



Invitation For Expression Of Interest For ‘Electronic Examination and Assessment System for Youth Computer Training Centres, West Bengal’.

The Sports & Youth Services Department (Youth Services Branch) of Govt. of West Bengal had decided in the year 1996 to set up Computer Training Institute to cater to the increasing needs of automation & Computerisation resulting in a huge demand of Computer Literate workforce. Over 1,000 such centres are already in operation in West Bengal and are imparting over a dozen different computers and IT related courses to tens of thousands of youth annually.

While the courses are being run across the different centres using a uniform curriculum, but the assessment procedure for the same is often different in different centres. So as to address this lack of uniformity, Department of Youth Services, West Bengal proposed to implement an electronic examination and assessment system for all courses running across all YCTC centres. This will ensure standardization of course assessment and evaluation, reduce the burden and errors caused by manual evaluation of exam papers and also help in automating setting exam papers itself.

The Department of Youth Services, Government of West Bengal invites Expression of Interest from interested IT Service Providers for ‘Electronic Examination and Assessment System for Youth Computer Training Centres, West Bengal’. The EOI document is also at our website <http://www.wbyouthservices.in> / www.wbtenders.gov.in.

Interested Service Providers/partners who meet the pre-qualification criteria may submit their Expression of Interest online with all the necessary documents as instructed in the EOI and digitally signed on or before 20th July 2015 by 15:00 hours. The physical documents as stated in the EOI may be submitted in a sealed cover at the following address:

Name: Shri Joydev Chattopadhyay

Designation: Dealing Assistant

32/1, B.B.D. Bag (South) Standard Buildings, 2nd Floor, Kolkata 700 001 Phone : +91-33-22480626

Email : ysdirectorate.kolkata@gmail.com



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Part I: General Terms

1. Goals of This Expression of Interest (EOI)

The objective of this EOI is to solicit proposals from the interested bidders for participation in a bid process for selection of Service Provider 'Electronic Examination and Assessment System (EEAS) for Youth Computer Training Centres, West Bengal'. The EOI intends to bring out the details with respect to scope of services that are deemed necessary to share with the interested bidders.

2. EOI Issuing Authority

This Expression of Interest (EOI) is issued by the Department of Youth Services, intended to short-list potential bidders. Department's decision with regard to the short-listing of bidders through this EOI shall be final and the Department reserves the right to reject any or all the bids without assigning any reason.

Sl. No.	Item	Description
1	Title	'Electronic Examination and Assessment System for Youth Computer Training Centres, West Bengal'
2	Project Initiator Department	Department of Youth Services, Govt. of W.B.
3	Contact Person Details	Name: Shri Prasanta Mandal Designation: Deputy Director 32/1, B.B.D. Bag (South) Standard Buildings, 2 nd Floor, Kolkata 700 001 Phone: +91-33-22106767 Email : prasantamandal253@gmail.com
4	Alternate Contact Person Details	Name: Shri Joydev Chattopadhyay Designation: Dealing Assistant 32/1, B.B.D. Bag (South) Standard Buildings, 2 nd Floor, Kolkata 700 001 Phone : +91-33-22480626 Email : ysdirectorate.kolkata@gmail.com
5	Website	http://www.wbyouthservices.in/www.wbtenders.gov.in



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3. Tentative Calendar of Events

The following table enlists important milestones and timelines for completion of bidding activities

Sl. No.	Milestone	Date and time (dd-mm-yyyy; hh:mm)
1.	Release of online Expression of Interest	29-06-2015 , 14:00 hrs
2.	Pre Bid Conference	14-07-2015 , 14:00 hrs
3.	Document available for downloading from the website	29-06-2015, 12:00 hrs
4.	Last date & time for Submission of EOI Response online	22-07-2015, 15:00 hrs
5.	Last date & time for submission of physical documents at office	22-07-2015, 15:00 hrs
6.	Opening of online EOI Responses	22-07-2015 , 16:00 hrs
7.	Declaration of Short listed Firms	31-07-2015, 16:00 hrs

4. Availability of the EOI Documents

EOI can also be downloaded from the department's website (<http://www.wbyouthservices.in/> www.wbtenders.gov.in). The bidders are expected to examine all instructions, forms, terms, project requirements and other details in the EOI documents. Failure to furnish complete information as mentioned in the EOI documents or online submission of a proposal not substantially responsive to the EOI documents in every respect will be at the bidder's risk and may result in rejection of the proposal.

