



**भारतीय प्रबंध संस्थान इंदौर
प्रबंध शिखर, राऊ-पीथमपुर रोड, इंदौर – 453 556**

**INDIAN INSTITUTE OF MANAGEMENT INDORE
Prabandh Shikhar, Rau-Pithampur Road, Indore - 453 556**

(E-PROCUREMENT MODE ONLY)

Request for Technical and Financial Proposal for the Conduct of Computer Based Common Admission Test (CAT) for Indian Institutes of Management

Indian Institute of Management Indore invites online bids in single stage Two Bid System (Quality cum Cost Based Selection based evaluation) from technical and financial proposals from experienced and reputed bidders.

Description of Service	Earnest Money Deposit	Tender Fee
Select a company/agency to manage and conduct the Common Admission Test for Indian Institutes of Management (IIMs).	₹ 50,00,000/- (₹ Fifty Lakhs)	₹ 30,000/- (₹ Thirty Thousand)

Note:

- Detailed information pertaining to this tender such as tender document, corrigendum (if any), and any further updates will be available on the website of IIM Indore <https://www.iimidr.ac.in/tenders/> and Central Public Procurement Portal <https://eprocure.gov.in/eprocure/app>
- IIM Indore shall not be responsible for non-receipt of the bids due to internet issues or any other reasons.

Disclaimer: This tender is not an offer by Indian Institute of Management Indore, but an invitation to receive an offer from the bidders. No contractual obligation whatsoever shall arise from the tender process unless and until a formal award is made and executed by duly authorized office bearers of IIM Indore.

IIM Liaison

Prof. Rohit Kapoor
Indian Institute of Management Indore
Prabandh Shikhar, Rau-Pithampur Road
Indore - 453556, Madhya Pradesh, India
Email: stores@iimidr.ac.in
Phone: 0731-2439630

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Section-1: Schedule of Tender

Sn	Event	Date and Time/Remarks
1	Tender availability on Institute website and Central Public Procurement Portal	November 28, 2023 1700 Hrs. Onward
2	Pre-Bid meeting queries submission through email only (if any)	December 12, 2023
3	Face to Face Pre-Bid Meeting	2:30 PM Onwards on December 13, 2023 Venue Address: Indian Institute of Management Indore Prabandh Shikhar, Rau-Pithampur Road Indore - 453556, Madhya Pradesh, India
4	Issue of corrigendum/addendum to RTFP (if any)	December 18, 2023 (will be updated on CPP Portal and IIM Indore website)
5	Bid Submissions Start	December 19, 2023 1700 Hrs. Onward
6	Bid Submissions Close	December 29, 2023 1700 Hrs.
7	Opening of Technical Bid	December 30, 2023 1700 Hrs.
8	Presentation by the eligible Bidders	10:00 AM Onwards on January 08, 2024 at IIM Indore
9	Opening of Financial Bid	January 16, 2024
10	All the communication with respect to this tender shall be addressed to	Prof. Rohit Kapoor/ Mr. Bhupendra Pandey (Officer Stores, Purchase and Contracts) Email: stores@iimidr.ac.in Phone: 0731-2439630

Note:

- If for any unforeseen circumstances the tender is not opened on the above date, then the next working day will be considered as the tender opening date.
- Pre-bid meeting will be held on December 13, 2023 at IIM Indore campus, interested bidders must send their query related to this tender document on or before December 12, 2023. The query must be sent through email on stores@iimidr.ac.in
- Any query received after stipulated timeline will not be entertained.

Section-2: Instructions to Bidders

The tender shall be submitted in accordance with the instructions mentioned in the tender documents, any bid not conforming to the instructions as under is liable to be rejected. These instructions shall form the part of the tender document.

1. For Online Bid Submission the bidders are required to submit copies of their bids electronically as per this tender on the CPP Portal using valid Digital Signature Certificates. Detailed information for submitting the online bids on the CPP Portal is available at <https://eprocure.gov.in/eprocure/app>
2. The Bidders are requested to read the tender document carefully and ensure all the compliance with instructions herein. Non-Compliance of the instructions contained in this document may disqualify the bidders from the tender process.
3. While submitting the tender, if any of the prescribed conditions are not fulfilled or are incomplete in any form, the tender is liable to be rejected. If any tenderer stipulates any condition of his own, such conditional tender is liable to be rejected.
4. IIM Indore reserves the right to accept or reject bid, and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders.
5. The Bidder(s) may note that ONLY ONLINE BIDS will be accepted. All the requisite supporting documents mentioned in the bid document must be uploaded On-line on the CPP portal <https://eprocure.gov.in/eprocure/app>. The Bids sent through FAX, E-mail, by hand and/or by post or any other means shall not be accepted/ processed, in any case.
6. Useful information for potential bidders is available at- <http://eprocure.gov.in/eprocure/app?page=BiddersManualKit&service=page>.
7. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

Section-3: Overview

1. Background

The Indian Institutes of Management (IIMs) have been conducting the Common Admission Test (CAT) with the purpose of selecting suitable students for their post graduate and doctoral programmes. The duration of the test is roughly 2 or 3 hours, conducted on a single day with two/three test sessions. The test contains both multiple choice questions (MCQs) and short answer questions or non-multiple choice questions (NMCQs). CAT is generally conducted on the fourth week Sunday of November. The CAT application fee for 2023 was ₹ 2400 per candidate (₹ 1200 for SC, ST, and PwD category candidates). The total number of candidates registered for CAT has been in the range of 2.20 and 3.30 lakhs during the last three years.

