

Tender: 01/2014

Medical Services Recruitment Board (MRB)

Short Tender for Provision of Computer Based Objective Type Test (CBT) For Recruitment

**Medical Services Recruitment Board
7th floor, DMS building
359, Anna Salai, Chennai – 6
Tamil Nadu
Phone No: 044- 2435 5757, Email: mrb.tn@nic.in
URL: www.mrb.tn.gov.in**

**Signature of the Bidder
with official seal**

MEDICAL SERVICES RECRUITMENT BOARD

Tenders are invited from the reputed companies for conducting a Computer Based Objective Type Test (CBT). The tender should reach the Member Secretary, Medical services Recruitment Board, Chennai -6, on or before 3.00 PM on 29.05.2014.

The tender document shall be in sealed cover. The Tenders received up to 03.00 PM on 29.05.2014 will be opened by the Member Secretary, Medical services Recruitment Board or any other Officer authorized by her on his behalf at the Board's Office by 03.30 PM on 29.05.2014 (in front of the representatives of the bidders who choose to be present).

The Tender Documents is issued free of cost.

Chennai
22nd May 2014

Member Secretary

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Provision of Computer Based Objective Type Test (CBT) for Recruitment for MRB

I. BACKGROUND

1. About MRB

Medical Services Recruitment Board (MRB) is mandated with the task of making Recruitment to various medical personnel for the Health and Family Welfare Department, Govt. of Tamil Nadu. MRB aims to consistently upgrade and improvise systems and procedures of selection in order to attract the best talent to Public Service, strictly in accordance with the policies of Government of Tamil Nadu and by leveraging the available Information Technology solutions. MRB has decided to introduce **Computer Based Objective Type Test (CBT)** to improve the services. The successful Service Provider shall design and conduct the Computer Based Objective Type Exam on behalf of the MRB.

In this regard, the Board has proposed to conduct Computer Based Test for about 190 candidates under managed mode using intranet/LAN connectivity for the objective type examinations, at a centre in Chennai.

Therefore, MRB has decided to invite Techno-commercial proposal from eligible firms for providing infrastructure facilities and technical support and executing the conduct of the online examination (Computer Based Test) for the objective type examination.

The proposed CBT not only aims to integrate the functioning of different wings in MRB, but also to make the recruitment process more transparent to the aspirants.

2. Objectives:

The overall objective of the **Online Examination (Computer Based Test)** is to provide a fair, transparent and better **Test Delivery Mechanism** at a reduced cycle time and cost.

The broad objectives of the Project are as follows:-

- a) **Increase Operational Efficiency:** By leveraging the available Information Technology solutions, MRB aims to completely automate its recruitment process in an integrated platform and reduce the repetitive paperwork/records through computerization of the entire back-office functions.

- b) **User-Friendly and Secured Data Submission: Computer Based Test**
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aims to provide not only user friendly but also secured data submission through electronic mode and quicker processing of results

- c) **Transparency:** The Computer Based Test will establish the transparency in the examination process in terms of ensuring the history of events that had happened from the time of registration of the candidates till the results are declared.
- d) **Provide better Monitoring and control mechanism for CBT:** CBT aims to provide better Monitoring & control mechanism with Real Time on the examination process so that the tests are conducted on a level playing field and no candidate gets any undue advantage.
- e) **Easy up gradation to new technology:** CBT not only will contain the best available IT solutions but will also enable MRB to easily migrate to advanced technological platform in future like applying TMM criteria so that it has a positive & continual impact on the quality of CBT

3. Current IT Status in MRB: The current IT environment is partly computerized and many important processes in each stage of the recruitment process are still done manually resulting in higher cycle time for generating results.