5. Bidders' Conference/Pre-Bid Meeting

The department will host a bidder's Conference in Kolkata at the address given under Contact Details above. The Conference is tentatively scheduled as per the schedule given above. The representatives of the interested organizations (restricted to two persons) may attend the bidders' conference at their own cost. The purpose of the conference is to provide bidders with any clarifications regarding the EOI. It will also provide each bidder with an opportunity to seek clarifications regarding any aspect of the EOI and the project.

6. Earnest Money Deposit & Document Cost

Earnest money of Rs.200000.00 & Document Cost Rs.2000.00 to be paid in form of Demand Draft/ Pay Order in favor of "Joint Secretary, Youth Services Department", payable at Kolkata.



Part II: Scope of Services

1. Background

The Electronic Examination and Assessment System envisaged would allow trainees to sit for their examination using an electronic platform. The system would be user-friendly and intuitive to ensure that trainees would not need any training on using the system itself.

This system would ensure that all the trainees undergo the same set of evaluation parameters and their certification and proficiency/skill set measures are standardized across the state. The department would also be able to track the examination process and get easy access to reports.

2. Indicative Scope of Work

The Electronic Examination and Assessment System envisaged is a web browser based application that can be hosted in the cloud for online access through internet. The solution should have the capability to run tests offline as well. The examination should be available to the students on-demand during normal business hours of any day including Sundays.

The system aims at achieving total automation of examination system-related tasks like registration, publication of results, which leads to a very high degree of system efficiency.

a. Indicative Functional Broad Scope of work

i. EEAS Master

- Grade Definition
- Application Content
- Application Important Instructions
- Exam Master
- Fee Structure
- List of Courses
- Committee For Conduct Of Exam

ii. Examiners

- Department And Specialization For Examiner
- Examiners Bio data
- Exam Paper Setter
- Paper Setter Acceptance
- Receive Question paper and Answer Scheme
- Valuators Setting



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- Valuators Acceptance
- Moderator Setting
- Moderator Acceptance
- Internal Examiner Setting
- Internal Examiner Acceptance
- External Examiner Setting
- External Examiner Acceptance

iii. Pre-Exam

- Exam Time Table
- Exam Application Generation
- Student Wise Exam Application
- Eligible Students For Application
- Exam Roll Number Generation
- Fee Unpaid
- Invigilation Duty
- Student Internal Mark
- Exam Seating Arrangement

iv. Conduct of Exam

- Exam Absentees
- Exam Malpractice / Remarks
- Center wise Absentees
- Question Paper Indent
- Exam Stationary Indent

v. MCQ / Online Exam

- Supports Multiple choice questions as well as descriptive questions for online exam
- Can categorize questions
- Import Questions from various database and file types
- Can group students
- Add Picture / Equations to the Questions
- Time Based Exams
- Negative marking support
- Random / Shuffled questions in Exams
- Subjective Answers
- Multi Language Support (English and Bangla)



