in achievement.

C. Evaluation Phase

1. To manage the evaluation process through intranet/internet based solution at all Evaluation Centers.
2. To securely transmit, download, install and implement evaluators / evaluation details received from CHSE (O).
3. To provide unique username/ password to the evaluators at the evaluation centers
4. To arrange/provide adequate displays and provide required instructions/ information to the evaluators at the evaluation Centers.
5. To maintain complete log of all activities of evaluators during the course of examination to enable complete audit ability of the evaluation process.
6. To calculate marks obtained by each candidate as per requirement of the Council.
7. To devise a system for monitoring and supervision of evaluation Center activities (Centre level/ evaluator level) by the competent authority.
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.
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 COUNCIL, Bhubaneswar.

D. Post Evaluation Phase

To share the evaluation results

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 CHSE (O) during the entire period of contract to the officer designated by CHSE (O) for use by the CHSE (O) or any other designated agency for result preparation, research as decided by the CHSE(O).
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.
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.

Features required in e-ValuationSoftware

1. Provision for automatic back up of evaluated answer books.
2. The single custodian of data would be CHSE (O)
3. User account management i.e. addition, modification and deletion of examiner and head examiner.
4. Answer book management i.e. mapping of answer books.

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5. One time Security setting for setting of password.
 6. Provision for marking of question by examiner as evaluated, optional, mark for review or not attempted.
 7. Evaluated check box to ensure that examiner has visited each and every page of an answer script.
 8. Examiner comment box for each question.
 9. Provision for zooming in/out of answer scripts for proper viewing.
 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.
 11. Provision for reviewing of any answer script by the head examiner.
 12. Provision for viewing of evaluated answer scripts by the head examiner.
 13. There has to be a command center to know the status of overall evaluation at various centers.
 14. (i) At each evaluation center there should be dashboard of Council displaying the following
 - (ii) Real-time based dashboard for monitoring of activates/progress of work at higher level
 - (iii) Daily and consolidated examiners' attendance
 - (iv) Daily and consolidated Chief/Head examiners' attendance
 - (v) Daily and consolidated Subject-Medium wise examiner details
 - (vi) Daily and consolidated Subject-Medium wise Chief/Head examiner details
 - (vii) Skipped Answer script Details (till date)
 - (viii) Overall Subject-Medium wise Evaluation (till date)
 15. Providing password to each and every examiner and Chief/Head examiner one time basis
 16. Date wise working hours report of Examiners and Chief/Head Examiners
 17. Availability of answer scripts, question paper and marking scheme on the computer nodes of each and every Chief/Head examiner and examiner.
 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 Council 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 Council observer/representative with his/ her signature and the responsibility of transporting of this device to the marking center will be that of service provider.
 19. Enabling of security settings for head examiners authentication.
 20. Maintaining audit log of each and every Chief/Head Examiner, Examiner and IT Manager of Evaluation agency.
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21. Provision for forgot Password and secret question settings.
 22. Annotation of each and every question and page of answer scripts.
 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.
 24. Provision for subject/medium wise selection of answer script.
 25. Provision for configuration of multi-lingual question paper.
 26. Examiners and Chief/Head Examiners feedback.
 27. Provision for day wise re-evaluation based on evaluation feedback.
 28. Setting of minimum time of evaluation of an answer script to avoid fast and possibly inaccurate evaluated answer script.
 29. Setting of limit/ceiling for maximum no .of scripts to be evaluated by an examiner.
 30. Mandatory provision for evaluation of 10% answers scripts by the Chief/Head Examiner.
 31. Detailed audit log of evaluation.
 32. Provision for view of answer scripts after the completion of evaluation
 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.
 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)
 35. Printing of answer script(s) with annotation
 36. Provision for auto uploads of marks file.
 37. Evaluator and Reviewer hands-on Training
 38. Provision of revisiting the Answer Script on the same day by Evaluator
 39. Provision of Control on Evaluator / Review logging time in the system to prevent misuse of evaluations
 40. Step-by-step Marking of a question
 41. Provision of display of timer to evaluator for monitoring of time taken to evaluate an Answer book
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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 CHSE(O).
 43. The Reporting console should be facilitated to all users along with administrative officers as designated by Higher Education Department.
 44. Any kind of deviation in achieving the fixed target would be notified by the service provider to CHSE, Odisha.
 45. The report console should be facilitated with print command.

Section 5 : Evaluation Process

Overall Bid Evaluation

- i. 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 Request for Proposal 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.
- ii. CHSE (O)'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 CHSEO 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.
- iii. Total Bid Evaluation: Tenders for this contract will be assessed in accordance with Quality and Cost based Selection (QCBS) system. The Technical bid shall have a weightage of 80% and the financial bid shall have a weightage of 20% in the overall evaluation.