CAT has been a pan-India examination in the past, and the IIMs may consider making it an international examination as well in specific locations of Dubai (UAE), Kathmandu (Nepal), Dhaka (Bangladesh), Colombo (Sri Lanka) and Singapore.

2. Objective

IIMs have been conducting computer-based CAT from year 2009. IIMs invite responses to its Request for Technical and Financial Proposals from service providers. IIMs intend to select a service provider who can manage and conduct this test in pan-India and specific international locations of Dubai (UAE), Kathmandu (Nepal), Dhaka (Bangladesh), Colombo (Sri Lanka) and Singapore.

The main activities comprise the following:

- Receiving Applications, including fee collection and handling of necessary documents
- Providing Call Center support
- Processing Applications and Issuing Admit Cards
- Item Bank Development
- Test Construction
- Preparation of adequate Test Centers and assurance of infrastructure quality
- Test Delivery, including biometric registration, security and contingency arrangements during the test
- Test score processing and Publishing Test results
- Post Test analysis, and stage-wise reporting of key performance metrics
- Independent third-party process and technology audit

Automation is to be implemented at all stages including fee collection for application, application processing, issuing admit cards, item bank development, test construction, test delivery, score processing and result publishing.

Section-4: Essential Prerequisites

In order to apply for this tender, the intending bidders must fulfill the following eligibility criteria, failing which their bid will not be considered for the further evaluation process:

1. The bidder should be a firm registered and operating in India for at least 5 years, with a focus on providing services for conducting Computer Based Tests. Bidders should submit certified copies of registration with tax and other statutory authorities. The period of 5 years will be reckoned as on November 28, 2023 (Self-certified scanned PDF files for Valid PAN, GST Registration, Firm establishment / Company incorporation certificate to be uploaded in respective packet of Other Important Documents (OID)).
2. Tender Fee of ₹ 30,000/- (Rupee Thirty Thousand only) should be deposited through Online Bank Transfer.
3. Earnest Money Deposit (EMD) of ₹ 50,00,000/- (Rupee Fifty Lakhs only) should be deposited through Online Bank Transfer (No interest will be paid on the EMD).
4. The bidder's annual turnover in each of the previous three financial years (i.e., 2020-21, 2021-22 and 2022-23) should be at least ₹ 50 crores (after tax), of which at least ₹ 15 crores should be from conducting Computer Based Tests. This turnover should be that of the bidder alone and not of the group that the bidder belongs. (Certificate issued by a Practitioner Chartered Accountant with UDIN should be submitted appropriately as per the given Annexure).
5. The bidder should have successfully executed at least five similar assignments (conducting Computer Based Tests), of which at least one assignment should have been for conducting the test for more than 75,000 candidates in a single shift in all major cities in India. The bidder should submit documentary evidence of contract/order and performance report from the client.
6. The bidder must have a data center with disaster recovery infrastructure located in India. The bidder should submit documentary evidence, with necessary certifications.
7. The bidder must demonstrate appropriate emergency management capability and plan to handle any crisis situations.
8. Bidders should be neither blacklisted by any Government Dept., nor is any criminal case registered / pending against the firm or its owner / partners anywhere in India or in any international locations. (A duly completed self-declaration certificate for Clean Track Record to this effect is to be submitted appropriately as per the given Annexure).
9. Details of Earnest Money Deposit (EMD), with a self-declaration for accepting the Tender Terms & Conditions mentioned in the tender documents (to be submitted appropriately as per the given Annexure).

Section-5: Online Bid Submission Procedure

Bidders are directed to upload the required, relevant documents in the respective packets as mentioned below, it is the sole responsibility of the Bidder to comply with all the supporting documents. In case of any irrelevant or non-readable files, non-submission of any of the below mentioned documents in the bid may be rejected.

5.1.1 Other Important Documents (OID): To be uploaded as a readable PDF File on the CPP Portal:

Upload as Under	Details	Supporting Documents
Packet-1	Permanent Account Number (PAN)	Self-certified scanned PDF files to be uploaded in the respective packet.
Packet-2	GST registration certificate	
Packet-3	Firm establishment / Company incorporation certificate	

5.1.2 Statutory Documents: Cover-1-To be uploaded as a readable PDF File on the CPP Portal:

Upload as Under	Details	Supporting Documents (As per)
Packet-1	Bidder's Profile	Annexure-I
Packet-2	Check list of the documents to be uploaded	Annexure-II
Packet-3	Details of Earnest Money Deposit (EMD), with a self-declaration for accepting the Tender Terms & Conditions mentioned in the tender documents	Annexure-III
Packet-4	A duly completed self-declaration certificate for the Clean Track Record	Annexure-IV
Packet-5	The bidder should be a firm registered and operating in India for at least 5 years (Firm establishment / Company incorporation certificate to be provided along with the Annexure-V given in this tender document).	Annexure-V
Packet-6	The bidder's annual turnover in each of the previous three financial years i.e., 2020-21, 2021-22 and 2022-23. (Certificate issued by a Practitioner Chartered Accountant with UDIN should be enclosed along with the Annexure-VI)	Annexure-VI
Packet-7	The bidder should have successfully executed at least five similar assignments (conducting Computer Based Tests). The bidder should submit documentary evidence of contract/order and	Annexure-VII

	performance report from the client along with the Annexure VII.	
Packet-8	The bidder must have a data center with disaster recovery infrastructure located in India. The bidder should submit documentary evidence, with necessary certifications.	-
Packet-9	Technical Proposal (Covering all the details as mentioned in this tender document)	-
Packet-10	Test Development Plans (Covering all the details as mentioned in this tender document)	-
Packet-11	Test Delivery Plan (Covering all the details as mentioned in this tender document)	-

Section-6: Technical Proposal

Copyright and Control

1. IIMs will retain overall control on item generation, test generation, and delivery mechanism. The service provider should protect the item bank throughout the contract period. After the contract period, the service provider should facilitate the secure transfer of all items and item bank to IIMs within six months after the end of the contract period. The confidentiality of the candidate data should be maintained in a secure manner throughout the contract period and all such data should be transferred to IIMs within six months after the end of the contract period. Describe how you propose to protect IIMs intellectual property rights on computerized CAT, its delivery process, test items and item bank.
2. Describe how you propose to operationalize this control.