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- Secure and Password Protected
- Question Bank Management
- Simplified Candidate Management
- Integrated to Final mark report of student

vi. Post Exam

- Dummy Number Generation
- Duplicate Number Student Mapping
- Dummy Number Allotment for Examiner
- External Exam Valuation Dates
- Exam Ledger Generation

vii.Result

- Exam Ledger Data Porting
- Grade Generation
- Moderation mark Limit for Degree
- Moderation
- Generate Students Final Mark
- Marks Card Number Generation
- Result Publishing
- Preparation of Rank list
- Individual and consolidated mark sheet generation
- Mark sheet printing with QR code

b. Indicative Activities of Main Stakeholders of the EEAS

i. Registered Youth

- Apply/Register through an online application form with details like name, user ID, phone number, email, mobile number, course registered for, YCTC center name/number, etc.
- After completion of application an acknowledgment with unique registration number will be generated and will be sent to the registered mobile number of the student and acknowledgment copy will send to the email address if exist.
- One hard copy of the document along with necessary supporting documents needs to be sent to the nodal office (YOUTH)
- The center/nodal office will verify the candidate, after complete the verification the candidate will get the verification message and mail
- The candidate can view the status of the application that has been verified or not.
- After examination schedule has been launched, verified students will get access to



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- online exam ticket that they can then download and print
- The candidate can change own login password.

ii. Training Providers/ Training Centres

- Register with details like centre details and contact's name, user ID, phone number, email, mobile number, etc.
- The nodal office will verify the training providers and training Centres, after completing the verification process the centre will get the verification message and mail.
- Will block their computer labs for EEAS as per exam schedule decided
- Will organize all logistics required for the exam – requisite PCs, connectivity, power, etc.
- Will prominently display exam schedule to students in their premises
- Will provide students with facility to print online exam ticket
- Will appoint exam invigilator(s) and ensure that they are trained on using the EEAS
- Will facilitate any other activity required for successful conduct of exam
- Will display exam results after the same have been declared
- Will provide students with the facility of printing their exam results/certificate

iii. Department

- Finalize online exam schedule in discussion with YCTC centres
- Verify and review all training institute registration
- Verify/Support verification of student applications for the exam
- Work with examiners to create a question bank for each of the tests
- View MIS report

3. Standard/Technology/Framework

- Open Standard MVC Framework for development
- GIGW Compliance
- Application to be hosted in Department of Youth Services provided facility
- The hardware and software for the same to be provided by bidder

4. Training, Manual, Handholding

- User's Manual, Administrator's Manual
- One time Field Level Training for 1 nominee from each YCTC centre to be provided in a hub-and-spoke model



Part III: Bidding Terms and Evaluation Criteria

1. Acknowledgement Of Understanding Of Terms

By submitting a proposal, each bidder shall be deemed to acknowledge that it has carefully read all sections of this EOI, including all forms, schedules and annexure hereto, and has fully informed itself as to all existing conditions and limitations.

2. Evaluation of Pre-Qualification Proposal

The bidders' Pre-Qualification Proposal in the bid document will be evaluated as per the requirements specified in the EOI and adopting the pre-qualification criteria spelt out in this EOI. The Bidders are required to submit all required documentation in support of the pre-qualification criteria specified (e.g. detailed project citations and completion certificates, profiles of project resources and all others) as required for evaluation.

3. Evaluation of Technical Proposal

The bidders' Technical Proposal in the bid document will be evaluated as per the requirements specified in the EOI and adopting the technical evaluation criteria spelt out in this EOI. The Bidders are required to submit all required documentation in support of the pre-qualification criteria specified (e.g. detailed project citations and completion certificates, profiles of project resources and all others) as required for evaluation.

The total Technical evaluation score is 100 marks and only those bidders scoring 60% (60 marks out of 100) or above in the technical evaluation will be short-listed for financial evaluation. In case only one or none of the participant bidders scores 50% or more marks in the Technical Evaluation, the commercial bid of top 2 bidders on the basis of technical evaluation may be opened at sole discretion of the DYS.

4. Evaluation of Financial Proposal

- The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.
- Any conditional bid would be rejected.
- Errors & Rectification: Arithmetical errors will be rectified on the following basis: “If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail”.
- If there is no price quoted for certain material or service, the bid shall be declared as disqualified.
- It is mandatory to quote the unit price against each component wherever is asked in the



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commercial format. It may be noted that commercial bids will be subjected to following evaluation process.