Detailed Terms and Conditions:

The terms & conditions are covered in eight major Clauses as detailed below:

A. Definitions:

In this Contract, the following terms shall be interpreted as indicated below:-

- a) **"Contract"** means the agreement entered into between the Tendering Authority and the Service Provider, as recorded in the document signed by the parties, including all the attachments and appendices thereto, and all documents incorporated by reference therein;
- b) **"Computer Based Test"** means the computer based objective type examination under intranet/LAN mode in which the candidates have to choose the best answer among the options given for each questions and record it in the computer allotted to them at the respective test centres. Both CBT and Online examinations are used interchangeably and mean one and the same

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- c) **"Data Processing"** includes Data Extraction from database, Data Verification and Data Validation and generation of Reports as required by the Board from time to time.
- d) **"Bidder"** - The word "Bidder" when used in the pre award period shall be synonymous with "Service Provider" which shall be used after award of the contract.
- e) **"The Contract Rate"** means the rate offered by the Service provider and accepted by the Tendering Authority under the Contract for the full and proper performance of its contractual obligations.
- f) **"Services"** means services ancillary to the Scope of Work herein-above, transportation, any other incidental services and other obligations of the Service provider covered under the Contract.
- g) **"Service Provider"** means the bidder who becomes the successful bidder after the final evaluation of the tender and to whom this contract is awarded by MRB.
- h) TMMi –Test Maturity Model Integration
- i) CMMi – Capability Maturity Model Integration
- j) **"Day"** means a working day of MRB.
- k) **"Tendering Authority"** means The Member Secretary, Medical Services Recruitment Board or any Officer of the Medical Services Recruitment Board who has been authorized to issue a work order under this contract
- l) **"Test Taker"** means the candidate who gets registered with MRB and takes up the examination conducted by the Board
- m) **"Service Level Agreement"** or shortly called SLA refers to the minimum performance criteria the service provider promises to meet while delivering and executing the contract entered into with the Board. It includes service hours, service availability, throughputs and responsiveness, customer support levels, service levels to be provided during contingency and any other services that are related to or incidental to the execution of the contract
- p) **"Board"** means Medical Services Recruitment Board
- q) **"MRB"** means Medical Services Recruitment Board

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B. Scope of work :

Broadly the scope of the work shall be provision of intranet/LAN based end-to-end, automated, user friendly Computer Based Test (CBT) with secured web interface. It shall include **“Designing, supplying, installing and execution/ delivery of examinations to be conducted by MRB for a recruitment involving about 190 candidates on Computer Based Testing mode using Intranet/LAN at a centre in Chennai, Tamil Nadu at a date which will be communicated to the service provider by MRB on Rate Contract Basis”.**

- Question paper will consist of fixed (say 200) numbers of objective type questions consisting of as many parts as may be specified. The test shall be conducted in a single batch.
- The medium of test will be in English
- The CBT shall be conducted under a managed mode with very high level of Electronic and human supervision and control over the test taking environment. This involves essentially allocation of computers to the candidates at the designated test centres with high level of control over access, security and quality of CBT.
- While the Memo of Admission (Hall Tickets) will be issued to the candidates by MRB, Board, the scope of the work has been divided into two broad activities; namely exam plan and exam process as defined below

i. Exam plan refers to Designing of examination plan and executing it after getting due approval/concurrence of MRB. It comprises of freezing and providing of Hardware and Software requirements and other related infrastructure including power back up facilities like UPS, auto genset etc. in the test centre on the test day/date, and finalizing the test centre, all other activities which are related to or incidental to the conduct of CBT of MRB.

ii. Exam Process refers to designing, supplying, installing of the CBT software customized to MRB's requirement and execution/delivery of examinations to be conducted by MRB for the proposed Test on Computer Based Testing mode using Intranet/LAN in a centre in Chennai at a date which will be communicated to the service provider by MRB.

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4. General Terms and Conditions:

i) Period of Contract:

The contract shall be initially for a period of 6 months from the date of execution of the agreement with the Tendering Authority.

ii) Eligibility Criteria :

- a) Annual turnover of Rs.10 crore from IT and ITES business last year.
- b) Only those firms that had executed similar projects as envisaged in the scope of the work defined in this tender document with at least one Government / PSU / Academic Institutions / Recruitment agencies during the last three years.
- c) Only those firms that have valid VAT, Service Tax and PF registration Certificate and Valid TIN Number should apply
- d) The contract shall be on "End to End outsource basis" and the bidder should have all relevant facilities and logistics available to execute the work.

