EXPRESSION OF INTEREST (EOI)

For

Selection of Service Provider to conduct
End-to-End Computer Based Test for various schemes of
Directorate General of Training

Issued By

Directorate General of Training (DGT)
Ministry of Skill Development & Entrepreneurship
Government of India
Employment Exchange Building, Pusa,
New Delhi – 110 012
http://www.dgt.gov.in
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All information contained in this document, subsequently provided/ clarified are in good interest and faith. This is not an agreement and is not an offer or invitation to enter into an agreement of any kind with any party. DGT reserves the right to cancel this document, and/or invite afresh proposals with or without amendments to this document without liability or any obligation for such document, and without assigning any reason. DGT reserves the right to take final decision regarding award of contract.

Submission of proposal/response to this Expression of Interest EOI doesn't guarantee evaluation or allocation of work. Under no circumstances will the DGT be held responsible or liable in any way for any claims, damages, losses, expenses, costs or liabilities whatsoever (including, without limitation, any direct or indirect damages for loss of profits, business interruption or loss of information) resulting or arising directly or indirectly by application or non – application to this EOI.

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Abbreviations

DGT	Directorate General of Training
MSDE	Ministry of Skill Development &Entrepreneurship
GOI	Governments of India
ATS	Apprenticeship Training Scheme
CITS	Craftsmen Instructor Training Scheme
CTS	Craftsmen Training Scheme
T.T. Cell	Trade Testing Cell
SP	Service Provider
CBT	Computer Based Test
SLA	Service Level Agreement
RFP	Request for Proposal
SPOC	Single Point of Contract
TOR	Terms of Reference
Center	Center of Examination
NDA	Non-Disclosure Agreement
CAC	Central Apprenticeship Council
EOI	Expression of Interest

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1. Introduction

The Directorate General of Training (DGT) under the aegis of Ministry of Skill Development and Entrepreneurship (MSDE) is the apex body for development and coordination of programmes related to long-term Vocational Training in India. Ministry of Skill Development and Entrepreneurship (MSDE) is the administrative ministry for vocational training in India. MSDE is supported by Directorate General of Training (DGT), National Skill Development Corporation (NSDC), National Skill Development Agency (NSDA), and Sector Skill Councils (SSCs). DGT administers three major training schemes, the Craftsmen Training Scheme (CTS), Craftsmen Instructor Training Scheme (CITS) and Apprenticeship Training Scheme (ATS). Advanced Diploma Scheme (ADS), Advanced Vocational Training Scheme (AVTS) and Short Term Training are also conducted by DGT.

1.1 Objective

DGT regulates all Government and Private Industrial Training Institutes (ITIs), National Skill Training Institute (NSTIs), Institute of Training of Trainers (ITOTs) and Apprenticeship Training in Govt and private Establishments by operationalizing various national level schemes viz. Craftsmen Training Scheme (CTS), Craftsmen Instructor Training Scheme (CITS) and Apprenticeship Training Scheme (ATS).

The Craftsmen Training Scheme (CTS) is implemented through 15,000+ Government and Private ITI's throughout the country, enrolling approximately 1.4 million candidates annually. The assessments for candidates enrolled into the ITI's is mandated to be done on an annual basis in theoretical and practical subjects, from academic year 2018-19 onwards.

The CITS currently enrolls approximately 12000 candidate across 34 or more trades in around 30 Central Government National Skill Training Institutes (NSTI) and 18 Government and Private Institute of Training of Trainers (ITOT) across the country. Academic year 2018-19 onwards, each enrolled candidate is being enrolled for annual examination appearing in an average of 2 papers. Please refer to Annexure-II for indicative number of candidates enrolled in current academic year i.e. 2019-20 under the CITS .

Entrance exam for admission in CITS 01 year course in conducted for approximately 30,000 candidates across 34 or more trades for admission in around 30 Central Government National Skill Training Institutes (NSTI) and 18 Government and Private Institute of Training of Trainers (ITOT) across the country.