5. Final Award of job

For final award, a comprehensive “Score (S)” will be arrived at after considering the nominal financial quote and the marks obtained in technical evaluation with relative weights of 40% for commercials and 60% for technical. The bidder with the highest score will be declared successful.

Computation Methodology for arriving at “Least Price / Least A ’Score (S)’ will be calculated for all qualified bidders using the following formula:

$$S \equiv \frac{C_{low}}{C} X + \frac{T}{T_{high}} (1 - X)$$

Where C stands for nominal price quoted, C Low stands for the price quote of the lowest nominal bid. T stands for the technical evaluation score & T high stands for the score of the technically highest bidder. X=0.4

The price quoted by the Least Price bidder (amongst those who have technically qualified) will be called ‘Least Price’. Dept. reserves the right to discuss the price with the finally short listed bidder before awarding the contract. It may be noted that Dept will not entertain any price negotiations with any other bidder, till the Least Price bidder declines to accept the offer.

Dept. will award the Contract to the successful bidder who score maximum points post techno commercial evaluation as per above mention QCBS methodology and would consider it as substantially responsive as per the process outlined above.

6. Language of Proposals

The proposal and all correspondence and documents shall be written in English.

7. Pre-Qualification Criteria

Sr. No	Qualification Criteria	Documents/Information to be provided in the submitted proposal
1.	Legal Entity <ul style="list-style-type: none">Company should be registered under Companies Act, 1956Registered with the Service Tax AuthoritiesShould have been operating for the last five	Certificate of Incorporation Registration Certificate Balance Sheet



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Sr. No	Qualification Criteria	Documents/Information to be provided in the submitted proposal
	<p>years (FY 13-14, FY 12-13 ,FY 11-12, FY 10-11 and FY 09-10)</p> <ul style="list-style-type: none">The bidder should have at least 50 crore average Annual Sales Turnover generated from services related to System Integration (SI) during the last three (5) financial years (FY 13-14 FY 12-13, FY 11-12 and FY 10-11 FY 09-10) as per the last published balance sheets	
2.	The Firm / Company should be in the business as System Integrator for at least 5 years as of 31st March 2015.	Details of Responding Firm & Memorandum & Articles of Association should be attached, and Work orders confirming year and Area of activity
3.	The responding firm shall not be under a declaration of ineligibility for corrupt or fraudulent practices. Bidder should not have been blacklisted by any govt/state govt/PSU organizations in last 5 years.	A self-certified letter by the designated official of the responding firm
4.	The Net Worth of the responding firm must be positive as per the last 5 years audited Balance Sheet.	Company Authorized Auditor/Chartered Accountant Certificate for Net worth
5.	The bidder must have prior experience of conducting online and offline assessment as part of the delivery of information technology courses. The bidder must have conducted online/offline assessment of atleast 4,000 trainees in online mode using the bidder's own or other party's assessment platform.	Supporting PO/Contract/Department Letter along with documentary evidence of assessments conducted in form of assessment reports and/or sign-offs
6.	The responding firm should be ISO 9000:2008, and ISO27001 certified.	Copy of certification which is valid on date of submission.
7.	The responding firm should be minimum CMMi Level 3.	Relevant certificate needs to be attached which is valid on date of submission/renewal application to be submitted.



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8. Technical Evaluation Criteria

- I. Technical proposal of the bidders will be opened and evaluated who meets all the prequalification criteria.
- II. The evaluation committee will evaluate the Technical Proposals on the basis of the technical evaluation criterion as provided below.