All above eligibility conditions are mandatory and the firms not fulfilling all the above conditions shall not be considered and shall be summarily rejected.

iii) Rejection of Bid

Even though bidders may satisfy the above requirements, the bidders may be disqualified if MRB comes to know either through confidential enquiry or otherwise the bidders have:

- a) made misleading or false representation or facts or deliberately suppressed the information to be provided in the forms, statements and enclosures of this document.
 - b) record of poor performance such as abandoning work, not properly completing the contractor financial failures/weaknesses.
 - c) engaged either directly or indirectly in any activity which can influence the conduct of exam such as conducting of coaching classes etc.
- iv) Further, the Member Secretary, Medical Services Recruitment Board reserves the right to accept / reject / release or relax any or all or part of the bids received on the due date without assigning any reason whatsoever.

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v) **Security Audit :**

The Service provider shall also ensure the following:-Restriction of Access to system processing functions / programmes / files to appropriately Authorised Users, Prevention of unauthorised penetration into the Data

vi) **Access Rights Management:**

- a. System shall provide with login screen to specific users of the system. Only authenticated users should be provided access to the application.
- b. As an enhanced security measure, **Computer Based Test** should provide role based access.
- c. User types will be-
 - i. Administrator to handle the application having all the Read/Write access
 - ii. User to generate reports from the data

Standards of Performance: The Service Provider shall complete the **CBT** in accordance with the specification given by MRB in conformity with the international standards on Information Security and Audit and as per various relevant laws such as Information Technology Act 2000 and other related Laws, Rules and Regulations. Some of the tests associated with performance standards are performance test, load test, stress test and capacity test. The bidder should have capabilities for these tests.

vii) **Responsibilities & deliverables:**

A) By the Service Provider:

The Deliverables by the Service Providers are clearly mentioned in the Scope of the Work. However, in addition, the following shall also to be provided by the Service provider.

- a) Generation of periodical and mandatory reports required by the Board from time to time.
- b) The required hardware infrastructure shall be housed within Service Providers data centre with adequate arrangements of security like firewalls, Intrusion

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Prevention Systems etc and with required internet Bandwidth. (in case of using the servers of the service providers)

- c) The data uploaded by the candidates shall be encrypted and transferred in DBF / CSV / MS SQL / MS Access format or as per the requirement of the Board from time to time.
- d) The Service provider shall give a Non Disclosure undertaking to the Board. Details of CBT shall not be shared with any third party or used for any analysis/ research purpose by the Service Provider, unless the Board warrants.
- e) The system should be user friendly in format considering the socio-economic and rural background of the candidates.
- f) Shall appoint at the Commencement of the Project one of its representatives as a coordinator who shall act as a single point of contact with the Board during the conduct of the project.

The list is only an indicative list and not an exhaustive and therefore it includes any other requirement which may be either directly or indirectly related to or incidental to the execution of the project as may be communicated by MRB to the service provider from time to time

B. By MRB:

- a) Shall provide necessary question paper/bank to be made available for the examination.
- b) Appoint officers to supervise the conduct CBT in each test centre with (*monitoring related*) specific tasks assigned to them.

viii) Pilot run and parallel run

The Application Software customized to meet the requirements of MRB shall be subjected to trials on test question paper to be given by MRB at least few days before the actual CBT. If there are any change requests based on the pilot run, the Service provider shall effect the changes immediately without any additional cost.

ix) Testing

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a) The Service provider shall thoroughly test the software at his site before its deployment on Production site for proper functioning. MRB shall provide necessary sample question paper and sample reports for the same.

x) Documentation

The Service provider shall provide proper documentation on completion of work

xii) Disaster Recovery

- a) Disaster recovery plan should cover recovery plan, development, implementation and restoration. It should include procedures for emergency reponse, extended back up operation and post-disaster recovery in the case of partial/total failure of hardware/net/LAN etc. The objective is to provide capability to process mission-essential applications in a degraded mode and return to normal mode of operation within a reasonable amount of time.

xii) Unfair and unethical Trade Practices

MRB requires that the bidders participating in tender process should adhere to the highest ethical standards, both during the selection process and throughout the execution of the contract.

