

## **WEB RELEASE OF RFP FOR ONLINE EXAMINATION**

### **Instruction to Bidders:**

Through this RFP, IBPS proposes to select reputed and experienced Service Provider for conducting online assessments for its clients, who will be responsible for conducting Online examination/s for a maximum of upto 2 lakhs candidates for any single session.

The selected Service Provider is expected to have prior experience of working with various government and private organizations and should be proficient in conducting online examinations. Additionally the Service Provider is expected to have proven record of confidentiality in undertaking public examinations and reliable credentials of carrying out this job with the best possible security features.

### **Broad Scope of Work**

The broad scope of work shall cover 2 Tasks:

#### **A. TASK 1–OPERATIONS**

1. The Bidder should own or be an authorized licensee for the application software to conduct online examination. The Bidder should provide necessary proof to IBPS.
2. The application should have the following features :-
  - a. Should support major Indian languages viz, English, Hindi and others
  - b. Should be capable of shuffling of questions
  - c. Should be capable of shuffling of options (alternates)
  - d. Should be capable of displaying .jpg image files
  - e. Should be possible to display Group Questions
  - f. Should be possible to have different sections with individual timings
  - g. Should be capable of getting Input and output files in excel as per IBPS requirement
  - h. Should have the facility of Candidate feedback
  - i. Should be able to set parameters for submission of exam
  - j. Should be able to display of candidate photograph and other details
  - k. Should support Descriptive/Subjective Questions with the facility of typing for the candidate.
  - l. Templates of QPs and Post-exam Response files should be as per IBPS formats.
3. The Bidder should have secured environment for question paper upload and response download.
4. The Bidder should have stringent security features while running test application software.
5. The Bidder should have an active Dashboard to display the exam status on the exam day.

## **B. TASK 2- SUPPORT**

1. The Bidder should provide their own trained staff to conduct the online exam at each test centre in the area of Invigilation and IT-administration. Minimum 2 own employees of Bidder per centre and remaining staff should be accredited by the Bidder. Bidder should provide one invigilator for every 30 candidates.
2. Each test venue should have Security Guards & volunteers to handle the candidates.
3. Bidder should maintain the software application and the necessary infrastructure for conducting the examinations.

### **Eligibility Criteria**

The invitation to bid is open to all Bidders who qualify the Eligibility Criteria as given below:

- A. The Bidder should be a company registered under Indian Companies Act (Please submit the Articles of Association and Memorandum of Association along with the Certificate of Incorporation).
- B. The Bidder should have minimum annual turnover of Rs.100 Cr. in each of the last 3 financial years i.e. 2012-13, 2013-14, 2014-15.
- C. The Bidder should be a profit making company or have positive net worth in the last 3 financial years as above.
- D. The Bidder should own ISO certified data centre or third party data centre in INDIA subject to production of documentary proof for having ISO 9001, 27000, 27001 certification and should be Tier III.
- E. The Bidder should own or be an authorized licensee for the application software to conduct online examinations which can be customized as per the requirement of IBPS. The Bidder should provide necessary proof to IBPS.
- F. The Bidder should have experience of successfully conducting at least one online examinations in India with a minimum of 15,000 candidates in a single session for at least one reputed organization within the last 3 years.
- G. The Bidder should provide atleast 4 names of organization, name of contact person, contact details and details of examinations conducted during last one year across each zone ie East Zone, West Zone, North Zone, South Zone.
- H. The Bidder must be registered under Sales Tax/Service Tax. (Please provide VAT/TIN/Service Tax Reg No.)
- I. Bidders should have in-house quality assurance group and a strong quality management system to do quality check of the application software. Bidder should be able to substantiate the capability (as per format in Annexure T9)
- J. The agency should not have been blacklisted by central / state government departments / undertakings. The agency should not have any complaints of question paper leakage or mismanagement of exams. Also should not have been declared NPA by any of banking and financial institutions.
- K. Income proof, turnover document and other relevant information submitted by the bidder should not be of Group Company but of only that vertical which is conducting exams.

- L. The bidder shall not have a conflict of Interest that affects the bidding process. Any bidder found to have a conflict of interest shall be disqualified. Whether a situation amounts to conflict of interest or not shall be determined by IBPS and his decision shall be final.
- M. The bidders should in the last 3 (three) years have neither punished or failed to perform any contract as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against him, nor has been expelled from any project or contract by any public entity nor have had any contract terminated by any public entity for breach of contract and the bidder should certify the same by an affidavit.
- N. The bidder should not have any enquiry registered against him in any of the vigilance organization like CBI, EOW, SIT, STF, CVC etc. and he will certify this by an affidavit

### Cost of RFP

- The interested Bidders can procure the RFP document on a CD from IBPS's office, IBPS House, 90 ft D.P Road, Kandivili East, Off Western Express Highway, Mumbai - 400101, on payment of non-refundable amount of **Rs.20,000/- (INR " Twenty thousand only") taxes extra**, payable in the form of Demand Draft/Pay order from any Scheduled Commercial Bank in India favouring "**INSTITUTE OF BANKING PERSONNEL SELECTION**" payable at Mumbai from 15<sup>th</sup> Dec 2015 till 6 pm of 6<sup>th</sup> Jan 2016.