S. No	Criteria	Max Criteria/ Sub Criteria Marks
1	Past Experience of the responding firm	50
2	Approach and proposed methodology along with Quality of resource offered	50
	Total Points	100



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SI No.	Criteria/Sub Criteria	Description	Point System	Max Criteria / Sub Criteria Points	Evidence to be submitted
1	Past Experience of the responding firm			50	
A.	Assessment experience	The bidder must have prior experience of conducting online / offline assessment as part of the delivery of information technology courses.	Number of trainees for which online/offline assessment conducted. <ul style="list-style-type: none">• Offline assessments done – 2 Point.• Only online tests with >5000 trainees =5 points;• Only online tests with > 10000 trainees to <40000 trainees =6 points;• Only online tests with >40000 trainees = 8 points• Bidders having done both offline tests & online tests in the past will score points for both as per above score-sheet.	10	Supporting PO/ Contract/ Department Letter along with documentary evidence of assessments conducted in form of assessment reports and/or sign-offs
B.	Assessment Experience in Government Organization	The bidder must have prior experience of conducting online / offline assessment as part of training related activities for a minimum of 4000 participants in government organizations.	Number of Govt. organization where minimum 4000 participants each have undergone assessment conducted either offline or online. <ul style="list-style-type: none">• 3 or more organizations = 10 points• 2 or more organizations = 5 points• 1 or more organizations = 2 points	10	Supporting PO/ Contract/ Department Letter along with documentary evidence of assessments conducted in form of assessment reports and/or sign-offs



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SI No.	Criteria/Sub Criteria	Description	Point System	Max Criteria / Sub Criteria Points	Evidence to be submitted
C.	Learning Content Development Experience	The bidder must have prior experience of designing learning content/ question banks as part of the delivery of information technology courses.	No. of organizations for which such learning content / question banks) designed- <ul style="list-style-type: none">• 3 or more = 10 Points• 2 = 5 Points• 1 = 2 Points	10	Supporting PO/Contract/Department Letter along with documentary evidence
D.	Industry Certification Experience	The bidder must have Global IT hardware and software certification series of its own.	Having Both IT software & IT hardware = 10 points; Either IT hardware or IT software = 5 points; No = 0 points	10	Supporting documentary evidence
E.	Quality	The bidder should have atleast CMMi level 3 certificate.	CMMi level 5 = 10 CMMi level 3 = 5	10	Relevant certificate needs to be attached which is valid on date of submission/ renewal application to be submitted.
2	Proposed Approach , Methodology and Resources proposed			50	
A	Solution deployment	Solution deployment	Showing capability of the proposed assessment tool to evaluate candidates of Youth computer Training centers, located in remote/inaccessible locations having limitations of internet connectivity thru offline mode.	15	Solution Approach document



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SI No.	Criteria/Sub Criteria	Description	Point System	Max Criteria / Sub Criteria Points	Evidence to be submitted
B	Project Management and Formation of Helpdesk	<ul style="list-style-type: none">• Project Management and execution plan to be looked into.• Proposed methodology for ongoing support	The Evaluation will be based on – Project Management plan – Max 5 marks – Support Plan - Max 5 marks	10	Solution Approach document
C	Approach & Presentation	<ul style="list-style-type: none">• Understanding of the work plan & overall approach to be looked into	Technical Presentation – Max 10 marks	10	Solution Approach presentation
D	Resource Deployment & presence in West Bengal	<ul style="list-style-type: none">• Quality of the resource deployed to be looked into• Presence in West Bengal	Qualification/relevant certification of the People Involved – Max 5 marks Presence in West Bengal – Max 5 marks	10	Resumes to be submitted Presence in West Bengal document to be submitted
E	Training & Change Management	Proposed Training and Change Management plan description to be looked into	The Evaluation will be based on: – Proposed Training Schedule along with Proposed Change Management Plan to conduct the smooth transition –max 5 points	5	Solution Approach document
Total Points				100	



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9. Other terms:-

- i. The Selected bidder has to collect payments for their services from the Youth Computer Training centres for the number of students appearing in examination from that YCTC before the said examination.
- ii. Bidder's liability under this EOI is limited to the amount received by it from the students to the successful bidder. Neither party shall be liable to the other for loss of profits, loss of revenue, loss of goodwill or anticipated savings and any indirect or consequential loss or damage.
- iii. Project Execution plan is subjected to Force Majeure Conditions in case of force majeure conditions like Bandh, Strike, flood or other natural calamity and reasons not attributable to bidder or to DYS, there may be deviation from the agreed plan of execution.
- iv. DYS may terminate the contract on written notice, if successful bidder fails to meet any material obligation under the contract and fails to remedy the breach within a cure period of 30 days after being notified in writing of the details.
- v. On termination of the contract, by either party, DYS shall pay the successful bidder for all services performed up to the effective date of termination.