The ATS currently enrolls approximately 01 Lakh candidate across 261 or more trades in around 48000 establishment across the country. Each candidate is being enrolled for annual examination appearing in an average of 2 papers. Please refer to Annexure-III for indicative number of candidates enrolled in current academic year i.e. 2020-21 under the ATS.

Exams for other schemes like Advanced Diploma Scheme (ADS), Advanced Vocational Training Scheme (AVTS) and Short Term Training are also conducted by DGT.

With the philosophy of continuous improvement and vision of bringing in 'Examination Reforms', the DGT intends to conduct the theoretical subject examinations in CBT mode, for candidates enrolled under CTS, CITS and ATS schemes across the country going forward. CBT mode examinations are expected to bring in more efficiency, transparency, effectiveness and relevance to the system. The

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initiative will also strengthen monitoring of outcomes related to various DGT/ GoI initiatives directed towards improved learning such as STRIVE.

Through this EOI, DGT intend to seek interested probable 'Service Provider' for conducting End-to-End Computer Based Examination for candidate enrolled under CTS, CITS, ATS, Advanced Diploma and short Term training on Pan India Basis. DGT will invite limited RFP with the selected service provider through this EOI.

1.2 Definition of Terms

1.2.1 **"Bidder"** means any firm offering the solution(s), service(s) and /or materials required in the RFP. The word Bidder when used in the pre award period shall be synonymous with Bidder, and when used after award of the Contract shall mean the Service Provider (SP) with whom DGT signs the agreement for providing its services ".

1.2.2 **"Contract"** is used synonymously with Agreement

1.2.3 **"Document"** means any embodiment of any text or image however recorded and includes any data, text, images, sound, voice, codes, databases or any other electronic documents as per IT Act 2000.

1.2.4 **"DGT"** refers to Directorate General of Training

1.2.5 **"SP"** means Service Provider which has to provide services to DGT as per the scope of work.

1.2.6 **"Scope of Work"** means all Goods and Services, and any other deliverables as required to be provided by the SP under the RFP.

1.3 Bidding Data Sheet

S. No	Particulars	Details
1	Document ID	MSDE-18011/06/CBT TENDER/2020 -TTC
2	Release Date	13th May 2020
3	Selection Method	Tender will be awarded to the Bidder with the highest score based on the QCBS Evaluation Method (70:30), subject to Bidder meeting the Pre-Qualification Criteria and Minimum Technical Qualification
4	Name of the Inviting Authority	Director (TTC), Room no. 112, 1stFloor , Employment Exchange Building, Directorate General of Training , MSDE, Pusa, New Delhi - 110012
5	EOI issued by	Directorate General of Training (DGT)

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6	Availability of EOI	EOI can be downloaded from : i) DGT website http://dgt.nic.in/content/innerpage/tenders--and-notices.php ii) Central Public Procurement Portal (CPPP) www.eprocure.gov.in
7	Last Date of Submission of the EOI	Proposals must be submitted within 10 days from publishing of the EOI on DGT portal

2. Pre-qualification Criteria *(Shortlisting criteria under the EOI)*

Following criteria prescribed as the Pre-Qualification criteria for bidder interested in undertaking the project shall be applicable. The bidder shall fulfill all the following preconditions and must also submit documentary evidence in support of fulfillment of these conditions while submitting the bid. Claims without documentary evidence will not be considered.