Technical Bid Evaluation

- i. The objective of the Technical bid evaluation is to short list bidders who have the technical expertise/skills that are essential to establish / implement this business activity as envisaged.
- ii. 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 RFP 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
- iii. Each of the Technical bids shall be evaluated on a score of 100 points

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- iv. 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.
- v. 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.
- vi. Final Score Computation: Based on the technical evaluation methodology, each Technical Bid will be assigned a technical score (Tb) out of a maximum of 100 points as per the Technical **Evaluation Criteria Table**.
- The individual bidder technical scores will be normalized as per the formula below: T_n
 $= T_b / T_{max} * 100$
- Where
- T_n = normalized technical score for the bidder under consideration
 T_b = absolute technical score for the bidder under consideration
 T_{max} = maximum absolute technical score obtained by any bidder evaluation of bids
- vii. 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.
- viii. **Technical Presentations:** Each bidder to make a presentation on their proposed solutions to the Tender Evaluation Committee and the key points in their proposals.
- ix. 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. The Tender Evaluation Committee 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. | CMMi Level 3 certification - 5 marks CMMi level 5 certification - 7 marks CMMi level 5 certification + ISO 27001: 2005 – 10 marks (all the above certifications should have validity at least six months beyond the last date of submission of bid) | 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/Council/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 $<$ 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. 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 | 40 |
| 2 | Financial Evaluation | Max. Marks |
| i. | Average Annual Turnover of Prime Bidder during the last three (3) financial years (FY 14-15, FY 13-14 and FY 12-13) – \geq INR 30 Crores : (20 marks) \geq INR 20 Crores and $<$ INR 30 Crores : (15 marks) \geq INR 10 Crores and $<$ INR 20 Crores : (10 marks) | 20 |
| Total Marks (1+2)= | | 100 (80+20) |

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 representatives if any at a scheduled date and time.

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. Any conditional bid would be rejected.

The bidder with lowest qualifying financial bid will be **L1** and will be awarded 100% score (amongst the technically qualified bidders). Financial Scores for other than **L1** bidders will be evaluated using the following formula:

Financial Score of a Bidder (Fn) =

{{(Commercial Bid of L1/Commercial Bid of the Bidder) X 100}%

(Adjusted to two decimal places)

Final Evaluation of the Bid

Final evaluation will be based on the Quality–cum-Cost Based System (QCBS) as per the following formula.

- (a) The technical and financial scores secured by each bidder will be added using weightage of < 80% > and < 20% > respectively to compute a Composite bid Score.
- (b) The bidder securing the highest Composite Bid Score will be adjudicated as the most responsive Bidder for award of the Project. The overall score will be calculated as follows:-
 - i. $B_n = 0.80 * T_n + 0.20 * F_n$
 - ii. Where
 - iii. B_n = overall score of bidder
 - iv. T_n = normalized technical score for the bidder under
 - v. consideration
 - vi. F_n = Normalized financial score of the bidder
- (c) In the event the bid composite bid scores are tied, the bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the Project.
- (d) HED reserves the right to enter into negotiation with the selected bidder and place order with this bidder at a suitable price.
- (e) 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.

ANNEXURE-I**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 |
| Revenue (in Crores) | | | |
| Profit Before tax (in Crores) | | | |
| Other Relevant Information | | | |

- II. Up to date Income Tax Clearance Certificate.
III. Certificate of financial soundness from Bankers of service provider.
IV. Financial arrangements for carrying out the proposed work.
V. Note: Attach additional sheets, if necessary.

(Seal/Signature of Bidder)

ANNEXURE-II

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 |
| | | | | | | | | | |

ANNEXURE–III

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) An Individual/Consortium :
 - b) A Proprietary/ Partnership firm :
 - c) A Trust/Society :
 - d) A Limited Company or Corporation:
4. Particulars of Registration with various Government bodies (attach attested photocopy)
 - (a) Sales Tax Registration Number:
 - (b) Organization/Place of registration:
 - (c) Date of validity:
 - (d) Income Tax PAN 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

ANNEXURE -IV

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

| SINo. | 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,
Council of Higher Secondary Education,
Odisha, Bhubaneswar.

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"

| Sl.No. | Description of the work along with specification | Quantity | Rate per Answer Booklet |
|--------|---|----------|-------------------------|
| 1. | Computer based evaluation service for complete pre and post evaluation process as per tender document | 1 | |
| | Service Tax Component | | |
| | TOTAL | | |

Rate in Figures :

Rate in words :

Date

(Signature & Seal of the Bidder)