Organizational Issues

1. Describe clearly the organizational structure of the entity that will help us construct and deliver computerized CAT.

Operational Plan

1. Service provider must explicitly state how it will approach each of the tasks, namely, a) Receiving Applications, including fee collection and uploading of necessary documents, b) Providing Call Center Support, c) Processing Applications and Issuing Admit Cards, d) Item Bank Development, e) Test Construction, f) Preparation of adequate Test Centers with assurance of infrastructure quality, g) Test Delivery, including frisking of candidates, biometric registration, security and contingency arrangements during the test h) Test Score Processing and Publishing Test Scores, i) Handling post-test Objection Management system, and j) Post Test Analysis and stage-wise reporting of key performance metrics.
2. Service provider must describe the operational plan for conducting computer based CAT, including how you plan to work collaboratively with IIMs.
3. If you are going to work with your business partners and/or subcontractors for any non-critical activity as part of this project, you must give their details, including name of the firm(s), address, contact person(s), and the nature of work to be subcontracted.
4. Provide details on how you will coordinate the work, supplying benchmarks, operational performance targets and goals, service metrics and measures, timelines, task breakdowns and a proposed schedule of deliverables.
5. Provide details of certifications like Cert-IN certificate, SEI CMMi-3 or above, ISO-27001, ISO 20000, and ISO 9001:2015 or 9001:2008. In the absence of the above certificates, provide details on how you will get an independent, credible, third party process and technology audit, which will be shared with IIMs.
6. In the event of any pandemic like situation or event, describe the operational model and flexibility that you have to quickly adapt.

Communication

1. You should indicate your plan for line of communication established for CAT activity for the overall contract period.
2. You must indicate how you plan to schedule progress meetings and delivery of written reports to IIMs.
3. Cite examples of how you have collaborated well with other stakeholders.
4. Describe provisions for prompt and continuous communication with IIMs regarding anticipation of and solution to the problems that may arise.
5. Provide a chart outlining monthly, quarterly and annual milestones, including reports, deliverables and meetings.
6. Mention what plan you suggest to manage public relations during the normal course of test conduct and during emergency situations.
7. You may like to spell out your expectations from IIMs in this regard to ensure a successful partnership.

Staff and Management Responsibilities

1. Describe how your management processes will minimize operational and business risks and support smooth conduct of computer based CAT.

2. Describe how the project will be organized and managed to ensure appropriate accountability for various aspects of the work.
3. Provide a staffing plan that indicates the number of dedicated personnel, percentage of time key personnel will devote to the project. Include brief biographies highlighting relevant experience and background, resumes of key personnel that will be working on the project, especially the project manager who is responsible for the scheduling and performance.
4. Indicate how regular staff training programmes are conducted in your and your partner/subcontracted organization.
5. Describe your emergency plans for uninterrupted operations across all services relevant to the smooth conduct of computer based CAT.

Technical and Financial Capabilities

1. Describe your experience in conducting similar tests and examinations. Please mention the test names and the clients for whom the tests were conducted. Please indicate the number of candidates appeared for those examinations (overall and simultaneously in a single shift).
2. Describe and elaborate your ability to conduct a pan-India examination such as CAT or in international locations. Specify your offices/control center locations across India and in international locations.
3. Describe the governance structure for conducting CAT.
4. Describe your strengths in terms of financial aspects, which will justify your capability in conducting a large test such as CAT.

Section-7: Test Development Plans

Introduction

Computer based CAT will involve phases such as item development, test development, packaging items for different tests, and continuous improvement in test development. Service providers should provide details on these aspects of test development. At appropriate places, specify the manpower/staff requirements from IIMs you propose during the item development and test development process.

1. Item Development

Item development for IIMs would include writing, pre-testing, evaluating, and operationalizing new questions with answers suitable for use in a computer based CAT. This will apply to all the sections of CAT a) Quantitative Ability, b) Verbal Ability & Reading Comprehension, and c) Data Interpretation & Logical Reasoning (as well as any new sections that may be proposed to improve the test). Service providers should provide substantiated information on the following:

Developing New Items

1. Provide information on how you will determine the numbers and types of test questions that need to be developed. This will be based on expected number of candidates taking the test in 2024 and beyond, expected number of days proposed to conduct the test, expected number of venues/cities in which you propose to conduct test all over India, expected number of test sessions you would like to hold per day, and whether or not same test will be held at all venues at a given session. Currently CAT is conducted on a single day with two/three test sessions.
2. Describe how you will identify, recruit, and train persons to prepare test questions. Item writers may include outside experts, retired and serving IIM faculty members.
3. Describe and/or demonstrate a writer-friendly template/software you will provide to allow writers to generate new items in a secure format.
4. Provide a time line for developing new items, beginning with an analysis of the numbers and types of test questions needed and ending with the preparation of test questions for pre-testing.
5. Provide for new item types that can provide more appropriate measurement opportunities.

Pre-testing New Items

Provide detailed plan, such as minimum sample size required, and the criteria to screen out inappropriate items for pre-testing of new category of questions, or new format of questions. The syllabus and previous question pattern should be understood thoroughly to understand the examination requirements.