10. Response Requirements

- i. The Response to the Pre-Qualification Requirements shall be prepared in accordance with the requirements specified in this EOI and in the format prescribed in this document for each of the above mentioned qualifying criteria as proof of having the minimum requirements.
- ii. Proposals must be direct, concise, and complete. All information not directly relevant to this EOI should be omitted.
- iii. The proposal should contain the copies of references and other documents as specified in the EOI.
- iv. The department will not accept delivery of proposal in any manner other than that specified in this EOI. Proposal delivered in any other manner shall be treated as defective, invalid and rejected.

11. Online Submission Procedures:



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The online submission of proposal by the agency in response to this RFQ shall be in Single Cover System consisting of three Folders (Folder "A", Folder "B" & Folder "C"):

- a) Folder "A" is for uploading of following document:
 - Scanned copies of the DDs towards Document Cost & EMD
 - Expression of interest issued by the Department
 - Covering Letter
 - Form I
 - Form II
 - Form III

- b) Folder "B" shall consist of all the documents that have been mentioned under Prequalification Criteria as per SI 7 mentioned in the EOI.

- c) Folder "C" shall consist of Financial Bid.

Bidders must have valid Digital Signature Certificate for online uploading. All the documents that are uploaded must be digitally signed and encrypted by the bidder.

Bidders should note that the physical copies of DDs must reach the office by 22.07.2015 on or before 15:00 Hrs.



Part IV: Annexure – Response Formats

Form I: Covering Letter

(Company letterhead) [Date]

(To be uploaded in Folder A)

To,

Department of Youth Services,

32/1, B.B.D. Bag (South), Standard Building, 2nd floor, Kolkata- 700001.

Phone: 33 – 2248 – 0626

Email:

Dear Sir,

Ref: Expression Of Interest For ‘Electronic Examination and Assessment System for Youth Computer Training Centres, West Bengal’.

Having examined the Expression of Interest (EOI), the receipt of which is hereby duly acknowledged, we, the undersigned, intend to submit a proposal in response to the Expression of Interest (EOI) for Selection of Service Provider for ‘Electronic Examination and Assessment System for Youth Computer Training Centres, West Bengal’. We attach hereto the response as required by the EOI, which constitutes our proposal. Primary and Secondary contacts for our company are:

Primary Contact Details	Secondary Contact Details
Name	Name
Designation	Designation
Company Name	Company Name
Phone No/ Mobile No.	Phone No/Mobile No.
Email	Email

We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to the department is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its short-listing process. We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short listing process, we are liable to be dismissed from the selection process. It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.



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Dated this Day of 2015

(Signature)

(In the capacity of) (Name)

(Seal)



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Form II: General Details of The Organization

Name of the Organization	
Organization type	Proprietorship / Company as per Company Act/ Consortium/Partnership Firm
Address for Communication	
Supporting attached Documents	ISO: Y/N
	CMMi: Y/N
	Trade License or Equivalent: Y/N
	Service Tax Registration Certificate: Y/N
	Professional Tax Registration Certificate: Y/N
	STQC GIGW Capability Approval Certificate: Y/N
	Audited Balance Sheet: Y/N
	Work Experience documents: Y/N

Form III: Financial Details Of The Organization

Turnover in last 3 financial year.

FY 2011-12	FY 2012-13	FY 2013-14

Note: Audited Balance Sheet, CA Certificate must be provided for the supporting document

Form IV: Financial Bid

Sl. No.	Items	Unit rate (Rs.)	No. of students (Approximately)	Tax (Rs.)	Total (Rs.)
1	Rate to be quoted for the defined scope on Per student basis		100000		
2	Project Management & Helpdesk & Support (yearly basis)				