5. Bids

Bid Envelope shall contain the following documents:

- The sealed envelopes must be super-scribed with "Tender 01/2014: Tender for Computer Based Objective Type Test".
- Tender document and tender offer form should be duly signed by the authorized signatory of the firm in all the pages
- EMD in the form of Demand Draft of Rs.1000/- in favour of the "Member Secretary, MRB" payable at Chennai
- Bidders Authorization Certificate
- Copies of Certificate of incorporation of the firm (e.g. Registration as Partnership Firm, Proprietary concern, Company etc.)
- Copy of Service Tax Registration Certificate.

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- Copy of the TIN certificate
- Copy of PF registration Certificate
- Proof of having executed any of the activities defined in this tender document in at least one Government/PSUs/Academic institutions during the last three years
- Proof regarding minimum Annual Turnover of Rs. 10 crore from IT and ITES business last year
- Proof in support of Quality Certification received if any Infrastructural details
- Commercial bid

b. Tenders shall be forwarded on the letter Head of the firm, which should contain Phone Number/Fax Number. /URL, email, and other details of the firm.

c. The Commercial bid shall be on fixed price basis, exclusive of all types of applicable taxes. If the prices quoted are accompanied by vague and conditional expressions such as "Subject to any condition or assumptions", the same will be treated as invalid bid and shall be summarily rejected without assigning any further reason.

d. Rate is defined as rate per candidate for the exam

6. Submission of bids

The Bid shall be placed in a separate envelope super scribed: Tender 01/2014: Tender For Computer Based Objective Type Test". The envelope shall be addressed to the Member Secretary, Medical Services Recruitment Board, 7th Floor, DMS Building, 359, Anna Salai, Chennai-6

7. Commercial Term

Payment Schedule

- a) No advance payment will be made.
- b) In the case of scope of the work as defined in this tender document, payment shall be made within 30 days of the completion of the said work in good and

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satisfactory condition

c) The office of MRB will deduct Service/Income Tax and other statutory taxes at Source as applicable from time to time.

ii) Penalty

a) Any delay in the time schedule prescribed by Tendering Authority shall attract a penalty up to 0.5 % of the contract value.

b) In case of delay beyond three days, tendering authority will be at liberty to procure the services from any other agency at the risk and cost of the Service provider and it also will result in the forfeiture of the Performance Security amount.

c) For any other irregularities, mistakes, etc. in the Scanning and processing, penalty at the discretion of Tendering Authority will be imposed.

8. Legal Issues

i) Suspension of Work

a) The Service provider shall, if ordered in writing by the tendering authority for non-performance, temporarily suspend the works or any part thereof for such a period and such a time as ordered.

b) The Service provider shall not be entitled to claim compensation for any loss or damage sustained by him by reason of temporary suspension of the Works as aforesaid. An extension of time for completion, corresponding with the delay caused by any such suspension of the works as aforesaid shall be granted to the Service provider, if request for same is made and that the suspension was not consequent to any default or failure on the part of the Bidder.

c) In case the suspension of works, is not due to any default or failure on the part of the Service provider, and lasts for a period of more than 2 months, the Service provider shall have the option to request the tendering authority to terminate the Contract with mutual consent.

ii) Termination

a) The Tendering Authority may, without prejudice to any other remedy for breach of

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contract, by written notice of default sent to the Service provider, terminate the Contract in whole or part,

b) If the Service provider fails to deliver any or all of the Goods or Services within the period(s) specified in the Contract,

c) If the Service provider fails to perform as per the Quality standards and as per the Scope of the Work,

iii) Force Majeure

a) The Service provider shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

iv) Resolution of Disputes

a) The Tendering Authority and the Service provider shall make every effort to resolve amicably by direct informal negotiations any disagreement or dispute arising between them in connection with the contract. All arbitrations shall be held in Chennai.