Item Retirement

1. While item retirement issue may be premature at this stage, specify the criteria you will use/suggest to determine when items need to be retired, and, how this impacts the item development efforts.
2. Describe how you plan to make your already retired items available to IIMs. Describe how do you plan to maintain confidentiality and to restrict access of retired items to IIMs only.

Database, software, Security and copyright

1. Describe how and in what formats you will prepare electronic databases and make them available to IIMs.
2. Describe and share the process and the software that you will use for item development.
3. Describe the security measures, firewalls, and due diligence practices you intend to use during all phases of item bank development.
4. Describe how you will copyright each item in the name of IIMs and ensure copyright security.
5. Describe how do you plan to securely hand over the items within or after the contract period after approval from appropriate authority.

2. Test Development

Test development would include developing computerized test consisting of Verbal Ability & Reading Comprehension, Quantitative Ability, and Data Interpretation & Logical Reasoning sections (as well as any new sections that may be proposed to improve the test). These sections could vary in

subsequent years in terms of number, type and difficulty levels. It would also include statistical analyses of item performance and monitoring procedures.

Procedures

1. Identify procedures you will use to deliver computerized (adaptive if required and agreed) tests that will meet psychometric specifications. Explain why you choose a particular procedure over other approaches.
2. Describe how you will control for item exposure and monitor item exposure rates.
3. If a given test is administered at all venues in a particular session (at a given point in time), provide information on how items will be selected from the item bank at a test delivery site.
4. On what basis will you establish that the two tests held in two different sessions are comparable?
5. Describe how you will select items from the item bank, how test sessions will be planned given the time-zone differences and any other test delivery logistics pertaining to specific international locations of Dubai (UAE), Kathmandu (Nepal), Dhaka (Bangladesh), Colombo (Sri Lanka) and Singapore.
6. Describe the procedure you will use for calculating the score of a test and generating percentile ranks. Propose maximum time to elapse between candidate testing and release of final score.
7. Based on your experience, describe ways in which you have come up with innovative test strategies. For example, how does one discriminate between good and not-so-good candidates from a pool of say 3,00,000 candidates? If possible, how does one ensure that the test difficulty levels are gender neutral and that they are not biased in favor of quantitatively oriented candidates or rural/urban candidates?

Back-up Computer Based Tests

Describe the procedure you will use to develop at least one back-up computer based test, which is comparable in content and psychometric properties to the primary tests. Also describe the provisions for the infrastructure arrangements to conduct the test all over the country (if required) on the back-up test date.

Security

Describe how you will ensure security of test items throughout the test development process.

3. Communication

IIMs expect communication about test development processes to include routine reports, audits, technical reports and regularly scheduled meetings about the current and future state of the CAT.

1. Detail the nature and extent of information you would report to IIMs about the quality of computerized CAT.
2. Detail your plans for producing an annual report. Such reports may be discussed in the light of report of the external auditor of the service providers' compliance with contract specifications.
3. Detail your plans for producing and providing IIMs with incidence reports that include exceptions and large score differences.
4. Document how you will ensure that IIMs have access to information about candidate registration and test performance.
5. Describe how this information will be captured in a standardized format. Provide an example of such a format.

Section-8: Test Delivery Plan

Introduction

A secure and smooth conduct of CAT not only helps prospective students and IIMs to choose one another, it also maintains and enhances the reputation of the CAT brand. In this context, IIMs would like the service providers to provide details on collection of fees, candidates' registration, call center operations, channel management, test center operations, score reporting, and test-taker records. At appropriate places, specify the manpower/staff requirements from IIMs you propose during the test delivery process.

1. Collection of Fee and Registration

1. Describe your plan to collect applications, fees, and relevant documents online from the candidates.
2. Describe the registration solution (online, mail, phone) that you will provide to IIMs.
3. How do you propose to transfer payments received to IIMs?
4. What kind of search capability do you propose to test takers to select centers/venues? Describe your experience with these matters.
5. Describe your plans, if any, for integrating tutorial/test-prep materials during the test registration process.
6. A website is required for information dissemination, collection of fees, candidates' registration and result reporting. Describe your plan to host and maintain such a website including additional employees, adequate server for registration, information, results reporting, candidate query handling, web security related certificates and other related activities.
7. Describe your plan in registering test takers from SC/ST and Persons with Disabilities categories. Please note that there is a concession of 50% in the application fees for these test takers. Their certificate needs verification. Accordingly, describe the process.
8. Describe the process of verification of eligibility qualification (like educational certificates) of the candidates.

2. CAT Call Centre

A Call Centre service would handle domestic and international test candidate issue-tickets through the website, phone calls, e-mail, correspondences or through messaging services. Candidate issue-tickets could be in the context of collection of fees, registration, test center conditions, support for PwD candidates, tutorials and preparatory materials, test policies, scores, problems with the test experience, test challenges, and reports of any improprieties.

1. Indicate the response-time that you will guarantee to answer issue-tickets of various severity levels through different modes such as phone calls, e-mails, or messages, during normal as well as peak-load periods.
2. How will you ensure adequate and knowledgeable customer support to resolve technical and academic queries?
3. Please provide the training plan for customer service executives.
4. What quality control procedures will you use to ensure excellent call center service?
5. Describe the way IIMs could survey candidates from time to time to ensure that test takers' needs are being served and that answers provided are correct and timely.
6. Please outline the location of call centers for pan-India and international candidates.
7. Please outline the response-time in which test related materials will be received by the requesting party.
8. Please describe how the issue-ticket log would be maintained.
9. Provide the brief profile of the person-in-charge for the call centers who will be responsible for the call center activities and who will be answerable to IIMs in real time.
10. Define the internal escalation hierarchy in case an issue is not resolved within stipulated time period.
11. Describe the integration of the call center activities with the online registration system.

