



## राष्ट्रीय होटल प्रबन्ध एवं केटरिंग तकनालॉजी परिषद

(पर्यटन मंत्रालय, भारत सरकार)

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY

(Ministry of Tourism, Govt. of India)

ए-34, सेक्टर 62, नोएडा - 201309 (उत्तर प्रदेश)

A-34, Sector 62, NOIDA - 201309 (Uttar Pradesh)

देली/Tel: 0120-2590600-623 ई-मेल/e-mail : nchmctadmn@gmail.com वेबसाइट/Website: www.nchmct.org

अतुल्य! भारत  
Incredible!ndia

### **LIMITED TENDER FOR ONLINE INTERNET BASED EXAMINATION AND RESULT PROCESSING**

#### **Terms & Conditions:**

- 1) Sealed tender containing two separate sealed financial and technical bids, complete in all respect superscribed as "Tender for Online Internet Based Examination" along with Earnest Money Deposit of Rs.50,000 through DD drawn in favour of NCHMCT payable at Noida/New Delhi should be sent in the name of Director (A & F), NCHMCT on any working day from 10.00 AM to 5.00 PM. The last date for submission of tender will be **17.08.2020** up to 11.00 AM.
- 2) Incomplete/conditional/late tenders or those without EMD will be rejected. Technical bids will be opened on **17.08.2020** at 3.00 PM in presence of the representatives of the tenderers, who may like to be present and financial bids of only technically qualified tenderers will be opened later on or on the same date, as required. The date will be informed to the tenderers. There should not be over writing or amendment/ cutting in the rates quoted, the terms and conditions of the contract. All the forms should be duly signed with seal of the firm.
- 3) The NCHMCT reserves the right to terminate the contract at any time without any notice. The penalty as deemed fit or forfeit part or whole of the EMD of the tender if tenderer fails to make the supply within the prescribed period of the supply is not found in accordance with the specification or not in the quality/quantity as per the orders placed or there is any breach of the terms of the contract on the part of the tenderer. The EMD will be forfeited if the tenderer, after approval of the tender, fails to accept it.
- 4) The committee constituted for supervising the entire tender process has the right to select or reject the agency partly or wholly on the basis of Presentation given by the agency as well as rates quoted for the services.
- 5) The NCHMCT reserves the right to reject any tender or reject in entirely without assigning any reason.

- 6) The firm should have minimum three years' experience for conducting "Online Internet Based Examination with or without proctor mode" with any Govt. PSU/institution or University or NCHMCT.
- 7) In case of any dispute or abrogation of conditions stipulated, the decision of the Secretary of the NCHMCT in all the matters concerning tender shall be final and binding upon the tenderer.
- 8) The service should be provided within the time, as specified in the work order. The rates should strictly be in accordance with the specifications and terms specified in the tender form. Submission of incomplete tender or of different specification other than the specifications mentioned in the tender form shall be rejected.
- 9) A penalty @ 4% per week subject maximum of 10% on the delayed service will be imposed in case of service is not made in accordance with the time schedule given by the NCHMCT in the work order.
- 10) Taxes shall be deducted as per rules.
- 11) The revision of rates will not be allowed during the contract period.
- 12) No advance payment shall be made. However, full payment shall be released upon satisfactory completion of whole service as per the work order and after completion of formalities such as verification of result.
- 13) In case of any dispute, the legal jurisdiction shall be within the Union Territory of Delhi/New Delhi.
- 14) The exact quantity will be intimated at the time of placing order to the agency concerned.
- 15) The rate contract shall be valid for a minimum period of one year from the date of notification of the rate contract.
- 16) The contract period shall be increased further, subject to satisfactory services, on year to year basis for a maximum period of 3 years on mutually agreed terms and conditions.
- 17) There shall be no change in price structure during the currency of contract except of the statutory levies which are made applicable by the government through notification/regulations change. Hence, the firms who can give valid price for one year need only apply.
- 18) 3 Year experience with Central Boards/Universities/Other Govt. Examination Bodies located in NCR (Delhi, Gurgaon, Faridabad, Noida).