v) Indemnity Clause

The Bidder shall indemnify Tendering Authority from and against any costs, loss, damages, expenses and claims including those from third parties or liabilities of any kind howsoever suffered arising or incurred interalia during and after the contract period out of:-

a) Any negligence or wrongful act or omission by the Bidder or any subcontract or third party in connection with or

b) incidental to this contract or

c) Any breach of any of the terms of this contract by all Service providers or any subcontract or third party.

vi) Venue Management Process:

Venue shall be comfortable for the candidates in every aspect.

The service provider shall be solely responsible for any lapse/failure/complaint related to monitoring and control mechanism during the execution of this project

vii) Security management Process:

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The major issues that are to be properly addressed under the security management process are as follows:

- ❖ Security within the organization-
- ❖ Security beyond the organization
- ❖ Security at the test Centre
- ❖ Security of the hardwares and all other related infrastructure
- ❖ Security of database
- ❖ Physical personal security
- ❖ All other issues which are related to or incidental to the conduct of CBT

viii) Database Management Process:

The Service Provider shall be responsible for end-to-end management of database on an ongoing basis to ensure smooth functioning of the same. On successful completion of CBT, the Service Provider should transfer entire related data pertaining to that particular examination to the Board, and not to keep any data related to the completed examination with them. The Service Provider should ensure that the Data Processing is not only absolutely error free but also fully secured preferably as per *PCI/DSS standards*

9. Delivery Schedule

The Service provider shall strictly adhere to the following delivery schedule:

Sl.No	Activity	Time Schedule
1	Conduct of CBT	Within 15 days

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SCHEDULE-I
TECHNICAL DETAILS

A. Profile of the Company

1.	Name of the Organisation	:	
2.	Structure of the Organisation	:	
3.	Address of the Organisation	:	
4.	Phone number	:	
5.	Fax Number	:	
6.	E-mail address	:	

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7. We have enclosed the following documents:

(Bidder has to mention against each item whether it is enclosed or not. If enclosed please mention the page number for ready reference)

Sl. No	Name of the Document	Enclosed / Not Enclosed	Page No
1.	Tender document duly signed by the authorized signatory of the firm in all the pages		
2.	Demand Draft for EMD (Rs. 1000) or copy of the permanent registration certificate issued by the Department of Industries & Commerce, Government of Tamil Nadu		
4.	Tender offer form duly filled in and signed.		
5.	Bidders Authorization Certificate.		
6.	Copies of Certificate of incorporation of the firm (e.g. Registration as Partnership Firm, Proprietary concern, Company etc.)		
7.	Copy of Service Tax Registration Certificate.		
8.	Copy of the TIN certificate		
9.	Copy of PF registration Certificate		
10.	Proof of having executed any of the activities defined in this tender document in Government / PSUs /Academic Institutions during the		

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	last three years		
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11.	Proof that the bidder had a minimum annual turnover of Rs. 10 crore during last year		
12.	Proof in support of Quality Certification received if any		
13.	Infrastructural details		
14.	Other documents (Specify) i. ii. iii. iv. v.		

Certificate

I / We have read the tender documents completely and understood the requirements and conditions laid down in it. We certify that our firm is eligible to participate in this tender as per the eligibility criteria specified in this tender document. I/We will abide by the tender Terms and conditions given in the documents.

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SCHEDULE – II
COMMERCIAL-BID

Sl. No.	Candidate strength	Rate per candidate (in Figures)	Rate per candidate (in Words)
1.	Conducting CBT for about 190 candidates at a single Chennai centre		

The above rates are all inclusive of everything except the taxes payable to the State/Central Government and the present applicable taxes are as follows:

Sales tax (VAT) :.....%

CST if any :.....%

Service Tax :.....%

Other Taxes (Specify) :.....%

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