3. Channel Management

By channel management we refer to managing personnel, processes and capital resources associated with operating/accessing quality test centers, including managing technology, support facilities and material services for test administrations at test centers. It would also include managing alternative testing environments, if required, including mobile test centers and paper and pencil test administration centers.

1. Describe your organization's investment and direction in the area of providing pan-India and international access to computerized CAT.
2. List the pan-India locations where you have conducted similar tests in the past, with details of demand and capacity.
3. List the international locations where you have conducted similar tests in the past, with details of demand and capacity.
4. Describe your plan for demand projection in various cities based on candidate preferences over past years.
5. Describe the number of testing sites, and the number of dedicated, concurrent seats you will make available, and their geographic distribution.
6. How will you plan to match the demand with adequate capacity in major cities, small towns and remote areas?
7. Describe how you would work with IIMs if any unforeseen mismatch between demand and capacity at various locations arises.
8. How do you propose to capture candidate city preferences and maximize the match of preference to available capacity? In case of mismatch, how will you minimize the inconvenience to the candidate?
9. Describe your organization's strategy and commitment to permanent test center expansion and related innovations.
10. Describe your proposal for providing access to computer based CAT in cities/centers and venues other than in permanent test centers, and how you plan to scale up your capacity at each location.
11. Describe your proposal for meeting the access needs of test takers in mofussil towns and remote areas.
12. Describe your plan to meet the access needs of test takers in the event of a center change due to an emergency situation.
13. Describe your plan to adapt in the event of a pandemic like situation or event.
14. Please describe the possibility and extent of international test centers one could utilize to provide access to CAT globally.
15. Describe the data gathering, storage and retrieval capabilities. How will this be analyzed to prevent, detect, and act on impersonation and fraud during the test, and theft of IIMs' intellectual property? Specifically address the use of biometrics and video surveillance with their quality/resolution/security parameters.
16. How do you propose to report to IIMs the test fraud incidents, the status of actions taken, and resolutions?

4. Test Venues

Currently, computer based CAT is conducted at about 167 cities and 375 test venues (actual test sites) within India and may be considered for international test venues. Computer based CAT is expected to offer access to world-class test venues with secure, peaceful, quality testing environment.

1. Describe the physical layout requirements of test venues in which you propose to conduct CAT. Include a description of the reception area and the workstations.
2. Describe the extent to which physical layout is standardized across test venues.
3. Describe the parameters that you would consider for building safety, safety of electrical equipment and wiring, fire safety, safety of accessing the venue, and any other safety measures.
4. How would you ensure the adequacy of power supply and availability of uninterrupted power during the examination? What backup measures would be in place?

5. How will you ensure that test venues are in compliance with local requirements and regulations?
6. Describe the parameters to ensure the cleanliness of the test center.
7. Describe the parameters to ensure the convenience and comfort of the candidates at the test center.
8. Please provide the support facility in the test venues for persons with disabilities who wish to take computer based CAT.
9. How do you ensure quality candidate service, test quality, security, and procedures related to deterring, detecting and handling incidents of test fraud?
10. Describe your ability to integrate biometric requirements and other security technology solutions at the venues. Explain security measures embedded in the solution.
11. Describe the nature and extent of staff training, certification, audits, and procedures you will put in place at the test venues.
12. Describe the internet connectivity, networks and servers you will provide at each test venue in parametric terms and the corresponding efficiency implications.
13. Describe the technology solution you will provide in areas where internet connectivity is not stable.
14. Describe how you will monitor test activity at the venues. Include a description of how this activity will be recorded and the role of the test administrator.
15. Describe how you will detect and minimize disturbances in the test area, such as heavy noise and interruptions.
16. Describe the nature of irregularities that you propose to capture at the test venues. Describe the nature and extent of irregularity reports you propose to provide IIMs to facilitate monitoring candidate issues as well as test security and quality issues.
17. Describe your plan in the event of a pandemic like situation.
18. Please describe examples of how you have accomplished these requirements in the past.
19. Attention to other operational details such as noiseless environments, noiseless air conditioners, and floor carpeting would be considered positively.

5. Score Reporting and Records

The score reporting process may include reporting scores for each component of the CAT exam, including dispatch of scores to test takers (and designated institutions) using biometric information. IIMs will also require access to candidate records on a continuous basis. IIMs intend to use the information to have interface with various stakeholders. IIMs need assurance that candidate data are secure and protected.

1. Please describe your proposed solution for effectively matching each test taker with his or her records to ensure that all CAT scores are appropriately matched and reported.
2. Describe the processes for verification and validation that you will use for reporting CAT scores.
3. Describe your plan for providing access to CAT official scores, including the modes and related safeguards.
4. Based on your experience, describe the issues related to instant score reporting and deferred (score and percentile) reporting at a later predetermined date.
5. Describe how you propose to provide IIMs with access to candidate information, their scores and test volume data. In particular, IIMs would like to have test analysis in terms of raw scores of the test sections and overall percentile scores. Any normalization procedure, if used, may also be provided. Detailed analysis of candidate demographics and test performance for the top-ranked 10,000 candidates may also be provided.
6. Describe detailed processes you would employ to store/archive and retrieve data, including biometrics data.
7. What assurances can you provide to IIMs about the integrity of the database of CAT test takers?
8. What processes and procedures do you propose for preventing a test taker from disassociating himself or herself from a previous CAT score? How do you propose to maintain candidate history?
9. Describe how IIMs and the service provider together could address challenges by the candidates and other stakeholders in the score processing and reporting process.
10. Describe the process of maintaining and securing the data in a post-test scenario.