SNo.	Parameter	Eligibility Criteria
1	Legal Entity	i. A company incorporated in India under the Companies Act, 1956, 2013 and subsequent amendments thereto (Firm/LLP/ Govt./PSU). ii. Should have GST Number iii. Should have a valid PAN Number
2	Financial Turnover	The bidder should have minimum annual average turnover of INR 50 (Fifty) Crores from online education/ examination/ assessment business for the last two financial years (i.e. 2016-17 and 2017-18).
3	Financial Strength	Bidder should have positive Net Worth for the last two financial years (i.e. 2016-17 and 2017-18).
4	Infrastructure	The bidder should have offices in at least 05 States/ UT's across India
5	Experience	The bidder must have minimum 02 years of experience in conducting online - examination/CBT/ assessments, and must have conducted online exam/ CBT assessment at exam centers throughout the country on PAN India basis for a minimum of 01 lakh candidates each year.
6	Non-Blacklisting	The Bidder should not be under a declaration of ineligibility for corrupt or fraudulent practices or blacklisted/debarred for any activity related to examination business in India by any PSU or Any Regulatory Body or Government of India or State Government or any of its agencies for any reasons whatsoever for indulging in corrupt or fraudulent practices or for indulging in unfair trade practices.

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3. Evaluation of EOI

3.1 General Instructions on Bid Submission

3.1.1 The EOI shall be submitted in a single sealed envelope superscripted with "Expression of Interest for Conduct End-to-End Computer Based Test of candidates enrolled under various schemes of DGT" and bidders name. This envelope should contain EOI proposal and one soft copy of the same in the form of CD/USB.

3.1.2 EOI proposal shall consist of supporting proofs and documents as defined in Section 2 - Pre-Qualification Criteria.

3.1.3 Bidder shall submit all the required documents as mentioned in the annexures including various templates as provided in Section 5 of this document.

3.1.4 Envelope should indicate clearly the name, address, telephone number, and Email ID of the bidder.

3.1.5 The EOI proposal submitted by bidder should be a complete document and should be bound as a volume. The document should be page numbered, must contain the list of contents with page numbers and shall be signed by the Authorized Representative of the bidder.

3.1.6 EOI document submitted by the bidder should be concise and contain only relevant information as required.

3.1.7 The entire proposal shall be strictly as per the format specified in this Invitation for Expression of Interest and any deviation may result in the rejection of the EOI proposal.

3.1.8 Any proposal received by DGT after the submission deadline shall be rejected and returned unopened to the Bidder. DGT shall not be responsible for any postal delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained.

3.1.9 DGT will shortlist bidders who meet the Pre-Qualification criteria as mentioned in Section 3 of this document.

3.2 Evaluation Process

3.2.1 DGT shall evaluate the responses to the EOI and all supporting documents/ documentary evidences. Inability to submit requisite supporting documents/ documentary evidence, may lead to rejection of the EOI Proposal.

3.2.2 The DGT may seek additional documents or clarifications as and when required from the bidders.

3.2.3 Each of the responses shall be evaluated to validate compliance of the applicant according to the Pre-Qualification Criteria, Forms and the supporting documents specified in this document.

3.2.4 The decision of the DGT in the evaluation of responses to the Expression of Interest shall be final.

3.3 Notification of Short listed bidders

3.3.1 DGT shall notify the shortlisted bidders on its website (http://dgt.nic.in/content/innerpage/tenders--and-notices.php)

3.2.2 Only Shortlisted bidders will be issued the Request for Proposal (RFP).

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4. Scope of Work

The CTS currently enrolls approximately 1.4 million candidates across 134 or more trades in 15,000+ Government and Private ITI's across the country. Academic year 2018-19 onwards, each enrolled candidate will enroll for annual theoretical examination appearing in an average of 2 papers. Please refer to Annexure-I A & B for indicative number of candidates enrolled in current academic year i.e. 2018-19 under the CTS scheme. The question paper during CBT needs to be provided in English, Hindi and Regional Languages as applicable for the trainees of concerned state as per annexure II.

The CITS currently enrolls approximately 12000 candidates across 34 or more trades in around 30 Central Government National Skill Training Institutes (NSTI) and 18 Government and Private Institute of Training of Trainers (ITOT) across the country. Academic year 2018-19 onwards, each enrolled candidate is being enrolled for annual examination appearing in an average of 2 papers. Please refer to Annexure- V for indicative number of candidates enrolled in current academic year i.e. 2019-20 under the CITS .

Entrance exam for admission in CITS 01 year course in conducted for approximately 30,000 candidates across 34 or more trades on PAN India basis for admission in around 30 Central Government National Skill Training Institutes (NSTI) and 18 Government and Private Institute of Training of Trainers (ITOT) across the country.

The ATS currently enrolls approximately 01 Lakh candidate across 261 or more trades in around 48000 establishment across the country. Each candidate is being enrolled for annual examination appearing in an average of 02 papers. Please refer to Annexure- IV for indicative number of candidates enrolled in current academic year i.e. 2020-21 under the ATS.

Exams for other schemes like Advanced Diploma Scheme (ADS), Advanced Vocational Training Scheme (AVTS) and Short Term Training are also conducted by DGT.

The SP shall conduct exams for trainees enrolled during the academic year 2018-19 and onwards including rolled over/ candidates appearing for supplementary examination.

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

- Pre- Examination Phase
- Examination Phase
- Post Examination Phase

4.1 Pre examination /Preparatory Phase

The selected bidder is expected to draw the examination plan and implement the design of the examination processes as required by DGT. Broadly, the requirements will be as follows:

4.1.1 Examination Planning and Scheduling

- The selected bidder shall develop a comprehensive examination schedule / plan taking into account the total number of trades, subjects, locations and candidates enrolled. The bidder must ensure that each candidate get sufficient time between two examinations, and. The distance of exam centre from the concerned ITI must be less than 25 Km.If not possible, it should not be more than 50 Km and same shall be agreed to upon and approved by DGT.
- Complete Security management processes

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1. Physical Security
2. Information Security
3. Server Security
4. Network Security

- The selected bidder shall prepare and provide Standard Operating Procedure (SOP) for all processes for safe and secure conduct of examination along with rules for contingency and exception handling/ emergency procedures.

4.1.2 Capacity Planning, Infrastructure Specifications and Readiness

- The selected bidder shall provide consulting, training and manpower support to handle the entire Examination. The required Hardware, Software, networking shall be installed by the Bidder on lease/rent basis, whose cost would be covered under the commercial bid.
- The selected bidder, as per the requirements and directives from DGT, shall setup systems at the required Exam Centers across India ensuring that at least 10% of the systems are available as backup per shift, for example, if 100 systems are going to be used, the center shall have at least 110 systems available per shift.
- **User System:** Every candidate shall be provisioned with one individual computer node for appearing in the examination. The detailed specifications of user computer node is provided in table below:
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Processor	CPU Speed should be 1.5 GHz or above
RAM	2 GB or higher
Screen Resolution	1024X768 or better
Operating System	Windows XP Professional, Windows 7 or equivalent or higher version with appropriate Service Pack/ Linux based thin client
Browser and Browser Setting	Internet Explorer 7.0 or above as supported by above Operating Systems Java Script enabled Pop-up blocker disabled Proxy disabled (Direct Internet) USB disabled
Performance and Security Criteria	▪ Must support examination portal without any perceivable degradation in performance ▪ Response time for question/page loading must be less than one second ▪ All responses to be acted upon in real time ▪ Necessary settings must be done to disable access to any outside content/ web browsing or medium for malpractices during examination

- The selected bidder shall setup Exam Centers at districts specified by DGT, the centers may be rented/ leased. However, all operations related to conducting examination at the centers, shall be liability of the bidders/ SP's. Each of the identified centers shall be vetted and certified by authorized DGT personnel and the service provider.
- The selected bidder shall provide specifications for Hardware and Software of required Devices and systems to be used for authentication and audit trail mechanisms required for Exam.
- The selected bidder shall ensure that all Exam Centers have the prescribed Hardware, Software and LAN connectivity for conducting Examination.
- The selected bidder shall ensure that UPS facilities and Generator facility are available at each Exam Centre for un-interrupted power.

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- The selected bidder shall carry periodic audit at Exam Canters to ensure specifications of user computer node and working condition of UPS & Generator as mentioned above.
- Any change in the system requirement has to be approved by DGT prior to examination schedule.
- The selected bidder shall ensure suitable drinking water and separate toilet facilities for both Boys and Girls at each examination center.
- **CCTV Installation and Recording:** CCTV surveillance must be made functionally available in such a way that all candidates are covered under the surveillance setup. CCTV footage shall get recorded to a central system and the recording must be kept safe for at least 6 months from the date of examination.
- All Examination Venues will be covered with CCTV surveillance along. CCTV camera must capture Examination Venue activities from 30 minute before the examination to 30 minutes after the completion of examination.
- CCTV footages, CCTV live streams and other relevant data shall be submitted/ provided by the SP upon request from DGT.
- All the CCTV must be geotagged.

4.1.3 Candidate Management

- Candidate handling process
    1. Mapping of candidates details with Exam Centers
    2. Validation and verification of identity
    3. Attendance handling
    4. Machine/seat allocation and handling of security parameters
- The selected bidder shall allow candidates to appear for exam at Exam Centre through pre-allotted/random seat/machine
- The candidate registration/ enrollment is available on DGT MIS Portal, the selected bidder shall facilitate transfer of this data using API/ software interface to their systems for further processing
- The selected bidder shall issue admit cards through online portal (printable and downloadable), for all candidates. The same link shall be shared with respective ITIs to download and distribute the admit card.
- The selected bidder shall ensure that the candidates have pasted passport size photograph and Signature of the candidate is taken on the specific space in the attendance sheet and Verification of the signature and photograph in attendance sheet is done vis-à-vis the signature and photograph in the admit card
- The selected bidder/ SP shall arrange/provide adequate displays and provide required instructions/ information to the candidates appearing for exam at Exam Centers.
- **Payment Gateway Linking:** The SP may be required to integrate online Payment Gateways, to the registration portal for facilitating transfer of examination fees submitted by the registered candidates to the desired account.
- **The Selected bidder must ensure that there is proper facility available at the exam center for keeping the belongings of the trainees safe and trainees shall not be charged for the same.**

4.1.4 Question Bank Management and Examination Paper

- DGT shall provide 'Question Bank' to SP for each trade in excel format. Name of trade, subject and chapter shall be defined along with each question.

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- **Translation to Regional Languages and Storage:** The DGT shall translate the question bank into regional languages as applicable for the State or Union Territory and provide the same to SP. The SP shall in a secure manner store the question bank in English and Regional Languages as applicable on their software servers.

- **Question Paper Creation:** The SP shall enable their software to create question paper for each trade/ subject on an on-demand basis. The software shall be able to create question paper by randomly selecting questions from 'Question Bank' for applicable trade/ subject. The number of questions to be included for the trade subject shall be provided by DGT.

4.1.5 Exam Paper and Mock Test

- Any other processes related to conduct of Examination including preparation of pre-examination mock test and practice modules for potential candidates to be hosted on 24/7 operational servers and conduct of practice sessions for the online examination.
- The SP shall provide a facility to candidates for static mock link for mock test during the entire course of agreement.
- The SP shall also provide 'Software Application' to enable conducting of offline Mock Test, this application should be transferrable using USB devices, and be installed and run on computers without internet.
- Mock test software should be of assistive nature (i.e. suppose a participant clicks on option A and this is not the correct answer then the system should prompt, 'Incorrect Answer, Correct Answer is C')
- The same facility should also be available online to be run through web server, and in offline manner through Software Application. The mock test should be a replica of the examination software.
- The selected bidder shall securely install and implement Question Bank in English, Hindi and other regional languages applicable for the state/ region (*refer Annexure II* for list of languages in which the question paper would need to be translated and hosted by SP) for mock test.

4.1.6 Pre-examination Audit Trials

- The SP shall conduct and co-ordinate with DGT for all Audit Trial related activities at the examination venues before the exam to ensure compliance with conditions of the RFP related to examination center
- Pre-examination audit of all examination venues shall be done on parameters such as zero black-spot on CCTV coverage, testing of examination system including Mock Examination portal and offline Mock Examination software/ application with multi-threading/multi-user testing on full load.
- Audit shall include processes, assets, security, manpower and any other specification elicited in the RFP document

4.1.7 General

- All pre-examination phase processes shall be carried out by the selected bidder in consultation with DGT.

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- The selected bidder will have to carry/ demonstrate Complete Test Run (CTR) with test data to DGT before implementation of the software. The selected bidder should also be able to demonstrate click by click audit trail for any type of enquiry.
- The selected bidder should also be able to demonstrate Application server logs to capture all errors, warnings and exceptions that are generated in applications along with the time at which they occurred.

4.2 Examination Phase

4.2.1 Infrastructure, Attendance and Invigilation

- The selected bidder shall make necessary arrangements, in consultation with DGT, for providing adequately trained manpower as per the requirements mentioned below:

Staff Type	Nos. deployed (per shift)
Exam Center Administrator	01 per center
IT Manager	01 per center/ 01 for every 100 candidates
Invigilators	01 for every50 candidates
Support Staff	01 for every 50 candidates
Security Guards	01 or more per center

- The above staff should be increased proportionately on the basis of size of the center in terms of nodes for exam. In addition, service provider should provide a Regional/ District Head for each of the locations of examination.
- The selected bidder/ SP shall ensure checking of admit card of the candidates, and photo-ID of candidate i.e. Government Issued photo ID or ID issued by enrolling ITI/NSTI/Establishments at the entrance gate of the examination center. The Attendance sheet must have photograph of candidate for validation at exam center.
- There must be adequate spacing between two adjacent seats. Service provider should arrange for partition of appropriate size between adjacent seats.
- The selected bidder shall obtain candidate"s feedback through online Feed Back Form, after the examination is over.

The selected bidder shall ensure availability of proper security, frisking (Hand Pat) at the examination centres. Separate frisking facilities for Female candidates. Only Female staff will frisk the female candidates. However, female frisking process should be conducted in a three-side covered enclosure.

4.2.2 Conduct of Examination

- The Examination shall be computer based with the questions (English, Hindi or preferred regional language, *refer Annexure II*) being provided onscreen on a random basis, without any manual intervention.
- Sufficient time of 15-20 minutes shall be allotted before the exam for providing orientation to the candidates on the structure of the exam, time limits and guidelines for answering the question papers.
- Key Minimal Requirements with respect to user interface/ exam software functionalities is provided in table below:

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i. **Display of Candidates Details:** Computer based exam software should support standard features such as display of details of candidates i.e. display of candidates photograph, registration number of candidate, and name of trade/ subject for the entire duration of the exam

ii. **Duration and Time Remaining:** The duration of the exam shall be displayed at commencement of exam in the instructions sections. The start-time and time remaining counter shall be displayed at all time during the examination

iii. **Instructions for Examination:** The system shall display clear instructions as applicable for the examination upon staring of the test.

iv. **Summary of Attempts/ Navigation Pane:** The software must provide a summary of questions attempted by candidate, remaining questions, and flagged questions. It should allow the candidate to easily navigate to a particular section or answered/un-answered question.

v. **Randomization of Questions/ Answers**: The questions and the answers should be randomized/ jumbled for each candidate appearing in the same subject and same shift. The system must insure that options such as 'All of the above' in multiple choice questions are correctly sequenced and not jumbled.

vi. **Position of Images linked to Questions:** System must insure that references in questions such as 'In the table below' or 'in the image above' are consistent across the question paper and displayed appropriately.

vii. **Saving Exam Progress:** Examination software must have 'Exam Resume' functionality, whereby candidates' examination progress will not be lost in-case of system or power failures

viii. **Switching between Languages:** Examination software/ interface must allow switching between Hindi, English and other regional language as applicable for the state/ UT for the entire question paper or selected question

ix. **Use of standard/ Proprietary Font and Enlargement:** Examination software must use standard or proprietary fonts in a manner that does not degrade the readability of the question paper. Software must allow user to zoom the examination screen to enlarge fonts/ screen content.

x. **Disable other systems functionalities:** Examination software must disable other system feature such as usage of internet browser, pen drive, file sharing through LAN or any other means of malpractices/ cheating

▪ The examination software/ system must generate and display question paper for the desired trade/ subject from the question bank provided by DGT

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- While selecting the questions from the question bank system should ensure that questions selected for various examinations shifts are randomized manner to minimize duplicity of the questions in question paper
- Uninterrupted power should be made available for the period of each session and for 30 minutes prior to and after each session on the day of examination.
- The SP shall provide for any other raw materials required such are paper, and pencil for calculation etc.
- The selected bidder shall have a contingency plan for candidate management/Shifting in case of any emergency.
- At the end of the exam, transfer/export of candidate response and audit trails shall be done by the selected bidder on secured channel from local server to Central server of the selected bidder within 24hour from each exam center. Other data such as attendance sheet, photograph, seating plan etc. (if any) should be sent to DGT within 10 days of conclusion of the examination.
- The selected bidder shall obtain candidate"s feedback through online Feed Back Form, after the examination is over.
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- **Note – Following shall be made available by TT Cell, DGT:**
   1. Question Bank for online and offline practice/mock test purposes, and for the conduct of examination
   2. Question Paper format defining number of questions to be included in the examination
   3. Rules/guidelines/marking scheme

4.3 Evaluation / Post examination Phase

- The selected bidder shall calculate marks obtained by each candidate in respective exam and provide the same to DGT for review/ moderation if any/ The SP should be able to upload the marks of the trainees in DGT server through dedicated API for the same. If required the SP shall be able to publish the same online accessible by providing candidate enrollment number.
- The selected bidder's software must have provision for elimination of any incorrect/ out of syllabus questions while evaluation. DGT shall provide/ facilitate for listing such questions post examination. The system must also be able to normalize marks and accommodate for providing grace marks as per limits set by DGT.
- The candidate's responses, photograph, audit trails should be uploaded automatically from the local server to the selected bidder's data center in a secured manner. There should not be any traces of any data pertaining to candidate whatsoever post uploads left on the exam server/ local server/ or exam machines.
- The selected bidder should be able to hand over the responses/data to DGT 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 data also need to be uploaded to a server at the Master Control Facility of service provider.
- The selected bidder shall provide attendance data of all the candidates captured during examination, for verification purposes
- The selected bidder shall provide documented inputs and support for handling
   1. Candidate's queries
   2. RTI queries
   3. Court Cases

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- **Test Data Archiving:** The selected bidder should be able to record and backup each candidate's response after the examinations. The selected bidder shall archive the result and other examination data for future references after specified time, as per requirement of DGT
- After the generation of result if required Bidder may have to develop API/software/application to directly upload the scores at DGT's official portal

. The selected bidder shall provide Post Examination Analytics Report in the following manner:
- a) Item analysis of MCQ responses of the candidates (difficulty index and discrimination index etc.)as per requirements of NTA.
- b) Student performance Analysis;
- c) Psychometric Analysis of Question Papers.
- d) Analyze audit logs and provide summary of audit logs like number of clicks, time log, MAC, IP address etc.
- e) To provide analysis report regarding proxy candidates, unfair means report etc.
- f) Any other reports by analyzing the data stored, whenever required by DGT

4.4 Re-examination and Supplementary Exams

- All re-examinations shall be conducted within 15 days of completions of exams or as decided by DGT.
- Supplementary examinations shall be conducted on a Half-yearly basis as scheduled in section 3