- 19) The Selection of the agency will be done based on QCBS (Quality & Cost based selection Process).
- 20) The agency should read eligibility criteria carefully and fulfill all the conditions.
- 21) Committee will check the services rendered to previous client & presentation, post which committee will approve, only those agencies Financial bid will opened, to whom committee will decide.
- 22) For details of complete work please go through the Scope of Work.

\*\*\*

**NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY  
A-34, Sector 62, NOIDA 201309 (UP)**

**“TECHNICAL BID” FOR ON LINE INTERNET BASED EXAM & RESULT  
PROCESSING**

**Qualification Criteria:**

<b>Sr. No.</b>	<b>Clause</b>	<b>Document Required</b>
1	The bidder should be a company registered under the Companies Act, 1956 / Firm registered under the Indian Partnership Act, 1932 or under the Limited Liability Partnership Act or Proprietorship Firm.	1 - Certificate of Incorporation/ Registration. 2 -Memorandum of Association/ Partnership deed in case of Partnership firm / Proof of Registration, in case of LLP firm or Proprietorship Firm.
2	The Bidder should have been in commercial operations for a period of at least 3 financial years in India.	Self-Certification of being in business for the last 3 years should be attached.
3	The Bidder should have a valid TIN number, GST Registration Number and PAN Card.	Certificate of TIN number, GST Registration Number and PAN Card of Bidding Firm
4	Bidder should have an annual turnover of at least Rs. 8.00 Crore in each of the preceding three Financial years (i.e.2016-2017, 2017-2018 & 2018-19)	1- Audited Profit and Loss Statement and Balance sheets. 2- Statutory Auditor Certificate or Certificate from the Company Secretary of the Bidder or Certificate from the Chartered Accountant clearly specifying the turnover for the specified years.
5	As on date of submission of the proposal, the Bidder is neither blacklisted by Central Government / State Government or instrumentalities thereof nor any criminal case against the Bidder / Its Partners / Directors / Agents is pending before any court of Law	Affidavit from the Authorized Signatory to the effect that the Bidder is neither blacklisted by Central Government / State Government or instrumentalities thereof nor any criminal case against the Bidder / Its Partners / Directors / Agents is pending before any court of Law
6	Bidder should have either its office or branch office or presence through representative in NCR (National Capital Region)	Proof needs to be submitted (Lease, Electricity Bill, agreement or MCA Letter etc)
7	Bidder should have TIER IV data centre along with Cloud/AWS	Proof need to be submitted
8	The Bidder should have executed single project of Rs. 30 Lac or more for Online Internet Base Proctored examination for any Govt. Institution/PSU/University or NCHMT	Work order copy need to be submitted
8	The Agency should have executed more than one Lac candidates Pre & Post examination activity (Includes Online application form, result processing, Uploading of Answer Sheet online etc) for any Govt. Institution/PSU/University or NCHMT	Work order copy need to be submitted

**NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY  
A-34, Sector 62, NOIDA 201309 (UP)**

**Eligibility Criteria:**

The agency will be nominated on Quality and Cost based selection (QCBS). Please go through the below table and ensure to furnish the relevant documents against each point. Any missing document will lead to rejection of bidder's tender and minimum marks to participate is 65.

Sr. No.	Clause	Details	Criteria	Marks Allotted
1	Quality Certification	Quality Certification of the Agency for Examination Related Activity	ISO 9001	5
			ISO 27001 & ISO 9001	10
2	Online Internet Base Examination	Project executed of single customer for Proctor base examination	Greater than 30 Lac & Less than 60 Lac	5
			Greater than 60 Lac	10
3	Online Internet Base Examination	Experience of conducting online Proctor base examination in last three financial year consecutively (2018-19, 2019-20 & 2020 to till date)	Less than 1 year	5
			Greater than 1 Year & less than 2 year	10
			Greater than 2 Year	20
4	Pre & Post Examination Activity	Experience of Pre & Post examination of single project more than 1 lac candidates for any Govt. Institution /Board /PSU/University in last 3 FY (2017-18, 2018-19 & 2019-20)	Less than 4 Project	5
			Greater than 4 & Less than 7 Project	10
			Greater than 7 Project	20
5	Work Experience	Experience of examination related work for Government/ Commission/ Board/ PSU clients	Less than 20 years	5
			Greater than 20 years	10
6	Manpower	Dedicated manpower on rolls involved in the examination process (Relevant Documents Required)	Up to 10	2
			More than 10 up to 20	3
			More than 20	5
7	Technical Presentation	Demo Presentation for complete solution	Assessment	25

**Formula of calculation for agency selection through QCBS Process:**

$$Fn = (Fmin/Fb * 100)$$

Fn = Normalized commercial score for the bidder under consideration

Fb = Absolute financial quote for the bidder under consideration

Fmin = Minimum absolute financial quote

$$\text{Total Score} = \{(Ts * 0.7) + (Fn * 0.3)\}$$

Ts = Technical Score as per QCBS table above.

**Note: The agency who will get maximum score will be awarded the work.**

**SCOPE OF WORK**

**Online Internet Base Examination**

Bidder to provide solutions for Online Internet Base Examinations for Multiple Choice Question (MCQ).

The following requirement are expected to meet by such solutions

- The proctoring solution provided by vendor ought to have capability of conducting live proctor in all the three scenarios:
  1. Human based remote-manual scenarios.
  2. AI based auto-proctoring scenarios.
  3. Hybrid (combination of the above two)
  
- Capture, report and cease/allow to cease the instances of cheating during the exam; including (but not restricted to) the following:
  1. trespassing identification.
  2. additional device detection.
  3. examinee-movements and biological breaks.
  4. facial distractions.
  5. screen-share, device share or such other e-copying.
  6. impersonation.
  7. browsing away from test window (unless required for the test).
  
- Provide a capability to capture, demonstrate and archive cheating instances
- Able to efficiently handle contingencies of power and network disconnectivity
- Allow mass announcements from AA/Faculty to candidates; also provide for an Emergency Hotline communication from any candidate to the Proctor/ Supervisor
- Possibility of 1: n and m: n proctoring; thus, permitting multiple Proctors/ Supervisors for the same subset of candidates
- Integrates with Institute's LMS/ open-source platforms for exam delivery, like Moodle
- Operate with minimal technical and bandwidth requirements; compatible with inbuilt microphones and speakers as well as wired and Bluetooth headsets
- User-friendly UI for all functionalities; including (but not restricted to) identification verification, Proctor assignments, mass uploads, etc.

## **Examination Portal:**

- The portal provided by vendor ought to have capabilities for an efficient conduct of examination; with features including (but not restricted to):
  1. a robust and expansive access control.
  2. exam time-flexibility.
  3. multi-authority level access to faculty/ AAs and administrative staff
- Ability to support different formats of questions like MCQs along with correctly displaying mathematical signs and symbolic syntax, both in questions as well as answers
- Support for downloading the question bank in a standard format and uploading questions from a file of standard format.
- Support randomization of questions, and simultaneous versions of question papers
- Create and archive extensive retrievable log records including exam progress and sequence of answering, and Audit Logs of each session to be available - IP Address, Username, Date & Time Stamp for in/out - for a single or multiple session joining
- Provide evaluation options including auto, manual and hybrid
- Support an algorithm for suggestive grading
- Possibility to integrate an add-on module for Crib (PV suggestion: grading issues/concerns) management
- User-friendly UI for all functionalities; including (but not restricted to) exam setting, students with special needs, mass uploads, etc.
- Total student at a time per test will be up to 8000. Ability to cope up the load during on-line exam.
- The application should be compatible in android base mobile phone.

## **Other important criteria:**

- Option to engage on per exam, per term, per month or per academic year basis
- Strength to concurrently handle number of candidates, and advance notice time period required to trigger the next threshold
- Inclusion of premier universities and/ or management institutes in existing clientele (References provided) and industry experience in terms of number of years
- Offer flexible online and onsite training and support
- Security features such as encrypted sessions, dual authentication mode (in addition to User ID and password), etc.
- Provision for 1/3 extra time for differently able students.
- Pre-preparation time to conduct examination should not be more than one week after engagement.

**NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY  
A-34, Sector 62, NOIDA 201309 (UP)**

**“TECHNICAL BID” FOR ON LINE INTERNET BASED EXAM & RESULT  
PROCESSING**

1) **ABOUT THE FIRM:**

i)	Name of the firm	
ii)	Address of the firm	
iii)	Telephone No. & e-mail	
iv)	Type of firm (Proprietary/Private/Cooperative/ Private Ltd./Govt. Undertaking /MNC)	
v)	Registration No. and Year of registration (with documentary evidence)	
vi)	Name of the Proprietor/ Partners	
vii)	Machinery available with the firm (enclose list of the same)	

2) **PAST EXPERIENCE (preferably for last one year):**

<b>Year</b>	<b>Name &amp; Address of the Examination Board/University</b>	<b>Details of work done with proof (attach separate sheet, if required)</b>

3) Has the firm ever been debarred/blacklisted by Organization? If yes, indicate details.

4) Clients of the firm. (separate list to be enclosed giving the details of clients such as firm’s name & address, contact person’s name & address, job done, approximate value, etc.)



5) As per the above Eligibility & Qualification Criteria, attach documentary proof.

6) INFRASTRUCTURE DETAILS:

Details may be given in separate sheet.

7) FINANCIAL:

Annual turnover during last three years. Copies of balance sheet to be attached.

2017-18	:	_____
2018-19	:	_____
2019-20	:	_____

8) PERSONNEL:

No. of employees	Technical	:	_____
	Non-technical	:	_____

9) Sales/GST Tax No.: \_\_\_\_\_  
(copy of certificate to be enclosed)

10) PAN/TIN No. of the firm: \_\_\_\_\_  
(copy of certificate to be enclosed)

11) EMD Demand Draft No. \_\_\_\_\_ dated \_\_\_\_\_ Rs. \_\_\_\_\_  
and name of drawee bank \_\_\_\_\_.

Authorized Signatory  
(with full name, designation)

Seal:

Date: \_\_\_\_\_

Place: \_\_\_\_\_

**NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY  
A-34, Sector 62, NOIDA 201309 (UP)**

**“FINANCIAL BID” FOR ONLINE INTERNET BASED EXAMINATION**

**Commercial bid for Online Internet based examination along with result Processing**  
(To be submitted in Envelope No.2)

1. Name of the Firm.....
2. Address of The firm.....
3. Telephone No/Mobile No.....

**Please read Qualification & Eligibility Criteria, general terms & conditions carefully before filling the financial bid. Quoted rates must be inclusive of all charges by way of packing, forwarding incidental of transit charge including transit insurance, octroi and any other levies or duties etc. and transportation of material upto NCHM. office/store except Sales Tax (GST/VAT).**

**Rate should be written both in Words and Figures.**

<b>Sr. No.</b>	<b>Description of Work</b>	<b>Rate Quoted by the Firm in Rs. (Fig &amp; Words) per student, per Test/Exam When concurrent students are up to 8000 at a time</b>
1	Online Internet Base Examination in Safe Browser	
2	Online Internet Base Examination in Safe Browser + Proctoring	
3	Online Internet Base Examination in Safe Browser + Proctoring + Artificial Intelligence	

**Signature of Tender with Seal**