Section-9: Criteria for Evaluation of Proposals

IIMs will evaluate the proposals on a variety of criteria. Each criterion will be evaluated by assigning a score. The overall evaluation of a proposal will be determined by the sum total of scores secured on each of the criterion. The table below provides the details of the criteria and the maximum possible score. The minimum qualifying score for the quality of technical proposal is 25 out of 80.

Criteria	Maximum Score
1. Understanding of IIMs goals/objectives, and attention to legal aspects and public relations	10
2. Organizational capabilities and strength	10
3. Organizational Innovativeness and creativity of the solution	05
4. Convincing elaboration on the process of item (bank) development, secure storage and hand-over to IIM authority whenever required from appropriate authority	10
5. Convincing elaboration on computerized test construction and design	10
6. Convincing elaboration on capability of test delivery, starting from collection of fees from applicants to score reporting (pan-India)	15
7. Convincing elaboration on capability of test delivery, starting from collection of fees from applicants to score reporting (specific international locations: Dubai (UAE), Kathmandu (Nepal), Dhaka (Bangladesh), Colombo (Sri Lanka) and Singapore)	05
8. Capacity evaluation in terms of concurrent node capacity (pan-India and specific international locations: Dubai (UAE), Kathmandu (Nepal), Dhaka (Bangladesh), Colombo (Sri Lanka) and Singapore)	05
9. Convincing elaboration on security and scalability of the test construction and delivery solution starting from the Item Development Stage to the Score Reporting Stage	10
10. Financial Proposal Evaluation	20
Overall total score	100

Section-10: Financial Proposal

1. Financial Bid (BOQ):

Financial proposal should spell out with supporting data and documentation the following:

- i. Fee for Managing & conducting the test (pan-India) per candidate for the CAT 2024
 - ii. Fee for Managing & conducting the test (pan-India) per candidate for the CAT 2025
 - iii. Fee for Managing & conducting the test (pan-India) per candidate for the CAT 2026
 - iv. Fee for Managing & conducting the test (pan-India) per candidate for the CAT 2027
 - v. Fee for Managing & conducting the test (pan-India) per candidate for the CAT 2028
 - vi. Payment to IIM faculty members for per item development for the CAT 2024
 - vii. Payment to IIM faculty members for per item development for the CAT 2025
 - viii. Payment to IIM faculty members for per item development for the CAT 2026
 - ix. Payment to IIM faculty members for per item development for the CAT 2027
 - x. Payment to IIM faculty members for per item development for the CAT 2028
 - xi. Payment to be made by the service provider to IIM faculty members per day per faculty for review and develop test items and test forms for the CAT 2024
 - xii. Payment to be made by the service provider to IIM faculty members per day per faculty for review and develop test items and test forms for the CAT 2025
 - xiii. Payment to be made by the service provider to IIM faculty members per day per faculty for review and develop test items and test forms for the CAT 2026
 - xiv. Payment to be made by the service provider to IIM faculty members per day per faculty for review and develop test items and test forms for the CAT 2027
 - xv. Payment to be made by the service provider to IIM faculty members per day per faculty for review and develop test items and test forms for the CAT 2028
2. The Financial Bid format (BoQ) is provided as BoQ along with this tender document at <https://eprocure.gov.in/eprocure/app> under Downloads.
 3. Bidders are advised to download the BoQ.xls as it is and quote their offer/rates in the permitted column and upload the same in the commercial bid.
 4. Bidder shall not tamper/modify the downloaded price bid template (BoQ) in any manner. In case if the same is found to be tampered/modified in any manner, tender will be completely rejected and EMD (if any) shall be forfeited.
 5. Bidders are advised to quote the offer (Inclusive of all charges and expenditure required to be incurred by the bidder for the services as per the bid document) exclusive of applicable taxes.
 6. The evaluation of the Bid will be done on the basic rates quoted.
 7. Bidders are requested to upload the duly filled BoQ under the cover-2 on the CPP Portal as mentioned below:

Packet-1: Financial Bids in (BoQ) XLS version Filled with all relevant information.

Section-11: Other terms and conditions

1. **Bid Validity:** The quoted bid shall be valid for a period of 120 days from the date of opening of the Financial Bid.
2. **Payment Terms:** The payment to the service provider shall be made in Indian rupees and shall be paid only after the successful completion of the entire work as per the schedule, without any errors. No advance payment shall be made.
3. The qualifying criteria enumerated above are only indicative and not exhaustive.
4. IIM Indore reserves the right to verify/confirm all original documentary evidence submitted by the bidder in support of above mentioned clauses. Failure to produce the same within the period as and when required shall result in summary rejection of the RTFP.
5. The bidder should participate as a single entity; no consortium will be allowed.
6. The Bids which are vague/ conditional/ incomplete /not conforming to the laid down procedure in any respect will be rejected.
7. In case of any unsatisfactory service, suitable penalties as decided by the Competent Authority shall be levied after issuing notice.
8. IIM Indore reserves the right to call for techno-commercial/price negotiations. The company should depute a competent representative for such discussion/negotiations whenever called for and he shall be competent to take on the spot decisions.
9. **Contours of the Award:** If and when the award is made, IIMs may enter into a five year contract subject to yearly review.
10. IIMs reserve the right to make more than one award, partial awards, or no awards.
11. **Notification of Award:** Prior to the expiration of the period of bid validity, IIM Indore will notify the successful bidder in writing by registered letter and e-mail that the bid has been accepted.
12. **Order Acceptance:** The successful bidder should submit Order acceptance within 7 days from the date of issue of work order, failing which it shall be presumed that the bidder is not interested and his bid security (if any) is liable to be forfeited.
13. **Performance Security:** The successful tenderer will have to deposit the performance security in the form of /D.D./FDR/Bank Guarantee of 10 % of the contract value (the contract value will be ascertained by multiplying the finalised rates per candidate by expected candidate registration count which is 325000) within 15 days from the date of issue of the award letter. Security will be refunded to the contractor (without any interest), after it duly performs and completes the contract/warranty period in all respect.
14. **Bank Account Details of IIM Indore:** The bids without EMD and Tender Fee shall be summarily rejected. No exemption for EMD will be entertained.
Name of beneficiary: Indian Institute of Management Indore
Account No.: 53018623445, IFSC Code: SBIN0030525
Name of the Bank: State Bank of India, Branch Address: IIM Indore Campus