Exam on-request: From year 2 onwards DGT may at its discretion introduce the facility of 'Exam-on Request' for supplementary examinations allowing candidates to appear for supplementary examinations at any time by paying requisite fee, selecting available center/ location and scheduling the exam

5.Pre-Qualification Documents List and Formats

S. No.	Parameter	Eligibility Criteria	Supporting Document/s (to be submitted by bidder)	Form No. (as applicable)
1	Legal Entity	i. A company incorporated in India under the Companies Act, 1956, 2013 and subsequent amendments thereto (Firm/LLP/ Govt./PSU). ii. Should have GST Number iii. Should have a valid PAN Number	1. Copy of Certificate of Incorporation and Copy of Memorandum of Associations (MOA), Articles of Association (AOA) 2. GST Registration Copy 3. PAN Card copy	
2	Financial Turnover	The bidder should have minimum annual average turnover of INR 50 (Fifty) crores from online education/ examination/ assessment business for the last two financial years (i.e. 2016-17 and 2017-18).	4. Certificate from the Chartered Accountant along with the copies of audited Balance sheet for last two years.	Form A
3	Financial Strength	Bidder should have positive Net Worth for the last two financial years (i.e. 2016-17 and 2017-18).	5. Certificate from the Chartered Accountant for Positive Net Worth	

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4	Infrastructure	The bidder should have offices in at least 5 states/ UT's across India	6.	Registered office registration certificate from authorities or relevant Govt. Authorities may be enclosed.	
5	Experience	The bidder must have minimum 02 years of experience in conducting online - examination/CBT/ assessments, and must have conducted online exam/ CBT assessment at exam centers throughout the country on PAN India basis for a minimum of 1 lakh candidates each year.	7.	Experience certificate/ letter from engaging body/ bodies or copy of contract along with proof of completion of services The above shall clearly indicate the number of candidates for whom the exams have been conducted and should aggregate to a minimum of 01 lakh	Form B
6	Non-Blacklisting	The Bidder should not be under a declaration of ineligibility for corrupt or fraudulent practices or blacklisted/debarred, for any activity related to examination business in India by any PSU or Any Regulatory Body or Government of India or State Government or any of its agencies for any reasons whatsoever for indulging in corrupt or fraudulent practices or for indulging in unfair trade practices.	8.	Self-Declaration Letter duly signed by authorized signatory on company letter head & notarized as per enclosed format	Form C

Form A

S. No	Years	Turnover Details (in INR)
A	2017-18	
B	2016-17	
Average Annual Turnover (A+B) / 2		

Note: Please include Audited Annual Financial Statement/Auditor's certificate

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Form B

S. No.	Name of the Client/ engaging body	Name of Examination	Nature of services provided	Actual Date of Exam	No. of Students appeared (in lakh)	Name and Address/Tele phone No./email of officer to whom reference may be made

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Form C

SELF-DECLARATION
NON-BLACKLISTING

To,

Director (TTC),
Directorate General of Training,
Ministry of Skill Development & Entrepreneurship,
1st Floor, Employment Exchange Building, Pusa,
New Delhi – 110 012

Sir,

In response to the "**Expression of Interest (EOI) For Selection of Service Provider to conduct End-to-End Computer Based Online Test under various schemes of DGT ",** I/We hereby declare that presently our Company/Serviceprovider_____is having unblemished record, related to examination business in India is neither blacklisted nor debarred by any PSU or Any Regulatory Body or Government of India or State Government or any of its agencies for any reasons whatsoever for indulging in corrupt or fraudulent practices or for indulging in unfair trade practices.

If this declaration is found to be incorrect then without any prejudice, action that may be taken against us and we may be disqualified to participate in the Bid/RFP.

Thanking you,

Yours faithfully,

Name of the Bidder   Authorized Signatory   Seal of the Organization

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