15. The PAN and GST number of IIM Indore for the purpose of tender fee and EMD payment, are as shown below:
GST Number: 23AAAJI0057R1Z3121Q1ZH
PAN: AAAJI0057R
16. In case the bidders/successful bidder(s) are found in breach of any condition(s) at any stage of the tender, Earnest Money/Performance Security shall be forfeited.
17. IIM Indore may issue corrigendum to tender documents before the due date of submission of bid. The tenderer is required to read the tender documents in conjunction with the corrigendum, if any, issued by IIM Indore.
18. No correspondence/discussion/visits whatsoever will be entertained on the subject unless specifically called by the duly authorized office bearers of IIM Indore after opening the tenders for technical discussions/ price negotiations. Any violation of this will render the quotations invalid and the firm is liable to be blacklisted.
19. Non-Tender Items: In case of items which the contractor has to execute which are not covered in the tender BOQ items, the rates shall be paid based on mutually agreed rates. IIMs may include additional items if required during the entire tenure of the contract.
20. **Termination for Insolvency:** IIM Indore may at any time terminate the Contract by giving a written notice to the awarding firm, without compensation to the firm, if the firm becomes bankrupt or otherwise insolvent as declared by the competent Court, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the department. The courts of Indore alone will have the jurisdiction to try any matter, dispute or reference between the parties arising out of this purchase. It is specifically agreed that no court outside and other than Indore Court shall have jurisdiction in the matter.
21. **Force Majeure:** Neither party shall be liable to the other, for any delay in or failure of their respective obligations under this contract/ award of tender caused by occurrences beyond the control of either party because of fire, floods, acts of God, acts of public enemy, wars, riots, strikes, lockouts, sabotage, fire, floods, explosion, epidemic, quarantine restrictions, any law statute or ordinance order actions or regulations of the Government or any compliance there is similar to the above. Either party shall promptly notify (within 15 days) the other of his commencement and cessation of such contingency and prove that such is beyond the controls and affects the implementation of this contract adversely.
22. False declaration/documents will be in breach of the Code of Integrity under Rule 175(1) (i) (h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per Rule 151 (iii) of the General Financial Rules along with such other actions as may be permissible under law.
23. **Arbitration:**
 - a. All disputes or differences, whatsoever, arising between the parties out of or relating to the interpretation, meaning and operation or effect of this contract or the breach thereof, shall be resolved through mutual consultation and negotiation.
 - b. Any dispute not resolved by mutual consultations shall be settled through arbitration by an arbitrator duly appointed by the Director, IIM Indore. The award of the said Arbitrator shall be final and binding on both parties. The place of the Arbitration shall be at Indore.
 - c. The courts of Indore alone will have the jurisdiction to try any matter, dispute or reference between the parties arising out of this purchase. It is specifically agreed that no court outside and other than Indore Court shall have jurisdiction in the matter.
 - d. Arbitration cost will be borne jointly by both the parties to the Contract.

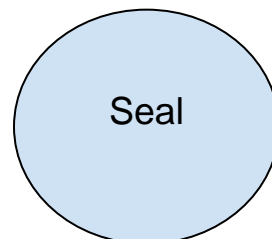
Annexure-I: Bidder Profile

Name of the entity		
Date of Incorporation / Establishment		
PAN Number		
GST Registration Number		
Bank Details	Account Number	
	IFSC Code	
	Bank Name	
	Branch Name & Address	
Office Address for Postal Communication		
Authorized Signatory Details	Name	
	Designation	
	Email	
	Phone	

Date:

Place:

Signature of Authorized Signatory:



Annexure-II
CHECK LIST OF THE DOCUMENTS TO BE UPLOADED AS MENTIONED IN THE ONLINE BID
SUBMISSION PROCEDURE

5.1.1 Other Important Documents (OID): To be uploaded as a readable PDF File on the CPP Portal:

Upload as Under	Details	Supporting Documents	Complied (Yes/ No)
Packet-1	Permanent Account Number (PAN)	Self-certified scanned PDF files to be uploaded in the respective packet.	
Packet-2	GST registration certificate		
Packet-3	Firm establishment / Company incorporation certificate		

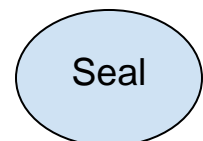
5.1.2 Statutory Documents: Cover-1-To be uploaded as a readable PDF File on the CPP Portal:

Upload as Under	Details	Supporting Documents (As per)	Complied (Yes/ No)
Packet-1	Bidder's Profile	Annexure-I	
Packet-2	Check list of the documents to be uploaded	Annexure-II	
Packet-3	Details of Earnest Money Deposit (EMD), with a self-declaration for accepting the Tender Terms & Conditions mentioned in the tender documents	Annexure-III	
Packet-4	A duly completed self-declaration certificate for the Clean Track Record	Annexure-IV	
Packet-5	The bidder should be a firm registered and operating in India for at least 5 years (Firm establishment / Company incorporation certificate to be provided along with the Annexure-V given in this tender document).	Annexure-V	
Packet-6	The bidder's annual turnover in each of the previous three financial years i.e., 2020-21, 2021-22 and 2022-23.	Annexure-VI	

	(Certificate issued by a Practitioner Chartered Accountant with UDIN should be enclosed along with the Annexure-VI)		
Packet-7	The bidder should have successfully executed at least five similar assignments (conducting Computer Based Tests). The bidder should submit documentary evidence of contract/order and performance report from the client along with the Annexure VII.	Annexure-VII	
Packet-8	The bidder must have a data center with disaster recovery infrastructure located in India. The bidder should submit documentary evidence, with necessary certifications.	-	
Packet-9	Technical Proposal (Covering all the details as mentioned in this tender document)	-	
Packet-10	Test Development Plans (Covering all the details as mentioned in this tender document)	-	
Packet-11	Test Delivery Plan (Covering all the details as mentioned in this tender document)	-	

Date:

Place:



Signature of Authorized Signatory:

Annexure-III

To,
Indian Institute of Management Indore
Prabandh Shikhar, Rau-Pithampur Road,
Indore - 453 556

Subject: details of Tender Fee and EMD deposit, with a self-declaration for accepting all tender terms and conditions

Dear Sir/ Madam,

I/we hereby submit our tender for the required scope of the tender along With other required documents.

I/we are enclosed herewith the following towards Earnest Money Deposit.

Particular	Amount	Transaction No & Date	Bank Name	Remarks
Tender Fee	Rs. 30,000/-			
Earnest Money Deposit (EMD)	Rs. 50,00,000/			

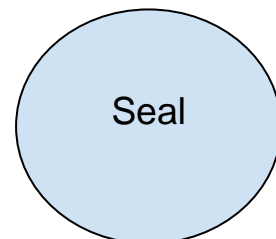
I/We have gone through all terms and conditions of the tender document also I/We have gone through the corrigendum/ addendum issued (if any) till the Bid Submission close time and date for this tender.

I/We agree to accept all the terms and conditions of the tender document and assure you that I/We will comply with the above referred tender document including instructions, terms & conditions, technical specification stated therein.

Date:

Place:

Signature of Authorized Signatory:



Annexure-IV

SELF-DECLARATION CERTIFICATE FOR THE CLEAN TRACK RECORD

I hereby certify that the above firm neither blacklisted by any Central/State Government/Public Undertaking/Institute nor is any criminal case registered / pending against the firm or its owner / partners anywhere in India or abroad.

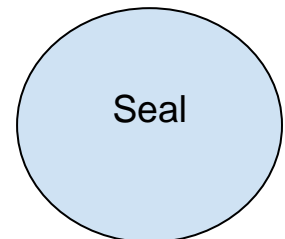
I also certify that the above information is true and correct in all respects and in any case at a later date it is found that any details provided above are incorrect, any contract given to the above firm may be summarily terminated and the firm will be debarred/blacklisted as decided by the competent authority of IIM Indore, also the EMD/ Performance Security Deposit (if any) shall be forfeited.

In addition to the above, IIM Indore, will not be responsible to pay the bills for any Partial/ Full supply of the items/ services.

Date:

Place:

Signature of Authorized Signatory:



Annexure-V

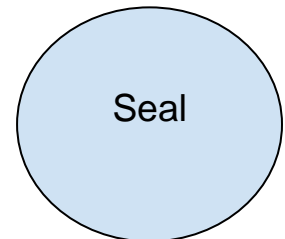
NUMBER OF YEARS FROM ESTABLISHMENT

Sn	Name of firm	Date of Establishment/ Incorporation	Remarks
			Copy of incorporated/ established certificate is to be provided along with this Annexure

Date:

Place:

Signature of Authorized Signatory:



Annexure-VI

AVERAGE ANNUAL TURNOVER

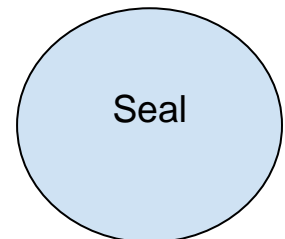
The bidder's annual turnover in each of the previous three financial years (i.e., 2020-21, 2021-22 and 2022-23) should be at least ₹ 50 crores (after tax), of which at least ₹ 15 crores should be from conducting Computer Based Tests. This turnover should be that of the bidder alone and not of the group that the bidder belongs. (Certificate issued by a Practitioner Chartered Accountant with UDIN should be submitted appropriately as per the given Annexure).

Financial Year	Annual Turnover (Figure in Rs.)	Annual Turnover From the Computer Based Test (Figure in Rs.)	Remarks
2020-21			Certificate issued by a Practitioner Chartered Accountant with UDIN should be submitted along with this Annexure
2021-22			
2022-23			

Date:

Place:

Signature of Authorized Signatory:



ANNEXURE - VII

WORK EXPERIENCE

The bidder should have successfully executed at least five similar assignments (conducting Computer Based Tests), of which at least one assignment should have been for conducting the test for more than 75,000 candidates in a single shift in all major cities in India.

Sn	Name of Client	Date on which test was conducted	No of Candidates in a single shift in India	The bidder should submit documentary evidence of contract/order and performance report from the client along with this Annexure
1				
2				
3				
4				
5				
6				
7				

Date:

Place:

Signature of Authorized Signatory:

